

Individuals & Households

FIDA_40552_MultiDR_NONPII

For Official Use Only

Data As Of: 3/4/22

START_DT	END_DT	NOTE_ID	NOTE_TITLE	CATEGORY	NOTE_BODY
1/1/19	1/5/19	2004003	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.For additional information, please reviewDisaster Distress Helpline FAQ.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
1/2/19	1/8/19	2004018	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 10, 2019. All lodging expenses will be your responsibility as ofcheckout on January 11, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4399-FLMemorandums
1/3/19	1/8/19	2004019	DR-4404-MP: PERMANENT HOUSING CONSTRUCTION (PHC) ASSESSMENT CALLOUT	HELPLINE	FEMA is performing a callout for PHC Assessment for DR-4404-MP using the Callout and Review System (CARS).The purpose of this callout is to determine eligibility for and interest in Permanent Housing Construction. This may lead to an increase in Helpline call volume.Helpline:The summary line for this callout is: (NPSC #) PHC PPI NEEDS ASSESSMENT CALL OUT.If the CARS interview was incomplete (call attempt noted):Provide this number to the caller: 1-670-236-2852or 1-800-462-7585 (TTY)Staff will be available between the hours of7:00 AM – 6:00 PM (ChST) local time (4:00 PM to 3:00 AM ET), Monday through Saturday.Do notprovide the above phone number to callers that do not have the callout summary line in their file. Inform the applicants in this situation that FEMA will be calling them if they meet the criteria for the Housing Assessment Callout.
1/8/19	1/11/19	2004020	REMINDER: DR-4407-CA: HOMES PRE-PLACEMENT INTERVIEW CALLS	HELPLINE	Pre-Placement Interview (PPI) calls are being made to select applicants identified by the Region and JFO. Cases meeting the criteria may be potentially eligible to receive direct housing.If an applicant states FEMA left a message, review the Events log for a PPI (or HOMES) notation in the summary line.Transfer the call to the PPI group if:The PPI call was incomplete (call attempt noted) orThe interview has been completed but the caller’s housing situation has changed.Before the transfer, provide the caller the PPI group phone number in case they get disconnected.The PPI group is currently available Sunday through Saturday11:00 am – 9:00pm (ET), and the phone number is800-621-0643or 800-462-7585 (TTY).C3MPusers, see your ‘Agents Guide to C3MP’ or contact your tech rep. Select the correct dropdown"Pre Placement Interview" prior to transferring.Do not discuss Direct Housing eligibility with callers.Applicants who have not been contacted via-callout and are inquiring about the program should not be provided the PPI Group number. Use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA. Do not create PPI External Request workpackets.Reference:Direct Housing Assistance SOPDR-4407-CA: DIRECT HOUSING MISSIONDR-4407-CA: HOMES PRE-PLACEMENT INTERVIEW CALLS
1/9/19	1/12/19	2004022	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 16, 2019. All lodging expenses will be your responsibility as ofcheckout on January 17, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4393-NCMemorandums

1/9/19	1/12/19	2004021	DR-4407-CA: REGISTRATION EXTENSION	RI	DR-4407-CA: REGISTRATION EXTENSIONThe Registration Period for DR-4407-CA has been extended.The registration period now ends onJanuary 31, 2019.Please see theDR-4407-CADisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application” .UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
1/9/19	1/14/19	2004023	DR-4399-FL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4399-FL for applicants that received an insurance decision (INS or INFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“If you have received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of the insurance assistance, and you still have a need for disaster assistance or additional information, please contact FEMA. You may be eligible for assistance. You have 12 months from the time of your registration date to send an insurance settlement or denial letter to FEMA.”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these type of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Visit a Disaster Recovery Center
1/9/19	1/15/19	2004024	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CNMI	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP Updates include: The 425 Transportation outbound travel end date was updated from January 12, 2019 to February 3, 2019. Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations. Staff, read the entire DSOP for this disaster. Note:The previous version will be archived in thePPM Repository.
1/9/19	1/15/19	2004024	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	HELPLINE	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP Updates include: The 425 Transportation outbound travel end date was updated from January 12, 2019 to February 3, 2019. Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations. Staff, read the entire DSOP for this disaster. Note:The previous version will be archived in thePPM Repository.
1/10/19	1/15/19	2004025	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CNMI	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPUpdates include:The 425 Transportation outbound travel end date was updated from January 12, 2019 to February 3, 2019.Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository.
1/10/19	1/15/19	2004025	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	HELPLINE	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPUpdates include:The 425 Transportation outbound travel end date was updated from January 12, 2019 to February 3, 2019.Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository.
1/11/19	1/15/19	2004026	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 20, 2019. All lodging expenses will be your responsibility as ofcheckout on January 21, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop” .If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4399-FLMemorandums
1/11/19	1/16/19	2004028	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 22, 2019. All lodging expenses will be your responsibility as ofcheckout onJanuary 23, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop” .If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4407-CAMemorandums
1/11/19	1/16/19	2004027	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CASEWORK	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPUpdates include:A temporary hold is in place for owners with eligibleContinued Rental Assistance determinations specific to the House-Single/Duplex and Townhouse - Residence Types and home repair damages equal to or greater than \$8,000.00.A temporary hold remains in effectfor eligible home repair or replacement assistance determinations that are\$8,000.00 or greater specific to the House-Single/Duplex andTownhouse - Residence Types.Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository.

1/11/19	1/16/19	2004027	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CNMI	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPUpdates include:A temporary hold is in place for owners with eligibleContinued Rental Assistancedeterminations specific to the House-Single/Duplex and Townhouse - Residence Types and home repair damages equal to or greater than \$8,000.00.A temporary holdremains in effectfor eligible home repair or replacement assistance determinations that are\$8,000.00 or greater specific to the House-Single/Duplex andTownhouse - Residence Types.Reminder: Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository.
1/15/19	1/18/19	2004029	PENNSYLVANIA DECLARED FOR SBA	RI	Pennsylvaniahas received an SBA Administrative Declaration due to Apartment Building Fire.Disaster declaration number: 15849 & 15850Incident period: 12/10/2018Effective date: 1/14/2019Primary County:PhiladelphiaContiguous Counties in Pennsylvania:Bucks, Delaware, and MontgomeryContiguous Counties in New Jersey:Burlington, Camden and GloucesterThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
1/16/19	1/21/19	2004030	REMINDER: C3MP: OUTBOUND CALLS	CASEWORK	When making outbound calls using C3MP, you must “Dial on Behalf of a Workgroup”.If you belong to more than one workgroup, select the appropriate workgroup when prompted.See page 12 of the Agents Guide to C3MP.Designating a workgroup when you make a call enables you to associate an outbound call with your workgroup. ThisDial on Behalf of a Workgroupfeature enables the call to count towards an agent’s and the workgroup’s statistics.TheAgents Guide to C3MPis posted on the Documents tab of theC3MP Portal.
1/16/19	1/21/19	2004030	REMINDER: C3MP: OUTBOUND CALLS	GENERAL	When making outbound calls using C3MP, you must “Dial on Behalf of a Workgroup”.If you belong to more than one workgroup, select the appropriate workgroup when prompted.See page 12 of the Agents Guide to C3MP.Designating a workgroup when you make a call enables you to associate an outbound call with your workgroup. ThisDial on Behalf of a Workgroupfeature enables the call to count towards an agent’s and the workgroup’s statistics.TheAgents Guide to C3MPis posted on the Documents tab of theC3MP Portal.
1/16/19	1/21/19	2004030	REMINDER: C3MP: OUTBOUND CALLS	HELPLINE	When making outbound calls using C3MP, you must “Dial on Behalf of a Workgroup”.If you belong to more than one workgroup, select the appropriate workgroup when prompted.See page 12 of the Agents Guide to C3MP.Designating a workgroup when you make a call enables you to associate an outbound call with your workgroup. ThisDial on Behalf of a Workgroupfeature enables the call to count towards an agent’s and the workgroup’s statistics.TheAgents Guide to C3MPis posted on the Documents tab of theC3MP Portal.
1/17/19	1/22/19	2004031	PPM UPDATE: CODES VERIFICATIONS REQUEST LETTERS AND ASSISTANCE TYPES	CASEWORK	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM:Codes Verifications Request Letters and Assistance TypesUpdates include:Removed the INLR decision from the transportation category table (decision not available in NEMIS) Added IOR text specific to the INLR decision.Read the entire SOP prior to processing. Note:The previous version will be archived in the PPM Repository.
1/22/19	1/25/19	2004032	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 30, 2019. All lodging expenses will be your responsibility as ofcheckout on January 31, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6).Do not share this number with applicants.Reference:DR-4399-FLMemorandums
1/23/19	1/26/19	2004036	CALIFORNIA DECLARED FOR SBA	SBA	Californiahhas received an SBA Administrative Declaration due to Santo Tomas Fire.Disaster declaration number: 15851 and 15852Incident period: 12/08/2018Effective date: 1/23/2019Primary County:ImperialContiguous Counties in California:Riverside and San DiegoContiguous Counties in Arizona:La Paz and YumaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

1/23/19	1/26/19	2004037	LOUISIANA DECLARED FOR SBA	SBA	Louisianahas received an SBA Administrative Declaration due to Severe Weather and Flooding.Disaster declaration number: 15853 & 15854Incident period: 12/26/2018 and continuing.Effective date: 1/14/2019Primary Parish:WashingtonContiguous Parishes in Louisiana:Saint Tammany and TangipahoaContiguous Parishes in Mississippi:Marion, Pearl River, Pike and WalthallThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
1/23/19	1/28/19	2004033	DIRECT HOUSING END OF PERIOD OF ASSISTANCE	HELPLINE	End of Period of Assistance Notices are being mailed to applicants in US Virgin Islands (DR-4335, DR-4340), Puerto Rico (DR-4336, DR-4339) and Florida (DR-4337). These letters are manually mailed and may not be available in NEMIS.This letter notifies applicants:Their Direct Housing will come to an end when the Financial Closure date is reached for the disaster.To contact the local number provided in the letter if they have additional questions. The end of the period of assistance is not an appealable decision.Direct Housing assistance includes FEMA MHUs, Direct Lease, and Multi Family Lease and Repair (MLR).Helpline:If a survivor calls Helpline indicating they received the End of Period of Assistance letter and has questions regarding the program, please refer them to the instructions provided on the letter.Staff should verify the disaster closure information on theDisaster Specific Informationpages.
1/23/19	1/28/19	2004035	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until January 29, 2019. All lodging expenses will be your responsibility as ofcheckout on January 30, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4393-NCMemorandums
1/23/19	1/28/19	2004034	PPM UPDATE: MULTIPLE DOCUMENTS	CASEWORK	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section of the PPM:Info ControlAppeals ProcessingUpdates include:Appeals Processing SOP - Added clarification that re-created letters due to a system error do not extend the 60-day appeal period timeframe.Info Control SOP – Added procedures on how to identify and re-create letters when a system error prevents letters from being re-generated through the NEMIS Regenerate button.Read the entire SOPs prior to processing.Note:The previous versions will be archived in the PPM Repository.
1/24/19	1/27/19	2004043	CNMI: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4396-MP and DR-4404-MP isJanuary 27, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpagesfor details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
1/24/19	1/27/19	2004038	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 5, 2019. All lodging expenses will be your responsibility as ofcheckout onFebruary 6, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4407-CAMemorandums
1/28/19	1/31/19	2004041	CNMI: CULTURAL DIVERSITY	CNMI	When speaking to callers from the Commonwealth of Northern Mariana Islands (CNMI), be aware there may be cultural differences. Be respectful of caller diversity, be prepared to rephrase some of the questions, and be helpful in your conversation. Speak slowly, clearly, and do not rush your conversation.Reminders:In CNMI there are three primary languages: Chamorro, Tagalog, and English.CNMI does not have physical street mailing addresses.The abbreviation MP is the United States Postal abbreviation for the Commonwealth of the Northern Mariana Islands.EFT is not available for minor children.Reference:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP
1/28/19	1/31/19	2004041	CNMI: CULTURAL DIVERSITY	HELPLINE	When speaking to callers from the Commonwealth of Northern Mariana Islands (CNMI), be aware there may be cultural differences. Be respectful of caller diversity, be prepared to rephrase some of the questions, and be helpful in your conversation. Speak slowly, clearly, and do not rush your conversation.Reminders:In CNMI there are three primary languages: Chamorro, Tagalog, and English.CNMI does not have physical street mailing addresses.The abbreviation MP is the United States Postal abbreviation for the Commonwealth of the Northern Mariana Islands.EFT is not available for minor children.Reference:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP

1/28/19	1/31/19	2004045	DR-4277-LA: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing Program has been extended for DR-4277-LA.Extension Date:DR-4277-LA Direct Housing has been extended untilApril 30, 2019 for eligible individuals and households.This applies to FEMA Direct Housing only, no other FEMA programs have been extended at this time.The streamlined “Direct Housing Rent Collection Appeal” process remains in effect.FEMA will implement a MHU reduced sales price to occupants.FEMA will modify the MHU donation agreements to eligible agencies or organizations.At the end of the extended period of assistance, all occupants who have not purchased their unit, or agreed to participate in a donation must return the MHU to FEMA.Please see the extension memorandumposted on theDR-4277-LADisaster Specific page for additional information.
1/28/19	1/31/19	2004040	REMINDER: REPLACEMENT PROCESSING FOR INSURANCE	CASEWORK	A trend has been identified of caseworkers processing replacement assistance award when the insurance settlement for structure exceeds the IHP maximum.Replacement Housing Assistance reviews and any associated issues concerning eligibility, denials, inspections, or information requests will be processed by the Specialized Processing Unit (SPU).When processing replacement assistance related to insurance,SPUagents are reminded toread the entire SOPs prior to processing.Compare the adjusted net settlement for structure for the covered peril to the IHP maximum award amount separately.If the adjusted net settlement for a covered peril is greater than or equal to the IHP maximum award, the applicant isnoteligible for assistance for the covered peril.Use the INI/ INFI letter with the Insurance Settlement exceeds FEMA Eligible Damage (FVL or IHP Max) insert.If the adjusted net settlement for a covered peril is less than the IHP maximum award, a comparison of like peril FVL to the adjusted net settlement will be performed.Subtract the net insurance settlement amount from the FVL to identify the unmet need.Compare the unmet need to the IHP maximum amount for the disaster.FEMA can provide assistance up to the IHP maximum, make any necessary deductions to calculate the eligible Replacement award. References:Insurance Processing for HA and Personal PropertyReplacement Assistance
1/28/19	1/31/19	2004039	WASHINGTON DECLARED FOR SBA	SBA	Washington State has received an SBA Administrative Declaration due to Kitsapa County Tornado.Disaster declaration number: 15855 & 15856Incident period: 12/18/2018Effective date: 1/25/2019Primary Counties:KitsapContiguous Counties:King, Mason,and PierceThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
1/29/19	1/31/19	2004042	DR-4407-CA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4407-CA isJanuary 31, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpagesfor details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
1/30/19	2/4/19	2004046	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 5, 2019. All lodging expenses will be your responsibility as ofcheckout on February 6, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) Do not share this number with applicants.Reference:DR-4393-NCMemorandums
1/31/19	2/3/19	2004049	MISSISSIPPI DECLARED FOR SBA	SBA	Mississippi has received an SBA Administrative Declaration due to Severe Weather and Flooding.Disaster declaration number: 15857 & 15858Incident period: 12/27/2018 – 12/28/2018Effective date: 1/31/2019Primary Counties:Clarke, Forrest, Jones, Perry, WayneContiguous Counties in Mississippi:Covington, George, Greene, Jasper, Lamar, Lauderdale, Newton, Pearl River, Smith, StoneContiguous Counties in Alabama:Choctaw, WashingtonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

1/31/19	2/4/19	2004044	REMINDER: FEMA FUNDS AND THE IRS	HELPLINE	During Income Tax Season, Helpline may receive calls with questions related to the funds they received from FEMA and any implications for filing their income taxes.If staff receives a call of this nature:Applicants may be advised to call the IRS at 1-800-829-1040 for further information.Please advise callers to access the IRS website of http://www.irs.gov and search "disaster" for additional information.The FEMA Helpline may also have an increase in calls regarding garnishments or checks that have been intercepted by the Internal Revenue Service.If an applicant contacts Helpline with questions about a Treasury/IRS garnishment or recoupment of FEMA funds, please transfer them to the Recoup Helpline workgroup.Recoupment Helpline:Please review the file to see if the applicant was recouped for any prior disaster assistance, including all possible disasters the applicant may have received funds. If the applicant did not receive a recoupment letter in any prior disasters, please advise the applicant to contact the IRS or any numbers they may have received in regard to the collection action.If the applicant was recouped in a disaster and received a letter regarding any garnishment or action, please ask the caller if the Recoupment or Collection of Debt letter came from theDepartment of the Treasury. If the letter is from the Treasury, it will be printed on Treasury letterhead. There will not be a copy of this letter in NEMIS. These callers should be referred toTreasury Debt Management Services at 888-826-3127; they should not be transferred to the FEMA Finance Center (FFC).Staff should not engage in any discussion with the applicant regarding garnishment, debt forgiveness, or any other actions regarding the debt.If the applicant wishes to appeal or dispute the debt, he/she should be advised to contact Treasury to request instructions on how to submit the information and any supporting documentation to Treasury. FFC will continue to transfer calls to agents regarding recoupment and non-receipt of their notices. Please advise callers to notify Treasury if they had not received prior notice.Please also seeUPDATE: RECOUPMENT - TREASURY COLLECTIONS AND INQUIRIESfor additional information regarding debts that may have been transferred back to FEMA from Treasury.
1/31/19	2/5/19	2004050	DR-4332-TX: ONA EXTENSION	CASEWORK	The Other Needs Assistance (ONA) period of assistance for DR-4332-TX has been extended through August 25, 2019. Financial Housing Assistance isnotextended.Appeals must have been submitted within 60 days of the determination letter the applicant is appealing.Processing during the extension period is limited to requests for assistance received prior to the date of extension.New requests for assistance willnotbe considered.DR-4332-TX is a Joint Option Disaster. All ONA determinations must be made by the assigned State ONA staff.As a reminder, the State ONA Helpline numbers are 800-582-5233 and TTY 888-440-4998.Reference: DR-4332-TXMemorandum
1/31/19	2/5/19	2004050	DR-4332-TX: ONA EXTENSION	HELPLINE	The Other Needs Assistance (ONA) period of assistance for DR-4332-TX has been extended through August 25, 2019. Financial Housing Assistance isnotextended.Appeals must have been submitted within 60 days of the determination letter the applicant is appealing.Processing during the extension period is limited to requests for assistance received prior to the date of extension.New requests for assistance willnotbe considered.DR-4332-TX is a Joint Option Disaster. All ONA determinations must be made by the assigned State ONA staff.As a reminder, the State ONA Helpline numbers are 800-582-5233 and TTY 888-440-4998.Reference: DR-4332-TXMemorandum
1/31/19	2/5/19	2004048	DR-4407-CA: REGISTRATION EXTENSION	RI	The Registration Period for DR-4407-CA has been extended.The registration period now ends onFebruary 15, 2019.Please see theDR-4407-CADisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application";UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
1/31/19	2/5/19	2004051	DR-4413-AK: NEW IA DECLARATION	RI	Alaska has a new Individual Assistance disaster declaration. DR 4413 Alaska has been declared on January 31, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is November 30, 2018.Areas declared for IA:Municipality of Anchorage, Kenai Peninsula Borough, and Matanuska-Susitna Borough.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take 24 to 48 hours forthis disaster's page to beavailable.Note:The disaster maynot be available in NEMIS forApplicant Inquiry/Updateuntil 24 to 48 hours after Registration Intake is activated.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.
1/31/19	2/5/19	2004047	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning January 31, 2019 the hours of operation for the IHP Helpdesk have been adjusted.Sunday: 9:00 am to 7:00 pm (ET)Monday through Friday: 7:00 am to 9:00 pm (ET)Saturday: 7:00 am to 7:00 pm (ET)Reference: FEMA-IHP-Helpdesk
2/1/19	2/3/19	2004052	NORTH CAROLINA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4412 North Carolina has been declared for Public Assistance for Tropical Storm Michael,that occurred October 10 - 12, 2018.If applicants call to register for individual assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on "Navigation" and scrolling down the menu toDisaster Declarations,or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. 24/7 DISASTER DISTRESS HELPLINE

2/1/19	2/4/19	2004054	MINNESOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4414 Minnesota has been declared for Public Assistance for Severe Storms and Flooding,that occurred October 9 - 11, 2018.If applicants call to register for individual assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. 24/7 DISASTER DISTRESS HELPLINE
2/1/19	2/5/19	2004055	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 10, 2019. All lodging expenses will be your responsibility as ofcheckout on February 11, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer (b) (6) Do not share this number with applicants.Reference:DR-4399-FLMemorandums
2/1/19	2/6/19	2004053	PPM UPDATE: TRANSPORTATION AND SECOND VEHICLE SOP	CASEWORK	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM: Transportation and Second Vehicle RequestsUpdates include:Review the Insurance tab prior to processing any eligible or ineligible determinations.Update the Insurance tab any time insurance information is received, either through documentation or verbal verification.Note:The previous version will be archived in thePPM Repository.
2/4/19	2/7/19	2004056	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4331-WV ends February 18, 2019DR-4332-TX ends February 25, 2019(ONA Extension to August 25, 2019)DR-4335-VI ends March 7, 2019DR-4336-PR ends March 10, 2019DR-4337-FL ends March 10, 2019DR-4338-GA ends March 15, 2019DR-4339-PR ends March 20, 2019DR-4340-VI ends March 20, 2019DR-4341-FL ends March 27, 2019DR-4344-CA ends April 12, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Applicants in these disasters may be eligible forContinued Rental Assistance(CTHA) to the last day of the month of the disaster closes, up to a total of 18 months of temporary housing (if they meet the applicable eligibility criteria).Disasters near the Financial Closure date: Applicants are restricted to 18 months of rental assistance, and cannot be processed for rent beyond the last month of the disaster closure date unless an extension is granted. The request for additional assistance must be received prior to the disaster financial closure date to be reviewed for Continued Rental Assistance. If the DR closure month is the applicant’s 18th month of CTHA, they can be paid that full month.Although CTHA awards are traditionally processed up to 3 months in advance, dates beyond the end of the closure month should not be paid.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
2/4/19	2/7/19	2004061	UPDATE: DIRECT HOUSING END OF PERIOD OF ASSISTANCE	CASEWORK	End of Period of Assistance Noticesare being mailed to applicants in US Virgin Islands (DR-4335, DR-4340), Puerto Rico (DR-4336, DR-4339) and Florida (DR-4337). These letters are manually mailed and may not be available in NEMIS.This letter notifies applicants:Their Direct Housing will come to an end when the Financial Closure date is reached for the disaster.To contact the local number provided in the letter if they have additional questions. The end of the period of assistance is not an appealable decision.Direct Housing assistance includes FEMA MHUs, Direct Lease, and Multi Family Lease and Repair (MLR).Helpline:If a survivor calls Helpline indicating they received the End of Period of Assistance letter and has questions regarding the program, please refer them to the instructions provided on the letter.Indexing Staff:If document is in Spanish, this is aFEMA document, it does not require translation and should be indexed as received.Staff should verify the disaster closure information on theDisaster Specific Informationpages.
2/4/19	2/7/19	2004061	UPDATE: DIRECT HOUSING END OF PERIOD OF ASSISTANCE	HELPLINE	End of Period of Assistance Noticesare being mailed to applicants in US Virgin Islands (DR-4335, DR-4340), Puerto Rico (DR-4336, DR-4339) and Florida (DR-4337). These letters are manually mailed and may not be available in NEMIS.This letter notifies applicants:Their Direct Housing will come to an end when the Financial Closure date is reached for the disaster.To contact the local number provided in the letter if they have additional questions. The end of the period of assistance is not an appealable decision.Direct Housing assistance includes FEMA MHUs, Direct Lease, and Multi Family Lease and Repair (MLR).Helpline:If a survivor calls Helpline indicating they received the End of Period of Assistance letter and has questions regarding the program, please refer them to the instructions provided on the letter.Indexing Staff:If document is in Spanish, this is aFEMA document, it does not require translation and should be indexed as received.Staff should verify the disaster closure information on theDisaster Specific Informationpages.
2/5/19	2/6/19	2004065	DAIP RELEASE: DAC 8.03	RI	Disaster Assistance Improvement Program(DAIP)release DAC 8.03 is scheduled for February 6, 2019.The improvements include:Improve theability to audit the id-search feature that is used by the call center.Fixes minor issues found in the public system, which impacts user experience.Registration Intake will be operational for new registrations,Call Centers should start using the DentonDC2 Call Center(refresh using F5) atthe beginning of their shift on February 6, 2019.

2/5/19	2/7/19	2004058	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	CASEWORK	If FEMA receives a request to change the applicant's name to another name or remove one of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver's license, passport, or birth certificate to support the need for a name change request if documents are not already in file. In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant's name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign. There is no instance where we would remove household occupants from the applicant's file. Household members can be added to a file based on a verbal request on Helpline from the applicant as long as the person being added was an occupant of the dwelling at the time of the disaster or considers the home their primary residence (i.e., college student). Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney. There can be unique circumstances and if you have questions call the IHP Helpdesk. Reference: I.H. 1.ja. Helpline NPSC Caller Services Reference Guide Job Aid Written Consent and Sharing Applicants Information SOP DECEASED APPLICANT: REQUEST FOR NAME CHANGE
2/5/19	2/7/19	2004058	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	HELPLINE	If FEMA receives a request to change the applicant's name to another name or remove one of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver's license, passport, or birth certificate to support the need for a name change request if documents are not already in file. In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant's name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign. There is no instance where we would remove household occupants from the applicant's file. Household members can be added to a file based on a verbal request on Helpline from the applicant as long as the person being added was an occupant of the dwelling at the time of the disaster or considers the home their primary residence (i.e., college student). Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney. There can be unique circumstances and if you have questions call the IHP Helpdesk. Reference: I.H. 1.ja. Helpline NPSC Caller Services Reference Guide Job Aid Written Consent and Sharing Applicants Information SOP DECEASED APPLICANT: REQUEST FOR NAME CHANGE
2/5/19	2/7/19	2004060	REMINDER: FINANCIAL CLOSURE CONTINUED RENTAL ASSISTANCE LETTERS TURNED OFF	CASEWORK	Approximately 45 days prior to the disaster financial closure, the auto-generation of Continued Rental Assistance (CTHA) letters are turned off in NEMIS. If an applicant contacts the Helpline after receiving an auto-generated CTHA letter and the disaster closure date is near, please advise the applicant appropriately based on their specific situation. If the applicant received the maximum amount of assistance or the maximum number of months of rental assistance (18 month standard), advise the applicant FEMA's automated system sent the letter and no additional assistance is available. If they are potentially eligible for additional continued rental assistance, they must submit their request prior to the end of the disaster or their request will not be reviewed. If the financial closure date has passed, advise the applicant assistance cannot be processed or awarded. Staff should verify the disaster closure information on the Disaster Specific Information pages. If an applicant submits a request for Continued Rental Assistance after the closure date, please do not send an RRDOC. If further clarification is required, provide the case specific information to your supervisor, POC or IHP Helpdesk. Reference: Continued Rental Assistance Closed Disaster Processing
2/5/19	2/7/19	2004059	REMINDER: PROCESSING IN CLOSED DISASTERS	CASEWORK	When processing in a Closed Disaster, staff should verify the disaster closure information on the Disaster Specific Information pages. The region de-obligates all funds the succeeding day of the IHP Financial Closure date. Therefore, if there are any cases processed after that day there are no funds available to finance for the processing of payments. Reference: Closed Disaster Processing
2/5/19	2/7/19	2004057	REMINDER: REQUESTS FOR COPY OF FILE	HELPLINE	The applicant and co-applicant are the only authorized individuals permitted to request a copy of their case file. Refer to the guidance in the Helpline NPSC Caller Services Reference Guide Job Aid "S. IHP Correspondence Issues and"; to request a copy of file or inspection report. Applicants need to submit a written request for a copy of their file explaining what information they want to receive. If a written request is not in file, advise applicant to submit: A written request with applicant full name (first and last), place and date of birth, current address (mailing or damaged dwelling), and request must be signed and must be notarized, or include the following statement: "I hereby declare under penalty of perjury that the foregoing is true and correct." Provide the FEMA mailing address and fax number to the applicant. If the request is made by a third party, the applicant must provide written authorization for FEMA to release the case file to the third party and the authorization must meet the requirements listed in the Written Consent and Sharing Applicants Information. Information provided on the written requests will be verified against information stored in NEMIS. Approved file copy requests will be mailed to the CMA in file or as indicated in request if a third party authorization is included.
2/5/19	2/8/19	2004064	DR-4399-FL: TRANSPORTATION TO DRCS	HELPLINE	If applicants from DR-4399-FL state they cannot get to an open Disaster Recovery Center (DRC) due to lack of transportation, provide the following referral: Uber is offering free rides from applicants home to the DRC for up to \$25.00 each way. Survivors are to download the UBER app on their mobile phone and put in the promo code "DRCRIDES". This promotion is good for a total of 4 rides (two each way from home to DRC) within the \$25.00 limit. Applying promo codes: In your Uber app, go to your menu by tapping the three bars in the top left corner. Choose "Payment"; from the menu, then scroll down to Promotions and tap Add Promo Code to apply. Type in the code, and then click "Add." You're all set! Note: Additional agencies and referrals are available on the Disaster Specific Information pages, under Disaster Referral Information in the Quick Links section.

2/5/19	2/8/19	2004062	PPM UPDATE: MOVING AND STORAGE	CASEWORK	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM: Moving and StorageUpdates include:Eligibility Verification: If Rental Assistance is provided to the applicant or there is evidence on file the applicant is forced to relocate as a result of the disaster (e.g. confirmed landlord statement or contractor statement), Moving and Storage assistance can be providedNote:The previous version will be archived in thePPM Repository.
2/5/19	2/11/19	2004066	DR-4393-NC: DISASTER CASE MANAGEMENT	HELPLINE	North Carolina has coordinated Disaster Case Management (DCM) program services thorough “Endeavors” forDR-4393-NCapplicants. Endeavors DCM can assist with recovery plans for individuals and identify resource referrals to assist with disaster recovery.This referral is only for applicants from DR-4393-NC (North Carolina).Endeavors contact information:Email: DCMNC@Endeavors.orgFayetteville North Carolina Office:(910) 672-6175Counties Served: Bladen, Brunswick, Columbus, Cumberland, Harnett, Hoke, Johnston, Lee, Moore, New Hanover, Richmond, Robeson, Sampson and Scotland.Jacksonville North Carolina Office:(910) 378-4913Counties Served: Beaufort, Carteret, Craven, Duplin, Greene, Hyde, Jones, Lenior, Onslow, Pamlico, Pender, Pitt, Wayne, and Wilson.Note:Additional agencies and referrals are available on theDisaster Specific Informationpages, under Disaster Referral Information in the Quick Links section.
2/5/19	2/11/19	2004067	DR-4393-NC: DISASTER CASE MANAGEMENT	HELPLINE	North Carolina has coordinated Disaster Case Management (DCM) program services through “Endeavors” forDR-4393-NCapplicants.Endeavors DCM can assist with recovery plans for individuals and identify resource referrals to assist with disaster recovery.This referral is only for applicants from DR-4393-NC (North Carolina).Endeavors contact information:Email:DCMNC@Endeavors.orgFayetteville North Carolina Office: (910) 672-6175Counties Served: Bladen, Brunswick, Columbus, Cumberland, Harnett, Hoke, Johnston, Lee, Moore, New Hanover, Richmond, Robeson, Sampson and Scotland.Jacksonville North Carolina Office:(910) 378-4913Counties Served: Beaufort, Carteret, Craven, Duplin, Greene, Hyde, Jones, Lenior, Onslow, Pamlico, Pender, Pitt, Wayne, and Wilson.Note:Additional agencies and referrals are available on theDisaster Specific Informationpages, under Disaster Referral Information in the Quick Links section.
2/6/19	2/7/19	2004069	ORACLE PATCH: CAC DOWNTIME WEDNESDAY, FEBRUARY 6, 2019	CASEWORK	The Continued Assistance Calculator (CAC) will be down from11am - 2pm (ET) Wednesday, February 6, 2019 for routine quarterly patching.Other VSR applications may also be affected.Note:All times are approximate.
2/6/19	2/10/19	2004070	DR-4404-CNMI (MP): VALOR PROGRAM	HELPLINE	Voluntary Agencies Leading and Organizing Repairs (VALOR) Program is designed to leverage available Voluntary Organizations Active in Disaster (VOAD) resources to conduct emergency repairs on homes damaged by a disaster to enable survivors to shelter in their own homes, when safe and appropriate, and address the demand for emergency sheltering where other sources of emergency shelter are unavailable or overwhelmed.VALOR is limited to providing necessary equipment, supplies, and materials to participating VOAD organizations to complete emergency repairs on disaster damaged homes.Homeowners that receive assistance under VALOR may not be considered for Permanent Housing Construction (PHC), and will not be eligible for further assistance that may have been provided under Transitional Sheltering Assistance (TSA) or direct housing once emergency repairs under VALOR are completed and the home is cleared for sheltering.FEMA will coordinate with survivors who may be eligible for this assistance.The VALOR memorandumis posted on theDR-4404-CNMIDisaster Specific page
2/6/19	2/12/19	2004063	REMINDER: DAMAGED DWELLING ADDRESS FIELD	RI	When taking Registrations make sure to enter the street address where the damage or loss occurred. Repeat street names and spellings to the applicant for verification to avoid unnecessary delays. When possible use the 911 address for the Damage Dwelling entry. Use a comment to provide additional information on the address.If the applicant provides you with a HC or RR Box number, this information should be used as the street address in conjunction with the comment for directions. Use 'North', 'South', 'East' or 'West' when providing directions.There can be unique addresses in some areas of a disaster, especially in rural areas, islands, territories, or tribal lands. Enter the information the caller provides. It is critical that staff get the full physical location of the Damaged Dwelling in all rural areas which may include block or lot numbers. Omitting an apartment, duplex, or lot number can trigger a duplicate error for other registrations. This omission creates additional work for our inspectors and may require duplicate resolution.If the registration contains duplicate damaged address information, you may need to correct the duplicate information. SELECT Back to return to the previous screens to verify the data entered. You may need to change the street, city, state, and/or county entry.There may be situations where the FEMA address verification check will override portions of the address, verify the address and “use submitted”. If the information entered reverts, re-enter the information and verify for accuracy again. Ensure it saves before exiting the file.Reminders:No dashes, periods or number (#) signsDo not abbreviate street namesDo not use extra spaces or punctuation in address fieldsBe patient with callers and repeat questions if neededNote: The Online DAC will refer users who attempt to apply with problem registrations to the FEMA Call Center.DAC Call Center RI
2/7/19	2/10/19	2004071	DR-4413-AK: NEMIS ACTIVATION DELAY	HELPLINE	The Human Services (HS) Module forDR-4413-Alaskahas not been activated yet as disaster setup is not complete.Once the HS Module is activated, NEMIS will become available to look up specific case files, such as in Applicant Inquiry/Update.Until the disaster is available for Applicant Inquiry/Update, Helpline should use their best customer service skills to address any general questions callers may have.Note:The DR-4413-AK Disaster Specific page is also delayed until setup of the disaster is completed.

2/7/19	2/12/19	2004073	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 13, 2019. All lodging expenses will be your responsibility as ofcheckout onFebruary 14, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6).Do not share this number with applicants.Reference:DR-4407-CAMemorandums
2/7/19	2/12/19	2004076	DR-4413-AK: HELPFUL ADDRESS INFORMATION	RI	Alaska has some areas with unique addresses and some applicants may not be familiar with their damaged address as they do not receive mail at that location or do not know the911 address designation.Applicants may have legal documents with the actual property address listed such as tax documents or insurance policies.Please use online zip code lookup to assist the applicant if they do not know their damaged property zip code.USPS Zip Code LookupReference:REMINDER: DAMAGED DWELLING ADDRESS FIELD
2/7/19	2/12/19	2004075	NEW SBA DECLINE CODES	CASEWORK	NEMIS will have new SBA decline codes added for SBA loan applicants that the SBA has determined are not U.S. Citizens, Non-Citizen Nationals, or Qualified Aliens.Until the codes are available in NEMIS, you will see an events history comment “SBA Status Declined, NOT referred for ONA”.The SBA Status may still show as HAPP in the Banner.Do not advise these applicants to complete the SBA loan application, as they have already completed that process.The new decline codes will be:47A - Not eligible due to policy (NOT a qualified alien, Minor applicant)47B - Not eligible due to policy (NOT a qualified alien, adult applicant using minor’s SSN)47C - Not eligible due to policy (non-citizen, NOT a qualified alien)If applicants received SBA dependent ONA Funds, and one of these codesshow in the events history comment or are the last SBA import, they will be reviewed for pre-recoupment.If ineligible processing is needed, the appropriate Ineligible Assistance code is INLR (Not a Legal Resident).Note:A qualified applicant/minor-child with these comments or codes may still be eligible for non-SBA dependent and/or Housing Assistance categories.Reference:Codes Verifications Request Letters and Assistance TypesSBA Referrals SOP
2/7/19	2/12/19	2004075	NEW SBA DECLINE CODES	HELPLINE	NEMIS will have new SBA decline codes added for SBA loan applicants that the SBA has determined are not U.S. Citizens, Non-Citizen Nationals, or Qualified Aliens.Until the codes are available in NEMIS, you will see an events history comment “SBA Status Declined, NOT referred for ONA”.The SBA Status may still show as HAPP in the Banner.Do not advise these applicants to complete the SBA loan application, as they have already completed that process.The new decline codes will be:47A - Not eligible due to policy (NOT a qualified alien, Minor applicant)47B - Not eligible due to policy (NOT a qualified alien, adult applicant using minor’s SSN)47C - Not eligible due to policy (non-citizen, NOT a qualified alien)If applicants received SBA dependent ONA Funds, and one of these codesshow in the events history comment or are the last SBA import, they will be reviewed for pre-recoupment.If ineligible processing is needed, the appropriate Ineligible Assistance code is INLR (Not a Legal Resident).Note:A qualified applicant/minor-child with these comments or codes may still be eligible for non-SBA dependent and/or Housing Assistance categories.Reference:Codes Verifications Request Letters and Assistance TypesSBA Referrals SOP
2/7/19	2/12/19	2004072	PPM UPDATE: DR-4332-TEXAS DSOP	CASEWORK	The following document has been updated on the PPM and is available under the “Recently Updated Documents” section of the PPM: DR - 4332 - Texas DSOPUpdates include:ONA Period of Assistance ExtensionAn extension to the Other Needs Assistance (ONA) period of assistance has been authorized for six months and is set to end on August 25, 2019.Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository.
2/7/19	2/12/19	2004074	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	The following document has been added to the PPM and is available under the “Recently Updated Documents” section of the PPM:DR - 4413 - AK DSOPStaff, read the entire DSOP for this disaster.The DSOP includes guidance for:Special Handling Query:State Assistance ReviewAs a result of the2018 Cook Inlet Earthquake, Alaska’s Individual and Family Grant (IFG) Program and Temporary Housing Program (THP) provided assistance to meet individuals or families disaster-related necessary expenses and serious needs. These cases will be stamped with identification codes and remain on hold in the Special Handling queue until review of funds is complete.Registration Status Box identifiers for cases that will remain on hold in the Special Handling Queue:AK_IA_PRVD: Cases identified with theAK_IA_PRVDstamp will be routed to Special Handling (post inspection) and a NEMIS comment will include information detailing the assistance provided by the stateIn association with theAK_IA_PRVDstamp, two additional stamps will identify applicants within this group who received temporary housing assistance from the state.AK_ST_RA: Identifies applicants who received rental assistance from the state. The assistance was provided directly to the landlord or in some cases financial assistance was provided to the applicant.AK_IA_SLA:Identifies applicants who are receiving state provided lodging assistanceStandard guidance will apply unless Disaster Specific Guidance exists.

2/12/19	2/18/19	2004079	DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP	RI	An Alaska workgroup is being established to handle all calls from Alaska applicants.If you receive a Registration Intake or Helpline call from an Alaska applicant perform a warm transfer/consult to the "Alaska Workgroup".Staff assigned to Registration Intake or Helpline who receive calls from survivors that identify they are calling from Alaska or calling regarding the Alaska disaster (DR-4413-AK), should perform a standard warm transfer/consult to the "Alaska Workgroup" where predesignated agents will be better able to assist the applicant.See theC3MP Transfer Handoutshowing step by step instructions on transferring calls using C3MP. On the handout, follow the instructions for "Transferring to Workgroups." In step 2, make sure to type in "Alaska Workgroup".Note:The Alaska Workgroup is an internal line, do not provide phone numbers or extensions to callers.
2/13/19	2/19/19	2004083	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 19, 2019. All lodging expenses will be your responsibility as ofcheckout on February 20, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop".If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4393-NCMemorandums
2/15/19	2/17/19	2004084	MISSISSIPPI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4415 Mississippi has been declared for Public Assistance for Severe Storms, Flooding,and Tornadothat occurred December 27 - 28, 2018.If applicants call to register for individual assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should checkto determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on "Navigation" and scrolling down the menu toDisaster Declarations,or completing a search for "Disaster Declarations".Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. 24/7 DISASTER DISTRESS HELPLINE
2/15/19	2/18/19	2004081	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted for Presidents Day: February 18, 2019.7am - 7pm ETIHP Helpdesk will resume normal business hours the next day.Reference:FEMA-IHP-HelpdeskUPDATE: IHP HELPDESK HOURS OF OPERATION
2/15/19	2/19/19	2004087	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	The following document has been updated on the PPM and is available under the "Recently Updated Documents" section of the PPM: DR - 4413 - AK DSOPUpdates include:Helpline:Alaska WorkgroupGeneral instructionsInformation Release VerificationsAn applicant or co-applicant who cannot verify the street information/listing on the Damaged Dwelling Address (DDA) or the Current Mailing Address (CMA) fields, but can verify their city and zip code, will meet the DDA/CMA verification requirements.Earthquake Cause of Damage (COD) and Insurancelf the inspection records earthquake damaged items and the applicant reports Earthquake Insurance or Rider, the applicant must file a claim and submit settlement or denial information following standard processing procedures.Processing components for cases withAK_IA_PRVD, AK_ST_RA,orAK_IA_SLAstamps.Staff, read the entire DSOP for this disaster for additional information.Note:The previous version will be archived in thePPM Repository.
2/15/19	2/19/19	2004087	PPM UPDATE: DR-4413-AK DSOP	HELPLINE	The following document has been updated on the PPM and is available under the "Recently Updated Documents" section of the PPM: DR - 4413 - AK DSOPUpdates include:Helpline:Alaska WorkgroupGeneral instructionsInformation Release VerificationsAn applicant or co-applicant who cannot verify the street information/listing on the Damaged Dwelling Address (DDA) or the Current Mailing Address (CMA) fields, but can verify their city and zip code, will meet the DDA/CMA verification requirements.Earthquake Cause of Damage (COD) and Insurancelf the inspection records earthquake damaged items and the applicant reports Earthquake Insurance or Rider, the applicant must file a claim and submit settlement or denial information following standard processing procedures.Processing components for cases withAK_IA_PRVD, AK_ST_RA,orAK_IA_SLAstamps.Staff, read the entire DSOP for this disaster for additional information.Note:The previous version will be archived in thePPM Repository.
2/15/19	2/19/19	2004085	UPDATE: HOW TO RETURN FEMA ASSISTANCE	HELPLINE	This procedure is for FEMA option disasters and Housing Assistance (HA) portion of Joint option disasters.If an applicant says they received aTreasury checkthey want to return, instruct the applicant to return the check directly to the U.S. Treasury at the following updated address:PHILADELPHIA REGIONAL FINANCIAL CENTERP.O. BOX 51320Philadelphia, PA 19115-6320If the original award has been cashed or deposited,and the applicant does not want to keep the money and wishes to return the funds the applicant can send the money using apersonal check, cashier's check or money order(make the check out to FEMA) and send it to:FEMAP.O. Box 6200-16Portland, OR 97228-6200For payments sent via couriers(i.e., UPS, DHL, FedEx), the address is:U.S. BankAttn: Government LockboxFEMA Finance Center #6200-1617650 NE Sandy Blvd.Portland, OR 97230Please remind applicants to include their Name, Social Security Number and FEMA application number on any correspondence.PPM documents are in the process of being updated.
2/15/19	2/20/19	2004086	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	CASEWORK	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughSeptember 20, 2019.This changes the IHP Financial Closure End Date.The Direct Housing and Permanent Housing Construction programs have also been extended to September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.

2/15/19	2/20/19	2004086	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	HELPLINE	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughSeptember 20, 2019.This changes the IHP Financial Closure End Date. The Direct Housing and Permanent Housing Construction programs have also been extended to September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.
2/15/19	2/20/19	2004086	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	PUERTO RICO	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughSeptember 20, 2019.This changes the IHP Financial Closure End Date. The Direct Housing and Permanent Housing Construction programs have also been extended to September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.
2/19/19	2/22/19	2004089	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 25, 2019. All lodging expenses will be your responsibility as ofcheckout on February 26, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4399-FLMemorandums
2/19/19	2/22/19	2004090	PPM UPDATE: PUERTO RICO DSOPS	CASEWORK	The following documents have been updated and are available under the 'Recently Updated Documents' section of the PPM:DR - 4336 and 4339 - Puerto Rico DSOPDR-4336-PR and DR-4339-PR DSOP - Ownership Procedures ExcerptUpdates include:Individuals and Households Program (IHP) Period of Assistance ExtensionAn extension to the IHP period of assistance has been authorized for six months and is set to end onSeptember 20, 2019.For DR-4336-PR and DR-4339-PR,PROCESSeligible awards underallHousing Assistance (HA) and Other Needs Assistance (ONA) categories up toSeptember 20, 2019. Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository
2/19/19	2/22/19	2004090	PPM UPDATE: PUERTO RICO DSOPS	PUERTO RICO	The following documents have been updated and are available under the 'Recently Updated Documents' section of the PPM:DR - 4336 and 4339 - Puerto Rico DSOPDR-4336-PR and DR-4339-PR DSOP - Ownership Procedures ExcerptUpdates include:Individuals and Households Program (IHP) Period of Assistance ExtensionAn extension to the IHP period of assistance has been authorized for six months and is set to end onSeptember 20, 2019.For DR-4336-PR and DR-4339-PR,PROCESSeligible awards underallHousing Assistance (HA) and Other Needs Assistance (ONA) categories up toSeptember 20, 2019. Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Repository
2/19/19	2/22/19	2004091	UPDATE: DR-4332-TX: DIRECT HOUSING LETTERS	HELPLINE	The Direct Housing Program for DR-4332-TX has mailed reminder letters to residents of Temporary Housing Units (THUs) that monthly rent will be charged after February 25, 2019. Some applicants may have received a second letter specifically informing them of where to submit their appeals. These reminder letters will not be available under Outgoing Letters in NEMIS.Helpline: If you receive calls about these letters, advise callers to follow instructions in the letters and continue to work with their FEMA Recertification Advisor to achieve their permanent housing plan to transition out of the FEMA-provided THU.For cases containing a JADE comment with summary: TRO - THU RENTAL LETTER SENTReview the comment for any specific instructions.Appeals or questions regarding direct housing rent amounts would be emailed to the IHP Helpdesk, who will forward to the Texas Recovery Office (TRO).Reference: DR-4332-TX: DIRECT HOUSING EXTENSION
2/19/19	2/23/19	2004088	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral informationis listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information. The Quick Link “Disaster Referral Information” sheet on the Disaster Specific Information page is updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.The Quick Link has the most complete listing of all approved referrals including services offered and website addresses. There are now 2 tabs to view in the workbook: “National” level referrals and “State & Local” level referrals. Make sure you review both tabs to provide the applicant with the most current and accurate referrals.Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search onlinefor additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.Ifadditional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.

2/21/19	2/26/19	2004093	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until February 27, 2019. All lodging expenses will be your responsibility as ofcheckout onFebruary 28, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are:9 AM to9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency”; workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6).Do not share this number with applicants.Reference:DR-4407-CAMemorandums
2/21/19	2/26/19	2004092	PPM UPDATE: MULTIPLE DOCUMENTS	CASEWORK	Multiple documents have been updated on the PPM.These are available under the “Recently Updated Documents” section of the PPMand under the appropriate categories:Replacement AssistanceFlood Zones and Other Protected Areas SOPGFIP EligibilityThe following are available under the appropriate categories:Home Repair AssistancePersonal Property AssistanceUpdates include:Flood Zone Wwhich is now part of the Special Flood Hazard Areas (SFHAs).Read the entire SOPs prior to processing.Note:The previous versions will be archived in thePPM Repository.
2/21/19	2/28/19	2004094	REMINDER: FEMA HELPLINE: CALLS FROM APPLICANTS IN RECOUPMENT	HELPLINE	Helpline may receive calls from applicants who received FEMA funds and are now undergoing the recoupment process.Review the correspondence for the Notice of Potential Debt letter (NPDL) or in disasters prior to DR-4273-WV, the Notice of Debt (NOD) letter.Helpline should only transfer recoupment related calls to Recoup Helpline.C3MPuser, select the “Recoup Helpline”; workgroup.Transfer when no agents are available (cold transfer) and next agent available will receive transfer.Consult when there are agents available (warm transfer) and introduce the caller.If the call only deals with recoupment concerns, agents are not required to complete the verification process information prior to transferring the call. Recoupment appellants may not know all verification information.Recoupment Helpline workgroup hours of operation are Monday – Friday: 9 am – 4 pm (ET).
2/22/19	2/24/19	2004095	ALABAMA DECLARED FOR SBA	SBA	Alabama has received an SBA Administrative Declaration due to Severe Weather and Tornado.Disaster declaration number: 15872 & 15873Incident period: 01/19/2019Effective date: 02/21/2019PrimaryCounty:ElmoreContiguous Counties in Alabama:Autauga, Chilton, Coosa, Macon, Montgomery, TallapoosaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
2/22/19	2/26/19	2004099	PPM UPDATE: DR-4366-HI DSOP	CASEWORK	The following document has beenupdatedand will be available under the “Recently Updated Documents” section of the PPM:DR-4366-HI DSOPPlease review the entire DSOP prior to processing in this disaster.Updates include:Clarification of Inspection requests for inaccessible cases withIA = Long Termcomment in file.The previous versions will be archived in thePPM Repository.
2/22/19	2/26/19	2004099	PPM UPDATE: DR-4366-HI DSOP	HELPLINE	The following document has beenupdatedand will be available under the “Recently Updated Documents” section of the PPM:DR-4366-HI DSOPPlease review the entire DSOP prior to processing in this disaster.Updates include:Clarification of Inspection requests for inaccessible cases withIA = Long Termcomment in file.The previous versions will be archived in thePPM Repository.
2/22/19	2/26/19	2004098	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	The following document has been updated on the PPM and is available under the “Recently Updated Documents” section of the PPM:DR - 4413 - AK DSOPUpdates include:Clarification about insured applicants with damages to Uninsurable (UI) items (wells, septic systems, and/or access routes).Instructions for requesting initial inspections to address UI items.Instructions for SPU on how to process appeals for cases stamped withAK_IA_PRVD, AK_ST_RA, or AK_IA_SLA.Read the entire DSOP for this disaster for additional information.Note:The previous version will be archived in thePPM Repository.
2/22/19	2/26/19	2004098	PPM UPDATE: DR-4413-AK DSOP	HELPLINE	The following document has been updated on the PPM and is available under the “Recently Updated Documents” section of the PPM:DR - 4413 - AK DSOPUpdates include:Clarification about insured applicants with damages to Uninsurable (UI) items (wells, septic systems, and/or access routes).Instructions for requesting initial inspections to address UI items.Instructions for SPU on how to process appeals for cases stamped withAK_IA_PRVD, AK_ST_RA, or AK_IA_SLA.Read the entire DSOP for this disaster for additional information.Note:The previous version will be archived in thePPM Repository.
2/22/19	2/26/19	2004097	PPM UPDATE: MULTIPLE RENTAL SOPS	CASEWORK	The following documents have been updated and are available under the “Recently Updated Documents” section of the PPM:Rental AssistanceContinued Rental AssistanceUpdates in the Rental Assistance SOP include:Eligibility Verifications: Clarification regarding ALE insuranceProcessing Eligible Assistance: Clarification of ALE coverageOne month means less than one month of FMR coverage.Worksheet steps updated.Updates in the Continued Rental Assistance SOP include:Eligibility Verifications: Clarification of ALE coverageOne month means less than one month of FMR coverage.Worksheet steps updated.Read the entire SOPs prior to processing.Note:The previous versions will be archived in thePPM Repository.
2/22/19	2/26/19	2004096	PPM UPDATE: RETURN - REISSUE OF IHP FINANCIAL ASSISTANCE	HELPLINE	The following document has been updated on the PPM and is available under the “Recently Updated Documents” section of the PPM:Return - Reissue of IHP Financial AssistanceUpdates include:The addresses have changed to return FEMA assistance funds.Please review the entire document.The previous version will be archived in thePPM Repository.

2/25/19	2/27/19	2004102	KANSAS DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4417 Kansashas been declared for Public Assistance for Severe Storms, Straight-line Winds,and Floodingthat occurredOctober 4-15, 2018If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
2/25/19	2/27/19	2004103	TEXAS DECLARED FOR PUBLIC ASSISTANCE	RI	TEXAS DECLARED FOR PUBLIC ASSISTANCEDR 4416 Texas has been declared for Public Assistance for Severe Storms and Floodingthat occurred September 10, 2018 toNovember 2, 2018If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
2/25/19	2/28/19	2004100	VIRGIN ISLANDS: DIRECT HOUSING AND PHC EXTENSION	4335-VI	DR-4335-VI and DR-4340-VI have received an extension for the Direct Housing and Permanent Housing Construction (PHC) provisions of the Individuals and Households program throughSeptember 7, 2019.This applies to FEMA Direct Housing and Permanent Housing Construction, no other FEMA programs have been extended at this time.A simplified rent reduction appeal process is approved.At the end of the extended period of assistance all occupants must vacate the FEMA provided THUs and all repairs through the PHC-Repair program must be completed.Please see the extension memorandumposted on theDR-4335-VIandDR-4340-VIDisaster Specific pages for additional information.
2/25/19	3/2/19	2004101	VIRGIN ISLANDS: EHRVI FEEDBACK LINE	4335-VI	All complaints regarding the DR-4335-VI or DR-4340-VI STEP program should be referred to the EHRVI Feedback Line at 855-378-0799.This toll free number should only be provided to callers with feedback on the Virgin Islands STEP program such as compliments, concerns, complaints, issues, or comments.TheDR - 4335 and 4340 Virgin Islands DSOPwill be updated. For STEP roof repair/replacement related inquiries continue to use the contact information inVIRGIN ISLANDS: SHELTERING AND TEMPORARY ESSENTIAL POWER (STEP).
2/25/19	3/2/19	2004101	VIRGIN ISLANDS: EHRVI FEEDBACK LINE	HELPLINE	All complaints regarding the DR-4335-VI or DR-4340-VI STEP program should be referred to the EHRVI Feedback Line at 855-378-0799.This toll free number should only be provided to callers with feedback on the Virgin Islands STEP program such as compliments, concerns, complaints, issues, or comments.TheDR - 4335 and 4340 Virgin Islands DSOPwill be updated. For STEP roof repair/replacement related inquiries continue to use the contact information inVIRGIN ISLANDS: SHELTERING AND TEMPORARY ESSENTIAL POWER (STEP).
2/26/19	3/2/19	2004104	UPDATE: DR-4413-AK: STATE EMAIL	RI	The State of Alaska will be generating an email to disaster survivors who applied for theAlaska Individual and Family Grant (IFG) Program. This email will inform survivors that applied for the State of Alaska IA Program to call and register with FEMA.Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP
2/26/19	3/26/19	2004106	DR-4407-CA: DRC CLOSURE DUE TO WEATHER	HELPLINE	All DR-4407-CA DRCs will be closed today, 02/26/19, due to weatherDRCs are currently scheduled to resume normal business hours the next day. Residents should monitor local news and weather.Refer to NEMIS DR Info for updates to DRC Information and normal hours of operation.
2/27/19	3/4/19	2004105	REMINDER: DR-4332-TX: ONA EXTENSION	CASEWORK	The Other Needs Assistance (ONA) period of assistance for DR-4332-TX was extended through August 25, 2019. Financial Housing Assistance isnotextended.Appeals must have been submitted within 60 days of the determination letter the applicant is appealing.Processing during the extension period is limited to requests for assistance received prior to the date of extension.New requests for assistance willnotbe considered.DR-4332-TX is a Joint Option Disaster. All ONA determinations must be made by the assigned State ONA staff.As a reminder, the State ONA Helpline numbers are 800-582-5233 and TTY 888-440-4998.All ONA related categoriesshould be routed to the appropriate State processing queue for review.Reference: DR-4332-TXMemorandum
2/27/19	3/4/19	2004105	REMINDER: DR-4332-TX: ONA EXTENSION	HELPLINE	The Other Needs Assistance (ONA) period of assistance for DR-4332-TX was extended through August 25, 2019. Financial Housing Assistance isnotextended.Appeals must have been submitted within 60 days of the determination letter the applicant is appealing.Processing during the extension period is limited to requests for assistance received prior to the date of extension.New requests for assistance willnotbe considered.DR-4332-TX is a Joint Option Disaster. All ONA determinations must be made by the assigned State ONA staff.As a reminder, the State ONA Helpline numbers are 800-582-5233 and TTY 888-440-4998.All ONA related categoriesshould be routed to the appropriate State processing queue for review.Reference: DR-4332-TXMemorandum

2/27/19	3/5/19	2004107	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until March 6, 2019. All lodging expenses will be your responsibility as ofcheckout on March 7, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to Temp Shelter Agency; workgroup within the Interaction Desktop.If using another platform, use the TSA phone number to transfer: (b) (6) Do not share this number with applicants.Reference:DR-4393-NCMemorandums
2/27/19	3/6/19	2004108	REMINDER: NO CONTACT QUEUE	HELPLINE	If a workpacket (WP) is present in the“NO CONTACT”; queuedo notrequest another inspection.Workpackets associated to a registration can be found on the Overview tab, Current Queues field.Agents should follow24.2cin the:I.H.1.ja. Helpline NPSC Caller Services Reference Guide Job Aidfor specific directions related to cases in this queue. Agents should confirm the applicant’s contact information and update it when necessary.To determine which contractor has the inspection, review the Inspection Timeline under Contractor Name in desktop NEMIS or the Inspection Status in Web NEMIS. Please provide the applicant with the corresponding contractor phone number.The below numbers are ONLY to be given to registrants currently in the NO CONTACTqueue and should not be provided to applicants for any other reason, as the contractorsare not able to assist callers with any other inquiries:Vanguard: 1-855-826-4471, leave a message as needed.Alltech/Parsons Brinkerhoff: 1-866-317-9420, leave a message as needed.If the applicant’s latest inspection already received an INCI decision, they have been returned from the contractor. Do not provide the contractor phone numbers to those applicants.
2/28/19	3/5/19	2004109	DR-4404-MP: PERMANENT HOUSING CONSTRUCTION (PHC) ASSESSMENT CALLOUT	HELPLINE	FEMA is performing a new callout for PHC Assessment for DR-4404-MP using the Callout and Review System (CARS).The purpose of this callout is to determine eligibility for and interest in Permanent Housing Construction. This may lead to an increase in Helpline call volume.Helpline:The summary line for this callout is:(NPSC #) PHC PPI NEEDS ASSESSMENT CALL OUT.If the CARS interview was incomplete (call attempt noted):Provide this number to the caller: 1-866 826 8752or 1-800-462-7585 (TTY).Staff will be available between the hours of7:00 AM to 6:00 PM (ChST) local time (4:00 PM to 3:00 AM ET).C3MP users transfer calls to the CARS CNMI Workgroup during these hours.C3MPusers, see theC3MP Transfer Handoutshowing how to use the C3MP screens, or contact your tech rep.Do notprovide the above phone number to callers that do not have the callout summary line in their file. Inform the applicants in this situation that FEMA will be calling them if they meet the criteria for the Housing Assessment Callout.
3/1/19	3/5/19	2004111	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CASEWORK	The following document has been updated and is available under “Recently Updated Documents”; in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPStaff, read the entire DSOP for this disaster.Updates include:Clarification on personal property processing for applicants with a home repair/replacement hold.Direct JFO contact line for PHC related inquiries.Added example JFO comments related to PHC contacts and P-Code status updates.Authorization for SPU to process continued rental assistance when the JFO indicates a P-5 status update in comments.Reminder:Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.A temporary hold remains in effect for eligible home repair or replacement assistance determinations that are\$8,000.00 or greater specific to the House-Single/Duplex andTownhouse - Residence Types.Note:The previous version will be archived in thePPM Repository.
3/1/19	3/5/19	2004111	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CNMI	The following document has been updated and is available under “Recently Updated Documents”; in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPStaff, read the entire DSOP for this disaster.Updates include:Clarification on personal property processing for applicants with a home repair/replacement hold.Direct JFO contact line for PHC related inquiries.Added example JFO comments related to PHC contacts and P-Code status updates.Authorization for SPU to process continued rental assistance when the JFO indicates a P-5 status update in comments.Reminder:Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.A temporary hold remains in effect for eligible home repair or replacement assistance determinations that are\$8,000.00 or greater specific to the House-Single/Duplex andTownhouse - Residence Types.Note:The previous version will be archived in thePPM Repository.
3/1/19	3/5/19	2004111	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	HELPLINE	The following document has been updated and is available under “Recently Updated Documents”; in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPStaff, read the entire DSOP for this disaster.Updates include:Clarification on personal property processing for applicants with a home repair/replacement hold.Direct JFO contact line for PHC related inquiries.Added example JFO comments related to PHC contacts and P-Code status updates.Authorization for SPU to process continued rental assistance when the JFO indicates a P-5 status update in comments.Reminder:Processing is still restricted for CNMI and only designated staff can review and process eligibility determinations.A temporary hold remains in effect for eligible home repair or replacement assistance determinations that are\$8,000.00 or greater specific to the House-Single/Duplex andTownhouse - Residence Types.Note:The previous version will be archived in thePPM Repository.
3/1/19	3/6/19	2004112	DR-4407-CA: HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4407-CA. The PPIgroupis no longer accepting calls for DR-4407-CA.Do notcreate Pre-Placement Interview External Request work packets for DR-4407-CA.Send an email through your Point of Contact to IHP Helpdesk, with the applicant’s specific information, when either: Applicant has a P code for direct housing, with concerns other than maintenance issues.Applicant meets the threshold for direct housing but didnotreceive a PPI call.Owners with at least \$17K in RP damages.Renters with inspection recording damage level as Major or Destroyed.Reminders:Verify the applicants current location in NEMIS and make any changes if necessary.If information is provided about why they cannot stay in that location, recorditin NEMIS.If there is still a housing need, provide rental resources to the caller.

3/1/19	3/6/19	2004110	REMINDER: NEMIS INFO CONTROL VERIFICATION REQUIREMENTS	CASEWORK	Staff must make sure the verification requirements are set on the "Info Control" tab when processing eligible assistance. Each category of assistance has a set of verification requirements. These requirements can be auto-generated by NEMIS rules, or manually added requirements. The following have verification requirements agents must add manually: Lodging Expense Reimbursement Miscellaneous Other Child Care Reference: Codes Verifications Request Letters and Assistance Types Note: Verification requirements are not the same as Eligibility Requirements.
3/4/19	3/5/19	2004121	IHP HELPDESK HOURS OF OPERATION: MARCH 5, 2019	GENERAL	IHP Helpdesk hours of operation have been adjusted for March 5, 2019. 8am to 9pm (ET) IHP Helpdesk will be unavailable from 3pm to 4pm (ET) IHP Helpdesk will resume normal business hours the next day. Reference: FEMA-IHP-Helpdesk UPDATE: IHP HELPDESK HOURS OF OPERATION
3/4/19	3/6/19	2004113	CITIZENSHIP: QUALIFIED ALIENS	GENERAL	The majority of Qualified Aliens fall under the Legal Permanent Resident Category (possessing an alien registration receipt card, sometimes referred to as a "Green Card"). These categories for qualified aliens each represent a different type of visa, given to a person who qualifies for that specific type of visa. An alien can be a person: lawfully admitted for permanent residence, or granted asylum, or admitted to the United States for humanitarian reasons, or paroled into the United States for humanitarian purposes for at least one year, or whose deportation is being withheld, (withholding of removal) or who is granted conditional entry, or who is a Cuban and Haitian entrant, or a child of an alien who has been battered or subjected to extreme cruelty in the United States. Victims of violent crimes or severe forms of trafficking (T/U visas) are also eligible. An individual can be lawfully present in the U.S. and not meet the Qualified Alien definition and therefore are not eligible for FEMA covered programs, such as people who are visitors, foreign students, Compact of Free Association migrants (COFA), and persons with temporary work visas or temporary residence cards including the CW and E-2C CNMI only visas. People with CW status: This is a CW-1 visa holder, which is a CNMI-only visa classification that allows employers in the Commonwealth to apply for temporary permission to employ foreign (non-immigrant) workers who are otherwise ineligible to work under other non-immigrant worker categories. Reference: Frequently Asked Questions
3/4/19	3/7/19	2004120	DR-4393-NC: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in North Carolina that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until March 10, 2019. All lodging expenses will be your responsibility as of checkout on March 11, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4393-NC Memorandums
3/4/19	3/7/19	2004114	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months. DR-4335-VI ends March 7, 2019 DR-4337-FL ends March 10, 2019 DR-4338-GA ends March 15, 2019 DR-4340-VI ends March 20, 2019 DR-4341-FL ends March 27, 2019 DR-4344-CA ends April 12, 2019 DR-4353-CA ends July 2, 2019 Reminder: DR-4336-PR extension to September 20, 2019. DR-4339-PR extension to September 20, 2019. Staff should verify the disaster closure information on the Disaster Specific Information pages. Applicants in these disasters may be eligible for Continued Rental Assistance (CTHA) to the last day of the month of the disaster closes, up to a total of 18 months of temporary housing (if they meet the applicable eligibility criteria). Disasters near the Financial Closure date: Applicants are restricted to 18 months of rental assistance, and cannot be processed for rent beyond the last month of the disaster closure date unless an extension is granted. The request for additional assistance must be received prior to the disaster financial closure date to be reviewed for Continued Rental Assistance. If the DR closure month is the applicant's 18th month of CTHA, they can be paid that full month. Although CTHA awards are traditionally processed up to 3 months in advance, dates beyond the end of the closure month should not be paid. Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs: Continued Rental Assistance Closed Disaster Processing
3/4/19	3/7/19	2004119	REMINDER: DR-4413-AK EARTHQUAKE INSURANCE	CASEWORK	Designated agents processing in DR-4413-AK must remember that standard homeowners insurance, renters, condominium, or mobile home insurance does NOT cover the earthquake peril. If the inspection records earthquake damaged items and the applicant has not reported Earthquake insurance or insurance with an Earthquake rider: There is no need to request additional settlement or denial documentation for the earthquake damaged items. If the inspection records earthquake damaged items and the applicant reports Earthquake Insurance or insurance with an Earthquake Rider: The applicant must file a claim and submit settlement or denial information following standard processing procedures for insurable earthquake damaged items. Reference: Insurance Processing for HA and Personal Property DR - 4413 - AK DSOP
3/4/19	3/7/19	2004122	REMINDER: QUALITY CONTROL INSPECTIONS	HELPLINE	If an applicant, who has previously received an inspection of their damages, calls Helpline to confirm contact from an inspector, review to see if there is an appeal or FEMA correction inspection. If there are no additional inspections pending, please advise the caller that FEMA contractors also perform quality control (QC) inspections, which do not show up in the applicant's file. Representatives from the QC staff will not always have the ability to schedule an appointment prior to visiting the applicant's home. This is a standard process, and the applicant should be assured the purpose of the follow-up inspection is to verify the quality of the inspection, for the applicant's benefit. Agents may advise callers: FEMA personnel and contractors will have official identification. A shirt or jacket that says FEMA does not constitute an official I.D. Inspectors do not request money to complete an inspection.

3/4/19	3/7/19	2004124	WASHINGTON DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4418 Washingtonhas been declared for Public Assistance for Severe Winter Storms, Straight-Line Winds, Flooding, Landslides, Mudslides, and Tornado that occurredDecember 10-24, 2018If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
3/4/19	3/8/19	2004117	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
3/4/19	3/8/19	2004117	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
3/4/19	3/8/19	2004116	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.For additional information, please reviewDisaster Distress Helpline FAQ.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
3/4/19	3/8/19	2004116	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.For additional information, please reviewDisaster Distress Helpline FAQ.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
3/4/19	3/8/19	2004118	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
3/4/19	3/8/19	2004118	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages

3/4/19	3/8/19	2004115	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster. If a declared state has an active registration period:Take all registrations from applicants within that state.If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides.If the damage type is not listed, click the ‘Other damage not listed here’ checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster.If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. If the caller has an urgent need for food, clothing, or shelter, refer them 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Please suggest callers monitor their local news, State and County Emergency Management websites andFEMA.govwebsite for further information about State or Federal assistance. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA) or download theFEMA Mobile Appto find open shelters.Please notify callers to call911for medical emergencies.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEUPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
3/4/19	3/12/19	2004123	INDIVIDUAL ASSISTANCE PROGRAM AND POLICY GUIDE	GENERAL	The Individual Assistance Program and Policy Guide (IAPPG) was developed to serve as a single policy resource for all Individual Assistance (IA) programs. This document consolidates policy statements for all IA programs, including the Individuals and Households Program, the Mass Care and Emergency Assistance programs, and the Community Services programsThe IAPPG is intended to provide a comprehensive policy resource for state, local, territorial, and tribal governments, non-governmental partners, and other entities who assist disaster survivors with post-disaster recovery.All policies reflected in this guide are effective for incidents declared on or after March 1, 2019.Reference:Individual Assistance Program and Policy GuideNote: Staff will continue to use the Processing and Procedures Manual during case reviews.
3/5/19	3/8/19	2004132	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until March 12, 2019. All lodging expenses will be your responsibility as ofcheckout on March 13, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) Do not share this number with applicants.Reference:DR-4399-FLMemorandums
3/5/19	3/9/19	2004133	DR-4419-AL: NEW IA DECLARATION	RI	Alabama has a new Individual Assistance disaster declaration. DR 4419 Alabama has been declared on March 5, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is March 3, 2019.Areas declared for IA:Lee CountyVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take 24 to 48 hours forthis disaster’s page to beavailable.Note:The disaster maynot be available in NEMIS forApplicant Inquiry/Updateuntil 24 to 48 hours after Registration Intake is activated.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.
3/5/19	3/10/19	2004128	PPM UPDATE: CROSS TOPIC DOCUMENTS FOR IAPPG	GENERAL	PPM documents have been updated for the Individual Assistance Program and Policy Guide (IAPPG).Read the entire SOPs prior to processing.Appeals ProcessingFlood Zones and Other Protected AreasRecoupmentUpdates include:Appeals:Home Repair Assistance is NOT available to landlords who do not permanently reside in the damaged dwelling. Any available assistance is limited to the owner-occupied unit and not common areas; and that FEMA may provide financial assistance for components, such as:Access and egressLine items to restore a houseboat to a habitable state (not seaworthiness)CRA award deduction for eligible assistance.PP appeals process.Flood Zones and Other Protected Areas:Ineligibility for residence types (including boats) and transportation regarding Coastal Barrier Resource Systems (CBRS)Assistance flow chartECNAFlood zone definitionsRecoupment:Minimum recoupment amount, \$250 unless a significant policy is at stake.Note: The previous versions will be archived in the PPM Repository.
3/5/19	3/10/19	2004125	PPM UPDATE: HOME REPAIR DOCUMENT FOR IAPPG	GENERAL	The followingdocument has been updated on the PPM for theIndividual Assistance Program and Policy Guide (IAPPG).Read the entire SOP prior to processing.This document is available under the 'Recently Updated Documents' section of the PPMand under the appropriate category: Home Repair AssistanceUpdates include:Home Repair Assistance is NOT available to landlords who do not permanently reside in the damaged dwelling. In addition, any available assistance is limited to the owner-occupied unit and not common areas.CRA awards.Definition for Housing Unit.Note:The previous version will be archived in the PPM Repository.

3/5/19	3/10/19	2004126	PPM UPDATE: ONA DOCUMENTS FOR IAPPG	GENERAL	Multiple documents have been updated on the PPM for the Individual Assistance Program and Policy Guide (IAPPG).Read the entire SOPs prior to processing.Child Care AssistanceMedical and DentalPersonal Property AssistanceUpdates include:Child Care Assistance:Personal assistance services.Age of eligibility (21).Eligibility of assistance without prior need for child care.Condition of assistance regarding the primary custodial parent/guardian.Statement, conditions, and definitions for Individualized Educational Plan (IEP) and 504 Plan.Conditions for Medical Professional’s Statements.Added IOR-Childcare letter for Disasters after DR-4413-AK: The child is up to age 21 and the required IEP, 504 Plan, or medical documentation was not submitted.Medical and Dental:Service animal guidance.Personal Property Assistance:Processing ADA items at actual cost.Note:The previous versions will be archived in the PPM Repository.
3/5/19	3/10/19	2004127	PPM UPDATE: VERIFICATION DOCUMENTS FOR IAPPG	GENERAL	Multiple documents have been updated on thePPM for theIndividual Assistance Program and Policy Guide (IAPPG).Read the entire SOPs prior to processing.Identity VerificationOwnership VerificationOccupancy VerificationUpdates include:Identity Verification:Removed the State driver’s license or ID card as an acceptable document type because it is not available as an option in the IAPPG.Accept all document types when reviewing cases involving minors listed as applicants.Ownership Verification:Statement of ownership is used as a last resort only from applicants living in insular areas, islands, and tribal lands. FEMA will not accept a written statement of ownership for pre-disaster squatters.Occupancy Verification:Statement of occupancy is used as a last resort only from applicants living in insular areas, islands, and tribal lands.Specified “18 years or older” for third party adult to meet with inspector.Note: The previous versions will be archived in the PPM Repository.
3/5/19	3/12/19	2004131	INDIVIDUAL ASSISTANCE PROGRAM AND POLICY GUIDE	GENERAL	The Individual Assistance Program and Policy Guide (IAPPG) was developed to serve as a single policy resource for all Individual Assistance (IA) programs. This document consolidates policy statements for all IA programs, including the Individuals and Households Program, the Mass Care and Emergency Assistance programs, and the Community Services programs.The IAPPG is intended to provide a comprehensive policy resource for state, local, territorial, and tribal governments, non-governmental partners, and other entities who assist disaster survivors with post-disaster recovery.All policies reflected in this guide are effective for incidents declared on or after March 1, 2019.Reference:Individual Assistance Program and Policy GuideNote: Staff will continue to use the Processing and Procedures Manual during case reviews.
3/6/19	3/7/19	2004130	TEST: DISASTER RECOVERY REFORM ACT: RETROACTIVE LETTERS	GENERAL	OnOctober5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRRA) into law. This law amends Section 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addresseseexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants who are affected by this change will receive a DRRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence. These applicants will also receive a standard eligibility decision letter that will provide the amount of the retroactive award. It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide eligibility information. Refer applicants to their letters.FEMA will be implementing additional DRRRA changes in the future.
3/6/19	3/7/19	2004130	TEST: DISASTER RECOVERY REFORM ACT: RETROACTIVE LETTERS	HELPLINE	OnOctober5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRRA) into law. This law amends Section 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addresseseexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants who are affected by this change will receive a DRRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence. These applicants will also receive a standard eligibility decision letter that will provide the amount of the retroactive award. It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide eligibility information. Refer applicants to their letters.FEMA will be implementing additional DRRRA changes in the future.
3/6/19	3/9/19	2004135	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due toSevere Storms andFloods.Disaster declaration number: 15888 & 15889Incident period: 09/10/2018 through 11/02/2018.Effective date: 03/06/2019Primary Counties:Burnet, Llano, Travis, WalkerContiguous Counties in Texas:Bastrop, Bell, Blanco, Caldwell, Gillespie, Grimes, Hays, Houston, Lampasas, Madison, Mason, Montgomery, San Jacinto, San Saba, Trinity, WilliamsonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

3/6/19	3/10/19	2004134	REMINDER: CNMI (MP): PROCESSING STAFF	CASEWORK	Processing for CNMI cases is restricted to specifically assigned staff due to disaster specific issues. DoNOTprocess in DR-4396 or DR-4404 unless specifically assigned. Supervisors: Please ensure you do not assign non-designated staff to CNMI processing.Attention in Special Handling:If there are any categories that need to be addressed at a later date or authorization from the JFO has not been received to processed Home Repairs, the agent must split the existing workpacket:Only route the assistance that can be processed at that time.Place categories that cannot be processed, due to Home Repair FVL over \$8,000, on Hold Program Review until further notice.Reference:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP
3/6/19	3/10/19	2004134	REMINDER: CNMI (MP): PROCESSING STAFF	CNMI	Processing for CNMI cases is restricted to specifically assigned staff due to disaster specific issues. DoNOTprocess in DR-4396 or DR-4404 unless specifically assigned. Supervisors: Please ensure you do not assign non-designated staff to CNMI processing.Attention in Special Handling:If there are any categories that need to be addressed at a later date or authorization from the JFO has not been received to processed Home Repairs, the agent must split the existing workpacket:Only route the assistance that can be processed at that time.Place categories that cannot be processed, due to Home Repair FVL over \$8,000, on Hold Program Review until further notice.Reference:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP
3/7/19	3/12/19	2004138	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4335-VI endsJune 20, 2019DR-4337-FL ends March 10, 2019DR-4338-GA ends March 15, 2019DR-4340-VI endsJune 20, 2019DR-4341-FL ends March 27, 2019DR-4344-CA ends April 12, 2019DR-4353-CA ends July 2, 2019Reminder:DR-4336-PR extension to September 20, 2019.DR-4339-PR extension to September 20, 2019.Staff should verify the disaster closure information on theDisaster Specific Information pages.Applicants in these disasters may be eligible forContinued Rental Assistance(CTHA) to the last day of the month of the disaster closes, up to a total of 18 months of temporary housing (if they meet the applicable eligibility criteria).Disasters near the Financial Closure date: Applicants are restricted to 18 months of rental assistance, and cannot be processed for rent beyond the last month of the disaster closure date unless an extension is granted. The request for additional assistance must be received prior to the disaster financial closure date to be reviewed for Continued Rental Assistance. If the DR closure month is the applicant’s 18th month of CTHA, they can be paid that full month.Although CTHA awards are traditionally processed up to 3 months in advance, dates beyond the end of the closure month should not be paid.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
3/7/19	3/12/19	2004137	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM: DR - 4413 - AK DSOPUpdates include:General instructions for the Specialized Processing Unit (SPU).Continued Rental Assistance processingnot to exceed 18 months of assistancebetween the state and FEMA awards.Appeal processing instructions for well damage when local officials will not allow repair or replace of existing well.Read the entire DSOP for this disaster for additional information.Note:The previous version will be archived in thePPM Repository.
3/7/19	3/12/19	2004139	VIRGIN ISLANDS: PERIOD OF ASSISTANCE EXTENSION	4335-VI	The IHP Period of Assistance for DR-4335-VI and DR-4340-VI has been extended throughJune 20, 2019. This changes the IHP Financial Closure End Date. Please see extension memorandums posted on theDR-4335-VIandDR-4340-VIdisaster specific pages for additional information.The Direct Housing and Permanent Housing Construction programs were previously extended.Reference: VIRGIN ISLANDS: DIRECT HOUSING AND PHC EXTENSION
3/7/19	3/12/19	2004139	VIRGIN ISLANDS: PERIOD OF ASSISTANCE EXTENSION	CASEWORK	The IHP Period of Assistance for DR-4335-VI and DR-4340-VI has been extended throughJune 20, 2019. This changes the IHP Financial Closure End Date. Please see extension memorandums posted on theDR-4335-VIandDR-4340-VIdisaster specific pages for additional information.The Direct Housing and Permanent Housing Construction programs were previously extended.Reference: VIRGIN ISLANDS: DIRECT HOUSING AND PHC EXTENSION
3/7/19	3/13/19	2004136	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until March, 13, 2019. All lodging expenses will be your responsibility as ofcheckout onMarch 14,2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6).Do not share this number with applicants.Reference:DR-4407-CAMemorandums
3/8/19	3/10/19	2004142	PPM UPDATE: IDENTITY VERIFICATION DOCUMENT FOR IAPPG	CASEWORK	PPM documents have been updated on thePPM for theIndividual Assistance Program and Policy Guide (IAPPG).Read the entire SOP prior to processing.Identity VerificationUpdates include:Removed the State driver’s license or ID card as an acceptable document type because it is not available as an option in the IAPPG.Accept all document types when reviewing cases involving minors listed as applicants.Note: The previous version will be archived in the PPM Repository.
3/8/19	3/12/19	2004143	PPM UPDATE: OWNERSHIP AND OCCUPANCY SOPS	CASEWORK	Multiple documents have been updated on the PPM for the Individual Assistance Program and Policy Guide (IAPPG).Read the entire SOPs prior to processing.These documents are available under the 'Recently Updated Documents' section of the PPMand under the Cross Topic Category.Occupancy VerificationOwnership VerificationUpdates:Clarification in both SOPs that in disasters prior to DR-4419-AL the Statement of Occupancy/ Ownership could be accepted regardless of whether the applicant’s DD was in insular areas, islands, or tribal lands.Occupancy Verification specifies “18 years or older” for third party adult to meet with inspector.Note:The previous versions will be archived in the PPM Repository.

3/8/19	3/12/19	2004141	PPM UPDATE: VIRGIN ISLANDS DSOP	4335-VI	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM: DR - 4335 and 4340 Virgin Islands DSOPRead the entire DSOP for this disaster for additional information.Updates include:Individuals and Households Program (IHP) Period of Assistance Extension.An extension to the IHP period of assistance has been authorized for three months and is set to end on June 20, 2019.For DR-4335-VI and DR-4340-VI, PROCESS eligible awards under all Housing Assistance (HA) and Other Needs Assistance (ONA) categories up to June 20, 2019.Update of the Continued Rental Assistance timeframe from 18 to 21 months.Process Continued Rental Assistance for an additional three months or up to the end of the IHP period of assistance. Note:The previous version will be archived in thePPM Repository.
3/8/19	3/12/19	2004141	PPM UPDATE: VIRGIN ISLANDS DSOP	CASEWORK	The following document has been updated on the PPM and is available under the 'Recently Updated Documents' section of the PPM: DR - 4335 and 4340 Virgin Islands DSOPRead the entire DSOP for this disaster for additional information.Updates include:Individuals and Households Program (IHP) Period of Assistance Extension.An extension to the IHP period of assistance has been authorized for three months and is set to end on June 20, 2019.For DR-4335-VI and DR-4340-VI, PROCESS eligible awards under all Housing Assistance (HA) and Other Needs Assistance (ONA) categories up to June 20, 2019.Update of the Continued Rental Assistance timeframe from 18 to 21 months.Process Continued Rental Assistance for an additional three months or up to the end of the IHP period of assistance. Note:The previous version will be archived in thePPM Repository.
3/8/19	3/12/19	2004140	UPDATE: REPLACEMENT HOUSING	CASEWORK	Unless disaster specific guidance exists, process all Replacement Housing Assistance determinations (initial or appeal) in theFEMA Supervisor Review - Replacement Consideration Subqueue.Prior to routing FEMA Supervisor Review - Replacement Consideration Subqueue, agents will address categories of assistance that precede Replacement in the Sequence of Delivery as appropriate, such as Temporary Housing Assistance.Replacement Housing Assistance and any categories that follow Replacement in the Sequence of Delivery will be addressed by the Specialized Processing Unit (SPU),when the Replacement is reviewed.Reference: Replacement Assistance
3/11/19	3/12/19	2004129	DISASTER RECOVERY REFORM ACT: RETROACTIVE LETTERS	HELPLINE	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addresseseexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants who are affected by this change will receive a DRRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence. These applicants will also receive a standard eligibility decision letter that will provide the amount of the retroactive award. It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide eligibility information. Refer applicants to their letters.FEMA will be implementing additional DRRRA changes in the future.
3/11/19	3/14/19	2004144	DR-4332-TX: DIRECT HOUSING LETTERS: NOTICE OF DEBT	HELPLINE	Residents of Temporary Housing Units (THUs) are responsible for rent after February 25, 2019. Rent collection letters are being mailed to those residents who are responsible for rent payments.Helpline: If you receive calls about these letters, advise callers to follow instructions in the letters, and continue to work with their FEMA Recertification Advisor to achieve their permanent housing plan to transition out of the FEMA-provided THU.If callers have questions about the letter refer them to the FEMA Finance Center Monday through Friday, 9:00 a.m. – 4:00 p.m. (ET). 1-866-804-2469 Reference: UPDATE: DR-4332-TX: DIRECT HOUSING LETTERSDR-4332-TX: DIRECT HOUSING EXTENSION
3/11/19	3/14/19	2004148	DR-4413-AK STATE IA HOTLINE	HELPLINE	Callers with questions regarding their State of Alaska individual assistance application can contact the state individual assistance hotline. 855-445-7131Monday - Friday8:00 am - 4:00 pm local timeCallers may go online for more information and news releases at www.ready.alaska.gov/earthquake .Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP
3/11/19	3/14/19	2004146	REMINDER: DMARTS INDEXING	CASEWORK	A trend has been identified where incoming correspondence was improperly indexed due to not fully reviewing all the documents in the file.When indexing it is important to review all the documents and correctly identify the items.Be mindful there will be instances where a batch can contain multiple types of documents.Casework:During case review, look at all documents carefully to ensure all unmet needs are addressed.If staff encounters documents that have been misidentified during indexing, please correct the documents using the edit function under the correspondence tab.Reference:Indexing-DMARTS - Category and Item Codes Job AidIndexing-DMARTS - Category, Item Codes, and WP Flow Job AidIndexing-DMARTS - Indexing Coversheets Job Aid
3/11/19	3/14/19	2004145	REMINDER: REGISTRATION DATE OF LOSS	RI	It is important to record the correct date of loss when taking a registration in a declared state.Verify the date given by the caller as the date of loss.Enter the date of loss the caller provides.If you receive the “Outside Incident Period” notice,Ensure you have selected the correct disaster.If you have selected the correct disaster, continue to follow the script to complete the registration.Take all registrations in a declared state regardless of eligibility while the Registration Intake (RI) module is active. The RI module is active for the open registration period. Take the registration with the information provided by applicant.The RI module is active for the late application 60 day grace period. Take the registration with the information provided by applicant.This includes designated and undesignated counties, and “out of incident period” dates of loss. The Online DAC will refer users who attempt to apply with problem registrations to the FEMA Call Center. You may receive callers who attempted to register themselves and could not complete the registration and need assistance to register. Web RI will provide prompts to work through issues that would not allow registrations to be completed online.Reference: DAC Call Center RI

3/12/19	3/14/19	2004150	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery.Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs . DRC locations are posted in NEMIS under DR Info, and can be foundonlineusing theDRC Locator. Applicants can also upload theFEMA Mobile App for Disaster Resources.For more information visit FEMA.govDisaster Recovery Centers.Sign Interpreter/Other language needs:If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contactto the FEMA IHP Helpdesk with the specific information. Reference:Helpline NPSC Caller Services Reference Guide Job AidASSISTIVE TECHNOLOGY: TTY AND VRS
3/12/19	3/14/19	2004149	REMINDER: DISASTER SURVIVOR ASSISTANCE TEAMS FACILITATED RI CALLS FROM SURVIVORS	RI	DSATs (Disaster Survivor Assistance Teams) facilitate registering survivors for disaster assistance. DSA (Disaster Survivor Assistance) operates in some areas with limited wireless connectivity.At times, when the connectivity does not allow the use of the internet, the DSATs will allow the survivor to use their phone to call the FEMA 800-621-3362 number. This option will allow Survivors to still be able to complete a registration.In instances where you get this DSAT facilitated call, please ADD a comment in the file that says:95 - DSAT Facilitated RI
3/12/19	3/14/19	2004151	REMINDER: FEMA INSPECTORS	HELPLINE	Staff may receive calls from applicants inquiring about their damage inspection.Please be mindful that the field inspectors may use different types of communication methods to contact applicants. They can use any of the following:Phone CallsText MessagesEmailsInspectors can and will use any contact information the applicant provided in their application.Please remind callers that all FEMA personnel and contractors will have official identification.Applicants should always request to see the I.D. of anyone saying they work for FEMA if the badge or I.D. is not displayed.Notes:A shirt or jacket that says FEMA does not constitute an official I.D.Inspectors may be calling from issued phones or personal cell phones, so applicants receive calls from different area codes. Inspector attempts to contact the applicant must also include a site visit to post a note at the home.Inspectors do not provide eligibility, they only record disaster related damage.Inspectors do not request money to complete an inspection.Reference:Inspection Requests and ComparisonsREMINDER: THIRD PARTY INSPECTIONSREMINDER: QUALITY CONTROL INSPECTIONS
3/12/19	3/15/19	2004153	PUERTO RICO: JFO STEP CALLOUT	HELPLINE	The JFO will be performing a callout starting 3/13/19 to address the transfer of specific STEP registrations from DR-4336-PR to DR-4339-PR.The NEMIS summary line is “JFO – STEP CALLOUT”.Helpline:If you receive a call from an applicant inquiring about a call received from FEMA, review the Events Log (History) for a contact/comment made by the JFO.Please read the contact/comment and provide the phone number to contact the callback line for the JFO. If there is no phone number in the contact/comment, explain a FEMA representative will attempt to contact them again.Agents are available 8 am to 4 pm ASTMonday – Friday.
3/12/19	3/15/19	2004153	PUERTO RICO: JFO STEP CALLOUT	PUERTO RICO	The JFO will be performing a callout starting 3/13/19 to address the transfer of specific STEP registrations from DR-4336-PR to DR-4339-PR.The NEMIS summary line is “JFO – STEP CALLOUT”.Helpline:If you receive a call from an applicant inquiring about a call received from FEMA, review the Events Log (History) for a contact/comment made by the JFO.Please read the contact/comment and provide the phone number to contact the callback line for the JFO. If there is no phone number in the contact/comment, explain a FEMA representative will attempt to contact them again.Agents are available 8 am to 4 pm ASTMonday – Friday.
3/12/19	3/16/19	2004152	DR-4399-FL: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4399-FLDisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.Bay County approved for this increase.An increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increasedoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent:” is changed to 125 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
3/13/19	3/16/19	2004155	PPM UPDATE: DR-4413-AK DSOP	HELPLINE	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR - 4413 - AK DSOPRead the entire DSOP for this disaster for additional information.Updates include:State Individual Assistance Hotline information.Note:The previous version will be archived in thePPM Repository.
3/13/19	3/16/19	2004154	PPM UPDATE: FLOOD ZONES AND OTHER PROTECTED AREAS	CASEWORK	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Flood Zones and Other Protected AreasRead the entire SOP prior to processing.Updates includes a correction of C. Processing Ineligible Decisions for C.1.:PROCESSthe initial ineligible decision,USEISC – Ineligible Sanctioned Communityfor owners and renters found ineligible for HA or PP items.If the applicant has a flood insurance requirement from a previous FEMA disaster, the applicant cannot be eligible for moving and storage expenses of a \$1,000.00 or less. Note: The previous versions will be archived in the PPM Repository.
3/13/19	3/18/19	2004156	DR-4332-TX: LONG TERM RECOVERY DOCUMENTS	CASEWORK	Texas has several state programs assisting with long term recovery. One program is the South East Texas Homeowner Assistance Program, which is a Texas General Land Office (GLO) program.Documents from these programs may be included in correspondence, but require no FEMA or State response.REMINDER: DR-4332-TX: ONA EXTENSION

3/13/19	3/19/19	2004158	RETURNED WORK PROCESS: CASEWORK	CASEWORK	Caseworkers may find workpackets in processing queues created by Helpline agents who believe a case was processed incorrectly. Their comment will include the specific information they believe needs additional review. Caseworkers must perform a complete review of the file. If the caseworker finds the file was processed correctly, prior to routing include a comment that specifically addresses the points in the case review requested by helpline. This will assist other FEMA staff in understanding the decision so they can explain to the applicant. If the caseworker finds the file was processed incorrectly, complete the processing and include the details regarding the updated decisions. Reference: The Helpline NPSC Caller Services Reference Guide Job Aid will be updated.
3/13/19	3/19/19	2004157	RETURNED WORK PROCESS: HELPLINE	HELPLINE	If a Helpline agent finds a case they believe has been processed incorrectly, create a workpacket in the appropriate processing queue, if one does not already exist. Comment summary line: WP CREATED: CASE REVIEW REQUEST. Comment text will include: The reason you believe an additional case review is required. Reference applicable guidance to support that reason. If there is a document in the file that needs reviewed, include document ID. Contact a supervisor or point of contact for assistance if needed. Advise the caller that you requested a complete review of the case. Add a contact with the summary line that includes "CASE REVIEW REQUEST". Note reason for the incoming call, and any changes made to file. If the agent is trained and can complete the processing, they will follow up on any unmet needs. The Helpline NPSC Caller Services Reference Guide Job Aid will be updated.
3/14/19	3/17/19	2004160	REMINDER: DR-4404-CNMI (MP): VALOR PROGRAM	CNMI	Voluntary Agencies Leading and Organizing Repairs (VALOR) Program is designed to leverage available Voluntary Organizations Active in Disaster (VOAD) resources to conduct emergency repairs on homes damaged by a disaster to enable survivors to shelter in their own homes, when safe and appropriate, and address the demand for emergency sheltering where other sources of emergency shelter are unavailable or overwhelmed. VALOR is limited to providing necessary equipment, supplies, and materials to participating VOAD organizations to complete emergency repairs on disaster damaged homes. Homeowners that receive assistance under VALOR may not be considered for Permanent Housing Construction (PHC), and will not be eligible for further assistance that may have been provided under Transitional Sheltering Assistance (TSA) or direct housing once emergency repairs under VALOR are completed and the home is cleared for sheltering. FEMA will coordinate with survivors who may be eligible for this assistance. The VALOR memorandum is posted on the DR-4404-CNMI Disaster Specific page
3/14/19	3/19/19	2004162	PPM UPDATE: CHILD CARE ASSISTANCE SOP	CASEWORK	The following document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Child Care Assistance. Read the entire SOP prior to processing. Update includes: Clarification on uploading the Continued Assistance Calculator (CAC) results to applicant's file when processing Eligible decisions. When the final review is completed SPU or the appropriate Supervisor or Point of Contact (POC) will upload the CAC results to the applicant's file through the FaxCom/RightFax web application. Note: The previous version will be archived in the PPM Repository.
3/14/19	3/19/19	2004161	PPM UPDATE: DR-4393-NC DSOP	CASEWORK	The following document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Read the entire DSOP for this disaster for additional information. DR - 4393 - NC DSOP. Updates include: FEMA may accept an Affidavit of Heirship when accompanied by a death certificate, as an equivalent to a title for the purposes of ownership verification for the State of North Carolina. Note: The previous version will be archived in the PPM Repository.
3/14/19	3/20/19	2004164	RETURNED WORK PROCESS: CASEWORK	CASEWORK	Caseworkers may find workpackets in processing queues created by Helpline agents who believe a case was processed incorrectly. Their comment will include the specific information they believe needs additional review. Caseworkers must perform a complete review of the file. If the caseworker finds the file was processed correctly, prior to routing include a comment that specifically addresses the points in the case review requested by helpline. This will assist other FEMA staff in understanding the decision so they can explain to the applicant. If the caseworker finds the file was processed incorrectly, complete the processing and include the details regarding the updated decisions. Updates to the Helpline NPSC Caller Services Reference Guide Job Aid are forthcoming.
3/14/19	3/20/19	2004163	RETURNED WORK PROCESS: HELPLINE	HELPLINE	If a helpline agent finds a case they believe has been processed incorrectly, create a workpacket in the appropriate processing queue, if one does not already exist. Comment summary line: WP CREATED: CASE REVIEW REQUEST. Comment text will include: The reason you believe an additional case review is required. If there is a document in the file that needs reviewed, include document ID. Contact a supervisor or point of contact for assistance if needed. Advise the caller that you requested a complete review of the case. Add a contact with the summary line that includes "CASE REVIEW REQUEST". Note reason for the incoming call, and any changes made to file. If the agent is trained and can complete the processing, they will follow up on any unmet needs. The Helpline NPSC Caller Services Reference Guide Job Aid will be updated.

3/15/19	3/19/19	2004159	DAIP RELEASE 9.0	GENERAL	Disaster Assistance Improvement Program (DAIP) release 9.0 is scheduled for March 18 - 19, 2019.The improvements include:Responsive Web Design for Call Center RI:Call Center Registration Intake has been converted to responsive web design (RWD). This will not change any functionality or scripting in RI, but it will slightly change the appearance of the data entry screens. This system enhancement not only provides a more modern look to RI with larger print, it also supports additional updates and improvements as we move all components of DAC to the Cloud in 2019. Public RI and the survivor account have already been made responsive, and DAIP has received positive feedback from survivors.Spanish RI in Call Center:Call Center Registration Intake will be available in Spanish. Users will be able to switch languages easily at the beginning of RI by using the Language link on the left menu of the Call Center home page.A dialog box will appear where a user can change their language, save the language preference, then start a registration with all scripting and questions available in the selected language.All data entry remains English input. The language used to complete the registration will be recorded for audit purposes.Email and Current Language as Default Correspondence Type for Public and Call Center Registration Intake:In order to encourage more survivors to utilize e-correspondence, Email will be selected by default on the Correspondence Preferences Screen.The registration language will also be the default selection on the Correspondence Preferences Screen.Users can change the default settings if needed.
3/15/19	3/19/19	2004159	DAIP RELEASE 9.0	RI	Disaster Assistance Improvement Program (DAIP) release 9.0 is scheduled for March 18 - 19, 2019.The improvements include:Responsive Web Design for Call Center RI:Call Center Registration Intake has been converted to responsive web design (RWD). This will not change any functionality or scripting in RI, but it will slightly change the appearance of the data entry screens. This system enhancement not only provides a more modern look to RI with larger print, it also supports additional updates and improvements as we move all components of DAC to the Cloud in 2019. Public RI and the survivor account have already been made responsive, and DAIP has received positive feedback from survivors.Spanish RI in Call Center:Call Center Registration Intake will be available in Spanish. Users will be able to switch languages easily at the beginning of RI by using the Language link on the left menu of the Call Center home page.A dialog box will appear where a user can change their language, save the language preference, then start a registration with all scripting and questions available in the selected language.All data entry remains English input. The language used to complete the registration will be recorded for audit purposes.Email and Current Language as Default Correspondence Type for Public and Call Center Registration Intake:In order to encourage more survivors to utilize e-correspondence, Email will be selected by default on the Correspondence Preferences Screen.The registration language will also be the default selection on the Correspondence Preferences Screen.Users can change the default settings if needed.
3/15/19	3/19/19	2004168	PPM UPDATE: DR-4396 & 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	CNMI	The following document has been updated and is available under 'Recently Updated Documents' in the PPM:DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOPRead the entire DSOP for this disaster for additional information.Updates include:New hours of operations for caller services line of business.Note:The previous version will be archived in thePPM Repository.
3/15/19	3/19/19	2004167	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	HELPLINE	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Helpline NPSC Caller Services Reference Guide Job AidUpdates include:Disaster Recovery Reform Act (DRRA) information.Note:The previous version will be archived in thePPM Repository.
3/15/19	3/19/19	2004166	UPDATE: DR-4413-AK: STATE EMAIL	HELPLINE	The State of Alaska will be generating another email to disaster survivors who applied for theAlaska Individual and Family Grant (IFG) Program.The email:Informs survivors that applied for the State of Alaska IA Program to call and register with FEMA.Provides a reminder to apply for the SBA loan.Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUUPDATE: SBA INFORMATION
3/15/19	3/19/19	2004166	UPDATE: DR-4413-AK: STATE EMAIL	RI	The State of Alaska will be generating another email to disaster survivors who applied for theAlaska Individual and Family Grant (IFG) Program.The email:Informs survivors that applied for the State of Alaska IA Program to call and register with FEMA.Provides a reminder to apply for the SBA loan.Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUUPDATE: SBA INFORMATION
3/15/19	3/20/19	2004147	GETTING READY: DISASTER PREPARATION	HELPLINE	It is that time of year again when people consider how they will prepare for floods, storms, and earthquakes, among other disasters that may occur. FEMA and partners have created a helpful page atReady.gov: Severe Weatherwith information about preparing for severe weather.Volunteers can become members of aCommunity Emergency Response Team.FEMA strongly encourages homeowners and communities to buildsafe roomsfor protection in extreme weather events.
3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	4335-VI	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addresseseexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRA changes in the future.

3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	CASEWORK	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRA changes in the future.
3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	CNMI	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRA changes in the future.
3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	GENERAL	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRA changes in the future.
3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	HELPLINE	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRA changes in the future.

3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	PUERTO RICO	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRRA changes in the future.
3/15/19	3/22/19	2004165	DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION	RI	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.This provision applies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Applicants who received the financial assistance maximum will receive an additional review to see if they may be eligible for additional financial assistance.Applicants affected by this change will receive an auto dialer in the coming days. If the applicant is eligible for additional financial assistance, they will receive a standard eligibility decision letter that will provide the amount of the retroactive award and a DRRRA Retroactive Approval Letter. This letter will be codedDRALin NEMIS correspondence.It is especially important for Helpline staff who speak with applicants to correctly update their contact information and verify banking information, but do not provide future eligibility information. Refer applicants to their letters.Reference: Helpline NPSC Caller Services Reference Guide Job AidFEMA will be implementing additional DRRRA changes in the future.
3/18/19	3/20/19	2004171	GEORGIA DECLARED FOR SBA	SBA	Georgia has received an SBA Administrative Declaration due toSevere Weather System.Disaster declaration number: 15892 & 15893Incident period: 03/03/2019.Effective date: 03/18/2019Primary Counties:Grady, TalbotContiguous Counties in Georgia:Chattahoochee, Decatur, Harris, Marion, Meriwether, Mitchell, Muscogee, Taylor, Thomas, UpsonContiguous Counties in Florida:Gadsden, LeonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
3/18/19	3/22/19	2004170	DISASTER RECOVERY REFORM ACT: AUTO DIALER NOTICE	GENERAL	An auto dialer will be conducted for applicants who previously reached the maximum financial assistance but may be eligible for additional assistance due to the Disaster Recovery Reform Act (DRRA). The DRRRApplies retroactively to August 1, 2017, beginning with DR-4326 Michigan.Auto dialer message:FEMA records indicate you previously received the maximum amount of financial assistance available from FEMA’s Individuals and Household Program for disaster-caused losses or expenses. Based on recent changes to the law, FEMA has reviewed your application and determined you may be eligible for additional FEMA Assistance. Please contact FEMA’s Helpline at 1-800-621-3362, or log into your DisasterAssistance.gov account, to ensure FEMA has your current personal information such as your mailing address, banking information, phone numbers, and email. This information is necessary to ensure you receive any financial assistance if you are found eligible. TTY 1-800-462-7585.Helpline:If an applicant calls with DRRA related questions:Verify and update the applicant’scontact and banking informationas needed.Inform the caller that applicants who are found eligible for additional assistance will be notified by letter.Do not provide eligibility information or discuss DRRA criteria.Refer to the Helpline NPSC Caller Services Job Aid for information on how to record the calls in NEMIS.Reference:DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATIONHelpline NPSC Caller Services Reference Guide Job Aid

3/18/19	3/22/19	2004170	DISASTER RECOVERY REFORM ACT: AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants who previously reached the maximum financial assistance but may be eligible for additional assistance due to the Disaster Recovery Reform Act (DRRA). The DRRA applies retroactively to August 1, 2017, beginning with DR-4326 Michigan. Auto dialer message: FEMA records indicate you previously received the maximum amount of financial assistance available from FEMA's Individuals and Household Program for disaster-caused losses or expenses. Based on recent changes to the law, FEMA has reviewed your application and determined you may be eligible for additional FEMA Assistance. Please contact FEMA's Helpline at 1-800-621-3362, or log into your DisasterAssistance.gov account, to ensure FEMA has your current personal information such as your mailing address, banking information, phone numbers, and email. This information is necessary to ensure you receive any financial assistance if you are found eligible. TTY 1-800-462-7585. Helpline: If an applicant calls with DRRA related questions: Verify and update the applicant's contact and banking information as needed. Inform the caller that applicants who are found eligible for additional assistance will be notified by letter. Do not provide eligibility information or discuss DRRA criteria. Refer to the Helpline NPSC Caller Services Job Aid for information on how to record the calls in NEMIS. Reference: DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION Helpline NPSC Caller Services Reference Guide Job Aid
3/18/19	3/22/19	2004176	UPDATE: DISASTER RECOVERY REFORM ACT: AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants who previously reached the maximum financial assistance but may be eligible for additional assistance due to the Disaster Recovery Reform Act (DRRA). The DRRA applies retroactively to August 1, 2017, beginning with DR-4326 Michigan. Auto dialer message: FEMA records indicate you previously received the maximum amount of financial assistance available from FEMA's Individuals and Household Program for disaster-caused losses or expenses. Based on recent changes to the law, FEMA has reviewed your application and determined you may be eligible for additional FEMA Assistance. Please contact FEMA's Helpline at 1-800-621-3362, or log into your DisasterAssistance.gov account, to ensure FEMA has your current personal information such as your mailing address, banking information, phone numbers, and email. This information is necessary to ensure you receive any financial assistance if you are found eligible. TTY 1-800-462-7585. Helpline: If an applicant calls with DRRA related questions: Verify and update the applicant's contact and banking information as needed. Inform the caller that applicants who are found eligible for additional assistance will be notified by letter. Do not provide eligibility information, discuss DRRA criteria or generate letters. Applicants eligible for additional assistance will be contacted. Refer to the Helpline NPSC Caller Services Job Aid for information on how to record the calls in NEMIS. Reference: DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION Helpline NPSC Caller Services Reference Guide Job Aid
3/19/19	3/20/19	2004174	ORACLE PATCH: CAC DOWNTIME WEDNESDAY, MARCH 20, 2019	CASEWORK	The Continued Assistance Calculator (CAC) will be down from 11am - 2pm (ET) Wednesday, March 20, 2019 for routine quarterly patching. Other VSR applications may also be affected. Note: All times are approximate.
3/19/19	3/20/19	2004174	ORACLE PATCH: CAC DOWNTIME WEDNESDAY, MARCH 20, 2019	GENERAL	The Continued Assistance Calculator (CAC) will be down from 11am - 2pm (ET) Wednesday, March 20, 2019 for routine quarterly patching. Other VSR applications may also be affected. Note: All times are approximate.
3/19/19	3/20/19	2004172	SERVER OUTAGE: DAC RELEASE 9.0	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.0 is scheduled to continue on March 20, 2019. Registration Intake will be operational for new registrations. Call Centers should start using the MW Call Center (refresh using F5) at the beginning of their shift on March 20, 2019. Notification will be provided when staff can begin using the DC2 site.
3/19/19	3/22/19	2004175	DR-4344-CA: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing program received an extension for DR-4344-CA. Extension end dates are: Pre-disaster Owners: July 10, 2019 Pre-disaster Renters: May 10, 2019 Note: This applies to FEMA Direct Housing only. At the end of the extended period of assistance, all occupants must return the THU to FEMA. Prior to the end of period of assistance, FEMA will provide a 30-day notice of the requirement to pay monthly rent to occupants remaining in a FEMA THU beyond the end date. Please see the extension memorandum posted on the DR-4344-CA Disaster Specific pages for additional information.
3/19/19	3/22/19	2004177	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until March 26, 2019. All lodging expenses will be your responsibility as of checkout on March 27, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4399-FL Memorandums
3/19/19	3/22/19	2004173	UPDATE: DR-4404-MP: PERMANENT HOUSING CONSTRUCTION (PHC) CALLOUT	CNMI	FEMA is performing a callout for possible PHC Participants for DR-4404-MP using the JFO IA staff. The purpose of this callout is to determine if possible participants are interested in the Permanent Housing Construction program. Helpline: When the summary line for this recent call to the survivor is: JFO - PHC REPAIR/NEW CONSTRUCTION INFORMATIONAL SEMINAR / UNSUCCESSFUL INVITATION. Provide the local number to the caller: 1-670-236-2852. Staff will be available Monday thru Friday between the hours of 8:00 AM to 3:30 PM (ChST). If an applicant has a different JFO PHC Contact or Comment Summary Line in file and needs to communicate with their local FEMA PHC caseworker: Email: FEMA-PHC-4404. Explain the applicants inquiry and information. Include the best time to be contacted. Do not provide the email address to callers. Inform the applicant that their information has been forwarded and they will be contacted by their local FEMA PHC caseworker. Reference: REMINDER: EMAIL COMMUNICATIONS

3/20/19	3/21/19	2004169	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until March 26, 2019. All lodging expenses will be your responsibility as of checkout on March 27, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4399-FL Memorandums
3/20/19	3/23/19	2004179	UPDATE: REGISTRATION AUTO-FILLED INFORMATION: TURNED ON	RI	The system will be updated on March 21, 2019, to once again provide the ability to add the Social Security Number at the Privacy Act page, allowing for auto-fill applicant data/information into the Registration Intake fields. After ensuring that the applicant has heard the Privacy Act, continue to follow the script and ask the caller for their name and additional required information to complete the fields. It is very important that agents verify applicant information to ensure accuracy. Reference: DAC Call Center RI
3/21/19	3/24/19	2004183	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Winter Storms and Flooding. Disaster declaration number: 15894 and 15895 Incident period: 02/25/2019 and continuing Effective date: 03/21/2019 Primary Counties: Sonoma Contiguous Counties: Lake, Mendocino, Solano, Marin and Napa The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistant to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
3/21/19	3/24/19	2004181	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until March 27, 2019. All lodging expenses will be your responsibility as of checkout on March 28, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4407-CA Memorandums
3/21/19	3/25/19	2004178	DRRA: SCRIPTED PAYMENTS	HELPLINE	In compliance with the Disaster Recovery Reform Act of 2018, FEMA will script payments to applicants eligible for additional assistance. No manual processing will be done, at this time. The retroactive payments will begin on March 21, 2019. The payments will be retroactive for disasters dating back to August 1, 2017. Ongoing reviews and scripted payments will occur on a weekly basis. Applicants eligible for the scripted payments will receive a standard eligibility decision letter that will provide the amount of the retroactive award followed by a DRRA Retroactive Approval Letter. This letter will be coded DRAL in NEMIS correspondence. Helpline: If an applicant calls with DRRA-related questions: Verify and update the applicant's contact and banking information, as needed. Do not provide eligibility information, discuss DRRA criteria, or generate letters. Refer the applicant to their letters. FEMA will continue to implement additional DRRA changes in the future. Reference: Helpline NPSC Caller Services Reference Guide Job Aid DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION
3/21/19	3/26/19	2004182	DR-4420-NE: NEW IA DECLARATION	RI	Nebraska has a new Individual Assistance disaster declaration. DR 4420 Nebraska has been declared on March 21, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. The incident period for this disaster is March 9, 2019 and continuing. Areas declared for IA: Butler, Cass, Colfax, Dodge, Douglas, Nemaha, Sarpy, Saunders, and Washington Counties. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take 24 to 48 hours for this disaster's page to be available. Note: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTS spreadsheet for additional important information.
3/21/19	3/26/19	2004180	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Read the entire DSOP for addition information. DR - 4413 - AK DSOP Updates include: Adds a reminder to staff to accept verbal and written statement of late appeals. The appeal section entry asks staff to accept statements explaining additional damage was discovered once the ground thawed. Note: The previous version will be archived in the PPM Repository.

3/22/19	3/23/19	2004185	NEMIS RELEASE: MARCH 23, 2019	GENERAL	The production deployment of Consolidated NEMIS Release 3.21.03.01 is scheduled for Saturday March 23, 2019 at 5:00 AM (EDT), March 23, 2019 and conclude by 5:00 PM (EDT) Saturday March 23, 2019.Registration Intake will be operational for new registrations.Copy registrations between disasters will be unavailable due to the database being down for the upgrade.Call Centers should use theDC2 Call Center(refresh using F5) at the beginning of their shift.Notification will be provided when staff can begin using the MW site.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)DAC Public Applicant InquiryIA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC_CC (MW)DAC AdminNFIRAOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximateHelpline:Helpline and applicants will not be able to access NEMIS files. Please use your best customer service skills to answer all general questions.If you cannot address specific questions related to their case, please tell the applicant that our system is temporarily down and to call back after 5:00 pm.
3/22/19	3/23/19	2004185	NEMIS RELEASE: MARCH 23, 2019	RI	The production deployment of Consolidated NEMIS Release 3.21.03.01 is scheduled for Saturday March 23, 2019 at 5:00 AM (EDT), March 23, 2019 and conclude by 5:00 PM (EDT) Saturday March 23, 2019.Registration Intake will be operational for new registrations.Copy registrations between disasters will be unavailable due to the database being down for the upgrade.Call Centers should use theDC2 Call Center(refresh using F5) at the beginning of their shift.Notification will be provided when staff can begin using the MW site.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)DAC Public Applicant InquiryIA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC_CC (MW)DAC AdminNFIRAOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximateHelpline:Helpline and applicants will not be able to access NEMIS files. Please use your best customer service skills to answer all general questions.If you cannot address specific questions related to their case, please tell the applicant that our system is temporarily down and to call back after 5:00 pm.
3/22/19	3/25/19	2004187	DR-4420-NE: TRANSPORTATION REPAIR AWARD LIMIT	CASEWORK	The vehicle repair (Not to exceed) amount for DR-4420-NE is not the same as the Replacement amount.TheDR-4420-NEDisaster Specific Information page has been updated to note the following:Vehicle Repair: \$750 (Not to exceed \$5,000 with documents)Vehicle Replacement: \$6,500Appeals:If the on-site inspection or mechanic's estimate indicates the vehicle was destroyed, then assistance may be processed up to the replacement limit.Note:Please review the Disaster Summary Information section for each disaster before processing vehicle repair assistance awards.
3/22/19	3/27/19	2004186	DRRA PAYMENTS: OVERMAX POP-UP	CASEWORK	The retroactive scripted payments have begun to applicants eligible for additional assistance.While navigating through a NEMIS file, agents may see a warning pop-up box open indicating an award is over the maximum amount.This pop-up may come up more than once while navigating through the tabs.ClickOKto close the pop-up window and continue in NEMIS.No manual processing will be done for DRRA cases at this time.Additional DRRA information will be forthcoming.Casework:If a caseworker is processing assistance in anon DRRA-relatedfile and an OVERMAX pop-up appears, please follow current guidance regarding IHP maximum.Reference:DRRA: SCRIPTED PAYMENTS
3/22/19	3/27/19	2004186	DRRA PAYMENTS: OVERMAX POP-UP	HELPLINE	The retroactive scripted payments have begun to applicants eligible for additional assistance.While navigating through a NEMIS file, agents may see a warning pop-up box open indicating an award is over the maximum amount.This pop-up may come up more than once while navigating through the tabs.ClickOKto close the pop-up window and continue in NEMIS.No manual processing will be done for DRRA cases at this time.Additional DRRA information will be forthcoming.Casework:If a caseworker is processing assistance in anon DRRA-relatedfile and an OVERMAX pop-up appears, please follow current guidance regarding IHP maximum.Reference:DRRA: SCRIPTED PAYMENTS
3/23/19	3/23/19	2004184	NEMIS RELEASE: MARCH 23, 2019	GENERAL	The production deployment ofConsolidated NEMIS Release 3.21.03.01isscheduled for Saturday March 23, 2019at 5:00 AM (EDT through 5:00 PM (EDT) Saturday March 23, 2019.The deployment will require the new client to be installed on all workstationsRegistration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. Call Centers should use theDC2 Call Center(refresh using F5)atthe beginning of their shift.Notification will be provided when staff can begin using the MW site.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC Public Applicant InquiryDAC_CC (MW)DAC AdminNFIRAOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate
3/23/19	3/23/19	2004184	NEMIS RELEASE: MARCH 23, 2019	RI	The production deployment ofConsolidated NEMIS Release 3.21.03.01isscheduled for Saturday March 23, 2019at 5:00 AM (EDT through 5:00 PM (EDT) Saturday March 23, 2019.The deployment will require the new client to be installed on all workstationsRegistration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. Call Centers should use theDC2 Call Center(refresh using F5)atthe beginning of their shift.Notification will be provided when staff can begin using the MW site.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC Public Applicant InquiryDAC_CC (MW)DAC AdminNFIRAOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate

3/23/19	3/26/19	2004188	DR-4421-IA: NEW IA DECLARATION	RI	Iowa has a new Individual Assistance disaster declaration. DR 4421 IA has been declared on March 23, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is March 12, 2019 and continuing.Areas declared for IA:Fremont, Harrison, Mills, Monona, and WoodburyCounties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take 24 to 48 hours forthis disaster's page to beavailable.Note:The disaster maynot be available in NEMIS forApplicant Inquiry/Updateuntil the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.
3/25/19	3/28/19	2004190	UPDATE: DRRA: SCRIPTED PAYMENTS	HELPLINE	In compliance with theDisaster Recovery Reform Act of 2018, FEMA will script payments to applicants eligible for additional assistance. No manual processing will be done, at this time.The retroactive payments will begin on March 21, 2019. The payments will be retroactive for disasters dating back to August 1, 2017. Ongoing reviews and scripted payments will occur on a weekly basis.Applicants eligible for the scripted payments will receive a standard eligibility decision letter that will provide the amount of the retroactive award followed by a DRRA Retroactive Approval Letter. This letter will be coded DRAL in NEMIS correspondence.Helpline:If an applicant calls with DRRA-related questions:Verify and update the applicant's contact and banking information, as needed.Do notprovidefutureeligibility information, discuss DRRA criteria, or generate letters. Refer the applicant to their letters. You can read a DRRA related letter to the applicant if necessary.FEMA will continue to implement additional DRRA changes in the future.Reference:Helpline NPSC Caller Services Reference Guide Job AidDISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATION
3/26/19	3/28/19	2004189	REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED	RI	In accordance with 44 CFR 206.112 (c) for Late Applications, there is a 60-day grace period for registering after the standard or extended RI deadline.Please review theLate Application SOP.During the 60-day grace period,a full registration may still be completed. Please do not refuse or discourage applicants from registering for disaster assistance if theRegistration Intake module is still enabled. You will see that the disaster number no longer shows up in the dropdown for Disaster Selection when Registration Intake is disabled. The Web RI System is set up to provide appropriate scripts and instructions for handling late applications.Applicants who complete a Late Application will receive a designation of HA: NONREG and Other: NONREG.AFTER the 60-day grace period,if a caller attempts to register,new applications cannot be completed in NEMIS.Specifically the following will be done by agents contacted by applicants.Identify which disaster the applicant called to register for damages, there could be multiple events in a state.Inform the caller a registration can no longer be completed because the deadline for disaster assistance registration passed.If requested by the applicant, FEMA will sent an After Filing Deadline Grace Period (NPLATE) letter.RI agents will forward the caller's name, mailing address, anddisaster numberto their Supervisor or designated POC to request an NPLATE letter from theFEMA-IHP-MAILROOM. Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.
3/26/19	3/29/19	2004193	DR-4413-AK: REGISTRATION EXTENSION	RI	The Registration Period forDR-4413-AKhas been extended.The registration period now ends onMay 31, 2019.Please see theDR-4413-AKDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application".REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
3/26/19	4/4/19	2004192	DRRA: REISSUE REQUESTS	CASEWORK	Do not process any reissue requests in DRRA associated files until after April 4, 2019.Staff can tell if a file is associated with DRRA if there is a DRRA_MAX stamp in the Registration Box, if there is a scripted payment dated on or after March 21st, 2019 and if there is a DRAL letter in the outgoing correspondence.NEMIS toggles are being developed to address changes due to DRRA.These toggle changes will allow for reissue of these payments to occur.A preshift notice will be posted once reissue of DRRA awards can occur or if there is a delay.Reminders: Agents should not contact the IHP Helpdesk to request the status or reissue of funds.If there is already an active workpacket in the FEMA Supervisor Review Reissue queue, it will be addressed by designated staff from the Specialized Processing Unit (SPU).Verify and update the applicant's EFT and CMA information as neededIf an applicant updates their CMA, the DRRA letters can be regenerated.Reference:UPDATE: DRRA: SCRIPTED PAYMENTS.I.H.1.ja. Helpline NPSC Caller Services Reference Guide Job Aid
3/27/19	3/29/19	2004194	LA JOLLA BAND OF LUISENO INDIANS DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4422 La Jolla Band of Luiseño Indianshas been declared for Public Assistance for Severe Storms, Flooding, Landslides and Mudslides that occurred February 14-15, 2019If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on "Navigation" and scrolling down the menu toDisaster Declarations,or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
3/27/19	4/2/19	2004195	DR-4393-NC: TSA ENDED	HELPLINE	Transitional Sheltering Assistance (TSA) for DR-4393-NC applicants endedMarch 22, 2019.Applicants who remained in the hotel beyond their checkout time onSaturday, March 23, 2019will be responsible for any further cost.If the caller has an urgent need for shelter, refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. These services may be found by calling2-1-1, or referring to the211.orgwebsite.Applicants who still need assistance with recovery plans can be referred to the information provided inDR-4393-NC: DISASTER CASE MANAGEMENT.Note: This only applies to those applicant's that are registered in DR-4393-NC.

3/28/19	4/2/19	2004199	OVERSHARING OF SURVIVOR INFORMATION: IN THE NEWS	HELPLINE	FEMA, in coordination with the DHS Office of the Inspector General (DHS OIG), identified an incident involving the sharing of sensitive, personally identifiable information (SPII) of disaster survivors. For disaster survivors eligible for the Transitional Sheltering Assistance program, FEMA shared more information than was necessary with a lodging contractor.FEMA worked with the contractor to delete the unneeded data and is no longer sharing unnecessary data. To date, FEMA has found no indicators to suggest the survivor data was compromised.If you receive a call on FEMA Helpline pertaining to concerns regarding this oversharing of information, please explain: “FEMA’s goal remains protecting and strengthening the integrity, effectiveness, and security of our disaster programs that help people before, during, and after disasters.”Please visit theFEMA Privacy Branchintranet site for resources and privacy training.
3/28/19	4/2/19	2004197	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Photos: Applicants may inquire if it is necessary to photograph their property before disposing of it. Photos are not necessary for a FEMA inspection, the real property damages to the home will substantiate any damages to discarded personal property. Taking photos for insurance purposes would be up to their discretion and at their expense.Reference:EPA: Mold
3/28/19	4/2/19	2004196	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to “mold and mildew”, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
3/28/19	4/2/19	2004196	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to “mold and mildew”, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
3/28/19	4/2/19	2004198	VIRGIN ISLANDS: DISASTER UNEMPLOYMENT ASSISTANCE EXTENSION	4335-VI	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.This Act extended the duration of Disaster Unemployment Assistance (DUA) for an additional 26 weeks for eligible individuals unemployed as a direct result of the major disasters that were declared due to Hurricanes Irma and Maria in the U.S. Virgin Islands.Hurricane Irma (DR-4335-VI) was declared for the U.S. Virgin Islands on September 7, 2017. Therefore, persons who were directly affected by Hurricane Irma may be eligible if they remained unemployed between March 11, 2018 to September 7, 2018 due to Hurricane Irma.Hurricane Maria (DR-4340-VI) was declared for the U.S. Virgin Islands on September 20, 2017. Therefore, persons who were directly affected by Hurricane Maria may be eligible if they remained unemployed between March 25, 2018 to September 18, 2018 due to Hurricane Maria.The Virgin Islands Unemployment Insurance Agency will mail out a registration package and notice of eligibility beginning March 25, 2019 to relative claimants, who may qualify for the extended Disaster Assistance benefits. Applicants no longer residing in U.S. Virgin Islands will receive an application by mail or if no application is received claimants may call 340-715-5712.Eligible individuals will have until May 24, 2019 to file an initial application and continued claim certifications for Disaster Unemployment Assistance.Please review the U.S. Virgin IslandsDUA Extensionfor additional information.
3/28/19	4/2/19	2004198	VIRGIN ISLANDS: DISASTER UNEMPLOYMENT ASSISTANCE EXTENSION	HELPLINE	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amendsSection 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.This Act extended the duration of Disaster Unemployment Assistance (DUA) for an additional 26 weeks for eligible individuals unemployed as a direct result of the major disasters that were declared due to Hurricanes Irma and Maria in the U.S. Virgin Islands.Hurricane Irma (DR-4335-VI) was declared for the U.S. Virgin Islands on September 7, 2017. Therefore, persons who were directly affected by Hurricane Irma may be eligible if they remained unemployed between March 11, 2018 to September 7, 2018 due to Hurricane Irma.Hurricane Maria (DR-4340-VI) was declared for the U.S. Virgin Islands on September 20, 2017. Therefore, persons who were directly affected by Hurricane Maria may be eligible if they remained unemployed between March 25, 2018 to September 18, 2018 due to Hurricane Maria.The Virgin Islands Unemployment Insurance Agency will mail out a registration package and notice of eligibility beginning March 25, 2019 to relative claimants, who may qualify for the extended Disaster Assistance benefits. Applicants no longer residing in U.S. Virgin Islands will receive an application by mail or if no application is received claimants may call 340-715-5712.Eligible individuals will have until May 24, 2019 to file an initial application and continued claim certifications for Disaster Unemployment Assistance.Please review the U.S. Virgin IslandsDUA Extensionfor additional information.

3/29/19	3/29/19	2004202	VSR SYSTEM DOWNTIME: MARCH 29, 2019	4335-VI	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The maintenance will begin at 8:00 PM ET tonight March 29, 2019 and is expected to last for one hour. The applications should be online and available at approximately 9:00 PM ET.The following applications will be unavailable:Applicant Services Dashboard (ASD)Auto Dialer (AD)Continued Assistance Calculator (CAC)Callout and Review System (CARS) Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP Help Desk (NCTTA)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
3/29/19	3/29/19	2004202	VSR SYSTEM DOWNTIME: MARCH 29, 2019	CASEWORK	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The maintenance will begin at 8:00 PM ET tonight March 29, 2019 and is expected to last for one hour. The applications should be online and available at approximately 9:00 PM ET.The following applications will be unavailable:Applicant Services Dashboard (ASD)Auto Dialer (AD)Continued Assistance Calculator (CAC)Callout and Review System (CARS) Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP Help Desk (NCTTA)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
3/29/19	3/29/19	2004202	VSR SYSTEM DOWNTIME: MARCH 29, 2019	HELPLINE	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The maintenance will begin at 8:00 PM ET tonight March 29, 2019 and is expected to last for one hour. The applications should be online and available at approximately 9:00 PM ET.The following applications will be unavailable:Applicant Services Dashboard (ASD)Auto Dialer (AD)Continued Assistance Calculator (CAC)Callout and Review System (CARS) Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP Help Desk (NCTTA)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
3/29/19	3/29/19	2004202	VSR SYSTEM DOWNTIME: MARCH 29, 2019	RI	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The maintenance will begin at 8:00 PM ET tonight March 29, 2019 and is expected to last for one hour. The applications should be online and available at approximately 9:00 PM ET.The following applications will be unavailable:Applicant Services Dashboard (ASD)Auto Dialer (AD)Continued Assistance Calculator (CAC)Callout and Review System (CARS) Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP Help Desk (NCTTA)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
3/29/19	4/2/19	2004200	DR-4413-AK: JFO CALLOUT	RI	The JFO will be conducting a callout to disaster survivors who applied for the Alaska Individual and Family Grant (IFG) Program but have not registered with FEMA.The purpose of the callsisto encourage survivors to register with FEMA.Reminder:If you receive a Registration Intake or Helpline call from an Alaska applicant perform a warm transfer/consult to the “Alaska Workgroup”Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP
3/29/19	4/2/19	2004201	UPDATE: OVERSHARING OF SURVIVOR INFORMATION: IN THE NEWS	HELPLINE	FEMA, in coordination with the DHS Office of the Inspector General (DHS OIG), identified an incident involving the sharing of sensitive, personally identifiable information (SPII) of disaster survivors. For disaster survivors eligible for the Transitional Sheltering Assistance (TSA) program, FEMA shared more information than was necessary with a lodging contractor.FEMA worked with the contractor to delete the unneeded data and is no longer sharing unnecessary data. If you receive a call on FEMA Helpline pertaining to concerns regarding this oversharing of information, please explain: “FEMA’s goal remains protecting and strengthening the integrity, effectiveness, and security of our disaster programs that help people before, during, and after disasters. FEMA has found no indicators to suggest survivor data has been compromised. FEMA has updated it’s contract to ensure compliance with Department of Homeland Security (DHS) cybersecurity and information-sharing standards”.If the callerwas eligible for TSAand wishes to escalate their concern, agents can send an email to the IHP Helpdesk. Agents will provide the following information in the email:Disaster and Registration numbers.Contact information.An explanation of the callers specific concern or question. Please visit theFEMA Privacy Branchintranet site for resources and privacy training.
3/30/19	4/3/19	2004203	DR-4420-NE: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4420-NE.The additional counties in Nebraska are:Boone, Buffalo, Custer, Knox, Richardson, and Thurston Counties and the Santee Sioux Nation RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.
3/31/19	4/3/19	2004191	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning March 31, 2019 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Friday: 7:00 am to 9:00 pm (ET)Saturday and Sunday: 9:00 am to 7:00 pm (ET)Reference: FEMA-IHP-Helpdesk
4/1/19	4/4/19	2004204	DR-4413-AK: JFO CALLOUT	RI	The JFO will be conducting a callout on behalf of the state to disaster survivors who applied for the Alaska Individual and Family Grant (IFG) Program but have not registered with FEMA. This may increase calls for Registration Intake.Reminder:If you receive a Registration Intake or Helpline call from an Alaska applicant perform a warm transfer/consult to the “Alaska Workgroup”Reference:DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP

4/1/19	4/4/19	2004205	PPM UPDATE: OCCUPANCY AND OWNERSHIP VERIFICATION	CASEWORK	These documents are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Occupancy VerificationOwnership VerificationRead the entire SOPs prior to processing.Updates:Clarification to what is considered an insular area.Matches information available in the IAPPG for written statements.Note:The previous versions will be archived in thePPM Repository.
4/2/19	4/5/19	2004207	DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until April 8, 2019. All lodging expenses will be your responsibility as ofcheckout on April 9, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4399-FLMemorandums.
4/2/19	4/5/19	2004206	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4344-CA ends April 12, 2019DR-4353-CA ends July 2, 2019Reminder:DR-4335-VI extended to June 20, 2019DR-4340-VI extended to June 20, 2019DR-4336-PR extended to September 20, 2019DR-4339-PR extended to September 20, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Applicants in these disasters may be eligible forContinued Rental Assistance(CTHA) to the last day of the month of the disaster closes, up to a total of 18 months of temporary housing (if they meet the applicable eligibility criteria).Disasters near the Financial Closure date: Applicants are restricted to 18 months of rental assistance, and cannot be processed for rent beyond the last month of the disaster closure date unless an extension is granted. The request for additional assistance must be received prior to the disaster financial closure date to be reviewed for Continued Rental Assistance. If the DR closure month is the applicant’s 18th month of CTHA, they can be paid that full month.Although CTHA awards are traditionally processed up to 3 months in advance, dates beyond the end of the closure month should not be paid.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
4/3/19	4/6/19	2004209	KENTUCKY DECLARED FOR SBA	SBA	Kentucky has received an SBA Administrative Declaration due toSevere Storms and Flooding.Disaster declaration number: 15923 and 15924Incident period: 02/06/2019 through 03/10/2019Effective date: 04/03/2019Primary Counties:Johnson and MagoffinContiguous Counties in Kentucky:Breathitt, Floyd, Knott, Lawrence, Martin, Morgan, and WolfeThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
4/3/19	4/6/19	2004208	TREASURY QUESTIONNAIRE CODE	HELPLINE	There may be instances where the Treasury Questionnaire (Q) code is not showing in NEMIS.If an applicant has reported non-receipt of a paper check, and the reissue process has already begun, check the codes in NEMIS on the finance tab.If the code shows N-Negotiated, but no Q-Questionnaire has been sent, ask the applicant if a Treasury department questionnaire was received at the mailing address on the paper check. You may need to check the events history for mailing address data changes to determine what address was on the paper check.If the questionnaire was received:Applicant should follow directions on the questionnaire, and return it to the Treasury department mailing address on the letter.If the questionnaire wasnotreceived:Review Helpline Guidance “V. IHP Funds” to request a questionnaire.If call concerns:Delayed IHP PaymentAnd:Treasury Questionnaire previously sent, but NOT returnedReference:Return - Reissue of IHP Financial AssistanceHelpline NPSC Caller Services Reference Guide Job Aid
4/4/19	4/6/19	2004215	MICHIGAN DECLARED FOR SBA	SBA	Michigan has received an SBA Administrative Declaration due to Severe Weather and Flooding.Disaster declaration number: 15925 and 15926Incident period: 03/14/2019Effective date: 04/04/2019Primary County:NewaygoContiguous Counties in Michigan:Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Oceana, OsceolaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

4/4/19	4/7/19	2004210	REMINDER: CTHA HELPLINE: CALL TRANSFERS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests forContinued Rental Assistance(CTHA).Prior to attempting a transfer to the CTHA Helpline, review to make sure caller meets the transfer criteria.Perform a transfer/consult to the CTHA Helpline for callers who have:Submitted a written request for Continued Rental Assistance or a Continued Rental Assistance Appeal and the decision is pending; orBeen sent a Rental Recertification Documentation Request (RRDOC) letter and a subsequent Continued Rental Assistance decision has not been processed; orA declaration of continuing need letter/CTHA application or CTHAO letter has been sent to the applicant, and the FEMA Helpline agent is not trained to respond to basic CTHA application questions.C3MPusers, see theC3MP Transfer Handoutshowing how to use the C3MP screens, or contact your tech rep.Do not transfer the call to CTHA Helpline if:The call is about any decisions other than requests for Continued Rental Assistance.The Continued Rental Assistance decision is in the file and the FEMA Helpline agent is trained to respond.A landlord returns a Continued Rental Assistance caseworker call. In this case, ask the questions left in file and email the SPU mailbox with detailed information. Note: The CTHA Helpline is an internal helpline, do not provide SPU phone numbers or email address to callers.Reference:Call Connect Procedures
4/4/19	4/8/19	2004211	PPM UPDATES (DRRA): MULTIPLE DOCUMENTS	CASEWORK	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.The PPM has been updated with applicable DRRA language. Several SOPs have been updated and staff should refer to the Recently Updated Documents listed at the top of the PPM webpage.Reminder: Read the entire relevant SOP prior to processing.Note:The previous versions will be archived in thePPM Repository.
4/4/19	4/8/19	2004211	PPM UPDATES (DRRA): MULTIPLE DOCUMENTS	GENERAL	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.The PPM has been updated with applicable DRRA language. Several SOPs have been updated and staff should refer to the Recently Updated Documents listed at the top of the PPM webpage.Reminder: Read the entire relevant SOP prior to processing.Note:The previous versions will be archived in thePPM Repository.
4/4/19	4/8/19	2004211	PPM UPDATES (DRRA): MULTIPLE DOCUMENTS	HELPLINE	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.The PPM has been updated with applicable DRRA language. Several SOPs have been updated and staff should refer to the Recently Updated Documents listed at the top of the PPM webpage.Reminder: Read the entire relevant SOP prior to processing.Note:The previous versions will be archived in thePPM Repository.
4/4/19	4/8/19	2004211	PPM UPDATES (DRRA): MULTIPLE DOCUMENTS	RI	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.The PPM has been updated with applicable DRRA language. Several SOPs have been updated and staff should refer to the Recently Updated Documents listed at the top of the PPM webpage.Reminder: Read the entire relevant SOP prior to processing.Note:The previous versions will be archived in thePPM Repository.

4/4/19	4/8/19	2004212	SPECIAL HANDLING: ACCESSIBILITY-RELATED LINE ITEMS	CASEWORK	FEMA is implementing an interim process for DRRR regarding accessibility-related real and personal property items. A new Special Handling Query is being added to identify returned inspections that contain any accessibility-related line items for disasters 4326 - 4421These cases will have this SH Review Reason: "ADA Items"in the Events Log.General staff assigned to Special Handling are not to process cases with this SH Review Reason.Place the case on hold: Program ReviewUntil further notice, these accessibility-related line item cases in the Special Handling Query are being identified by a report andonlydesignated staff will process them.Reference:DISASTER RECOVERY REFORM ACT: RETROACTIVE INFORMATIONHousing Inspection Services Line Item DescriptionPersonal Property Assistance
4/4/19	4/9/19	2004213	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until April 10, 2019. All lodging expenses will be your responsibility as ofcheckout onApril 11,2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop".If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4407-CAMemorandums
4/4/19	4/9/19	2004217	DRRA: LETTER REGENERATION ERROR MESSAGE	CASEWORK	The Super, ASuper and Cover Letters have been updated to comply with the DRRR. These updated letters have been copied in all disasters back to DR 4326 MI. Staff may be unable to regenerate these letters.If this update affects the letter, NEMIS will display a pop-up error message:Regenerate Letter ErrorThe new version of this letter has more input fields than the originalIn the event staff gets this message, they will need to"re-create"the letter. Neither the mailroom nor staff can regenerate the letter if the error message occurs.Reference:Info Control
4/4/19	4/9/19	2004217	DRRA: LETTER REGENERATION ERROR MESSAGE	GENERAL	The Super, ASuper and Cover Letters have been updated to comply with the DRRR. These updated letters have been copied in all disasters back to DR 4326 MI. Staff may be unable to regenerate these letters.If this update affects the letter, NEMIS will display a pop-up error message:Regenerate Letter ErrorThe new version of this letter has more input fields than the originalIn the event staff gets this message, they will need to"re-create"the letter. Neither the mailroom nor staff can regenerate the letter if the error message occurs.Reference:Info Control
4/4/19	4/9/19	2004217	DRRA: LETTER REGENERATION ERROR MESSAGE	HELPLINE	The Super, ASuper and Cover Letters have been updated to comply with the DRRR. These updated letters have been copied in all disasters back to DR 4326 MI. Staff may be unable to regenerate these letters.If this update affects the letter, NEMIS will display a pop-up error message:Regenerate Letter ErrorThe new version of this letter has more input fields than the originalIn the event staff gets this message, they will need to"re-create"the letter. Neither the mailroom nor staff can regenerate the letter if the error message occurs.Reference:Info Control
4/4/19	4/9/19	2004220	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	This document has been updated on the PPM and is available under the "Recently Updated Documents" sectionand the appropriate categoryof the PPM:DR - 4413 - AK DSOPUpdates include:Appeals for foundation and masonryRead the entire DSOP for additional information.Note:The previous version will be archived in thePPM Repository.
4/4/19	4/9/19	2004214	PPM UPDATE (DRRA): PERSONAL PROPERTY SOP	CASEWORK	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters.Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.ThePersonal Property AssistanceSOPhas also been updated to include the following language:Clarify the occupational tools processing and correction of ADA computer line item appeal process.Reminder: Read the entire SOPs prior to processing.Note:The previous versions will be archived in thePPM Repository.
4/4/19	4/9/19	2004214	PPM UPDATE (DRRA): PERSONAL PROPERTY SOP	GENERAL	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs.With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters.Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP):Removing the IHP financial assistance cap on Rental Assistance.Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps.Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities.Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities.ThePersonal Property AssistanceSOPhas also been updated to include the following language:Clarify the occupational tools processing and correction of ADA computer line item appeal process.Reminder: Read the entire SOPs prior to processing.Note:The previous versions will be archived in thePPM Repository.

4/4/19	4/9/19	2004214	PPM UPDATE (DRRA): PERSONAL PROPERTY SOP	HELPLINE	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs. With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP): Removing the IHP financial assistance cap on Rental Assistance. Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps. Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities. Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities. The Personal Property Assistance SOP has also been updated to include the following language: Clarify the occupational tools processing and correction of ADA computer line item appeal process. Reminder: Read the entire SOPs prior to processing. Note: The previous versions will be archived in the PPM Repository.
4/4/19	4/9/19	2004214	PPM UPDATE (DRRA): PERSONAL PROPERTY SOP	RI	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA) by issuing retroactive payments to eligible applicants for all disasters dating back to August 1, 2017. These payments were made to applicants who had previously reached the IHP maximum but still had disaster-related needs. With the NEMIS toggle update on April 4, 2019, FEMA will implement these changes in all open and future disasters. Section 1212 of the DRRA includes the following changes to the Individuals and Households Program (IHP): Removing the IHP financial assistance cap on Rental Assistance. Separating Other Needs Assistance (ONA) and Housing Assistance from the IHP financial assistance cap so that they have equal, independent caps. Removing the financial assistance cap on Repair Assistance or Replacement Assistance for accessibility-related real property for individuals with disabilities. Removing the financial assistance cap on ONA for replacement of accessibility-related personal property for individuals with disabilities. The Personal Property Assistance SOP has also been updated to include the following language: Clarify the occupational tools processing and correction of ADA computer line item appeal process. Reminder: Read the entire SOPs prior to processing. Note: The previous versions will be archived in the PPM Repository.
4/4/19	4/9/19	2004219	PPM UPDATE: SBA REFERRALS SOP	SBA	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: SBA Referrals SOP. Read the entire SOP prior to processing. Updates include: Changes to the Income Test Tables by Fiscal Year (FY). Addition of the FY 2019 Test Table. Removal of the FY 2017 Test Table. Note: The previous version will be archived in the PPM Repository.
4/4/19	4/9/19	2004218	UPDATE: DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA. Ineligible auto dialer message: The Governor's recent extension of Florida's State of Emergency does not apply to FEMA's TSA hotel lodging program, and does not change the date TSA hotel assistance ends. You previously received notification your FEMA provided TSA hotel assistance ends on April 8, 2019. Beginning April 9, 2019, FEMA will no longer pay for your hotel stay. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4399-FL Memorandums.
4/4/19	4/9/19	2004216	UPDATE: DR-4399-FL: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in Florida that are no longer eligible for TSA. Ineligible auto dialer message: The Governor's recent extension of Florida's State of Emergency does not apply to FEMA's TSA hotel lodging program, and does not change the date TSA hotel assistance ends. You previously received notification your FEMA provided TSA hotel assistance ends on April 8, 2019. Beginning April 9, FEMA will no longer pay for your hotel stay. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency" workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4399-FL Memorandums.
4/8/19	4/11/19	2004222	OHIO DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4424 Ohio has been declared for Public Assistance for Severe Storms, Flooding and Landslides that occurred February 5-13, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE

4/10/19	4/13/19	2004232	REMINDER: HOMEOWNER'S POLICIES AND FLOOD COVERAGE	CASEWORK	If an applicant's Cause of Damage (COD) is only recorded as flood at the time of inspection, the applicant is not required to submit insurance documentation regarding a Homeowner's Insurance (HOI) policy. When processing rental assistance for insured owners verify the type of COD for the line items recorded as damaged in the "Insp Real Prop" tab in NEMIS or "Line Items" tab in Web NEMIS. If all the line items have a flood COD and the applicant only has HOI, process for initial Rental Assistance without requesting an insurance denial/settlement. Flood damage may or may not be a covered peril under Mobile Home Insurance. The declaration page will display all covered perils. If the applicant submits information that reflects flood damage is not covered under the insurance policy, the applicant can then be processed for all eligible flood damage. Reminders: Flood insurance does not provide Additional Living Expenses (ALE) or Loss of Use (LOU). Mobile Home Insurance may or may not cover Flood damage, therefore ALE may be available under those policies. Process Uninsurable (UI) items as eligible regardless of insurance types. Reference: Rental Assistance SOP Insurance Processing for HA and Personal Property SOP
4/10/19	4/13/19	2004230	REMINDER: INSPECTION COMPARISONS	CASEWORK	Since January 14, 2014, inspection line-by-line comparisons are no longer used for standard processing. During subsequent inspections of any type, FEMA Inspectors are provided the previous inspection information within their inspection pad and will review this information to verify recorded losses as previously listed, along with any additional damage not previously noted. IHP Assistance is based on the last inspection sequence (inspection of record). If multiple inspections have been completed, the last inspection sequence will override the results of the previous inspection(s) for processing. This includes aspects of the inspection such as habitability determinations and cause of damage. A comparison of the previous and current FEMA Verified Loss (FVL) amounts should be completed for each category of assistance (HA and ONA). In HA this is done by reviewing the "Category Summary". If there is an increase in the FVL for a category, process a supplemental award. If no additional assistance will be provided, follow the Inspection Comparison PPM guidance, but these are not considered automatic recoupments, as the previous inspection is not considered an error. Examples of when workpackets should not be sent to Pre-Recoupment: When a FEMA Correction Inspection (FCOR), a Reinspection, or an Appeal Inspection is completed and returns: With a decreased FEMA Verified Loss (FVL) amount or When HRR = Yes changed to HRR = No If a case requires clarification to ensure it is processed correctly, please call the IHP Helpdesk. Reference: Inspection Requests and Comparisons SOP FEMA-IHP-Helpdesk SOP
4/10/19	4/13/19	2004228	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy. Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say "FEMA is unable to verify the damage to your home or property was caused by the disaster". We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provide team-focused responses to applicants regarding their damage and eligibility determinations. Do not provide callers with identifying information about the inspector or the name of the inspection contractor. All applicants have the right to appeal if they don't agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other. If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in the H.1.a. Helpline NPSC Caller Services Reference Guide Job Aid.
4/10/19	4/13/19	2004231	REMINDER: INSURANCE PROCESSING FOR FLOOD AND SEWER BACK UP	CASEWORK	When processing Insurance cases with Flood and/or Sewer Backup (SBU) Insurance coverage, review the Insurance Matrix to ensure a correct comparison is made between the FEMA recorded cause of damage (COD) and the applicant's reported insurance types. Homeowner's insurance policies with a Sewer Backup (SBU) rider do not typically pay for flood related damages. The applicant should be reviewed and processed for eligibility of the flood damaged line items. Flood insurance policies may pay for damages caused by sewer backup when there is an overall presence of flood. Therefore, sewer back up damages for flood policy holders will not be processed for assistance until FEMA confirms with the insurance company (either verbally or in writing) that the applicant is uninsured or underinsured for this peril/damage. Itemized breakdowns of insurance settlement information are not required, but if voluntarily submitted, should be reviewed for Duplication of Benefits (DOB) with FEMA assistance. When paying for insurable Flood damaged items and the applicant has a Flood Insurance Policy, staff are required to update the insurance designations for all eligible line items if the applicant was underinsured for flood damages. Update the Insurance Tab with the Insurance Settlement or Denial letter where Flood Insurance was noted and insurable items are being paid. Update Flood damaged Real Property items from Insured (I) to Not Insured (NI) and change Flood damaged Personal Property items from Yes to No. References: Insurance Processing for HA and Personal Property SOP Approval Queue Errors SOP UPDATE: INSURANCE VERIFICATIONS FOR PROCESSING REMINDER: HOMEOWNER'S POLICIES AND FLOOD COVERAGE

4/10/19	4/13/19	2004229	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	CASEWORK	FEMA is receiving post inspection requests for rental assistance. Verbal or written requests for Initial Rental Assistance within 30 days of the "Ineligible No Relocation" (INR) determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists. If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal an Ineligible – Home is Safe to Occupy (IID) determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation. This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord. The written statement from the landlord must indicate the following: Habitability repairs are required for the dwelling; or Relocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant's dwelling, causing the home to be unavailable or inaccessible. After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster. If the landlord is unable to confirm the applicant's need to relocate they will remain ineligible. An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful. Note: Disaster Specific Guidance may exist for some disasters. Reference: Rental Assistance SOP
4/10/19	4/13/19	2004229	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	HELPLINE	FEMA is receiving post inspection requests for rental assistance. Verbal or written requests for Initial Rental Assistance within 30 days of the "Ineligible No Relocation" (INR) determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists. If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal an Ineligible – Home is Safe to Occupy (IID) determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation. This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord. The written statement from the landlord must indicate the following: Habitability repairs are required for the dwelling; or Relocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant's dwelling, causing the home to be unavailable or inaccessible. After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster. If the landlord is unable to confirm the applicant's need to relocate they will remain ineligible. An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful. Note: Disaster Specific Guidance may exist for some disasters. Reference: Rental Assistance SOP
4/12/19	4/16/19	2004233	PPM UPDATE: DR-4366-HI DSOP	HELPLINE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR-4366-HI DSOP. Updates include: Clarification for Helpline to transfer Continued Rental Assistance only inquiries to the CTHA Helpline. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Repository.
4/12/19	4/16/19	2004234	PPM UPDATE: DR-4413-AK DSOP	CASEWORK	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR - 4413 - AK DSOP. Updates include: State inspection foundation line items added to appeals for foundation and masonry. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Repository.
4/15/19	4/18/19	2004235	DR-4421-IA: ADDITIONAL IA COUNTIES FRN 3	RI	Additional counties have been added for Individual Assistance in DR-4421-IA. The additional counties in Iowa are: Pottawattamie and Shelby. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.
4/16/19	4/19/19	2004236	CURRENT LOCATION: OTHER	HELPLINE	Agents are reminded to verify Current Location information and update if it has changed for Open disasters. There may be occurrences where none of the selections available fit the applicants Current Location. Other selection is currently not available in Web NEMIS. In order to use Other, agents will have to update in NEMIS PowerBuilder Locating Current Location. In NEMIS PowerBuilder Launch NEMIS PowerBuilder Under the HS Module, select Assistance Processing – 2K. Select the desired disaster and Applicant Update. Press Next. Rgsn Id: Enter registration number and click Search. When the applicant information appears, press OK. The file opens on the App Info tab. Scroll down to the General field. Hover cursor over General and double left click Edit Current Location and fill in the Description field when selecting Other. Create a comment explaining "Other" location. Click Done to save updates when finished. Helpline NPSC Caller Services Reference Guide Job Aid will be updated.
4/16/19	4/19/19	2004239	PPM UPDATE: CLOSED DISASTER PROCESSING SOP	CASEWORK	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Closed Disaster Processing SOP. Updates include: Clarification on the steps SPU must follow to process an eligible award. Removal of the Ineligible Recertification (IRCT) as a denial reason. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Repository.

4/16/19	4/19/19	2004237	REMINDER: WORKPACKETS IN RECOUPMENT REVIEW	CASEWORK	Prior to routing workpackets to any sub-queue in FEMA Pre-Recoupment Review or FEMA Supervisor Review Recoupment,all eligiblecategories of assistance should be processed.Case issues should be reviewed to determine eligibility and address any unmet needs, even if the case has a work packet in FEMA Pre-Recoupment Review or in FEMA Supervisor Review Recoupment queue.Agents should attempt to resolve any issues presented in the NEMIS record or within the Events Log (Events History) that may result in a potential recoupment. This includes asking for additional documents and making all necessary calls.When an applicant submits a request for additional funds for thesame category of assistance currently under review for possible recoupment or actively being recouped,a full case reviewshould be completed to determine if the applicant is eligible for the requested assistance (as well as any other categories of assistance) per current program guidelines.If you determine that the applicant is:Ineligiblefor the requested assistance or additional documentation is needed, process the case and route according to standard guidelines.Eligiblefor assistance in the same category that is being reviewed for possible recoupment or actively recouped, route the work packet to the FEMA Supervisor Review Recoupment queueandsend an email toFEMA-IHP-RECOUPMENT-TASK-FORCE. The email should request a review of the case for possible offset before the recoupment is completed or a modification (reduction) of the debt amount if the recoupment has already been processed. Include in your NEMIS Comment the amount for which you have determined the applicant to be eligible, as well as the standard justification for the eligible award.Eligible Routing Exception: If a case is being processed for possible CTHA assistanceandisunder recoupment review for the same category, route the workpacket to the FEMA Supervisor Review Recertification queue. Agents in SPU will address the case for possible offset of CTHA/rental.
4/16/19	4/19/19	2004238	UPDATE: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	DO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant's information.Verified the Date of Birth is accurate.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.Agents will only transfer callers to IHD for the following DAC issues:Reset passwords (locked accounts)PIN resetUpdate:IHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA's internal Enterprise Service Desk (ESD).TheHelpline NPSC Caller Services Reference Guide Job Aidwill be updated.SeeDisasterAssistance.gov_ Uploading Documents Guide_2017to assist applicants in uploading documents to DAC. There is no need to transfer these calls
4/17/19	4/19/19	2004240	DR-4413-AK: APPEAL AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4413-AK to notify survivors of their ability to appeal for additional damage.The auto dialer will inform recipients:FEMA would like to remind you of your opportunity to appeal your FEMA determination. As the ground begins to thaw, you may notice additional damage to your foundation. When appealing for foundation damage, please provide a signed appeal letter and a contractor's estimate.If you have questions,please call FEMA's Helpline at 800-621-3362, TTY 800-462-7585, or visit a Disaster Recovery Center in your area for in-person assistance. You can find a center in Anchorage at the University Center Mall, in Eagle River at the Community Covenant Church, or in Wasilla at the Christ First United Methodist Church.This may increase calls to FEMA Helpline. Remember to transfer or consult all DR-4413 calls to the Alaska Workgroup.DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP
4/17/19	4/20/19	2004245	ALABAMA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4426Alabamahas been declared for Public Assistance for Severe Storms, Straight-line Winds, Tornadoes, and Flooding that occurred February 19 to March 20, 2019.If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/17/19	4/20/19	2004244	DR-4421-IA: CLEAN AND REMOVAL ASSISTANCE (CRA)	HELPLINE	Clean and Removal Assistance (CRA) has been approved for all designated counties in DR-4421-IA.CRA award will be a one-time fixed amount of \$750.00provided under ONA asEMISC.The award is paidvia script, no manual processing will be done for this type of assistance.Registrations must meet the specific eligibility criteria before a payment is scripted:The applicant's pre-disaster primary residence is located in an approved county, and occupancy and ownership are verified.The applicant passes identity verification.The applicant has at least one real property line item recorded with the Cause of Damage as Flood.The applicant's home was not covered by flood or mobile home insurance at the time of the disaster.The applicant received a denial for Home Repair Assistance of Ineligible 'Home is Safe to Occupy'(IID).The Authorization Memorandum is located on the DR-4421-IADisaster Specific Page.Note: Applicants will be responsible for the removal or contracting services to remove contaminates and disinfect affected areas from disaster caused flooding.CRA will be deducted from any subsequent Home Repair awarded as a result of a change in the home's habitability decision, if the home repair award is greater than the CRA amount.Reference: Home Repair Assistance
4/17/19	4/20/19	2004241	DR-4421-IA: EXPANDED LODGING EXPENSE REIMBURSEMENT	CASEWORK	Disaster Specific information for DR-4421-IA is in place for Lodging Expenses Reimbursement (LER).The seven day restriction on LER has been waived for Fremont and Mills counties.The eligibility period for LER has been extended to thirty days from the approved date of any initial Rental Assistance award.Other conditions of eligibility and ineligibility remain the same as regular LER processing.TheDR-4421-IA LER Waiver Fremont and Mills Counties Memois posted on theDR-4421Disaster Specific Page.Reference: PPM UPDATE: DR-4421-IA DSOP

4/17/19	4/20/19	2004242	DR-4421-IA: OUTREACH CAMPAIGN FOR TEMPORARY HOUSING NEEDS	HELPLINE	An auto dialer will be conducted in Iowa to contact applicants regarding a Housing Needs Assessment. Depending on the communication options in the file, the applicant will be contacted either by text, e-mail, or auto dialer.This outreach message directs applicants to provide a response to the auto dialer regardingtheir current housing situation.If Helpline receives any calls regarding this outreach there is no need to transfer the calls, please address their housing needs: Encourage the applicant to respond to the outreach by responding to the email/text/auto dialer prompts.If the applicant receives the message on voicemail, there is no need for the applicant to call FEMA back. FEMA will attempt to contact the applicant again.Verify the applicants contact information in the file, and make updates as needed, including the applicants' current locationIf any unmet needs are identified provideDR-4421-IADisaster Specific Referrals.Reference: REMINDER: CURRENT LOCATION INFORMATIONCURRENT LOCATION: OTHER
4/17/19	4/20/19	2004247	KENTUCKY DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4428Kentuckyhas been declared for Public Assistance for Severe Storms, Straight-line Winds, Flooding, Landslides, and Mudslides that occurred February 6 to March 10, 2019.If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/17/19	4/20/19	2004243	PPM UPDATE: DR-4421-IA DSOP	CASEWORK	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section of the PPM:DR - 4421 - IA DSOPStaff, read the entire DSOP for this disaster.The DSOP includes guidance for:Expanded Lodging Expense ReimbursementStandard guidance will apply unless Disaster Specific Guidance exists.
4/17/19	4/20/19	2004246	TENNESSEE DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4427Tennesseehas been declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred February 19 to March 30, 2019.If applicants call to register forIndividual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov,by clicking on “Navigation” and scrolling down the menu toDisaster Declarations,or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/18/19	4/23/19	2004251	DAC RELEASE 9.01	RI	Disaster Assistance Improvement Program (DAIP) release 9.01 is scheduled for April 22 & amp; 23, 2019.The improvements include:Remove IDV Failed Restriction in DAC Public RI:Currently, if the survivor’s IDV fails while completing a registration online (DAC Public), they are directed to contact the Call Center to finish the registration. By removing the IDV Failed Restriction in DAC Public, the survivor will have the same experience online as they do with Call Center. If the survivor’s IDV fails, they will be prompted to verify the information entered is correct. If the information entered results in IDV fail again, the survivor can continue with the online registration.The IDV fail in Public will follow the same rules and routing as an IDV fail in the Call Center.Mask SSN on Application:In DAC Public Registration Intake and Account Creation, the Social Security Number will be masked upon entry. The survivor can select a checkbox to display the SSN if they desire. The check box for masking and unmasking the SSN will be on the Personal Information page, Add Occupants page, Account Creation Identity Check page, and the Forgot User ID page.
4/18/19	4/23/19	2004249	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until April 24, 2019. All lodging expenses will be your responsibility as ofcheckout onApril 252019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) .Do not share this number with applicants.Reference:DR-4407-CAMemorandums
4/18/19	4/23/19	2004248	UPDATE: HOW TO RETURN FEMA ASSISTANCE	HELPLINE	This procedure is for FEMA option disasters and Housing Assistance (HA) portion of Joint option disasters.If an applicant says they received aTreasury checkthey want to return, instruct the applicant to return the check directly to the U.S. Treasury at the following updated address:ATTN: Treasury Check ReturnPO Box 51318Philadelphia, PA 19115If the original award has been cashed or deposited, and then applicant wishes to return the funds, the applicant can send the money using a personal check, cashier’s check or money order (made out to FEMA) and remit to:FEMAP.O. Box 6200-16Portland, OR 97228-6200For payments sent via couriers(i.e., UPS, DHL, FedEx), the address is:U.S. BankAttn: Government LockboxFEMA Finance Center #6200-1617650 NE Sandy Blvd.Portland, OR 97230Please remind applicants to include their Name, Social Security Number and FEMA application number on any correspondence.PPM documents are in the process of being updated.

4/19/19	4/23/19	2004253	PPM UPDATE: DR-4421-IA DSOP	CASEWORK	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR - 4421 - IA DSOPUpdates include:Clean and Removal AssistanceThe DSOP includes Expanded Lodging Expense Reimbursement guidance.Read the entire DSOP for additional information.Note: The previous version will be archived in thePPM Repository.
4/19/19	4/23/19	2004252	UPDATE: DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP	HELPLINE	An Alaska workgroup has been established to handle all calls from Alaska applicants.If you receive a Registration Intake or Helpline call from an Alaska applicant perform a transfer/consult to the “Alaska Workgroup” using standardcall connect procedures.Staff assigned to Registration Intake or Helpline who receive calls from survivors that identify they are calling from Alaska or calling regarding the Alaska disaster (DR-4413-AK), should perform a standard transfer/consult to the “Alaska Workgroup” where predesignated agents will be better able to assist the applicant.The inability to verify a caller should not prevent the agent from transferring the call to the Alaska Workgroup.See theC3MP Transfer Handoutshowing step by step instructions on transferring calls using C3MP. On the handout, follow the instructions for “Transferring to Workgroups.” In step 2, make sure to type in “Alaska Workgroup” .Reference:Call Connect ProceduresHelpline NPSC Caller Services Reference Guide Job AidNote:The Alaska Workgroup is an internal line, do not provide phone numbers or extensions to callers.
4/19/19	4/23/19	2004252	UPDATE: DR-4413-AK: TRANSFER ALL DR-4413-ALASKA CALLS TO ALASKA WORKGROUP	RI	An Alaska workgroup has been established to handle all calls from Alaska applicants.If you receive a Registration Intake or Helpline call from an Alaska applicant perform a transfer/consult to the “Alaska Workgroup” using standardcall connect procedures.Staff assigned to Registration Intake or Helpline who receive calls from survivors that identify they are calling from Alaska or calling regarding the Alaska disaster (DR-4413-AK), should perform a standard transfer/consult to the “Alaska Workgroup” where predesignated agents will be better able to assist the applicant.The inability to verify a caller should not prevent the agent from transferring the call to the Alaska Workgroup.See theC3MP Transfer Handoutshowing step by step instructions on transferring calls using C3MP. On the handout, follow the instructions for “Transferring to Workgroups.” In step 2, make sure to type in “Alaska Workgroup” .Reference:Call Connect ProceduresHelpline NPSC Caller Services Reference Guide Job AidNote:The Alaska Workgroup is an internal line, do not provide phone numbers or extensions to callers.
4/19/19	4/26/19	2004250	INDIVIDUAL ASSISTANCE PRES SHIFT NOTES: MIGRATION APRIL 26, 2019	CASEWORK	The Applicant Services Dashboard (ASD) Preshift will be retired and all preshifts will be migrated to the Individual Assistance Preshift Notes (IAPN) onApril 26, 2019. The migration is expected to begin at 6 pm (ET) and last approximately 6 hours. Preshift Notes will not be available during the migration. SharePoint links will be updated, but any links staff have saved as a “favorite” will need to be updated.An Adobe Connect recorded presentation has been created to familiarize users with the look of the IAPN. Prior to watching the presentation, you will need to change your browser settings. Read the following word document for instructions on how to change your browser settings and to join the event.Word Document: Instructions to View Adobe PresentationEvent:https://fema.connectsolutions.com/e4vkkgyofg3g/event/registration.htmlTroubleshooting:If the presentation starts, but the voice playback loops after 20 to 30 seconds, you may have forgotten to change the browser settings. Check the browser settings and refresh the presentation.If the presentation starts with the voice playback, but the screen doesn’t change, stop the playback and restart it.Accomplish this at the bottom of the presentation screen where the recording stop/pause icons show.
4/19/19	4/26/19	2004250	INDIVIDUAL ASSISTANCE PRES SHIFT NOTES: MIGRATION APRIL 26, 2019	GENERAL	The Applicant Services Dashboard (ASD) Preshift will be retired and all preshifts will be migrated to the Individual Assistance Preshift Notes (IAPN) onApril 26, 2019. The migration is expected to begin at 6 pm (ET) and last approximately 6 hours. Preshift Notes will not be available during the migration. SharePoint links will be updated, but any links staff have saved as a “favorite” will need to be updated.An Adobe Connect recorded presentation has been created to familiarize users with the look of the IAPN. Prior to watching the presentation, you will need to change your browser settings. Read the following word document for instructions on how to change your browser settings and to join the event.Word Document: Instructions to View Adobe PresentationEvent:https://fema.connectsolutions.com/e4vkkgyofg3g/event/registration.htmlTroubleshooting:If the presentation starts, but the voice playback loops after 20 to 30 seconds, you may have forgotten to change the browser settings. Check the browser settings and refresh the presentation.If the presentation starts with the voice playback, but the screen doesn’t change, stop the playback and restart it.Accomplish this at the bottom of the presentation screen where the recording stop/pause icons show.
4/19/19	4/26/19	2004250	INDIVIDUAL ASSISTANCE PRES SHIFT NOTES: MIGRATION APRIL 26, 2019	HELPLINE	The Applicant Services Dashboard (ASD) Preshift will be retired and all preshifts will be migrated to the Individual Assistance Preshift Notes (IAPN) onApril 26, 2019. The migration is expected to begin at 6 pm (ET) and last approximately 6 hours. Preshift Notes will not be available during the migration. SharePoint links will be updated, but any links staff have saved as a “favorite” will need to be updated.An Adobe Connect recorded presentation has been created to familiarize users with the look of the IAPN. Prior to watching the presentation, you will need to change your browser settings. Read the following word document for instructions on how to change your browser settings and to join the event.Word Document: Instructions to View Adobe PresentationEvent:https://fema.connectsolutions.com/e4vkkgyofg3g/event/registration.htmlTroubleshooting:If the presentation starts, but the voice playback loops after 20 to 30 seconds, you may have forgotten to change the browser settings. Check the browser settings and refresh the presentation.If the presentation starts with the voice playback, but the screen doesn’t change, stop the playback and restart it.Accomplish this at the bottom of the presentation screen where the recording stop/pause icons show.

4/19/19	4/26/19	2004250	INDIVIDUAL ASSISTANCE PRESHIFT NOTES: MIGRATION APRIL 26, 2019	RI	The Applicant Services Dashboard (ASD) Preshift will be retired and all preshifts will be migrated to the Individual Assistance Preshift Notes (IAPN) on April 26, 2019. The migration is expected to begin at 6 pm (ET) and last approximately 6 hours. Preshift Notes will not be available during the migration. SharePoint links will be updated, but any links staff have saved as a "favorite" will need to be updated. An Adobe Connect recorded presentation has been created to familiarize users with the look of the IAPN. Prior to watching the presentation, you will need to change your browser settings. Read the following word document for instructions on how to change your browser settings and to join the event. Word Document: Instructions to View Adobe Presentation Event: https://fema.connectsolutions.com/e4vkkgyofg3g/event/registration.html Troubleshooting: If the presentation starts, but the voice playback loops after 20 to 30 seconds, you may have forgotten to change the browser settings. Check the browser settings and refresh the presentation. If the presentation starts with the voice playback, but the screen doesn't change, stop the playback and restart it. Accomplish this at the bottom of the presentation screen where the recording stop/pause icons show.
4/23/19	4/26/19	2004254	MISSISSIPPI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4429 Mississippi has been declared for Public Assistance for Severe Storms, Straight-line Winds, Tornadoes, and Flooding that occurred February 22 to March 29, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/24/19	4/25/19	2004258	SERVER OUTAGE: DAC RELEASE 9.01	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.01 is scheduled for Thursday, April 25, 2019. Registration Intake will be operational for new registrations. Call Centers should use the DC2 Call Center (refresh using F5) at the beginning of their shift April 25, 2019. Notification will be provided when staff can begin using the MW site.
4/24/19	4/26/19	2004255	PPM UPDATE: RETURN - REISSUE OF IHP ASSISTANCE SOP	CASEWORK	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Return - Reissue of IHP Financial Assistance. Updates include: Addresses to return funds. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Repository.
4/24/19	4/26/19	2004255	PPM UPDATE: RETURN - REISSUE OF IHP ASSISTANCE SOP	HELPLINE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Return - Reissue of IHP Financial Assistance. Updates include: Addresses to return funds. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Repository.
4/24/19	4/27/19	2004257	REMINDER: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION	HELPLINE	FEMA generally communicates directly with each applicant to protect their private information. The Privacy Act requires FEMA to obtain written consent from the applicant in order to share their disaster assistance records with a third party. Ensure you advise the applicant the elements required in a written consent letter. Common errors include: Missing verification item for date and place of birth. Failure to include what types of information can be shared. Failure to include enough information about who is the authorized party. When the authorized third party contacts the Helpline for assistance, they must verify their name and all of the standard verification items for the applicant/co-applicant as outlined in the Helpline NPSC Caller Services Reference Guide Job Aid. The next version of the Individual Assistance Program and Policy Guide (IAPPG) will be updated to match current guidance. Reference: Written Consent and Sharing Applicants Information SOP. REMINDER: ACCESS TO FILE AND RELEASING INFORMATION. REMINDER: REQUESTS FOR COPY OF FILE
4/24/19	4/30/19	2004256	DR-4399-FL: MHU MAINTENANCE NUMBER	HELPLINE	For FEMA Manufactured Housing Units (MHU) maintenance issues in DR-4399-FL, please refer MHU housed applicants to the Maintenance Hotline number. DR-4399 Florida MHU Maintenance: 1-800-617-3606. The maintenance number is typically found on a magnet on the refrigerator. The phone number is located in NEMIS under the Agency Tab, Information and Referrals. Do not refer callers from any state other than Florida to this disaster specific number. Callers who have not yet been leased into an MHU should not be given this Maintenance Hotline number.
4/25/19	4/26/19	2004262	UPDATE: SERVER OUTAGE: DAC RELEASE 9.01	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.01 is scheduled for Thursday, April 25, 2019. Registration Intake will be operational for new registrations. Update: Call Centers should use the MW Call Center (refresh using F5) immediately. Notification will be provided when staff can begin using both sites.
4/25/19	4/28/19	2004261	REMINDER: DR-4404-CNMI (MP): VALOR PROGRAM	CNMI	Voluntary Agencies Leading and Organizing Repairs (VALOR) Program is designed to leverage available Voluntary Organizations Active in Disaster (VOAD) resources to conduct emergency repairs on homes damaged by a disaster to enable survivors to shelter in their own homes, when safe and appropriate, and address the demand for emergency sheltering where other sources of emergency shelter are unavailable or overwhelmed. VALOR is limited to providing necessary equipment, supplies, and materials to participating VOAD organizations to complete emergency repairs on disaster damaged homes. Homeowners that receive assistance under VALOR may not be considered for Permanent Housing Construction (PHC), and will not be eligible for further assistance that may have been provided under Transitional Sheltering Assistance (TSA) or direct housing once emergency repairs under VALOR are completed and the home is cleared for sheltering. FEMA will coordinate with survivors who may be eligible for this assistance. The VALOR memorandum is posted on the DR-4404-CNMI Disaster Specific page

4/25/19	4/29/19	2004259	PPM UPDATE: DR-4421-IA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR - 4421 - IA DSOPUpdates include:Instructions on processing for applicants who are unable to locate or obtain a Temporary Housing Unit (e.g. apartment) and who have exhausted their initial rental assistance award in a hotel/motel.Read the entire DSOP for additional information.Note: The previous version will be archived in thePPM Repository.
4/25/19	4/30/19	2004263	PPM UPDATE: DAC CALL CENTER RI SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DAC Call Center RI Updates include:Spanish translation of the Privacy Act statement.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.
4/26/19	4/29/19	2004260	DMARTS: SCHEDULED MAINTENANCE 4/29/2019	GENERAL	DMARTS will be down for maintenance,Monday, April 29, 2019 from 5 AM until 7 AM (ET).During this time,ALLDMARTS Indexing and NEMIS document imaging will be unavailable.Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
4/26/19	4/30/19	2004264	PPM UPDATES: FLOOD ZONES AND OTHER PROTECTED AREAS & GFIP ELIGIBILTY	PPM UPDATE	These documents are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Flood Zones and Other Protected AreasGFIP EligibilityUpdates include:Clarification added to both documents that flood insurance is no longer required for a property that has been remapped outside of a Special Flood Hazard Area (SFHA).Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Repository.
4/26/19	4/30/19	2004266	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.For additional information, please reviewDisaster Distress Helpline FAQ.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
4/26/19	4/30/19	2004267	REMINDER: SBA REVIEW	SBA	The SBA REVIEW status is visible on the NEMIS Banner and reflects the referral status for review of Other Needs Assistance (ONA) eligibility. SBA loan decisions, loan amounts and Event/Reason codes are located in NEMIS. Specific FEMA review and processing decisions are based on SBA Events with Reason Codes.In Power Builder NEMIS this is on the “Overview tab”In Web NEMIS this is on the “Assistance tab”You need to highlight the line, then select “SBA Details”.If a manual review of SBA dependent categories is required, NEMIS will create a work packet in the NPSC Program Review queue. A review of SBA event and reason codes will determine if the applicant may be referred for SBA dependent categories and the workpacket will be forwarded to a queue for review, or determined a non-referral.Examples:REVIEWwith SBA Event Code = 06 (Loan Declined) and Reason 22; the applicant is not eligible for SBA dependent categoriesREVIEWwith SBA Event Code = 06 (Loan Declined) and Reason 27; the applicant is eligible for SBA dependent categoriesIf a case requires clarification to ensure it is processed correctly, provide the case specific information to a Supervisor, POC, or contact the IHP Helpdesk.Note: The SBA status code CANCEL with'Reason Code 12 Adverse Change'should be reviewed by FEMA as a referral for ONA assistance.Reference: SBA Referrals SOP
4/26/19	5/1/19	2004265	DRRA: MANUAL PROCESSING	CASEWORK	MANUAL PROCESSING FOR DRRARWork packets are being created by automation due to changes from the DRRA for registrations that reached the IHP maximum between March 25th and April 4th, 2019. The events history for these cases will contain the following comment:Summary: AUTOMATED: Routing for DRRA ReviewComment: Please review this case for potential eligibility under DRRA. Please review with attention to the specific registration status codes listed on the case related to DRRA, but conduct a full case review per processing guidelines.These cases will also have theDRRA_MAXandDRRA_MANUALstamps and will only be processed by a specific group. Processing in closed disasters:Do not perform any manual processing in closed disasters, including creating workpackets and generating letters. Guidance for processing in closed disasters is forthcoming.Processing in open disasters after April 4th, 2019Cases in open disasters that did not reach the maximum amount of assistance prior to April 4, 2019 can be processed with currently posted PPM guidance. Cases in open disasters that reach the maximum amount of assistance after April 4, 2019 can also be processed with currently posted PPM guidance. Reference:SPECIAL HANDLING: ACCESSIBILITY-RELATED LINE ITEMS

4/26/19	5/1/19	2004265	DRRA: MANUAL PROCESSING	HELPLINE	MANUAL PROCESSING FOR DRRAWork packets are being created by automation due to changes from the DRRA for registrations that reached the IHP maximum between March 25th and April 4th, 2019. The events history for these cases will contain the following comment:Summary: AUTOMATED: Routing for DRRA ReviewComment: Please review this case for potential eligibility under DRRA. Please review with attention to the specific registration status codes listed on the case related to DRRA, but conduct a full case review per processing guidelines.These cases will also have theDRRA_MAXandDRRA_MANUALstamps and will only be processed by a specific group. Processing in closed disasters:Do not perform any manual processing in closed disasters, including creating workpackets and generating letters. Guidance for processing in closed disasters is forthcoming.Processing in open disasters after April 4th, 2019Cases in open disasters that did not reach the maximum amount of assistance prior to April 4, 2019 can be processed with currently posted PPM guidance. Cases in open disasters that reach the maximum amount of assistance after April 4, 2019 can also be processed with currently posted PPM guidance. Reference:SPECIAL HANDLING: ACCESSIBILITY-RELATED LINE ITEMS
4/27/19	4/30/19	2004268	INDIVIDUAL ASSISTANCE PRESIFT NOTES: MIGRATION	CASEWORK	The Applicant Services Dashboard (ASD) Preshift has been retired and preshift notifications were migrated to the Individual Assistance Preshift Notes (IAPN).We are aware that referenced links embedded inside a preshift note to the previous ‘ASD Preshifts’ will no longer work.If you receive an error message when clicking on a retired preshift link, you will need to search for the linked item manually. Use the IAPN “Advanced Search” by keyword, or the date search to find the referenced preshift.The links will be updated gradually and we appreciate your patience.
4/27/19	4/30/19	2004268	INDIVIDUAL ASSISTANCE PRESIFT NOTES: MIGRATION	GENERAL	The Applicant Services Dashboard (ASD) Preshift has been retired and preshift notifications were migrated to the Individual Assistance Preshift Notes (IAPN).We are aware that referenced links embedded inside a preshift note to the previous ‘ASD Preshifts’ will no longer work.If you receive an error message when clicking on a retired preshift link, you will need to search for the linked item manually. Use the IAPN “Advanced Search” by keyword, or the date search to find the referenced preshift.The links will be updated gradually and we appreciate your patience.
4/27/19	4/30/19	2004268	INDIVIDUAL ASSISTANCE PRESIFT NOTES: MIGRATION	HELPLINE	The Applicant Services Dashboard (ASD) Preshift has been retired and preshift notifications were migrated to the Individual Assistance Preshift Notes (IAPN).We are aware that referenced links embedded inside a preshift note to the previous ‘ASD Preshifts’ will no longer work.If you receive an error message when clicking on a retired preshift link, you will need to search for the linked item manually. Use the IAPN “Advanced Search” by keyword, or the date search to find the referenced preshift.The links will be updated gradually and we appreciate your patience.
4/27/19	4/30/19	2004268	INDIVIDUAL ASSISTANCE PRESIFT NOTES: MIGRATION	RI	The Applicant Services Dashboard (ASD) Preshift has been retired and preshift notifications were migrated to the Individual Assistance Preshift Notes (IAPN).We are aware that referenced links embedded inside a preshift note to the previous ‘ASD Preshifts’ will no longer work.If you receive an error message when clicking on a retired preshift link, you will need to search for the linked item manually. Use the IAPN “Advanced Search” by keyword, or the date search to find the referenced preshift.The links will be updated gradually and we appreciate your patience.
4/29/19	4/30/19	2004269	UPDATE: SERVER OUTAGE: DAC RELEASE 9.01 COMPLETE	RI	Update: The DAC Release is complete, staff can use both MW and DC2 at the start of shift.
4/29/19	5/2/19	2004270	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4413-AK DSOPUpdates include:Line item added: 6844 Jack House, Reset on Foundation.Clarification for paying line item cost.Type of contractor estimate changed from licensed to verifiable.Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Repository.
4/29/19	5/4/19	2004271	PPM UPDATES: RENTAL ASSISTANCE SOP	CASEWORK	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Rental Assistance SOPUpdates include:Added clarification to the appeals process regarding INR appeals with verbal vs. written requests.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.
4/30/19	5/3/19	2004274	SAC ANd FOX TRIBE OF THE MISSISSIPPI IN IOWA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4430 Sac & Fox Tribe of the Mississippi in Iowa has been declared for Public Assistance for Severe Storms and Flooding that occurred March 13 to April 1, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/1/19	5/3/19	2004273	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide Job Aid

5/1/19	5/3/19	2004273	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide Job Aid
5/1/19	5/3/19	2004272	REMINDER: EMPLOYEE INFO IN NEMIS: CONTACTS AND COMMENTS	GENERAL	For the protection of all employees,Do Notenter any employee information into Comments and Contacts in NEMIS. If any reference must be made regarding personnel please use titles such as "Housing Officer"; or generic references such as "Customer Service Representative";, "Caseworker";, etc. Documenting employee names or other employee information in applicant files may put your co-workers at risk.Everything written into Comments and Contacts becomes aPERMANENTpart of the applicant's file and therefore public record. The information is available for the public to request and view. It is important to remain professional and neutral when adding informationto the applicant's record.Please follow all currently posted guidelines regarding comments and contacts. Please refrain from adding the following to contacts/comments:The names or other identifiable information of FEMA employeesNegative remarksabout FEMA, employees, or specific departmentsEntering personal opinions about the caseDo not copy/paste text from preshifts or other guidanceDo not copy/paste Email textIf while viewing a case an agent discovers employee information in the file, please report the case to a Supervisor, POC or IHP Helpdesk and provide the following:The Disaster and Registration NumberThe Events Log Date of the Comment/ContactThe Name to be removedNOTE: Do not give the physical address and location of FEMA facilities.The only addresses that should be shared are those related to incoming mail (mailroom) or disaster specific locations that are listed in NEMIS, such as DRC's.
5/1/19	5/4/19	2004275	REMINDER: NEMIS POWER BUILDER EVENTS LOG DISPLAY	CASEWORK	An issue in NEMIS Power Builder has been identified. Not all the actions taken in the applicant's file are displaying in the Events log (i.e. processing actions) WebNEMIS is displaying this information correctly.Staff should be using WebNEMIS for Inquiry/Update actions.Staff,if trained, are encouraged to use WebNEMIS for processing.Do Not send emails to the IHP Helpdesk for this issue.This issue has been reported and is pending resolution.
5/1/19	5/4/19	2004275	REMINDER: NEMIS POWER BUILDER EVENTS LOG DISPLAY	HELPLINE	An issue in NEMIS Power Builder has been identified. Not all the actions taken in the applicant's file are displaying in the Events log (i.e. processing actions) WebNEMIS is displaying this information correctly.Staff should be using WebNEMIS for Inquiry/Update actions.Staff,if trained, are encouraged to use WebNEMIS for processing.Do Not send emails to the IHP Helpdesk for this issue.This issue has been reported and is pending resolution.
5/1/19	5/4/19	2004276	UPDATE: DR-4421-IA: EXPANDED LODGING EXPENSE REIMBURSEMENT	CASEWORK	Disaster Specific information for DR-4421-IA is in place for Lodging Expenses Reimbursement (LER).The seven day restriction on LER has been waived for Fremont and Mills counties.The eligibility period for LER has been extended to 60 days from the approved date of any initial Rental Assistance award.Other conditions of eligibility and ineligibility remain the same as regular LER processing.TheDR-4421-IA 60 Day LER Waiver Fremont and Mills Counties Memois posted on theDR-4421Disaster Specific Page.Reference:DR - 4421 - IA DSOP
5/2/19	5/7/19	2004277	PPM UPDATE: APPEALS PROCESSING SOP	PPM UPDATE	This document is available under the "Recently Updated Documents"; section and the appropriate category of the PPM:Appeals Processing SOPUpdates include:Steps to add missing verification requirement(s) to the Info Control tab and set them to Not Verified.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.
5/2/19	5/5/19	2004278	CALIFORNIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4431 California has been declared for Public Assistance for Severe Winter Storms, Flooding, Landslides, and Mudslides that occurred February 13-15, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should checkto determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on "Navigation"; and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/2/19	5/5/19	2004280	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE JOB AID	PPM UPDATE	This document is available under the "Recently Updated Documents"; section and the appropriate category of the PPM:Helpline NPSC Caller Services Reference Guide Job Aid.Updates include:Adding an occupant: If adding a co-applicant, the date of birth is required.Changing Current Location: Clarification for Helpline staff working in Web NEMIS to change the applicant's current location in NEMIS Power Builder if the current location is not available on the drop-down list.Inspector complaints: Added requirement of disaster number and registration number for email summary line.When applicant is requesting initial rental assistance: Changed 31-60 days to more than 30 days from the date of the determination.Return financial assistance to FEMA: Mailing Addresses updated. Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.

5/2/19	5/6/19	2004281	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until May 10, 2019. All lodging expenses will be your responsibility as of checkout on May 11, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency"; workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6) Do not share this number with applicants. Reference: DR-4407-CAMemorandums
5/2/19	5/6/19	2004279	DR-4421-IA: HOMES PRE-PLACEMENT INTERVIEW CALLS	HELPLINE	Pre-Placement Interview (PPI) calls are being made to select applicants identified by the Region and JFO. Cases meeting the criteria may be potentially eligible to receive direct housing. If an applicant states FEMA left a message, review the Events log for a PPI (or HOMES) notation in the summary line. Transfer the call to the PPI group if: The PPI call was incomplete (call attempt noted) or The interview has been completed but the caller's housing situation has changed. Before the transfer, provide the caller the PPI group phone number in case they get disconnected. The PPI group is currently available Monday through Saturday 10:00 am - 8:00 pm (ET), and the phone number is 800-621-0643 or 800-462-7585 (TTY). C3MP users, see your "Agents Guide to C3MP" or contact your tech rep. Select the correct dropdown "PPI PR" prior to transferring. Do not discuss Direct Housing eligibility with callers. Applicants who have not been contacted via callout and are inquiring about the program should not be provided the PPI Group number. Use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA. Do not create PPI External Request workpackets. Reference: DR-4421-IA Direct Temporary Housing Approval
5/2/19	5/7/19	2004282	REGISTRATION INTAKE - UPDATED SCREENS	RI	The Registration Intake script has been updated, please read it carefully while taking registrations. Updates include: Registration Intake "Disaster Related Losses"; Screens: New phrasing: "Do you or anyone in your household use any type of mobility or assistive device such as a wheelchair, walker, cane, hearing aid, service animal, personal care attendant, or other similar medically-related devices or services that assist with disabilities or activities of daily living?" Special Needs General Categories Screen: New phrasing: "You stated that you or a household member had a disability or uses a device to assist with activities of daily living or utilizes services to assist with daily living. Please choose from the following:" For applicants filing online, the script will instruct them to call FEMA Helpline when they receive errors. PPM Guidance will be updated.
5/2/19	5/6/19	2004283	PPM UPDATE: DR-4421-IA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR - 4421 - IA DSOP. Updates include: Expanded Lodging Expense Reimbursement eligibility period from 30 days to 60 days. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Repository.
5/3/19	5/6/19	2004284	DR-4419-AL: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4419-AL is May 6, 2019. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/3/19	5/6/19	2004285	OREGON DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4432 Oregon has been declared for Public Assistance for Severe Winter Storms, Flooding, Landslides, and Mudslides that occurred February 23-26, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/3/19	5/6/19	2004286	DR-4421-IA: REGISTRATION EXTENSION	RI	The Registration Period for DR-4421-IA has been extended. The registration period now ends on July 1, 2019. Please see the DR-4421 Iowa Disaster Specific webpage for more information. Note: If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

5/6/19	5/9/19	2004287	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4353-CA ends July 2, 2019DR-4357-AS end September 2, 2019Reminder:The following have received disaster specific extensions beyond 18 months.DR-4335-VI extended to June 20, 2019DR-4340-VI extended to June 20, 2019DR-4336-PR extended to September 20, 2019DR-4339-PR extended to September 20, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Applicants in these disasters may be eligible forContinued Rental Assistance(CTHA) to the last day of the month of the disaster closes, up to a total of 18 months of temporary housing (if they meet the applicable eligibility criteria).Disasters near the Financial Closure date: Applicants are restricted to 18 months of rental assistance, and cannot be processed for rent beyond the last month of the disaster closure date unless an extension is granted. The request for additional assistance must be received prior to the disaster financial closure date to be reviewed for Continued Rental Assistance. If the DR closure month is the applicant’s 18th month of CTHA, they can be paid that full month.Although CTHA awards are traditionally processed up to 3 months in advance, dates beyond the end of the closure month should not be paid.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
5/6/19	5/9/19	2004288	PPM UPDATE: CONTINUED RENTAL ASSISTANCE SOP	PPM UPDATE	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Continued Rental Assistance SOPUpdates include:Subsequent Continued Rental Assistance if there is NO change to income or temporary housing cost:Include actions SPU agents should take when addressing missing permanent housing plan.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.
5/7/19	5/10/19	2004289	PPM UPDATES: REPLACEMENT ASSISTANCE SOP	PPM UPDATE	This document is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Replacement AssistanceUpdates include:Removed statement to deduct the initial Rental Assistance from the pending Replacement Housing amount.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Repository.
5/7/19	5/10/19	2004290	DR-4421-IA: ADDITIONAL IA COUNTY FRN 5	RI	An additional county has been added for Individual Assistance in DR-4421-IA.The additional county in iowa is:Louisa RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.
5/8/19	5/11/19	2004291	REMINDER: THREATENING PHONE CALLS	HELPLINE	Due to the nature of work at FEMA, we speak with callers that are undergoing a great deal of stress. This stress is handled differently by each caller encountered by agents.On rare occasions, a caller may seem so despondent that they may consider suicide. Suicidal thinking should be taken very seriously. Threats of hurting oneself or others are often cries for help.Guidance for handling threatening phone calls can be found inThreatening Phone Calls.All incidents must be reported to the Federal Mega Center.Notify your Supervisor/Point of Contact (POC) immediately via email, Lync, or by signaling for assistance when you receive a threatening phone call. Engage the caller, stay calm, take all threats seriously, and gather as much information as possible.
5/8/19	5/11/19	2004292	IDENTITY REVIEW HELPLINE DISCONNECTED	HELPLINE	Effective May 8, 2019, the Identity Review Helpline number will be disconnected. Therefore, applicants with ID Theft concerns should not be transferred.If an applicant is unable to register due to identity theft and wishes to apply, send an email to theFEMA-IHP-IDReview mailbox explaining the circumstance and ask the applicant to fax Identity Documents to 540-504-2266.When sending an email to FEMA-IHP-IDReview, please explain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply.Include the following information:Disaster numberExisting Registration numberApplicant nameApplicant contact informationBrief description of CircumstancesHelpline:Please use your best customer service skills to address any questions.Review the file but do not share information if caller cannot confirm standard verification requirements. Please do not make any changes in an existing suspected fraudulent file with the caller’s actual biographical information.Briefly identify any existing unmet needs and indicate if the caller would like to create a new registration. If the caller is responding to a PSBR letter, please follow PSBR Letter Guidance.DO NOT send any emails to the FEMA-OCSCO-Tipline mailbox.Reference: Fraud Review SOP
5/9/19	5/12/19	2004293	GUAM DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4433 Guam has been declared for Public Assistance for Typhoon Wutip that occurred February 23-25, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/9/19	5/13/19	2004295	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4413-AK DSOPUpdates include:Added appeal processing information for Condominium Associations with Shared Wall Damage (also known as Party Wall).Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Repository.
5/9/19	5/10/19	2004296	SERVER OUTAGE: MAY 9, 2019 THROUGH MAY 10, 2019	RI	Server Maintenance will be performedtonight, May 9th beginning at 11:00 PM – 12:30 AM ET, May 10th.Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. Call Centers should use theDC2 Call Center(refresh using F5) before 10:00 pm (ET).Both servers will be available at beginning of shift on May 10, 2019.The following functions will be affected during the deployment:NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC Public Applicant InquiryDAC_CC (MW)DAC AdminOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

5/10/19	5/13/19	2004298	ALABAMA DECLARED FOR SBA	SBA	Alabama has received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds, Tornadoes, and Flooding. Disaster declaration number: 15954 and 15955 Incident period: 02/19/2019 through 03/20/2019 Effective date: 05/07/2019 Primary County: Cherokee Contiguous Counties in Alabama: Calhoun, Cleburne, De Kalb, Etowah Contiguous Counties in Georgia: Chattooga, Floyd, Polk The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/10/19	5/13/19	2004297	ILLINOIS DECLARED FOR SBA	SBA	Illinois has received an SBA Administrative Declaration due to Severe Storms and Flooding. Disaster declaration number: 15952 and 15953 Incident period: 03/15/2019 through 03/23/2019 Effective date: 05/07/2019 Primary County: Stephenson Contiguous Counties in Illinois: Carroll, Jo Daviess, Ogle, Winnebago Contiguous Counties in Wisconsin: Green, Lafayette The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/10/19	5/13/19	2004299	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster. If a declared state has an active registration period: Take all registrations from applicants within that state. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here" checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. If the caller has an urgent need for food, clothing, or shelter, refer them 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Please suggest callers monitor their local news, State and County Emergency Management websites and FEMA.gov website for further information about State or Federal assistance. Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. Search for open shelters by texting SHELTER and a Zip Code to 43362 (4FEMA) or download the FEMA Mobile App to find open shelters. Please notify callers to call 911 for medical emergencies. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/10/19	5/14/19	2004300	DR-4421-IA: ADDITIONAL IA COUNTY FRN 8	RI	An additional county has been added for Individual Assistance in DR-4421-IA. The additional county in Iowa is: Scott RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.
5/13/19	5/16/19	2004294	REMINDER: ROAD AND BRIDGES HOMEOWNERS ASSOCIATION	CASEWORK	When multiple households share an access route, the Federal Emergency Management Agency (FEMA) requires the following: Verification demonstrating the applicants do not have an established homeowners association (HOA) or covenant responsible for repairs of the access route and the established HOA is unable to receive assistance from the Small Business Administration (SBA) or private insurance to repair the access route. For more information about how to process Road and Bridges cases, please read the Road and Bridges SOP.
5/13/19	5/16/19	2004301	UPDATE: MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months. DR-4353-CA ends July 2, 2019 DR-4357-AS ends September 2, 2019 Staff should verify the disaster closure information on the Disaster Specific Information pages. Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs: Continued Rental Assistance Closed Disaster Processing Reminder: The following have received disaster specific extensions beyond 18 months. DR-4335-VI extended to June 20, 2019 DR-4340-VI extended to June 20, 2019 DR-4336-PR extended to September 20, 2019 DR-4339-PR extended to September 20, 2019 Reference: DR - 4335 and 4340 Virgin Islands DSOP DR - 4336 and 4339 - Puerto Rico DSOP

5/13/19	5/16/19	2004302	UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS	HELPLINE	Access and Functional Needs (AFN) can be defined as physical, mental, medical, or emotional limitations that affect the ability to maintain independence in daily activities such as communication, transportation/evacuation, disaster recovery, supervision and/or medical care. People with AFNs may experience a greater impact from disasters, because of disruptions in their support systems or loss of equipment, supplies, transportation, and communication. An applicant's ability to request or receive recovery assistance can be affected, and require additional resources. Review the file and provide applicable referrals. If you determine that an email to the IHP Helpdesk is necessary, make sure you clearly state what the individual needs in terms of access or accommodation, rather than on identifying a particular disability. If an AFN for assistance is identified, send an email through your Point of Contact to the IHP Helpdesk with the following: DR #Registration NumberApplicant's NameCurrent/Best contact phone numberDescription of the AFNSpecify what is the applicant's need, and how it is related to the applicant's AFN in terms of access or accommodation. A list of the referrals you provided to the applicant. Why did the referrals not meet the need? To reflect the capabilities of individuals and not the condition, label, or medical diagnosis, use the term 'Access and Functional Needs' when referring to these situations. If an applicant has an emergency need such as need for medical attention, police or fire department assistance, the applicant's should be directed to call 9-1-1. Reference: REMINDER: DISASTER SPECIFIC REFERRALS FEMA-IHP-Helpdesk
5/13/19	5/16/19	2004303	DR-4344-CA: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing program received an extension for DR-4344-CA. Extension end dates are: Pre-disaster Owners: July 10, 2019 Pre-disaster Renters: July 10, 2019 for THUs in Mendocino and Sonoma counties. Pre-disaster Renters: May 10, 2019 for THUs in all other counties Note: This applies to FEMA Direct Housing only. At the end of the extended period of assistance, all occupants must return the THU to FEMA. Prior to the end of period of assistance, FEMA will provide a 30-day notice of the requirement to pay monthly rent to occupants remaining in a FEMA THU beyond the end date. Please see the extension memorandum posted on the DR-4344-CA Disaster Specific pages for additional information.
5/13/19	5/16/19	2004304	UPDATE: CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Winter Storms and Flooding. Disaster declaration number: 15894 and 15895 Incident period: 02/25/2019 through 03/02/2019 Effective date: 03/21/2019 Primary Counties: Sonoma Contiguous Counties: Lake, Mendocino, Solano, Marin and Napa The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/15/19	5/18/19	2004305	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM. Only the SOP names were updated. Application Registration for Disaster Assistance (English) to Application for Disaster Assistance English Application Registration for Disaster Assistance (Spanish) to Application for Disaster Assistance Spanish DAC RI Public Scripts and Helps to DAC RI - Scripts and Helps Disaster Assistance Center Public Registration to DAC - Public Registration Comments NEMIS Recommended to NEMIS Recommended Comments
5/15/19	5/17/19	2004306	UPDATE: LOUISIANA DECLARED FOR SBA	SBA	Louisiana has received an SBA Administrative Declaration due to Severe Weather and Flooding. Disaster declaration number: 15853 & 15854 Incident period: 12/26/2018 through 02/02/2019 Effective date: 1/14/2019 Primary Parish: Washington Contiguous Parishes in Louisiana: Saint Tammany and Tangipahoa Contiguous Parishes in Mississippi: Marion, Pearl River, Pike and Walthall The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/15/19	5/18/19	2004307	OKLAHOMA DECLARED FOR SBA	SBA	Oklahoma has received an SBA Administrative Declaration due to Tornadoes, Severe Storms, Straight-line Winds and Flooding. Disaster declaration number: 15958 & 15959 Incident period: 04/30/2019 through 05/10/2019 Effective date: 5/15/2019 Primary Counties: Bryan, Pittsburg Contiguous Counties in Oklahoma: Atoka, Choctaw, Coal, Haskell, Hughes, Johnston, Latimer, Marshall, McIntosh, Pushmataha Contiguous Counties in Texas: Fannin, Grayson, Lamar The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

5/16/19	5/20/19	2004308	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA. Ineligible auto dialer message: Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA's Transitional Sheltering Assistance. You are authorized to remain in your FEMA funded lodging until May 24, 2019. All lodging expenses will be your responsibility as of checkout on May 25, 2019. The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA. Helpline: If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week. For C3MP agents transfer directly to "Temp Shelter Agency"; workgroup within the "Interaction Desktop". If using another platform, use the TSA phone number to transfer: (b) (6). Do not share this number with applicants. Reference: DR-4407-CAMemorandums
5/17/19	5/21/19	2004309	DR-4420-NE: REGISTRATION EXTENSION	RI	The Registration Period for DR-4420-NE has been extended. The registration period now ends on June 19, 2019. Please see the DR-4420-NE Disaster Specific webpage for more information. Note: If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/17/19	5/21/19	2004310	DR-4421-IA: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4421-IA has been received (FRN 9). The incident period is March 12, 2019 through May 16, 2019. Please see the Disaster Specific Information page for more information about this disaster.
5/19/19	5/22/19	2004311	CALIFORNIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4434 California has been declared for Public Assistance for Severe Winter Storms, Flooding, Landslides, and Mudslides that occurred February 24 to March 1, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation"; and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/20/19	5/23/19	2004345	DR-4420-NE: TAGGED DWELLINGS	CASEWORK	Staff may encounter cases where the inspection has no Real Property line items recorded for an Owner and HRR = Yes, due to dwelling being tagged. Immediate Threat or Tagged Home: The inspector will address habitability determination as "Yes"; when there is an impending event such as a mudslide in progress or a power line across the front porch. The habitability determination is also "Yes"; when the home has been tagged by the local building department as unsafe to occupy due to the disaster. Until further notice: Process any unmet needs, such as Rent and ONA, and split the work packet. Place a work packet for Home Repair on hold "Program Review"; with the following comment: Summary: FACILITY#(NPSC#) TAGGED DWELLING Details: Tagged dwelling with HRR = Yes and no RP line items. On Hold Program Review. Updated guidance in the PPM is forthcoming.
5/20/19	5/24/19	2004312	DR-4332-TX: HOMEOWNERS ASSISTANCE PROGRAM (HAP)	HELPLINE	Texas has several state programs assisting with long term recovery. One program is the Homeowners Assistance Program (HAP), which is a Texas General Land Office Community Development and Revitalization (GLO-CDR) recovery program. Applicants might call Helpline requesting information about the program. Agents should advise callers this is not a FEMA program, and they should contact the GLO-CDR Recovery Hotline number at: 844-893-8937 (Toll Free) or 512-475-5000. Hours of operation: M-F 9am-6pm EST http://recovery.texas.gov/individuals/index.html Reference: REMINDER: DR-4332-TX: ONA EXTENSION
5/20/19	5/23/19	2004313	DR-4421-IA: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on the DR-4421-IA Disaster Specific page approving an increase of the published FMR for Continued Rental Assistance. Fremont and Mills Counties approved for this increase. An increase of 200% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes. The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 200% FMR increase or actual rental amount, whichever is less, per the applicable guidance. Note: The CAC application will calculate and provide the increased "Approved FMR"; when the Calculate Exhaustion button is utilized, if the "FMR percent" is changed to 200 under the Current Post-Disaster Amounts section. Reference: Continued Rental Assistance
5/20/19	5/23/19	2004314	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM. Only the SOP names were updated. CTHA User Guide CAC 4.0 to Continued Rental Assistance Calculator Permanent Housing Construction Repair or Replacement to Permanent Housing Construction Return of Funds DSOP
5/20/19	5/23/19	2004315	DR-4220-NE: TAGGED DWELLINGS	CASEWORK	Staff may encounter cases where the inspection has no Real Property line items recorded for an Owner and HRR = Yes, due to dwelling being tagged. Immediate Threat or Tagged Home: The inspector will address habitability determination as "Yes"; when there is an impending event such as a mudslide in progress or a power line across the front porch. The habitability determination is also "Yes"; when the home has been tagged by the local building department as unsafe to occupy due to the disaster. Until further notice: Process any unmet needs, such as Rent and ONA, and split the work packet. Place a work packet for Home Repair on hold "Program Review"; with the following comment: Summary: FACILITY#(NPSC#) TAGGED DWELLING Details: Tagged dwelling with HRR = Yes and no RP line items. On Hold Program Review. Updated guidance in the PPM is forthcoming.
5/20/19	5/27/19	2004316	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted for Memorial Day: May 27, 2019. 8:30 am - 6:00 pm EST. IHP Helpdesk will resume normal business hours the next day. Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION

5/30/19	6/3/19	2004338	DR-4407-CA: TSA INELIGIBLE AUTO DIALER NOTICE	HELPLINE	An auto dialer will be conducted for applicants in California that are no longer eligible for TSA.Ineligible auto dialer message:Due to the status of your application for federal disaster assistance, you are no longer eligible for FEMA’s Transitional Sheltering Assistance.You are authorized to remain in your FEMA funded lodging until June 7, 2019. All lodging expenses will be your responsibility as ofcheckout onJune 8, 2019.The Transitional Sheltering Assistance (TSA) Taskforce can assist with calls related to eligibility of TSA.Helpline:If an applicant calls with TSA related questions, do not attempt to answer TSA related questions. Transfer the caller to the TSA Taskforce. Their hours of operation are: 9 AM to 9 PM (ET); 7 days a week.For C3MP agents transfer directly to “Temp Shelter Agency” workgroup within the “Interaction Desktop”.If using another platform, use the TSA phone number to transfer: (b) (6) Do not share this number with applicants.Reference:DR-4407-CAMemorandums
5/30/19	6/3/19	2004339	PPM UPDATE: OWNERSHIP VERIFICATION SOP	PPM UPDATE	This document is available under the “Recently Updated Documents” section and the appropriate category of the PPM.Ownership VerificationUpdate:Removed statement that seller is the owner on record.Reminder: Read the entire SOP prior to processing.Note:The previous version will be archived in the PPM Archive.
5/31/19	6/4/19	2004340	REMINDER: THIRD PARTY INSPECTIONS	CASEWORK	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant’s behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection.Advise the applicant to provide:The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in theWritten Consent and Sharing Applicants Information.Once an acceptable Written Consent is received, request an inspection:Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.).Add the third party name and contact information into the Inspection Request Comment.Select “Yes” in the “Send for Inspection” comment box.Notes:For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection.Reference:Inspection Requests and Comparisons
5/31/19	6/4/19	2004340	REMINDER: THIRD PARTY INSPECTIONS	HELPLINE	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant’s behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection.Advise the applicant to provide:The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in theWritten Consent and Sharing Applicants Information.Once an acceptable Written Consent is received, request an inspection:Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.).Add the third party name and contact information into the Inspection Request Comment.Select “Yes” in the “Send for Inspection” comment box.Notes:For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection.Reference:Inspection Requests and Comparisons
5/31/19	6/4/19	2004341	PPM UPDATE: CHILD CARE ASSISTANCE SOP	PPM UPDATE	This document is available under the “Recently Updated Documents” section and the appropriate category of the PPM.Child Care AssistanceUpdate:Removed the “NOTE” regarding the Second Review Processing Procedures SOP.Reminder: Read the entire SOP prior to processing.Note:The previous version will be archived in the PPM Archive.
6/2/19	6/5/19	2004342	DR-4438-OK: NEW IA DECLARATION	RI	Oklahoma has a new Individual Assistance disaster declaration. DR 4438 Oklahoma has been declared on June 1, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is May 7, 2019 and continuing.Areas declared for IA:Muskogee, Tulsa, and Wagoner Counties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take 24 to 48 hours for this disaster’s page to be available.Note:The disaster maynot be available in NEMIS forApplicant Inquiry/ Updateuntil the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSshift for additional important information.
6/4/19	6/6/19	2004343	LOUISIANA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4439 Louisiana has been declared for Public Assistance for Severe Storms and Tornadoes that occurred April 24 to April 25, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations”.Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information.REMINDER: 24/7 DISASTER DISTRESS HELPLINE
6/4/19	6/6/19	2004344	DR-4420-NE: ADDITIONAL IA COUNTY FRN 7	RI	An additional county has been added for Individual Assistance in DR-4420-NE.The additional county in Nebraska is:HoltRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.

6/6/19	6/8/19	2004348	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4353-CA endsJuly 2, 2019DR-4357-AS endsSeptember 2, 2019DR-4362-AL endsOctober 26, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4335-VI extended toJune 20, 2019 DR-4340-VI extended toJune 20, 2019DR-4336-PR extended toSeptember 20, 2019DR-4339-PR extended toSeptember 20, 2019Reference:DR - 4335 and 4340 Virgin Islands DSOPDR - 4336 and 4339 - Puerto Rico DSOP
6/6/19	6/8/19	2004346	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
6/6/19	6/8/19	2004346	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
6/6/19	6/8/19	2004347	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
6/6/19	6/8/19	2004347	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
6/6/19	6/10/19	2004349	PPM UPDATE: RENTAL ASSISTANCE SOP	PPM UPDATE	This document is available under the “Recently Updated Documents” section and the appropriate category of the PPM.Rental AssistanceUpdate:Removed information to generate and mail theDelayed Insurance Settlementletter.Reminder: Read the entire SOP prior to processing.Note:The previous version will be archived in the PPM Archive.
6/6/19	6/10/19	2004350	DR-4438-OK: CRISIS CLEANUP	HELPLINE	Crisis Cleanup empowers relief organizations to instantly coordinate response efforts in real time, redirecting thousands of volunteers from waiting lines to survivors' basements. Crisis Cleanup can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free.How to RegisterOnline:https://www.crisiscleanup.org/By Phone: 800-451-1954 Disaster relief organizations wanting to help with cleanup should go to the website for additional sign up information.Notes:Individuals registering with Crisis Cleanup does not guarantee that he or she will be assisted.Contactting Crisis Cleanup does not replace a local municipality’s request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately.
6/6/19	6/10/19	2004351	DISASTER RECOVERY REFORM ACT: CLARIFICATION	CASEWORK	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amends Section 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addresseseexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.Staff must process HA and ONA assistance independently and according to the Disaster’s Fiscal Year (FY) Financial Housing Assistance (HA) and Other Needs Assistance (ONA) Maximum.This provision was implemented on April 4, 2019 and applies to all disasters beginning with DR-4326 Michigan forward.Reference: Helpline NPSC Caller Services Reference Guide Job AidDRRA: MANUAL PROCESSING FOR RETROACTIVE CASES

6/6/19	6/10/19	2004351	DISASTER RECOVERY REFORM ACT: CLARIFICATION	HELPLINE	On October 5, 2018, President Trump signed theDisaster Recovery Reform Act of 2018(DRRA) into law. This law amends Section 408(h) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.One provision of the new law addressesexpanded Individuals and Households Program (IHP) Assistance. Section 1212 of the law:Provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.Excludes Rental Assistance costs from the maximum grant amounts.Excludes accessibility-related Real and Personal Property costs from the maximum grant amounts.Staff must process HA and ONA assistance independently and according to the Disaster’s Fiscal Year (FY) Financial Housing Assistance (HA) and Other Needs Assistance (ONA) Maximum.This provision was implemented on April 4, 2019 and applies to all disasters beginning with DR-4326 Michigan forward.Reference: Helpline NPSC Caller Services Reference Guide Job AidDRRA: MANUAL PROCESSING FOR RETROACTIVE CASES
6/7/19	6/21/19	2004352	RECOUPMENT HELPLINE: WHEN TO REFER TO FEMA FINANCE	HELPLINE	Helpline staff should consult/transfer all recoupment related calls to the Recoupment Helpline.Recoupment Helpline:A file has been transferred to FEMA Finance for collection if the file includes any of the following:The Comment "Debt Certified" in the events log indicates the file is with FEMA Finance;The Comment "TREASURY DEBT" 888-826-3127 in the events log indicates the file is at Treasury for collection;A Certification date in the Finance tab represented in the top frame of the Eligible Payments screen.Only if the file indicates the debt is currently certified should applicants be transferred or advised to contact FEMA Finance Center (FFC).DO NOT transfer applicants seeking payment plans before receiving their final Debt Notification Letter (NDL) and prior to the case being certified. FFC will refer these applicants back to Recoupment Helpline.Reminders:An applicant has 60 days in which to submit an appeal from the date listed on the Notice of Potential Debt Letter (NPDL). A debt is not final until FEMA Finance mails the final Notice of Debt Letter (NDL).Exhaust all means in providing applicants information about acceptable documentation that may be submitted in order to resolve potential debts.TheRecoupment Helpline Users’ Guidewill be updated to be in compliance with the Recoupment Instruction 116-1-2. Reference:RECOUPMENT HELPLINE: TRANSFER TO FEMA FINANCE CENTER
6/7/19	6/11/19	2004353	DR-4407-CA: OUTREACH CAMPAIGN FOR HOUSING STATUS	HELPLINE	An auto dialer will be conducted in California to contact applicants regarding their current housing status. Depending on the communication options in the file, the applicant will be contacted either by text, e-mail, or auto dialer.This outreach message directs applicants to provide a response to the auto dialer regarding their current housing situation.Message Body:This message is to confirm that you have found safe housing after the devastating wildfire in Butte County in 2018. Please choose the option that best applies to your current situation. If you have any further questions or need additional information, please call 530-538-5844.If Helpline receives any calls regarding this outreach there is no need to transfer the calls, please address their housing needs: Encourage the applicant to respond to the outreach by responding to the email/text/auto dialer prompts.If the applicant receives the message on voicemail, there is no need for the applicant to call FEMA back. FEMA will attempt to contact the applicant again.Verify the applicants contact information in the file, and make updates as needed, including the applicants' current location.If applicant has questions or needs additional information about the callout, provide the contact number from the message. If any unmet needs are identified provideDR-4407-CADisaster Specific Referrals.References: REMINDER: CURRENT LOCATION INFORMATIONCURRENT LOCATION: OTHER
6/8/19	6/10/19	2004354	DR-4440-SD: NEW IA DECLARATION	RI	South Dakota has a new Individual Assistance (IA) disaster declaration. DR 4440 South Dakota has been declared on June 7, 2019.RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state and tribal areas.The incident period for this disaster is March 13, 2019 to April 26, 2019.Areas declared for IA:The counties of Bon Homme, Charles Mix, Hutchinson, Minnehaha, and Yankton;The Pine Ridge Reservation to include the counties of Oglala Lakota, Jackson, and Bennett;The Rosebud Reservation to include the counties of Mellette and Todd;The Cheyenne River Sioux Reservation to include the counties of Dewey and Ziebach.There may be unique damaged addresses in some areas. REMINDER: DAMAGED DWELLING ADDRESS FIELD.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Please be aware there may be additional preshifts for disaster specific issues.Note:The disaster may not be available in NEMIS forApplicant Inquiry/Updateuntil the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/8/19	6/12/19	2004355	REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES	RI	Registration Intake (RI) Agents are reminded to take all registrations regardless of eligibility for callers in the declared state or territory. Do notdiscuss eligibility with applicants during the RI process.Do nottell callers they have to apply with insurance or SBA prior to registering with FEMA.Do nottell callers that you cannot complete their registration due toeligibility reasons, such as being in an undesignated county, failed verifications, or duplication with another applicant.If a declared state or territory has an active registration period:Dotake all registrations from applicants within that state or territory.Do take all registrations from applicants in that states zip code regardless of individual area designation.Dorecord the correct date of loss when taking a registration in a declared state.If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides.If the damage type is not listed:Click the ‘Other damage not listed here’ checkbox and click the Next button.The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster.Reference:DAC - Call Center RI¿
6/8/19	6/11/19	2004356	DR-4438-OK: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4438-OK.The additional counties in Oklahoma are:Canadian, Creek, Logan, Osage, Ottawa, Rogers, and Washington CountiesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES

6/8/19	6/11/19	2004357	DR-4441-AR: NEW IA DECLARATION	RI	Arkansas has a new Individual Assistance disaster declaration. DR 4441 Arkansas has been declared on June 8, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is May 21, 2019, and continuing.Areas declared for IA:Conway, Crawford, Faulkner, Jefferson, Perry, Pulaski, Sebastian, and Yell Counties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. It may take up to 48 hours for this disaster’s page to be available.Note:The disaster may not be available in NEMIS forApplicant Inquiry/ Updateuntil the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/10/19	6/12/19	2004358	DR-4399-FL: TSA ENDED	HELPLINE	Transitional Sheltering Assistance (TSA) for DR-4399-FL applicants ended on6/08/2019.Applicants remaining in the hotel beyond their checkout time on Sunday, June 9, 2019, will be responsible for any further cost.Note: This only applies to those applicant’s that are registered inDR-4399-FL.If the caller has an urgent need for shelter, refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. These services may be found by calling2-1-1, or referring to the211.orgwebsite.
6/10/19	6/14/19	2004359	DR-4440-SD: TRANSPORTATION REPAIR AWARD LIMIT	CASEWORK	The vehicle repair (Not to exceed) amount for DR-4440-SD is not the same as the Replacement amount.TheDR-4440-SDDisaster Specific Information page has been updated to note the following:Vehicle Repair: \$250 (Not to exceed \$4,761 with documents)Vehicle Replacement: \$16,125Appeals:If the on-site inspection or mechanic’s estimate indicates the vehicle was destroyed, then assistance may be processed up to the replacement limit.Note:Please review the Disaster Summary Information section for each disaster before processing vehicle repair assistance awards.
6/11/19	6/14/19	2004360	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral informationis listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information. The Quick Link “Disaster Referral Information” sheet on the Disaster Specific Information page is updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.The Quick Link has the most complete listing of all approved referrals including services offered and website addresses. There are now 2 tabs to view in the workbook: “National” level referrals and “State & Local” level referrals. Make sure you review both tabs to provide the applicant with the most current and accurate referrals.Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
6/11/19	6/14/19	2004360	REMINDER: DISASTER SPECIFIC REFERRALS	RI	Approved referral informationis listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information. The Quick Link “Disaster Referral Information” sheet on the Disaster Specific Information page is updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.The Quick Link has the most complete listing of all approved referrals including services offered and website addresses. There are now 2 tabs to view in the workbook: “National” level referrals and “State & Local” level referrals. Make sure you review both tabs to provide the applicant with the most current and accurate referrals.Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
6/11/19	6/14/19	2004362	DR-4441-AR: TRANSPORTATION REPAIR AWARD LIMIT	CASEWORK	The vehicle repair (Not to exceed) amount for DR-4441-AR is not the same as the Replacement amount.TheDR-4441-ARDisaster Specific Information page has been updated to note the following:Vehicle Repair: \$50 (Not to exceed \$4,999 with documents)Vehicle Replacement: \$5,000Appeals:If the on-site inspection or mechanic’s estimate indicates the vehicle was destroyed, then assistance may be processed up to the replacement limit.Note:Please review the Disaster Summary Information section for each disaster before processing vehicle repair assistance awards.

6/11/19	6/13/19	2004361	UPDATE: SPECIAL HANDLING: ACCESSIBILITY-RELATED LINE ITEMS	CASEWORK	A Special Handling Query is in place to identify returned inspections that contain any accessibility-related line items for disasters beginning with 4326 through current declarations. These cases will have the SH Review Reason: "ADA Items" in the Events Log. General staff assigned to Special Handling are not to process cases with this SH Review Reason. Place the case on hold: Program Review. Until further notice, these accessibility-related line item cases in the Special Handling Query are being identified by a report and only designated staff will process them. Reference: DRR: MANUAL PROCESSING FOR RETROACTIVE CASES DRR: Retroactive Awards - Manual Reviews
6/11/19	6/14/19	2004363	DR-4438-OK: TRANSPORTATION REPAIR AWARD LIMIT	CASEWORK	The vehicle repair (Not to exceed) amount for DR-4438-OK is not the same as the Replacement amount. The DR-4438-OK Disaster Specific Information page has been updated to note the following: Vehicle Repair: \$1,000 (Not to exceed \$5,999 with documents) Vehicle Replacement: \$6,000 Appeals: If the on-site inspection or mechanic's estimate indicates the vehicle was destroyed, then assistance may be processed up to the replacement limit. Note: Please review the Disaster Summary Information section for each disaster before processing vehicle repair assistance awards.
6/11/19	6/14/19	2004364	PPM UPDATE: MEDICAL AND DENTAL SOP	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM. Medical and Dental Update: Removed "wheelchair" from the medical/dental equipment examples. Reminder: Read the entire SOP prior to processing. Note: The previous version will be archived in the PPM Archive.
6/11/19	6/13/19	2004365	DR-4438-OK: ADDITIONAL IA COUNTIES FRN 2	RI	Additional counties have been added for Individual Assistance in DR-4438-OK. The additional counties in Oklahoma are: Delaware, Kay, Mayes, Okmulgee, Payne, Pottawatomie, and Sequoyah Counties. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/12/19	6/15/19	2004366	INDIANA DECLARED FOR SBA	SBA	Indiana has received an SBA Administrative Declaration due to Tornadoes, High Winds and Severe Storms. Disaster declaration number: 15986 & 15987 Incident period: 05/27/2019 Effective date: 06/12/2019 Primary Counties: Madison Contiguous Counties: Delaware, Grant, Hamilton, Hancock, Henry, Tipton The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/12/19	6/15/19	2004367	PPM UPDATE: DR-4396 AND 4404-MP NORTHERN MARIANA ISLANDS (CNMI) TYPHOON DSOP	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM. DR - 4396 - MP, DR - 4404 - MP Northern Mariana Islands Typhoon DSOP Update: Added guidance regarding approved DR-4404-MP Moving and Storage Assistance for PHC Eligible Applicants. Reminder: Read the entire DSOP prior to processing. Note: The previous version will be archived in the PPM Archive.
6/12/19	6/15/19	2004369	IDAHO DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4443 Idaho has been declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred April 7-13, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
6/12/19	6/15/19	2004368	NORTH DAKOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4444 North Dakota has been declared for Public Assistance for Flooding that occurred March 21 to April 28, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
6/12/19	6/15/19	2004370	MINNESOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4442 Minnesota has been declared for Public Assistance for Severe Winter Storm, Straight-line Winds, and Flooding that occurred March 12 to April 28, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE

6/17/19	6/20/19	2004378	DR-4438-OK: ADDITIONAL IA COUNTIES FRN 3	RI	Additional counties have been added for Individual Assistance in DR-4438-OK.The additional counties in Oklahoma are:Cherokee, Le Flore, Noble and Nowata CountiesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/18/19	6/19/19	2004383	SERVER OUTAGE: DAC RELEASE 9.02	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.02 is scheduled forWednesday, June 19, 2019.Registration Intake will be operational for new registrations.Call Centers should use theDC2 Call Center (refresh using F5)at the beginning of their shift June 19, 2019.Notification will be provided when staff can begin using the MW Call Center site.
6/18/19	6/21/19	2004379	DR-4438-OK: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4438-OK has been received (FRN 4). The incident period is May 7, 2019 through June 9, 2019Please see theDisaster Specific Information page for more information about this disaster.
6/18/19	6/21/19	2004380	DR-4440-SD: CLEAN AND REMOVAL ASSISTANCE (CRA)	HELPLINE	Clean and Removal Assistance (CRA) has been approved for counties Bon Homme, Charles Mix, Hutchinson, Minnehaha, and Yankton counties; the Pine Ridge Reservation to include the counties of Oglala Lakota, Jackson, and Bennett; the Rosebud Reservation to include the counties of Mellette and Todd; and the Cheyenne River Sioux Reservation to include the counties of Dewey and Ziebach in DR-4440-SD.CRA award will be a one-time fixed amount of \$575.00provided under ONA asEMISC.The award is paidvia script, no manual processing will be done for this type of assistance.Registrations must meet the specific eligibility criteria before a payment is scripted:The applicant's pre-disaster primary residence is located in an approved area, and occupancy and ownership are verified.The applicant passes identity verification.The applicant has at least one real property line item recorded with the Cause of Damage as Flood.The applicant's home was not covered by flood or mobile home insurance at the time of the disaster.The applicant received a denial for Home Repair Assistance of Ineligible 'Home is Safe to Occupy' (IID).The Authorization Memorandum is located on the DR-4440-SDDisaster Specific Page.Note: Applicants will be responsible for the removal or contracting services to remove contaminates and disinfect affected areas from disaster caused flooding.CRA will be deducted from any subsequent Home Repair awarded as a result of a change in the home's habitability decision, if the home repair award is greater than the CRA amount.Reference: Home Repair Assistance
6/18/19	6/21/19	2004381	DR-4447-OH: NEW IA DECLARATION	RI	Ohio has a new Individual Assistance disaster declaration. DR 4447 Ohio has been declared on June 18, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is May 27, 2019 through May 29, 2019.Areas declared for IA:Auglaize, Darke, Greene, Hocking, Mercer, Miami, Montgomery, Muskingum, Perry, and Pickaway Counties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Note:The disaster may not be available in NEMIS forApplicant Inquiry/Updateuntil the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/18/19	6/21/19	2004382	DR-4438-OK: CLEAN AND REMOVAL ASSISTANCE (CRA)	HELPLINE	Clean and Removal Assistance (CRA) has been approved for counties Canadian, Creek, Delaware, Kay, Logan, Mayes, Muskogee, Okmulgee, Osage, Ottawa, Payne, Pottawatomie, Rogers, Sequoyah, Tulsa, Wagoner, and Washington in DR-4438-OK.CRA award will be a one-time fixed amount of\$575.00provided under ONA asEMISC.The award is paidvia script, no manual processing will be done for this type of assistance.Registrations must meet the specific eligibility criteria before a payment is scripted:The applicant's pre-disaster primary residence is located in an approved area, and occupancy and ownership are verified.The applicant passes identity verification.The applicant has at least one real property line item recorded with the Cause of Damage as Flood.The applicant's home was not covered by flood or mobile home insurance at the time of the disaster.The applicant received a denial for Home Repair Assistance of Ineligible 'Home is Safe to Occupy' (IID).The Authorization Memorandum is located on the DR-4438-OK Disaster Specific Page.Note: Applicants will be responsible for the removal or contracting services to remove contaminates and disinfect affected areas from disaster caused flooding.CRA will be deducted from any subsequent Home Repair awarded as a result of a change in the home's habitability decision, if the home repair award is greater than the CRA amount.Reference: Home Repair Assistance
6/19/19	6/22/19	2004384	DR-4421-IA: INCIDENT PERIOD EXTENDED FRN 11	CASEWORK	The incident period for DR-4421-IA has changed and is nowMarch 12, 2019 through and including June 15, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (03/12/19 – 05/16/19) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide¿Inspection Requests and Comparisons
6/19/19	6/22/19	2004384	DR-4421-IA: INCIDENT PERIOD EXTENDED FRN 11	HELPLINE	The incident period for DR-4421-IA has changed and is nowMarch 12, 2019 through and including June 15, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (03/12/19 – 05/16/19) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide¿Inspection Requests and Comparisons

6/19/19	6/22/19	2004384	DR-4421-IA: INCIDENT PERIOD EXTENDED FRN 11	RI	The incident period for DR-4421-IA has changed and is nowMarch 12, 2019 through and including June 15, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (03/12/19 – 05/16/19) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide¿Inspection Requests and Comparisons
6/19/19	6/23/19	2004385	HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE JOB AID: JUNE 24, 2019	PPM UPDATE	A new version of theHelpline NPSC Caller Services Reference Guide Job Aidis currently scheduled to roll out onMonday, June 24, 2019.Updates include:Updated mailing addressesUpdated outdated processesCorrected hyperlinksFixed spacing and formattingConsolidated informationUsed the same terminology throughout the document for consistency (e.g. Applicant vs App) Added the FAQ Job Aid to the guide. The best way to find information in the Reference Guide is to use the ‘Search’ function.
6/19/19	6/20/19	2004386	UPDATE: SERVER OUTAGE: NOTIFICATION CONTINUING	RI	Deployment of DAC Release 9.02 began Wednesday, June 19, 2019. Registration Intake is operational for new registrations.Update:Agents should beginutilizing theMW Call Center(refresh using F5)as soon as possible.MW deployment has been completed.DC2 will be taken down for the deployment shortly.Notification will be provided when staff can begin using both sites.
6/19/19	6/22/19	2004387	NEMIS UPDATE: JUNE 22, 2019	GENERAL	A software deployment for NEMIS is scheduled for Saturday, June 22, 2019, at 4:00 AM (ET) through 4:00 PM (ET).Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. DAC Public Applicant Inquiry will remain available.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebHOMES / DARACInspection ManagementOther applications may also be affected. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximateHelpline:Helpline will not be able to access NEMIS files, please use your best customer service skills to answer all general questions.If you cannot address specific questions related to their case, please tell the applicant that our system is temporarily down and to call back after 4:00 pm (ET).
6/20/19	6/23/19	2004388	UPDATE: DR-4438-OK: MULTI-AGENCY RESOURCE CENTERS	HELPLINE	A Multi-Agency Resource Center (MARC) is a central location for local and state agencies, as well as human service organizations, to answer your questions and provide information and disaster-related assistance.Additional locations have been added for DR-4438.Locations open 10:00 am to 7:00 pm:June 18 & 19 - Coweta Intermediate HS 14699 S 305th St., Coweta, OKJune 18 & 19 - 1st Baptist Church (South Campus) 940 W Oak, Skiatook, OKJune 20 & 21 - Bartlesville H. S. Phillips Gym 1700 Hillcrest Dr., Bartlesville, OKJune 22 - Miami Civic Center 129 5th Ave. NW, Miami, OKJune 23 - Pryor Junior High School 7 S. Hogan, Pryor, OKVisitors to these locations should bring proof of address.
6/20/19	6/24/19	2004389	PPM UPDATE: DR-4440-SD DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4440 - SD DSOPStaff, read the entire DSOP for this disaster.The DSOP includes guidance for:Ownership/occupancy verifications associated to applicants residing in tribal reservationsClean and Repair Assistance (CRA)An additional miscellaneous other item (Fans)Standard guidance will apply unless Disaster Specific Guidance exists.
6/20/19	6/24/19	2004390	DR-4438-OK: ADDITIONAL IA COUNTIES FRN 5	RI	Additional counties have been added for Individual Assistance in DR-4438-OK.The additional counties in Oklahoma are:Alfalfa, Craig, Garfield, Kingfisher, Pawnee, and Woods CountiesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/21/19	6/23/19	2004392	KANSAS DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4449 Kansas has been declared for Public Assistance for Severe Storms, Straight-line Winds, Tornadoes, Flooding, Landslides, and Mudslides that occurred April 28, 2019 and continuing.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
6/21/19	6/23/19	2004391	OGLALA SIOUX TRIBE OF THE PINE RIDGE DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4448 Oglala Sioux Tribe of the Pine Ridge Reservation has been declared for Public Assistance for Severe Winter Storm, Snowstorm, and Flooding that occurred March 13 - 26, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE

6/21/19	6/23/19	2004393	MISSISSIPPI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4450 Mississippi has been declared for Public Assistance for Severe Storms, Straight-line Winds, and Flooding, that occurred April 13 - 14, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
6/21/19	6/25/19	2004394	DSA: NEMIS CASE EVENTS	HELPLINE	Disaster Survivor Assistance (DSA) teams perform case inquiries and updates in the field.NEMIS will reflect Event History Comments or Contacts with Summary Lines specific for DSA.Summary Line for Case Inquiries (CI):95 DSA CI STATUS CHECKSummary Line for Case Updates (UD): 95 DSA UD DATA CHANGE
6/21/19	6/25/19	2004395	DR-4413-AK: EARTHQUAKE DAMAGE WITH MOBILE HOME INSURANCE	CASEWORK	A Special Handling Query has been added for DR-4413 that will stop cases for additional review post-inspection when they have Mobile Home Insurance with earthquake damages.These cases will have the SH Review Reason: ‘MH Ins EQ Review’ in the Events Log. For cases that were already processed, the automation team will be creating work packets to FEMA Manual-MH/TT subqueue.These work packets will include in the Comment ‘Review of EQ damages with Mobile Home insurance’.Staff assigned to review these cases will review for potential eligible real property damages not covered by Mobile Home Insurance. Earthquake Cause of Damage is not covered by a standard Mobile Home Insurance.PPM Guidance will be forthcoming.
6/21/19	6/26/19	2004396	PPM UPDATE: ADA ITEMS, MULTIPLE DOCUMENTS	PPM UPDATE	These documents are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Home Repair Assistance Personal Property Assistance Special Handling QueriesUpdates include:Home Repair Assistance Processing for ADA items at actual cost when reviewing home repair assistance.Personal Property AssistanceProcessing ADA items at actual cost under personal property. Special Handling QueriesProcessing ADA items at actual cost.Reminders:Read the entire SOPs prior to processing.ADA assistance reviews are only assigned to a limited group of SPU staff.DO NOT process ADA items unless specifically assigned.Note:The previous versions will be archived in thePPM Archive.
6/22/19	6/25/19	2004397	DR-4441-AR: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4441-AR has been received (FRN 2). The incident period is May 21, 2019 through June 14, 2019.Please see theDisaster Specific Information page for more information about this disaster.
6/24/19	6/27/19	2004399	TENNESSEE DECLARED FOR SBA	SBA	Tennessee has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16002 & 16003Incident period: 02/06/2019 through 02/24/2019Effective date: 06/21/2019Primary Counties:Decatur, Hardin, Humphreys, Perry, SevierContiguous Counties in Tennessee:Benton, Blount, Carroll, Chester, Cocke, Dickson, Henderson, Hickman, Houston, Jefferson, Knox, Lewis, McNairy, WayneContiguous County in Alabama:LauderdaleContiguous Counties in Mississippi:Alcorn, TishomingoContiguous Counties in North Carolina:Haywood, SwainThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/24/19	6/27/19	2004400	NEW YORK DECLARED FOR SBA	SBA	New York has received an SBA Administrative Declaration due to Apartment Fire.Disaster declaration number: 16010 & 16011Incident period: 04/03/2019Effective date: 06/24/2019Primary County:KingsContiguous Counties:New York, Queens, RichmondThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
6/24/19	6/27/19	2004401	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	TheHelpline NPSC Caller Services Reference Guide¿has been updated and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:FEMA and Partners mailing addressesOutdated processesRepaired broken hyperlinksFormattingConsolidated information into related topicsConsistency in terminology throughout the document (e.g. Applicant vs App)Added the FAQ Job Aid to the guideThe best way to find information in the Reference Guide is to use the ‘Search’ function.The previous version has been archived and can be found on thePPM Archive

6/24/19	6/27/19	2004403	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Severe Storms and Tornadoes.Disaster declaration number: 16004 & 16005Incident period: 05/18/2019 through 05/19/2019Effective date: 06/24/2019Primary Counties:Taylor, Tom GreenContiguous Counties in Texas:Callahan, Coke, Coleman, Concho, Fisher, Irion, Jones, Menard, Nolan, Reagan, Runnels, Schleicher, SterlingThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/24/19	6/27/19	2004402	REMINDER: REGISTRATION DATE OF LOSS	RI	It is important to record the correct date of loss when taking a registration in a declared state.Verify the date given by the caller as the date of loss.Enter the date of loss the caller provides.If you receive the “Outside Incident Period” notice,Ensure you have selected the correct disaster.If you have selected the correct disaster, continue to follow the script to complete the registration.Take all registrations in a declared state regardless of eligibility while the Registration Intake (RI) module is active. The RI module is active for the open registration period. Take the registration with the information provided by applicant.The RI module is active for the late application 60 day grace period. Take the registration with the information provided by applicant.This includes designated and undesignated counties, and “out of incident period” dates of loss. The Online DAC will refer users who attempt to apply with problem registrations to the FEMA Call Center. You may receive callers who attempted to register themselves and could not complete the registration and need assistance to register. Web RI will provide prompts to work through issues that would not allow registrations to be completed online.References: DAC - Call Center RI¿REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
6/24/19	6/27/19	2004404	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4413 - AK DSOPUpdates include:Sequence of delivery and DRRRA program maximum limits.Special Handling Query added for Mobile Home Insurance with Earthquake Review.Read the entire DSOP for additional information.Note: The previous version will be archived in thePPM Archive.
6/24/19	6/27/19	2004405	DR-4438-OK: DAMAGED ADDRESS CHANGE	CASEWORK	The city of Webbers Falls, Oklahoma has implemented 911 addressing standards.Registration Intake:When taking Registrations make sure you confirm whether the address provided is a 911 address or if there is a 911 address available. When possible, please use the 911 address for the Damage Dwelling entry.Repeat street names and spellings to the applicant for verification to avoid unnecessary delays in service delivery. In cases where rural areas do not have 911 addresses, a comment can be used to provide additional information on the address provided. It is critical that staff get the full physical location of the Damaged Dwelling (DD) in all rural areas. Reminder:There can be unique addresses in some areas of a disaster. Enter the information the caller provides.There may be situations where the FEMA address verification check will override portions of the address, verify the address and “use submitted.”Casework:Due to the 911 address update, it may be necessary to contact local officials to verify if the address is the same location. If you receive documents showing the 911 updated address after the completed inspection:If the county is incorrect,contact the IHP Helpdesk for assistance to change the county. The IHP Helpdesk will review and make the address change.If the county is correct,there is no need to change the damaged addressifyou can verify it is the same location.If you cannot verify it is the same location that was inspected, contact the IHP Helpdesk for coordination with inspection services.References:DAC - Call Center RI¿Occupancy Verification
6/24/19	6/27/19	2004405	DR-4438-OK: DAMAGED ADDRESS CHANGE	RI	The city of Webbers Falls, Oklahoma has implemented 911 addressing standards.Registration Intake:When taking Registrations make sure you confirm whether the address provided is a 911 address or if there is a 911 address available. When possible, please use the 911 address for the Damage Dwelling entry.Repeat street names and spellings to the applicant for verification to avoid unnecessary delays in service delivery. In cases where rural areas do not have 911 addresses, a comment can be used to provide additional information on the address provided. It is critical that staff get the full physical location of the Damaged Dwelling (DD) in all rural areas. Reminder:There can be unique addresses in some areas of a disaster. Enter the information the caller provides.There may be situations where the FEMA address verification check will override portions of the address, verify the address and “use submitted.”Casework:Due to the 911 address update, it may be necessary to contact local officials to verify if the address is the same location. If you receive documents showing the 911 updated address after the completed inspection:If the county is incorrect,contact the IHP Helpdesk for assistance to change the county. The IHP Helpdesk will review and make the address change.If the county is correct,there is no need to change the damaged addressifyou can verify it is the same location.If you cannot verify it is the same location that was inspected, contact the IHP Helpdesk for coordination with inspection services.References:DAC - Call Center RI¿Occupancy Verification
6/24/19	6/27/19	2004406	DR-4440-SD: ADDITIONAL IA COUNTY FRN 1	RI	An additional county has been added for Individual Assistance in DR-4440-SD.The additional county in South Dakota is:TurnerRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES

6/27/19	7/1/19	2004414	UPDATE: REGISTRATION INTAKE GMT FILING DEADLINE	RI	The filing deadline for disasters is based on Greenwich Mean Time (GMT). Since NEMIS operates according to the GMT, these applications will reflect as a NONREG in the status bar and a NLATE letter may be automatically sent to the applicant. Unless assigned to review late applications for SPU, DO NOT make any changes to the applied date for late applications. A report runs to identify late registrations. These registrations are reviewed by the Specialized Processing Unit (SPU) or the Region for consideration. If the NPSC has the Late Application Review authority, SPU staff will correct applications that were completed before midnight in the applicant's time zone. If the Region has the Late Application Review authority, the Region will determine the applicant's eligibility regardless of the GMT established by NEMIS. SPU staff will coordinate with the Region before processing Late Applications. Reference: Late Applications
6/27/19	7/1/19	2004416	UPDATE: CONTACTING THE IHP HELPDESK	CASEWORK	Forwarding an email to the IHP Helpdesk will not expedite the case, unless there is a critical need associated with it. A critical need can be defined as a condition caused by the disaster creating a need for services or items hindering the applicant's ability to recover e.g., medical equipment, blind, deaf, bed or chair bound, evicted within 24-48 hours, homeless due to the disaster or is in danger of being homeless, or an incomplete Congressional inquiry. If an applicant has an emergency need such as medical attention, police, or fire department assistance, ADVISE the applicant to call 9-1-1. Staff should review all cases prior to emailing or calling the IHP Helpdesk. If an email does not express a valid critical need, it will be returned to the sender. If guidance is available in the PPM or preshifts, follow that guidance. Do not contact the IHP Helpdesk if an applicant is requesting a status check. Staff should provide them with the information in the file or transfer the applicant to the FEMA Helpline. Status check phone calls directed to the IHP Helpdesk will be transferred to the FEMA Helpline. If there is a workpacket in queue, it will be addressed by assigned CSAC/SPU staff. Do not contact the IHP Helpdesk if the applicant requests to speak with a supervisor. Only forward cases to the IHP Helpdesk with critical needs requiring escalation (i.e., Access and Functional Needs, homeless due to the disaster) or where specified by guidance. If you are unsure if the case needs escalation, contact your supervisor or Point of Contact (POC). If a document needs to be scanned for an applicant, send it to the FEMA mailroom via fax at 800-827-8112. If staff in the field do not have access to fax equipment or eFax capabilities, send documents to FEMA-IHP-MAILROOM. Sending documents for scanning to the IHP Helpdesk without a critical need will only delay the document indexing and subsequent processing. Reference: REMINDER: EMAIL COMMUNICATIONS UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS FEMA-IHP-Helpdesk Helpline NPSC Caller Services Reference Congressional Inquiries
6/27/19	7/1/19	2004416	UPDATE: CONTACTING THE IHP HELPDESK	HELPLINE	Forwarding an email to the IHP Helpdesk will not expedite the case, unless there is a critical need associated with it. A critical need can be defined as a condition caused by the disaster creating a need for services or items hindering the applicant's ability to recover e.g., medical equipment, blind, deaf, bed or chair bound, evicted within 24-48 hours, homeless due to the disaster or is in danger of being homeless, or an incomplete Congressional inquiry. If an applicant has an emergency need such as medical attention, police, or fire department assistance, ADVISE the applicant to call 9-1-1. Staff should review all cases prior to emailing or calling the IHP Helpdesk. If an email does not express a valid critical need, it will be returned to the sender. If guidance is available in the PPM or preshifts, follow that guidance. Do not contact the IHP Helpdesk if an applicant is requesting a status check. Staff should provide them with the information in the file or transfer the applicant to the FEMA Helpline. Status check phone calls directed to the IHP Helpdesk will be transferred to the FEMA Helpline. If there is a workpacket in queue, it will be addressed by assigned CSAC/SPU staff. Do not contact the IHP Helpdesk if the applicant requests to speak with a supervisor. Only forward cases to the IHP Helpdesk with critical needs requiring escalation (i.e., Access and Functional Needs, homeless due to the disaster) or where specified by guidance. If you are unsure if the case needs escalation, contact your supervisor or Point of Contact (POC). If a document needs to be scanned for an applicant, send it to the FEMA mailroom via fax at 800-827-8112. If staff in the field do not have access to fax equipment or eFax capabilities, send documents to FEMA-IHP-MAILROOM. Sending documents for scanning to the IHP Helpdesk without a critical need will only delay the document indexing and subsequent processing. Reference: REMINDER: EMAIL COMMUNICATIONS UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS FEMA-IHP-Helpdesk Helpline NPSC Caller Services Reference Congressional Inquiries
6/27/19	7/1/19	2004417	REMINDER: DR-4413-AK FOUNDATION APPEALS	CASEWORK	When appeal inspections are returned and estimates or receipts are in file for real property line items that can be awarded at actual cost they must be addressed. The standard items that can be paid at actual are Wells, Furnaces, and Septic Systems. The DR 4413 - AK SOP includes guidance that appeals for foundation and masonry can be addressed at actual cost also. If an appeal inspection returns with the foundation and/or masonry line items, review documents for potential actual cost processing.
6/28/19	7/2/19	2004418	OHIO DECLARED FOR SBA	SBA	Ohio has received an SBA Administrative Declaration due to Heavy Rainfall and Flooding. Disaster declaration number: 16014 & 16015 Incident period: 05/17/2019 Effective date: 06/27/2019 Primary Counties: Auglaize Contiguous Counties: Allen, Darke, Hardin, Logan, Mercer, Shelby, Van Wert The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistant to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

6/28/19	7/2/19	2004419	NORTH CAROLINA DECLARED FOR SBA	SBA	North Carolina has received an SBA Administrative Declaration due to Flooding and Heavy Winds.Disaster declaration number: 16016 and 16017Incident period: 06/06/2019Effective date: 06/27/2019Primary Counties:Catawba, MecklenburgContiguous Counties in North Carolina:Alexander, Burke, Cabarrus, Caldwell, Gaston, Iredell, Lincoln, UnionContiguous Counties in South Carolina:Lancaster, YorkThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/28/19	7/2/19	2004420	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide. Updates include:Copy of File and Written Consent: Added place of birth to match the requirements listed inInfo ControlandWritten Consent and Sharing Applicants Information. SOPsDelayed Insurance: Added statement for staff to advise the applicant of all related information described in Section III.E of theRental Assistance SOPAdded FAQ for Applicants with Lost Critical Federal DocumentsThe best way to find information in the Reference Guide is to use the ‘Search’ function.Note: The previous version will be archived in thePPM Archive.
7/1/19	7/4/19	2004413	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) may be closed due to holiday, Thursday 07/04/2019.DR-4447-OH: All DRC’s will be open.All other disasters: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
7/1/19	7/3/19	2004423	DR-4421-IA: REGISTRATION EXTENSION	RI	The Registration Period for DR-4421-IA has been extended.The registration period now ends onJuly 16, 2019.Please see theDR-4421 IowaDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.REMINDER: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
7/1/19	7/3/19	2004424	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Insurance Processing for HA and Personal PropertyUpdates include:Added guidance to update insured line items when processing Housing and/or Personal Property awards.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
7/2/19	7/5/19	2004422	UPDATE: FINANCIAL CLOSURE CONTINUED RENTAL ASSISTANCE LETTERS TURNED OFF	CASEWORK	Approximately 45 days prior to the disaster financial closure, the auto-generation of Continued Rental Assistance (CTHA) letters are turned off in NEMIS.If an applicant contacts FEMA after receiving an auto-generated CTHA letter and the disaster closure date is near, please advise the applicant appropriately based on their specific situation.If the applicant received the maximum number of months of rental assistance (18 month standard), advise the applicant FEMA's automated system sent the letter and no additional assistance is available.If they are potentially eligible for additional continued rental assistance, they must submit their request prior to the end of the disaster or their request will not be reviewed.If the financial closure date has passed, advise the applicant assistance cannot be processed or awarded.Staff should verify the disaster closure information on theDisaster Specific Informationpages.If an applicant submits a request for Continued Rental Assistance after the closure date,please do notsend an RRDOC.If further clarification is required, provide the case specific information to your supervisor, POC or IHP Helpdesk.Reference:Continued Rental AssistanceClosed Disaster Processing
7/2/19	7/5/19	2004448	UPDATE: NFIRA REVIEW: FLOOD DAMAGE IN A FLOOD ZONE	CASEWORK	In flooding events, National Flood Insurance Reform Act (NFIRA) reviews for compliance will be performed by case workers. If the applicant is NFIRA non-compliant, review the requirement.When was the requirement placed? Was the requirement placed on the same dwelling address?Is this a 911 address change? Confirm with the applicant, and update if needed.Was the requirement placed by SBA or FEMA?If requirement was placed by SBA it was for the life of the loan.If there is flood damage, but the flood zone is blank, place the case on hold, and send an email to theFEMA-IHP-Flood-Mapping-Team.O Zone:Due to Flood Zone Modernization it is possible that the DD address has been updated from a Special Flood Hazard Area (SFHA) of “A”,“V”,“W” to an “O” zone. In some registrations applicants may have had a flood insurance requirement placed on the property from a prior disaster. The Insurance tab NFIRA field may indicate “NFIRA Maint. Rqmt: Yes” (in web NEMIS Overview Verification Status) but the current disaster indicates that the Damage Dwelling (DD) is in Flood Zone O, which is not a Special Flood Hazard Area (SFHA).To ensure the flood zone information is accurate, submit all cases of this nature to theFEMA-IHP-Flood-Mapping-Teamfor confirmation.The Mapping Department will update the NFIRA requirement as appropriate and return an email for processing.Reference:Flood Zones and Other Protected AreasGFIP Eligibility

7/9/19	7/11/19	2004434	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	HELPLINE	If FEMA receives a request to change the applicant's name to another name or remove one of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver's license, passport, or birth certificate to support the need for a name change request if documents are not already in file. In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant's name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign. There is no instance where we would remove household occupants from the applicant's file. Household members can be added to a file based on a verbal request on Helpline from the applicant as long as the person being added was an occupant of the dwelling at the time of the disaster or considers the home their primary residence (i.e., college student). Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney. There can be unique circumstances and if you have questions call the IHP Helpdesk. Reference: Helpline NPSC Caller Services Reference Guide; Written Consent and Sharing Applicants Information; DECEASED APPLICANT: REQUEST FOR NAME CHANGE
7/9/19	7/11/19	2004432	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery. Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs. DRC locations are posted in NEMIS under DR Info, and can be found online using the DRC Locator. Applicants can also upload the FEMA Mobile App for Disaster Resources. For more information visit FEMA.gov Disaster Recovery Centers. Sign Interpreter/Other language needs: If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contact to the FEMA IHP Helpdesk with the specific information. Reference: Helpline NPSC Caller Services Reference Guide; ASSISTIVE TECHNOLOGY: TTY AND VRS
7/9/19	7/11/19	2004431	REMINDER: DISASTER SURVIVOR ASSISTANCE TEAMS FACILITATED RI CALLS FROM SURVIVORS	RI	DSATs (Disaster Survivor Assistance Teams) facilitate registering survivors for disaster assistance. DSA (Disaster Survivor Assistance) operates in some areas with limited wireless connectivity. At times, when the connectivity does not allow the use of the internet, the DSATs will allow the survivor to use their phone to call the FEMA 800-621-3362 number. This option will allow Survivors to still be able to complete a registration. In instances where you get this DSAT facilitated call, please ADD a comment in the file that says: 95 - DSAT Facilitated RI
7/9/19	7/11/19	2004433	REMINDER: REQUESTS FOR COPY OF FILE	HELPLINE	The applicant and co-applicant are the only authorized individuals permitted to request a copy of their case file. Refer to the guidance in the Helpline NPSC Caller Services Reference Guide; "Correspondence Issues"; to request a copy of file or inspection report. Applicants need to submit a written request for a copy of their file explaining what information they want to receive. If a written request is not in file, advise applicant to submit. A written request with applicant full name (first and last), date and place of birth, current address (mailing or damaged dwelling), and request must be signed and must be notarized, or include the following statement: "I hereby declare under penalty of perjury that the foregoing is true and correct." Provide the FEMA mailing address and fax number to the applicant and advise the applicant they have the option to upload the document(s) to their DAC account online. If the request is made by a third party, the applicant must provide written authorization for FEMA to release the case file to the third party and the authorization must meet the requirements listed in the Written Consent and Sharing Applicants Information. Information provided on the written requests will be verified against information stored in NEMIS. Approved file copy requests will be mailed to the CMA in file or as indicated in request if a third party authorization is included.
7/9/19	7/11/19	2004435	UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED	RI	In accordance with 44 CFR 206.112 (c) and for Late Applications, there is a 60-day grace period for registering after the standard or extended Registration Intake (RI) application filing deadline. Please read the entire Late Application SOP. During the 60-day grace period, a full registration may still be completed. Identify which disaster the applicant called to register for damages, there could be multiple events in a state. Press F8 or click Disaster Info on the Tool Bar to see the disaster information. Please do not refuse or discourage applicants from registering for disaster assistance if the Registration Intake module is still enabled. When RI is disabled, the disaster number is not available in the dropdown for Disaster Selection. The Web RI System is set up to provide appropriate scripts and instructions for handling late applications. AFTER the 60-day grace period new registrations cannot be completed. RI agents will: Inform the caller a registration cannot be completed because the deadline for disaster assistance registration passed. If requested by the applicant, FEMA will send an After Filing Deadline Grace Period (NPLATE) letter. Forward the caller's name, mailing address, and disaster number to their Supervisor or designated POC to email a request for an NPLATE letter to the FEMA-IHP-MAILROOM. These emails do not need to go through the IHP Helpdesk. Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: Late Application UPDATE: REGISTRATION INTAKE GMT FILING DEADLINE

7/9/19	7/12/19	2004436	UPDATE: DISCLOSURE STATEMENT FOR MONITORED CALLS	GENERAL	Applicants who call Registration Intake or Helpline will hear critical pre-recorded information through FEMA's integrated voice response system (IVR) before speaking to a FEMA representative. The IVR provides the disclosure statement, "This call may be monitored and recorded for quality assurance purposes" to callers. During incoming or outgoing calls, it is a requirement to inform each individual with which you speak that "This call may be monitored and recorded for quality assurance purposes" who may not have heard the disclosure provided by the IVR. For Delta calls, the disclosure statement, "This call may be monitored and recorded for quality assurance purposes" must be provided to all persons to whom the call is handed or transferred to. When you transfer a call outside of FEMA (for example the SBA), the disclosure statement, "This call may be monitored and recorded for quality assurance purposes" must be provided to the person to whom the call is transferred to. When the caller requests an agent speak to someone else during a call, the disclosure statement, "This call may be monitored and recorded for quality assurance purposes" must be provided to the new contact. Note: If the person refuses to be monitored and recorded, the call cannot be continued. Reference: DAC - Call Center RI; Helpline NPSC Caller Services Reference Guide; Outbound Calls and Third Party Verifications
7/9/19	7/12/19	2004437	DR-4451-MO: NEW IA DECLARATION	RI	Missouri has a new Individual Assistance disaster declaration. DR 4451 Missouri was declared on July 9, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. The incident period for this disaster is April 29, 2019, and continuing. Counties declared for IA: Andrew, Atchison, Boone, Buchanan, Carroll, Chariton, Cole, Greene, Holt, Jackson, Jasper, Lafayette, Lincoln, Livingston, Miller, Osage, Pike, Platte, Pulaski, and St. Charles. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Missouri residents may have received damages from an undeclared incident. If the applicant states that the loss occurred outside the designated incident period, verify if they also had damages during this incident. Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
7/9/19	7/12/19	2004438	OREGON DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4452 Oregon was declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred April 6 - 21, 2019. If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has 211 services prior to providing the referral. Information regarding non-IA disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
7/9/19	7/12/19	2004439	PPM UPDATE: RENTAL ASSISTANCE SOP	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM. Rental Assistance Updates include: Clarification on the correct process when an applicant has previously received ERIA or ERU. Reminder: Read the entire SOP prior to processing. Note: The previous version will be archived in the PPM Archive.
7/9/19	7/12/19	2004440	DRRA PAYMENTS: OVERMAX POP-UP	CASEWORK	On March 21, 2019, FEMA initially implemented the Disaster Recovery Reform Act of 2018 (DRRA). In order to process additional payments, the Individuals and Households Program Maximum Set-up amount in NEMIS was updated to \$100,000.00 for every disaster from DR-4326-Michigan and forward. The system will generate a warning pop-up if the total combined payment (HA, ONA, ADA items, and Rental Assistance) exceeds that amount. If this happens, Place the case "On Hold - Program Review"; Email the FEMA- IHP Helpdesk for assistance. The Program Management Section will have to authorize this payment. Reference: DISASTER RECOVERY REFORM ACT: CLARIFICATION DRRA: MANUAL PROCESSING FOR RETROACTIVE CASES UPDATE: SPECIAL HANDLING: ACCESSIBILITY-RELATED LINE ITEMS REMINDER: EMAIL COMMUNICATIONS
7/9/19	7/12/19	2004441	DR-4421-IA: ADDITIONAL IA COUNTY FRN 13	RI	An additional county has been added for Individual Assistance in DR-4421-IA. The additional county in Iowa is: Muscatine. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.
7/10/19	7/13/19	2004442	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE SOP	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM. Helpline NPSC Caller Services Reference Guide Updates include: Language regarding cases locked under review by Program Management Section (PMS). Edited Summary lines for contacts for increasing/decreasing number of dependents. HL staff must verify the applicant's full Social Security Number and Date of Birth before transferring a call to the Internet Technical Assistance Desk. Added that staff will consult/transfer to the Internet Technical Assistance Desk according to the Call Connect Procedures SOP. NFIP Claims Department phone number. Read the entire SOP prior to processing. Note: The previous version will be archived in the PPM Archive.

7/10/19	7/13/19	2004443	TEXAS DECLARED FOR SBA	SBA	Texas ;has received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds and Flooding.Disaster declaration number: 16018 & 16019Incident period: 05/07/2019 through 05/08/2019Effective date: 07/10/2019Primary Counties:Fort Bend, GreggContiguous Counties:Austin, Brazoria, Harris, Harrison, Rusk, Smith, Upshur, Waller, WhartonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/11/19	7/16/19	2004449	TREND: REGISTRATION INTAKE AUTO-FILLED INFORMATION	RI	A trend has been identified where agents are using the pre-populated information in an attempt to override an IDV_Fail resulting from the information provided by the applicant. It is very important that agents verify applicant information to ensure accuracy.To verify the applicant's information,always askthe applicant to state and spell their first and last names and middle initial.If the applicant's responses match the pre-populated and/or auto-filled information, you may select the pre-populated information after verifying it.DO NOT discuss information listed in the drop-down options.Reference: DAC - Call Center RIUPDATE: PUERTO RICO: ENTERING LAST NAMES
7/11/19	7/15/19	2004444	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4357-AS endsSeptember 2, 2019DR-4362-AL endsOctober 26, 2019DR-4363-IN endsNovember 5, 2019DR-4364-NC endsNovember 8, 2019DR-4365-HI endsNovember 8, 2019DR-4366-HI endsNovember 11, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR extended toSeptember 20, 2019DR-4339-PR extended toSeptember 20, 2019Reference:DR - 4336 and 4339 - Puerto Rico DSOP
7/11/19	7/16/19	2004446	UPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made usingWeb Applicant Inquiry.Cases locked Under Review per PMS:Some registrations reflect 'Under Review per PMS';'Under NCT Review'; or 'Under Review';in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file.The system lock will allow agents to enter Comments and Contacts though theWeb Applicant Inquirybut will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects 'Under Review per PMS';'Under NCT Review';, 'Under Review';or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.).Using your best customer servicerespond to the inquiries butdo not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments.Upon completion of the call, please enter a summary of the information discussed in your Contact usingWeb Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents:Record all information pertaining to the call and send an email through your Point of Contact toFEMA-IHPHelpdesk@fema.dhs.gov.Ensure the email subject line includes: DR #, Reg #, and a subject that includes 'Under Review'; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case.Agents will accessWeb Applicant Inquiryto complete required Comments and Contacts.TheHelpline NPSC Caller Services Reference Guidewill describe the type of Comment and/or Contact to enter using theWeb Applicant Inquiry. After completing the actions, please remember to click 'Home' to exit. Reference:Fraud Review FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONS

7/11/19	7/16/19	2004446	UPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
7/12/19	7/16/19	2004445	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual) For Spanish, press "2" and "Text"; Talk With Us; to 66746 (Spanish speakers text); Hablanos; From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635 From Palau, Marshall Islands, America Samoa, Guam, Northern Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097 The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517 Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration. For additional information, please review Disaster Distress Helpline FAQ. Additional agencies and referrals are available on the Disaster Specific pages, under Disaster Referral Information in the Quick Links section. Reference: REMINDER: DISASTER SPECIFIC REFERRALS
7/12/19	7/16/19	2004445	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual) For Spanish, press "2" and "Text"; Talk With Us; to 66746 (Spanish speakers text); Hablanos; From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635 From Palau, Marshall Islands, America Samoa, Guam, Northern Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097 The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517 Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration. For additional information, please review Disaster Distress Helpline FAQ. Additional agencies and referrals are available on the Disaster Specific pages, under Disaster Referral Information in the Quick Links section. Reference: REMINDER: DISASTER SPECIFIC REFERRALS
7/12/19	7/16/19	2004447	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster. If a declared state has an active registration period: Take all registrations from applicants within that state. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here" checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. If the caller has an urgent need for food, clothing, or shelter, refer them 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Please suggest callers monitor their local news, State and County Emergency Management websites and FEMA.gov website for further information about State or Federal assistance. Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. Search for open shelters by texting SHELTER and a Zip Code to 43362 (4FEMA) or download the FEMA Mobile App to find open shelters. Please notify callers to call 911 for medical emergencies. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

7/12/19	7/15/19	2004451	OKLAHOMA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4453 Oklahoma was declared for Public Assistance for Severe Storms, Tornadoes, Straight-line Winds, and Flooding that occurred April 30 to May 1, 2019.If applicants call to register for Individual Assistance, please refer them to their local emergency management agencies, 2-1-1, and local volunteer agencies. Also recommend that they watch the news for any available assistance in their area. Agents should check to determine if a particular area has211services prior to providing the referral.Information regarding non-IA disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance. For callers expressing emotional distress, provide the Disaster Distress Helpline information. REMINDER: 24/7 DISASTER DISTRESS HELPLINE
7/12/19	7/16/19	2004452	MISSOURI DECLARED FOR SBA	SBA	Missouri has received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds and Flooding.Disaster declaration number: 16037 & 16038Incident period:03/11/2019 through 04/16/2019Effective date: 07/12/2019Primary Counties:Andrew, Atchison, Buchanan, HoltContiguous Counties in Missouri:Clinton, DeKalb, Gentry, Nodaway, Platte.Contiguous Counties in Iowa:Fremont, PageContiguous Counties in Kansas:Atchison, DoniphanContiguous Counties in Nebraska:Nemaha, Otoe, RichardsonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/12/19	7/16/19	2004453	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Insurance Processing for HA and Personal PropertyUpdates include:Other Items to Note; added statement to clarify that all applicants that report flood damages at time of Registration receive an initial inspection.Processing Eligible Assistance; removed EHRZ as an eligibility code to use when paying uninsurable (UI) items.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
7/13/19	7/17/19	2004450	DR-4421-IA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4421-IA isJuly 16, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
7/15/19	7/18/19	2004454	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning July 15, 2019 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Friday: 7:00 am to 11:00 pm (ET)Saturday and Sunday: 9:00 am to 7:00 pm (ET)Reference: FEMA-IHP-Helpdesk
7/15/19	7/17/19	2004455	OKLAHOMA DECLARED FOR SBA	SBA	Oklahoma has received an SBA Administrative Declaration due to Severe Storms, Tornadoes, Straight-line Winds, and Flooding.Disaster declaration number: 16039 & 16040Incident period: 04/30/2019 through 05/01/2019Effective date: 07/12/2019Primary Counties:Alfalfa, Atoka, Bryan, Coal, Craig, Kay, Lincoln, Love, Major, Noble, Nowata, Okmulgee, Osage, Ottawa, Pittsburg, Pushmataha, Stephens, TillmanThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/15/19	7/17/19	2004456	PPM UPDATE: GENERATOR SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.GeneratorUpdates include:Language for Declaration and Release if application was taken on or after September 19, 2017.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
7/15/19	7/18/19	2004457	PPM UPDATE: DAC CALL CENTER RI SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.DAC - Call Center RIUpdates include:Language to match preshift regarding Undeclared Disasters.English/Spanish Privacy Act statement updated to match version on Web RI.Disaster Specific example for a more recent disaster.IHP forms of assistance graphic has been deleted.Most of the screenshots were updated to match current Web RI screens.Added information from Uploading Documents Guide. The DAC-Public Registration SOP information has been absorbed into the DAC-Call Center RI SOP.Read the entire SOP for additional information.Note: The DAC-Public Registration and the previous version of the DAC- Call Center RI will be archived in thePPM Archive.
7/15/19	7/18/19	2004458	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Insurance Processing for HA and Personal PropertyUpdates include:Language to clarify that the combined amount (FEMA award + insurance settlement) cannot exceed the FEMA Verified Loss.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.

7/16/19	7/18/19	2004459	DR-4451-mo: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4451-MO has been received (FRN 1). The incident period is April 29, 2019 through July 5, 2019.Please see theDisaster Specific Information page for more information about this disaster.
7/17/19	7/19/19	2004460	DR-4421-IA: HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4421-IA. The PPI group is no longer accepting calls for DR-4421-IA. Do notcreate Pre-Placement Interview External Request work packets. No new requests for MHUs are being accepted.Reminders:Verify the applicants current location in NEMIS and make any necessary updates. If there is still a housing need, provideDR-4421-IADisaster Specific Referrals.If an applicant calls regarding THU maintenance issues, the maintenance number is typically found on a magnet on the refrigerator.Reference:DR-4421-IA: DIRECT HOUSING HELPLINE
7/17/19	7/20/19	2004461	DR-4332-TX: DISASTER CASE MANAGEMENT EXTENSION	HELPLINE	The Disaster Case Management (DCM) program has been extended forDR-4332-Texasuntil February 21, 2020.Refer applicants that express a need (e.g. Access and Functional Needs (AFN), Housing, any long-term needs) to 211 so they can obtain a DCM Partner. Instruct the applicant to provide their zip-code when they call 211.The National Voluntary Organizations Active in Disaster (National VOAD) and the Texas Health and Human Services Commission (HHSC) will be assisting Texas residents with their recovery efforts.Additional agencies and referrals are available on theDisaster Specific Informationpage, under Disaster Referral Information in the Quick Links section.Note:The memorandum is available on theDisaster Specific Informationpage. Reference: DR-4332-TX: ACCESS AND FUNCTIONAL NEEDSREMINDER: DISASTER SPECIFIC REFERRALS
7/17/19	7/19/19	2004462	DR-4454-TX: NEW IA DECLARATION	RI	Texas has a new Individual Assistance disaster declaration. DR 4454 Texas was declared on July 17, 2019. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is June 24-25, 2019.Counties declared for IA:Cameron, Hidalgo, and Willacy.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
7/18/19	7/22/19	2004463	C3MP: LOGGING OFF	HELPLINE	Agents using C3MP phones mustproperly log out of C3MP (Interaction Desktop) at the end of the shift by following all the required steps: Change your status to Gone HomeClick File > Log OffClick File > ExitRight Click on the blue headset icon in the task bar and choose Exit.If these steps are not followed, the C3MP phone may not properly provision, resulting in missed calls.TheAgents Guide to C3MPis posted on the Documents tab of theC3MP Portal.
7/18/19	7/22/19	2004463	C3MP: LOGGING OFF	RI	Agents using C3MP phones mustproperly log out of C3MP (Interaction Desktop) at the end of the shift by following all the required steps: Change your status to Gone HomeClick File > Log OffClick File > ExitRight Click on the blue headset icon in the task bar and choose Exit.If these steps are not followed, the C3MP phone may not properly provision, resulting in missed calls.TheAgents Guide to C3MPis posted on the Documents tab of theC3MP Portal.
7/19/19	7/23/19	2004464	PPM UPDATE: DAC CALL CENTER RI SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.DAC - Call Center RI Updates include:Language edited to match Web RI script for 'Entering Disaster Related Losses' section.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
7/22/19	7/24/19	2004465	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to Flash Flooding.Disaster declaration number: 16047 & 16048Incident period: 06/20/2019 through 06/21/2019Effective date: 07/22/2019Primary County:BerksContiguous Counties:Chester, Lancaster, Lebanon, Lehigh, Montgomery, SchuylkillThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/23/19	7/25/19	2004466	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Photos: Applicants may inquire if it is necessary to photograph their property before disposing of it. Photos are not necessary for a FEMA inspection, the real property damages to the home will substantiate any damages to discarded personal property. Taking photos for insurance purposes would be up to their discretion and at their expense.Reference:EPA: Mold

7/23/19	7/25/19	2004467	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to mold and mildew, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold; A Hidden Health Hazard
7/23/19	7/25/19	2004467	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to mold and mildew, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold; A Hidden Health Hazard
7/23/19	7/26/19	2004468	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM.Helpline NPSC Caller Services Reference GuideUpdates include:For Applicants who are Under NCT Review, Under Review per PMS, or Locked by PM Member:Updated verification requirements.Added instructionsnotto discuss locked files.Changing or adding EFT information:DO NOTprovide account number which is considered PII.Added clarity for contact time frames when FEMA is the inspection contractor versus an outside contractor.Added Non-Typical Assistance Question and Answer.Added a Frequently Asked Question Topic for Non-Typical Assistance which links to the Non-Typical Assistance Question and Answer. Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
7/23/19	7/25/19	2004469	SERVER OUTAGE: DAC RELEASE 9.03	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.03 is scheduledforWednesday, July 24, 2019.Registration Intake will be operational for new registrations.Call Centers should use theDC2 Call Center (refresh using F5)at the beginning of their shift July 24, 2019.Notification will be provided when staff can begin using theMW Call Center site.
7/24/19	7/27/19	2004470	DR-4332-TX: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing Program has been extended for DR-4332-TX.Extension Date:DR-4332-TX Direct Housing has been extended untilFebruary 25, 2020 for eligible individuals and households.This applies to FEMA Direct Housing only; no other FEMA programs have been extended at this time.All eligible applicants who remain in FEMA THUs will be charged rent during the extension period.At the end of the extended period of assistance, all occupants must return the THU to FEMA.Please see the extension memorandumposted on theDR-4332-TXDisaster Specific page for additional information.
7/24/19	7/26/19	2004471	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM:DR-4413-AK DSOPUpdates include:Appeal and appeal inspection information for applicants that have an AK_IA_PRVD stamp and received funds from the state after a FEMA award was provided.Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.
7/24/19	7/27/19	2004472	DR-4454-TX: DRC TRANSPORTATION	HELPLINE	Cameron County and the Low Rio Grande Valley Development Council coordinated free bus transportation to the Disaster Recovery Center (DRC) located at the La Feria Safe Room, 1001 Pancho Maples Drive, La Feria, TX. Residents needing transportation to the DRC are encouraged to use the free service.Free transportation will be available on following dates:Thursday, July 25, 2019Friday, July 26, 2019Saturday, July 27, 2019Reference:Bus route schedules are available under References, on theDR-4454-TXDisaster Specific page.
7/24/19	7/27/19	2004473	REMINDER: INCORRECT ADDRESSES	GENERAL	The automated address correction software may not accept the applicant's address entered at the time of registration resulting in incorrect addresses. This can also occur when the address is updated post-registration. This is causing a considerable amount of returned mail and cases linked in the Special Tab due to incorrect damaged and current mailing address information.When the inspector makes address changes, but the software doesn't recognize the correction, this results in an incorrect address.When updating:Verify the address.Select "Use Submitted";If the information entered reverts, re-enter the information.Select "Use Submitted" and verify for accuracy.For registrations that have an incorrect DDA in NEMIS due to address correction during inspection:Access theInspection History(WebNEMIS: Inspection status) button and select theData Changestab. Use the DDA from theAfter Valuecolumn and update the DDA on the file.For registrations where the applicant or staff identifies the wrong DD was inspected:REQUEST a "Re-Inspection" to make the address correction and confirm that the appropriate dwelling has been inspected.
7/24/19	7/25/19	2004474	UPDATE: SERVER OUTAGE: DAC RELEASE 9.03	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.03 is scheduledforWednesday, July 24, 2019.Registration Intake will be operational for new registrations.Update:Agents shouldbegin utilizingtheMW Call Center(refresh using F5)until further notice.MW deployment has been completed.DC2 will be taken down for the deployment shortly.

7/25/19	7/30/19	2004475	REMINDER: DISASTER SPECIFIC INFORMATION: INSPECTION CONTRACTOR INFORMATION	CASEWORK	For Individual Assistance disasters beginning with 2015, the inspection contractor information has been included on theDisaster Specific Informationpages.When a specific disaster is selected, the Summary Information includes the Inspection Contractor field. This field will either have the specific contractor, FEMA, or Released.Once the inspection contractor is released, there may be delays in completing the inspection due to necessary coordination with the region.Note:In web NEMIS under ‘Inspection Status’ or legacy NEMIS (Power Builder) under ‘Inspection Summary’ if the contractor is ‘FEMA’ it may take up to 14 days to coordinate inspections.Reference:DISASTER SPECIFIC INFORMATION: INSPECTION CONTRACTOR INFORMATION
7/25/19	7/30/19	2004475	REMINDER: DISASTER SPECIFIC INFORMATION: INSPECTION CONTRACTOR INFORMATION	HELPLINE	For Individual Assistance disasters beginning with 2015, the inspection contractor information has been included on theDisaster Specific Informationpages.When a specific disaster is selected, the Summary Information includes the Inspection Contractor field. This field will either have the specific contractor, FEMA, or Released.Once the inspection contractor is released, there may be delays in completing the inspection due to necessary coordination with the region.Note:In web NEMIS under ‘Inspection Status’ or legacy NEMIS (Power Builder) under ‘Inspection Summary’ if the contractor is ‘FEMA’ it may take up to 14 days to coordinate inspections.Reference:DISASTER SPECIFIC INFORMATION: INSPECTION CONTRACTOR INFORMATION
7/25/19	7/29/19	2004476	DR-4438-OK: REGISTRATION EXTENSION	RI	The Registration Period for DR-4438-OK has been extended.The registration period now ends onAugust 14, 2019.Please see theDR-4438-OK Disaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reminder:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
7/25/19	7/26/19	2004477	UPDATE: SERVER OUTAGE: DAC RELEASE 9.03 COMPLETE	RI	The DAC Release is complete, staff can use both MW and DC2 effective immediately.
7/25/19	7/29/19	2004478	REMINDER: RETIRED INELIGIBLE LETTERS	CASEWORK	Do not use IISS or INDM decision letters for initial or appeal decisions.The IISS has been replaced with INSS(Ineligible Insufficient Documents or No Documents Submitted) for ONA. This insert will now describe if a person is missing some or all of the required information listed in the RFI. INDM will no longer be used.Reference: Codes Verification Request Letters and Assistance TypesAppeals Processing
7/25/19	7/30/19	2004479	REMINDER: CROSS DISASTER	CASEWORK	Once NEMIS identifies a possible cross disaster duplicate between disasters, linked registration information will be recorded in the Special Tab under the “Previous Disaster Summary” field or on the “Linked Regs” page in NEMIS Web under Previous Disaster Assistance.Cross disaster damages will be addressed by the Inspectors, but agents will need to be aware of the special handling query in place when inspections are returned.There may be times when an applicant returns documents, or the system bypasses Special Handling. All cross disaster duplication registrations will be reviewed in the same manner regardless what queue the case may be in. Duplicate Resolution will need to review the linked registrations for previous Disaster Assistance as well as current linked registrations for Temporary Housing Assistance.If the applicant is currently receiving Temporary Housing Assistance of any kind for the same period (CLC, DHAP, financial or direct) from a previous disaster, the applicant should not be awarded temporary housing assistance or LER for the current disaster.Reference:Cross Disaster ProcessingSpecial Handling QueriesDuplicate Investigation and Resolution Processing
7/26/19	7/31/19	2004480	WEB NEMIS SYSTEM ISSUE: ELIGIBILITY CALCULATOR	CASEWORK	An issue has been identified in WebNEMIS with the Eligibility Calculator, used to find the FEMA Verified Loss (FVL), which can cause improper payments.Until further notice,do notuse the Eligibility Calculator for Home Repair or Personal Property determinations.
7/29/19	8/1/19	2004481	REMINDER: TEXAS ONA HELPLINE	HELPLINE	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistanceprocessing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Trans, Moving/ Storage, GFIP).Note regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Helpline agents should verify a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
7/29/19	8/2/19	2004482	UPDATE: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS

7/29/19	8/2/19	2004482	UPDATE: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2;Text 3;TalkWithUs3; to 66746 (Spanish speakers text 3;Hablanos3;);From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
7/29/19	8/1/19	2004483	LETTER REGENERATION ERROR MESSAGE	CASEWORK	Staff may be unable to regenerate letters when the letter templates have been updated.If updates affect the letter, NEMIS will display a pop-up error message and staff will need to build a new letter.Regenerate Letter ErrorThe new version of this letter has more input fields than the originalIn the event staff gets this message, they will need to re-create the letter following theInfo ControlSOP. Neither the mailroom nor staff can regenerate the letter if the error message occurs. When staff attempt to ignore this error message this delays communication with the applicants.
7/29/19	8/1/19	2004483	LETTER REGENERATION ERROR MESSAGE	HELPLINE	Staff may be unable to regenerate letters when the letter templates have been updated.If updates affect the letter, NEMIS will display a pop-up error message and staff will need to build a new letter.Regenerate Letter ErrorThe new version of this letter has more input fields than the originalIn the event staff gets this message, they will need to re-create the letter following theInfo ControlSOP. Neither the mailroom nor staff can regenerate the letter if the error message occurs. When staff attempt to ignore this error message this delays communication with the applicants.
7/30/19	8/2/19	2004484	DR-4440-SD: CLEANUP ASSISTANCE LINE	HELPLINE	The Cleanup Assistance Line can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free.How to RegisterBy Phone: 605-519-5413This number is only open through August 9, 2019.Notes:Registering with the Cleanup Assistance Line does not guarantee that an individual will be assisted.ContactingCleanup Assistance Linedoes not replace a local municipality's request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
7/31/19	8/3/19	2004485	REMINDER CTHA: FISCAL YEAR BEGINS IN OCTOBER	CASEWORK	Fair Market Rent (FMR) rates are updated by HUD on October 1st of each year.When a Continued Rental Assistance (CTHA) cycle includes 2 fiscal years,split the work packet and process the appropriate months under each FMR rate.For CTHA eligible applicants, process the month or months for the earlier fiscal year first.Enter the appropriate dates for that fiscal year through September 30th.This work packet will be split to FEMA Approval Non-DRM.Create a new worksheet for processing the additional month(s) for the new fiscal year, beginning with October 1.The FMR is updated and new rates are loaded into NEMIS on October 1st of each year.The table for FMRs and Utility Allowances will be posted on the applicable Disaster Specificpage once available.Please continue using the previous fiscal year's FMR and Utility Allowances for any eligible awards until the current FMR has been posted.In addition, staff must ensure the payment will not exceed:Three (3) advance months of available rental assistance,The 18 month program maximum for rental assistance, orThe month of the IHP Financial Closure date.If the disaster financial closure occurs before the 18 months of assistance is awarded, the applicant will only be eligible up to the end of the month the disaster closes.Staff should verify the disaster closure information on theDisaster Specificpages.Reference:Continued Rental Assistance
7/31/19	8/3/19	2004486	DR-4332-TX: DIRECT HOUSING LETTERS	HELPLINE	The Direct Housing Program for DR-4332-TX is mailing letters to residents of Temporary Housing Units (THUs) regarding their extension through February 25, 2020.Helpline:Advise callers to contact their Recertification Advisor if they have any questions regarding the information in the letter.Reference:DR-4332-TX: DIRECT HOUSING EXTENSION
8/1/19	8/5/19	2004487	IA TRAINING: DRRRA PRESENTATION	GENERAL	IA Training posted the DRRRA Presentation used in the DRRRA Briefings to theIA Training & DevelopmentWebpage.Access the DRRRA Presentation under the Job Aids tab.DRRRA Current Processing Job AidDRRA Awards Processing Guidance
8/1/19	8/5/19	2004488	KANSAS DECLARED FOR SBA	SBA	Kansas has received an SBA Administrative Declaration due toFlooding.Disaster declaration number: 16052 & 16053Incident period: 06/22/2019 through 07/06/2019Effective date: 07/31/2019Primary County:MarionContiguousCounties:Butler, Chase, Dickinson, Harvey, McPherson, Morris, SalineThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

8/1/19	8/3/19	2004490	IDAHO DECLARED FOR SBA	SBA	Idaho has received an SBA Administrative Declaration due to Severe Storms, Flooding, Landslides, and Mudslides.Disaster declaration number: 16058 & 16059Incident period: 04/07/2019 through 04/13/2019Effective date: 08/01/2019Primary County:IdahoContiguous Counties in Idaho:Adams, Clearwater, Lemhi, Lewis, Nez Perce, ValleyContiguous Counties in Montana:Missoula, RavalliContiguous Counties in Oregon:WallowaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/1/19	8/3/19	2004489	MINNESOTA DECLARED FOR SBA	SBA	Minnesota has received an SBA Administrative Declaration due to Severe Weather and Flooding.Disaster declaration number: 16054 & 16055Incident period: 06/27/2019 through 07/07/2019Effective date: 08/01/2019Primary County:DodgeContiguous Counties:Goodhue, Mower, Olmsted, Rice, SteeleThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/2/19	8/6/19	2004491	PUERTO RICO: DEPARTMENT OF HOUSING R3 INITIATIVE	HELPLINE	The Puerto Rico Department of Housing has an initiative for the HomeRepair,Reconstruction, orRelocation (R3) Program.Applications can be completed online at thePuerto Rico Department of Housing CDBG-DRwebsite or contact the R3 Helpline at 1-833-234-2324 (8:00 am to 8:00 pm AST). Guidelines for the program are available on the website.This grant will help in the recovery from disasters caused by hurricanes Irma and Maria of 2017; this includes long-term recovery, restoration of housing, economic infrastructure, and revitalization.The R3 Program will provide assistance for the repair or reconstruction of single-family homes damaged by hurricanes Irma and/or Maria.Eligible homeowners with substantial damage who are located in hazard zones (situated in a flood plain, floodway, or areas vulnerable to landslide) will be offered relocation assistance to a safe dwelling.Reference: REMINDER: DISASTER SPECIFIC REFERRALS
8/2/19	8/6/19	2004491	PUERTO RICO: DEPARTMENT OF HOUSING R3 INITIATIVE	PUERTO RICO	The Puerto Rico Department of Housing has an initiative for the HomeRepair,Reconstruction, orRelocation (R3) Program.Applications can be completed online at thePuerto Rico Department of Housing CDBG-DRwebsite or contact the R3 Helpline at 1-833-234-2324 (8:00 am to 8:00 pm AST). Guidelines for the program are available on the website.This grant will help in the recovery from disasters caused by hurricanes Irma and Maria of 2017; this includes long-term recovery, restoration of housing, economic infrastructure, and revitalization.The R3 Program will provide assistance for the repair or reconstruction of single-family homes damaged by hurricanes Irma and/or Maria.Eligible homeowners with substantial damage who are located in hazard zones (situated in a flood plain, floodway, or areas vulnerable to landslide) will be offered relocation assistance to a safe dwelling.Reference: REMINDER: DISASTER SPECIFIC REFERRALS
8/2/19	8/7/19	2004492	DR-4440-SD: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4440-SD isAugust 6, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
8/2/19	8/9/19	2004494	RECOUPMENT HELPLINE: DR-4366-HI ON-SITE EVENT	HELPLINE	Helpline staff should consult/transfer all recoupment related calls to the Recoupment Helpline.Recently a news article was released explaining FEMA and Hawaii Emergency Management Agency (HI-EMA) hosting an on-site event for applicants who have been told to return their disaster relief funds.Located at the Kea’au Armory from August 5, 2019 to August 9, 2019, noon to 8 p.m.Specialists will be available for in-person case management to interview applicants appealing the requests for recoupment.This will be by appointment only.No walk-ins will be accepted.Recoupment Helpline:If an applicant who is in active recoupment calls regarding the news article or received a message to call and are interested setting up an appointment please see below:Warm Transfer“Active Recoup only”calls to 808-961-8862 where POC Nicole Charon with the County Recovery Director will schedule appointments.If no answer or after hours, provide the General Hawaii County Research and Development number 808-961-8366 to leave their name and number with a brief message. Advise applicants to bring to their scheduled appointment any and all necessary documents needed to resolve their potential debt. Examples: occupancy documents, ownership documents, rental receipts, insurance denial/settlement letters.Only if the file indicates the debt is currently active should applicants be transferred or advised to set up an appointment.DO NOTtransfer applicants seeking anything other than to set up an appointment to discuss the requests for recoupment.Reminders:An applicant has 60 days in which to submit an appeal from the date listed on the Notice of Potential Debt Letter (NPDL). A debt is not final until FEMA Finance mails the final Notice of Debt Letter (NDL).Exhaust all means in providing applicants information about acceptable documentation that may be submitted in order to resolve potential debt.

8/2/19	8/6/19	2004495	DR-4447-OH: CLEANUP ASSISTANCE LINE	HELPLINE	A home cleanup hotline for tree and debris cleanup is available to property owners affected by the Memorial Day tornadoes in Ohio. Registering tornado related cleanup needs on Crisis Cleanup will allow volunteer organizations working in the area to see the request for assistance.All services are free.The hotline will be available untilAugust 30, 2019.How to Register:Email: MVCrisisCleanup@gmail.comBy Phone: 937-512-5700Provide a name, address and a phone number.Volunteers should contact registrants for Crisis Cleanup within 48 hours to gather additional details.Notes:Registering with Crisis Cleanup does not guarantee assistance.Debris can only be hauled to the curb.Reference: REMINDER: DISASTER SPECIFIC REFERRALS
8/2/19	8/7/19	2004496	PPM UPDATE: DAC CALL CENTER RI SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.DAC – Call Center RIUpdates include:Changed hold time from one minute interval to two minute interval to match the Helpline Guide.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/2/19	8/7/19	2004497	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Helpline NPSC Caller Services Reference Guide¿Updates include:Statement added for reference if the applicant is unable to verify the Damaged Dwelling address when Accessing the File and Releasing Information to Applicants.Data Change section added for changing the Damaged Dwelling Address if it is incorrect due to address correction during inspection.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/2/19	8/7/19	2004498	PPM UPDATES: MULTIPLE DOCUMENTS I	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate categories of the PPM.Appeal ProcessingChild Care AssistanceClosed Disaster ProcessingContinued Rental AssistanceCross Disaster ProcessingDuplicate Investigation and Resolution ProcessingFEMA-IHP-HelpdeskFuneral AssistanceGeneratorHome Repair AssistanceInfo ControllInsurance Processing for HA and Personal PropertyLodging Expense ReimbursementMedical and DentalMiscellaneous Other ItemsMoving and StoragePersonal Property AssistanceRental AssistanceReplacement AssistanceReturn – Reissue of IHP Financial AssistanceRoads and BridgesSpecial Handling QueriesTransportation and Second Vehicle RequestsUpdates include:Language regarding cases locked by PMS.Processing instructions on the new IHP system limit of \$100,000.Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
8/2/19	8/7/19	2004499	PPM UPDATES: MULTIPLE DOCUMENTS II	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate categories of the PPM.Updates include:Added language under the ADA section.Appeal ProcessingHome Repair AssistancePersonal Property Assistance Added a link to the Financial HA and ONA Minimum and Maximum SOP for reference to the full Sequence of Delivery.Rental AssistanceRoads and Bridges Removed language referring to processing guidance for disasters prior to DR-4280-FL.GeneratorMiscellaneous Other Items Language regarding cases locked by PMS and suggested questions for contractors.Outbound Calls and Third Party VerificationsRead the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
8/3/19	8/6/19	2004500	WEST VIRGINIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4455 West Virginia was declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred June 29-30, 2019.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. If a state, territory, or tribe has an active Individual Assistance registration period:Take all registrations from applicants within that declared state, territory, or tribal area.If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides.If the damage type is not listed, click the ‘Other damage not listed here’ checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster.If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEUPDATE: 24/7 DISASTER DISTRESS HELPLINE
8/5/19	8/8/19	2004493	DR-4441-AR: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4441-AR isAugust 7, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

8/5/19	8/9/19	2004501	UPDATE: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
8/5/19	8/9/19	2004501	UPDATE: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
8/5/19	8/8/19	2004502	DR-4451-MO: ADDITIONAL IA COUNTIES FRN 3	RI	Additional counties have been added for Individual Assistance in DR-4451-MO.The additional counties in Missouri are:Calloway, Jefferson, Lewis, McDonald, Newton, and Saline CountiesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
8/6/19	8/9/19	2004503	UPDATE: DR-4399-FL: MHU MAINTENANCE NUMBER	HELPLINE	For FEMA Manufactured Housing Units (MHU) maintenance issues in DR-4399-FL, please referMHU housed applicantsto the Maintenance Hotline number.This number has been updated as there is a new contract for maintenance.DR-4399 Florida MHU Maintenance: 1-888-696-6124.The phone number is located in NEMIS under the Agency Tab, Information and Referrals.Do not refer callers from any state other than Florida to this disaster specific number. Callers who have not yet been leased into an MHU should not be given this Maintenance Hotline number.
8/7/19	8/12/19	2004504	REMINDER: DO NOT REGENERATE RECOUPMENT LETTERS	HELPLINE	Do not regenerate any letters related to an applicant’s recoupment. Regenerating these letters may restart recoupment proceedings causing a burden on applicants and staff.If an applicant calls Helpline with questions about their recoupment, please consult/transfer the caller to theRecoupment Helplineworkgroup.Recoupment Helpline:Agents may help the applicant receive copies of their previously sent recoupment letters by sending an email to the Mailroom with the appropriate request information and/or they can be advised how to request a copy of their file.References:Recoupment Helpline Users’ GuideRECOUPMENT HELPLINE: WHEN TO REFER TO FEMA FINANCEREMINDER: FEMA HELPLINE: CALLS FROM APPLICANTS IN RECOUPMENT
8/7/19	8/10/19	2004505	DR-4447-OH: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4447-OHDisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.Montgomery County approved for this increase.An increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent” is changed to 125 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
8/7/19	8/10/19	2004507	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to Flash Flooding.Disaster declaration number: 16072 & 16073Incident period: 07/21/2019 through 07/22/2019Effective date: 08/07/2019Primary County:AlleghenyContiguous Counties:Armstrong, Beaver, Butler, Washington, WestmorelandThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

8/8/19	8/12/19	2004511	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Earthquakes.Disaster declaration number: 16074 & 16075Incident period: 07/04/2019 through 07/12/2019Effective date: 08/07/2019Primary Counties:Kern, San BernardinoContiguous Counties in California:Inyo, Kings, Los Angeles, Orange, Riverside, San Luis Obispo, Santa Barbara, Tulare, VenturaContiguous Counties in Arizona:La Paz, MohaveContiguous County in Nevada:ClarkThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/8/19	8/13/19	2004512	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM.DR 4366 - HIDR 4396 and DR 4404 MPUupdates include:A clarification regarding applicants residing in LLC or time share properties.An applicant who meets the occupancy verification requirement will be determined eligible for temporary housing and personal property. Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/8/19	8/12/19	2004513	DR-4447-OH: REGISTRATION EXTENSION	RI	The Registration Period for DR-4447-OH has been extended.The registration period now ends onSeptember 3, 2019.Please see theDR-4447-OH Disaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reminder:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
8/8/19	8/12/19	2004514	LOUISIANA DECLARED FOR SBA	SBA	Louisiana has received an SBA Administrative Declaration due to Severe Storms and Tornadoes.Disaster declaration number: 16076 & 16077Incident period: 04/24/2019 through 04/25/2019Effective date: 08/08/2019Primary Parish:LincolnContiguous Parishes:Bienville, Claiborne, Jackson, Ouachita, and UnionThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/8/19	8/13/19	2004515	PPM UPDATE: ROAD AND BRIDGES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Roads and BridgesUpdates include:"Americans with Disabilities Act" to define ADA.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/9/19	8/13/19	2004517	DR-4421-IA: THU SALES	HELPLINE	FEMA has established a Sales Program for Temporary Housing Units (THU) in DR-4421-IA.Notice of Interest (NOI) letters for the THU Sales Program will be hand delivered to applicants that were determined eligible to purchase a Unit. The NOI letter instructs those eligible applicants to sign the NOI indicating whether they are interested or not, and return to FEMA within 30 days of delivery date of the letter.The NOI letter will not be in NEMIS.Helpline:If a survivor calls Helpline indicating they received the NOI letter and has questions regarding the THU program, please refer them to the sales number provided in the NOI letter.If survivors call Helpline regarding returning the NOI letter, please advise them to:Hand-deliver to their Recertification Advisor or Sales Representative.Please see theDisaster Specific Informationpage for more information about this disaster.
8/12/19	8/15/19	2004516	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4357-AS endsSeptember 2, 2019DR-4362-AL endsOctober 26, 2019DR-4363-IN endsNovember 5, 2019DR-4364-NC endsNovember 8, 2019DR-4365-HI endsNovember 8, 2019DR-4366-HI endsNovember 11, 2019Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR extended toSeptember 20, 2019DR-4339-PR extended toSeptember 20, 2019Reference:DR - 4336 and 4339 - Puerto Rico DSOP
8/12/19	8/15/19	2004520	DR-4438-OK: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4438-OK isAugust 14, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

8/12/19	8/15/19	2004521	DR-4451-MO: CLEAN AND REMOVAL ASSISTANCE (CRA)	HELPLINE	Clean and Removal Assistance (CRA) has been approved for all counties designated for Individual Assistance (IA) in DR-4451-MO. CRA award will be a one-time fixed amount of \$750.00 provided under ONA as EMISC. The award is paid via script, no manual processing will be done for this type of assistance. Registrations must meet the specific eligibility criteria before a payment is scripted: The applicant's pre-disaster primary residence is located in an approved area, and occupancy and ownership are verified. The applicant passes identity verification. The applicant has at least one real property line item recorded with the Cause of Damage as Flood. The applicant's home was not covered by flood or mobile home insurance at the time of the disaster. The applicant received a denial for Home Repair Assistance of Ineligible ' Home is Safe to Occupy ' (IID). The Authorization Memorandum is located on the ' DR-4451-MO Disaster Specific Page. Note: Applicants will be responsible for the removal or contracting services to remove contaminants and disinfect affected areas from disaster caused flooding. CRA will be deducted from any subsequent Home Repair awarded as a result of a change in the home's habitability decision, if the home repair award is greater than the CRA amount. Reference: Home Repair Assistance;
8/13/19	8/15/19	2004522	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee. Staff should never check their own case via NEMIS. Helpline: If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability. Casework: Never process your own application or the application of someone you know. Place the case on hold "Any User" with a comment that notes: Possible conflict of interest. Send an email to your supervisor or POC to request another caseworker review the case. Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
8/13/19	8/15/19	2004518	REMINDER: INSURANCE VERIFICATIONS FOR PROCESSING	CASEWORK	Prior to issuing an initial inspection for insured applicants, review the reported cause of damage (COD). When processing assistance related to insurance, agents are reminded to check if an insurance settlement or denial is on file for any insured line items. If insurance documents have been submitted but there is no insurance determination on file, a call to the insurance company is required to verify if a claim was filed, finalized and verify any determination. Verbal statements from applicants cannot be accepted as verification of an insurance ALE, Structure or Contents denial or settlement. In order to process related assistance, one of the following items must be verified or completed: Verbal Verification with the Insurance Company Submitted Insurance Denial or Settlement letters A written statement is required for the removal of an insurance type if there is the indication of a mandatory (forced) payoff, call the mortgage company to verify terms of payoff and if funds were received by applicant after payoff. Claim Date of Loss: Applicants may have been affected by more than one storm. Please verify that the insurance settlement or denial claim date of loss is within the incident period of the specific disaster being reviewed. Reference: Insurance Processing for HA and Personal Property Inspection Requests and Comparisons
8/13/19	8/15/19	2004519	REMINDER: ROAD AND BRIDGES HOMEOWNERS ASSOCIATION	CASEWORK	When multiple households share an access route, the Federal Emergency Management Agency (FEMA) requires the following: Verification demonstrating the applicants do not have an established homeowners association (HOA) or covenant responsible for repairs of the access route and the established HOA is unable to receive assistance from the Small Business Administration (SBA) or private insurance to repair the access route. For more information about how to process Road and Bridges cases, please read the Road and Bridges SOP.
8/13/19	8/16/19	2004523	UPDATE: RETIRED INELIGIBLE LETTERS	CASEWORK	Do not use INDM decision letters for initial or appeal decisions. INDM will no longer be used for any decisions. Do not use ISS decision letters for initial or appeal decisions except for generator processing. ISS has been replaced with INSS, (Ineligible Insufficient Documents or No Documents Submitted) for ONA. This insert will describe if a person is missing some or all of the required information listed in the RFI. ISS may be used for Misc/Other Generator ineligible processing, per PPM Generator SOP. Reference: Codes Verification Request Letters and Assistance Types Appeals Processing
8/13/19	8/16/19	2004524	PPM UPDATE: OUTBOUND CALLS AND THIRD-PARTY VERIFICATION	PPM UPDATE	This document has been updated on the PPM and is available under the ' Recently Updated Documents ' section and the appropriate category of the PPM. Outbound Calls and Third-Party Verification SOP updates include: Clarification that a "Greeting with the Call Monitoring/Recording Disclosure" be stated to every individual spoken to by staff. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
8/13/19	8/16/19	2004525	MISSOURI: MULTIPLE EVENTS AND SBA REMINDER	HELPLINE	Multiple events affected Missouri this year for different incident periods. Missouri received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds and Flooding for the incident period of March 11, 2019 to April 16, 2019. DR 4435 Missouri was declared for Public Assistance for Severe Storms, Straight-line Winds, and Flooding that occurred March 11, 2019 to April 16, 2019. DR 4451 Missouri was declared for Individual Assistance for Severe Storms, Tornadoes and Flooding for the incident period of April 29, 2019 through July 5, 2019. For callers who received damages from the March 11, 2019 through April 16, 2019 incident in the Missouri counties of Andrew, Atchison, Buchanan, and Holt, refer to MISSOURI DECLARED FOR SBA. The SBA can offer disaster loans for businesses and homes. The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistant to search for a particular disaster.

8/13/19	8/16/19	2004525	MISSOURI: MULTIPLE EVENTS AND SBA REMINDER	SBA	Multiple events affected Missouri this year for different incident periods.Missouri received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds and Flooding for the incident period ofMarch 11, 2019 to April 16, 2019. DR 4435 Missouri was declared for Public Assistance for Severe Storms, Straight-line Winds, and Flooding that occurred March 11, 2019 to April 16, 2019. DR 4451 Missouri was declared for Individual Assistance for Severe Storms, Tornadoes and Flooding for the incident period ofApril 29, 2019 through July 5, 2019.For callers who received damages from theMarch 11, 2019 through April 16, 2019incident in the Missouri counties ofAndrew, Atchison, Buchanan, and Holt, refer toMISSOURI DECLARED FOR SBA.The SBA can offer disaster loans for businesses and homes. The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster.
8/13/19	8/16/19	2004526	DR-4420-NE: REGISTRATION EXTENSION	RI	The Registration Period for DR-4420-NE has been extended.The registration period now ends onSeptember 13, 2019.Please see theDR-4420-NEDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDDR-4420-NE: INCIDENT PERIOD EXTENDED FRN 9
8/13/19	8/16/19	2004527	DR-4420-NE: ADDITIONAL IA COUNTY FRN 10	RI	An additional county has been added for Individual Assistance in DR-4420-NE.The additional county in Nebraska is:DawsonRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference:DR-4420-NE: REGISTRATION EXTENSION
8/14/19	8/17/19	2004528	PPM UPDATE: SBA REFERRALS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.SBA ReferralsUpdates include:Clarification in FAQs regarding SBA not providing loans for disaster damages to a farm or ranch.Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/14/19	8/17/19	2004529	REMINDER: CLEAR SPECIAL TAB AND LINKED REGS BEFORE ROUTING	CASEWORK	When processing cases in any queue, remember to change the status in the Special Tab (Linked Regs in Web NEMIS) regardless of the eligibility or ineligibility decision. The system will not properly route cases if the Workpacket Duplicate Status or Workpacket Link Status was not cleared before routing. Linked Groups may have more than one link or duplicate type and work packet duplicate status for all links need to be reviewed prior to routing a decision.If you identify the following lines in the Events Log (Events History) before your current workpacket (WP), it is likely that the system routed the WP due to the previous caseworker not clearing the Workpacket Duplicate Status or Workpacket Link Status.Program Exit: Workpacket flagged for link, send to Duplicate Resolution orProgram Exit: Workpacket flagged for Duplication of Benefits Review andanother line indicating that the WP was routed to your current queue or Duplicate Resolution.Reference:Approval Queue Errors Roads and BridgesDuplicate Investigation and Resolution Processing
8/15/19	8/19/19	2004530	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Helpline NPSC Caller Services Reference GuideUpdates include:Call Monitoring disclaimer language.In Joint Option disasters, refer applicants to state, tribal or territory ONA Helpline. Do not provide information in the ONA letter to the applicant.Delayed Insurance Settlement information. Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
8/15/19	8/19/19	2004531	DR-4454-TX: LOWER RIO GRANDE VALLEY REFERRAL	HELPLINE	The Lower Rio Grande Valley Development Council is a voluntary association of local governments formed under Texas Law in 1967 as one of Texas' 24 regional Council of Governments (COG's) serving Cameron, Hidalgo and Willacy County.The Lower Rio Grande Valley Development Council members are is assisting residents by providing documentation for occupancy and ownership.The Council canassistin tying the legal description address, rural route address, informal address, or descriptive address to the 911 NEMIS address. Residents can visithttp://www.lrgvdc.org/to find out more about the local governments participating and assisting survivors with documentation.The website can be used to find local, regional, and state offices that can assist in documentation for occupancy and ownership. Resource links are found under the LRGVDC tab at top of page.

8/15/19	8/20/19	2004532	UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS	HELPLINE	Access and Functional Needs (AFN) can be defined as physical, mental, medical, or emotional limitations that affect the ability to maintain independence in daily activities such as communication, transportation/evacuation, disaster recovery, supervision and/or medical care.AFNincludes individuals who need assistance due to any condition (temporary or permanent) that limits their ability to take action.People with AFNs may experience a greater impact from disasters, because of disruptions in their support systems or loss of equipment, supplies, transportation, and communication.An applicant’s ability to request or receive recovery assistance can be affected and require additional resources.Review the file carefully prior to contacting the IHP Helpdesk.Ensure the cases have met basic eligibility criteria to receive IHP assistance.Process any IHP assistance the applicant may be eligible to receive.If you are unable to process the assistance, create a work packet to the applicable queue if one does not already exist.If the applicant is missing any verification items for processing, explain clearly what information or documents are needed to the caller. If they do not seem to understand, attempt to rephrase the explanation. They may need to write down the information, so be patient.Provide applicable referrals using NEMIS Info, Disaster Specific Referrals, or specific preshifts. If an email to the IHP Helpdesk is necessary to assist the applicant, make sure you clearly state what the individual needs in terms of access or accommodation, rather than on identifying a particular disability. Include the following information:DR #Registration NumberApplicant’s NameCurrent/Best contact phone numberDescription of the AFNSpecify what is the applicant’s need, and how it is related to the applicant’s AFN in terms of access or accommodation.A list of the referrals you provided to the applicant and any processing actions taken.Why did the referrals not meet the need?To reflect the capabilities of individuals and not the condition, label, or medical diagnosis, use the term ‘Access and Functional Needs’ when referring to these situations.Note:If an applicant has an emergency need such as need for medical attention, police or fire department assistance, the applicant should be directed to call 9-1-1.TheHelpline NPSC Caller Services Reference Guideis in the process of being updated.Reference:REMINDER: DISASTER SPECIFIC REFERRALSFEMA-IHP-Helpdesk
8/16/19	8/21/19	2004533	NEW HAMPSHIRE DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4457 New Hampshire was declared for Public Assistance for Severe Storms and Flooding that occurred July 11-12, 2019.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on ‘Navigation’ and scrolling down the menu toDisaster Declarations, or completing a search for ‘Disaster Declarations.’Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Checkthe2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. If a state, territory, or tribe has an active Individual Assistance registration period:Take all registrations from applicants within that declared state, territory, or tribal area.If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides.If the damage type is not listed, click the ‘Other damage not listed here’ checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster.If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by ‘Flash’ or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEUPDATE: 24/7 DISASTER DISTRESS HELPLINE
8/16/19	8/19/19	2004534	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the ‘Recently Updated Documents’ section and the appropriate category of the PPM.Updates for the following documents include:Ownership VerificationClarification for the need to include appeal letter per standard appeal guidance when processing verifications in the FEMA manual queue.For ‘Acceptable Documentation’ added clarification that documents listed are acceptable regardless of the residence type.Scenarios:Changed style to be consistent.Scenario 1 - Bill of Sale or Bond for Title as an acceptable item for mobile homes.Scenario 4 – Clarification that a Written Statement of Ownership is only acceptable in insular areas, tribal lands, or islands where all other options have been exhausted and there is no conflicting information on file.Occupancy VerificationClarification for the need to include appeal letter per standard appeal guidance when processing verifications in the FEMA manual queue.Codes Verification Request Letters and Assistance TypesClarification when making an ineligible decision using INSS for Misc./Other and Child Care categories.Added IISS letter and explanation of use.Clarification for processing in the FEMA Manual versus Appeal queues depending on disaster activity.Miscellaneous Other ItemsAdded language for IISS letter when making an ineligible decision.Read the entire SOPs for additional information.Note:The previous versions will be archived in thePPM Archive.

8/21/19	8/24/19	2004539	DR-4420-NE: CONDEMNED MOBILE HOME WAIVER	CASEWORK	Due to damages and health concerns, three mobile home parks were condemned by local authorities and a waiver has been authorized to provide Replacement assistance for homeowners in these parks without an additional FEMA inspection.Replacement assistance for identified dwellings is being processed via automated script.The Events History for these cases will contain the following Comment:Summary: AUTOMATED Eligible Mobile Home ReplaceComment: Mobile home condemned per Approval Memo survivor eligible for Mobile Home replacement up to the IHP MAX grant amount.The Authorization Memorandum is located on the DR-4420-NEDisaster Specific page.
8/21/19	8/24/19	2004539	DR-4420-NE: CONDEMNED MOBILE HOME WAIVER	HELPLINE	Due to damages and health concerns, three mobile home parks were condemned by local authorities and a waiver has been authorized to provide Replacement assistance for homeowners in these parks without an additional FEMA inspection.Replacement assistance for identified dwellings is being processed via automated script.The Events History for these cases will contain the following Comment:Summary: AUTOMATED Eligible Mobile Home ReplaceComment: Mobile home condemned per Approval Memo survivor eligible for Mobile Home replacement up to the IHP MAX grant amount.The Authorization Memorandum is located on the DR-4420-NEDisaster Specific page.
8/21/19	8/23/19	2004540	INDIVIDUAL ASSISTANCE PRESHIFT NOTES: SCHEDULED MAINTENANCE 08/23/19	GENERAL	Individual Assistance Preshift Notes (IAPN) will be down for maintenance,Friday August 23, 2019 from 6:00 am to 7:30 am (ET). Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
8/21/19	8/24/19	2004541	PPM UPDATE: RENTAL ASSISTANCE SOP	PPM UPDATE	This document is available under the “Recently Updated Documents” section and the appropriate category of the PPM.Rental AssistanceUpdates include:ALE language clarified.Delayed Insurance Settlement: Inspections will NOT be requested before the completed and signed Advance Request - Delayed Insurance Settlement letter is returned by the applicant.Reminder: Read the entire SOP prior to processing.Note:The previous version will be archived in the PPM Archive.
8/23/19	8/28/19	2004543	REMINDER: FEMA INSPECTORS	HELPLINE	Staff may receive calls from applicants inquiring about their damage inspection.Please be mindful that the field inspectors may use different types of communication methods to contact applicants. They can use any of the following:Phone CallsText MessagesEmailsInspectors can and will use any contact information the applicant provided in their application.Please remind callers that all FEMA personnel and contractors will have official identification.Applicants should always request to see the I.D. of anyone saying they work for FEMA if the badge or I.D. is not displayed.Notes:A shirt or jacket that says FEMA does not constitute an official I.D.Inspectors may be calling from issued phones or personal cell phones, so applicants receive calls from different area codes. Inspector attempts to contact the applicant must also include a site visit to post a note at the home.Inspectors do not provide eligibility, they only record disaster related damage.Inspectors do not request money to complete an inspection.Reference:Inspection Requests and ComparisonsREMINDER: THIRD PARTY INSPECTIONSREMINDER: QUALITY CONTROL INSPECTIONSREMINDER: NO CONTACT QUEUE
8/23/19	8/27/19	2004544	REMINDER: CTHA HELPLINE: CALL TRANSFERS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests forContinued Rental Assistance(CTHA).Prior to attempting a transfer to the CTHA Helpline, review to make sure caller meets the transfer criteria.Perform a transfer/consult to the CTHA Helpline for callers who have:Submitted a written request for Continued Rental Assistance or a Continued Rental Assistance Appeal and the decision is pending; orBeen sent a Rental Recertification Documentation Request (RRDOC) letter and a subsequent Continued Rental Assistance decision has not been processed; orA declaration of continuing need letter/CTHA application or CTHAO letter has been sent to the applicant, and the FEMA Helpline agent is not trained to respond to basic CTHA application questions.C3MPusers, see the C3MP Transfer Handout showing how to use the C3MP screens, or contact your tech rep.Do not transfer the call to CTHA Helpline if:The call is about any decisions other than requests for Continued Rental Assistance.The Continued Rental Assistance decision is in the file and the FEMA Helpline agent is trained to respond.A landlord returns a Continued Rental Assistance caseworker call. In this case, ask the questions left in file and email theSPU mailboxwith detailed information. Note: The CTHA Helpline is an internal helpline, do not provide SPU phone numbers or email address to callers.Reference:Call Connect ProceduresCTHA HELPLINE: CASE REVIEWS
8/26/19	8/29/19	2004546	UPDATE: 60 DAY APPEAL DEADLINES	CASEWORK	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.

8/26/19	8/29/19	2004546	UPDATE: 60 DAY APPEAL DEADLINES	HELPLINE	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.
8/27/19	8/29/19	2004545	REMINDER: LANGUAGE LINE SERVICES (LLS)	HELPLINE	When a FEMA agent receives a call in a language other than English and the agent is fluent in the language, the agent should proceed without an interpreter.Agents who receive an incoming call in a language they do not speak, will use an interpreter to complete the call.Language Line Services is the official language line. The language line provides interpreters for over 90 languages/dialects. If an interpreter is not available for a specific language when you connect, it may be because they are simply unavailable at that time due to work schedule.LLS staff is advised within their contract that FEMA calls are monitored and/or recorded; therefore, it is not necessary to provide this disclosure to them.Reference:Language LineNote: C3MPusers see the C3MP Documents to conference with LLS or contact your tech rep.REMINDER: LANGUAGE LINE & REPORTING PROBLEMS
8/27/19	8/29/19	2004545	REMINDER: LANGUAGE LINE SERVICES (LLS)	RI	When a FEMA agent receives a call in a language other than English and the agent is fluent in the language, the agent should proceed without an interpreter.Agents who receive an incoming call in a language they do not speak, will use an interpreter to complete the call.Language Line Services is the official language line. The language line provides interpreters for over 90 languages/dialects. If an interpreter is not available for a specific language when you connect, it may be because they are simply unavailable at that time due to work schedule.LLS staff is advised within their contract that FEMA calls are monitored and/or recorded; therefore, it is not necessary to provide this disclosure to them.Reference:Language LineNote: C3MPusers see the C3MP Documents to conference with LLS or contact your tech rep.REMINDER: LANGUAGE LINE & REPORTING PROBLEMS
8/27/19	8/28/19	2004547	DMARTS: SCHEDULED MAINTENANCE 8/28/2019	GENERAL	DMARTS will be down for maintenance,Wednesday, August 28, 2019from 5 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable.Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
8/27/19	8/29/19	2004549	LOUISIANA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4458 Louisiana was declared for Public Assistance for Hurricane Barry that occurred July 10-15, 2019.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. If a state, territory, or tribe has an active Individual Assistance registration period:Take all registrations from applicants within that declared state, territory, or tribal area.If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides.If the damage type is not listed, click the ‘Other damage not listed here’ checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster.If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEUPDATE: 24/7 DISASTER DISTRESS HELPLINE
8/28/19	8/30/19	2004548	SERVER OUTAGE: AUGUST 29, 2019 THROUGH AUGUST 30, 2019	RI	A server outage is scheduled to begin August 29, 2019 at 11 PM (ET) and continue through August 30, 2019 at 6 AM (ET). Registration Intake will be operational for new registrations.Registration Intake staff should begin using theDC2 Call Center(refresh using F5)at 10 PM (ET) on August 29, 2019.Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

9/3/19	9/6/19	2004558	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM.Helpline NPSC Caller Services Reference Guide; Updates include:Grammatical corrections throughout the document.Added language when providing eligibility status to clarify multiple ineligible reasons are covered by the suggested script.Added language to advise of the process to take when a FEMA in-house inspection returns to the "No Contact Node."For undeclared incidents, changed the contact summary line to "ADDITIONAL DAMAGES – UNDECLARED INCIDENT."Edited the suggested script to mirror the preshift regarding staff not referring applicants to the state emergency management agencies.Removed language referring displaced person inquiries to NEFRLS.Additional Updates:Applicants that are IDV Fail will not have the option to upload their document(s) because a DAC account cannot be created.Clarified documentation required when requesting a name change.Current location drop-down options.Removed "Other" from drop-down and added "My Home" as an option.Updated reference from "Lexis Nexis" to "NEMIS public records verification."Reminder: Read the entire SOP prior to processing.Note:The previous version will be archived in thePPM Archive.
9/3/19	9/6/19	2004560	PPM UPDATE: OWNERSHIP SOP	PPM UPDATE	This document is available under the "Recently Updated Documents" section and the appropriate category of the PPM.Ownership Verification; Updates include:Reference to the Helpline Guide regarding ONA in Joint Option disasters.Clarification that automated verification of ownership is based on "NEMIS public records verification."Added language to clarify that staff may call an insurance company for verbal verification when the policy effective date is not included in the insurance documents.Reminder: Read the entire SOP prior to processing.;Note:The previous version will be archived in thePPM Archive.
9/3/19	9/6/19	2004561	UPDATE: DR-4454-TX: DRC TRANSPORTATION	HELPLINE	If applicants from DR-4454-TX state they cannot get to an open Disaster Recovery Center (DRC) due to lack of transportation, provide the following referral:Lyft is offering free rides from an applicant's home to the DRC for up to \$15.00 each way.;Please advise the applicant to contactVoluntary Agency Liaison (VAL) staff;at 512-490-3788 (Between 7:30 am to 4:30 pm, Monday thru Friday)The VAL will provide the applicant with the code needed to use Lyft.This referral is only for rides to and from a DRC for disaster survivors in the counties of Hidalgo, Cameron, Willacy in DR-4454-Texas.If the applicant is unable to make the call or has any other concerns about this referral, please email the survivor information to theIHP Helpdeskand it will be forwarded to the JFO for review.Reference:REMINDER: EMAIL COMMUNICATIONS;
9/3/19	9/6/19	2004562	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the "Recently Updated Documents" section and the appropriate category of the PPM.Updates for the following documents include:GFIP Eligibility;Approved GFIP language to detail the increased amount of coverage for an individual GFIP certificate.GFIP premium amount will increase from \$600 to \$2,400.Coverage language edited.Flood Zones and Other Protected AreasAdded Maximum Coverage language and reference to the GFIP Eligibility SOPReminder: Read the entire SOPs for additional information.Note:;The previous versions will be archived in thePPM Archive.
9/3/19	9/8/19	2004563	PPM UPDATE: DAC – CALL CENTER RI	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM.DAC - Call Center RI; Updates include:Current location approved language.Removed "Other" option from drop-down and added "My Home" to all Other Types of Registrations.Removed current drop-down selections and added approved current location selections.Added theoptionto add acommentif none of the drop-down selections apply.Reminder: Read the entire SOP for additional information.Note:; The previous version will be archived in thePPM Archive.
9/3/19	9/8/19	2004563	PPM UPDATE: DAC – CALL CENTER RI	RI	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM.DAC - Call Center RI; Updates include:Current location approved language.Removed "Other" option from drop-down and added "My Home" to all Other Types of Registrations.Removed current drop-down selections and added approved current location selections.Added theoptionto add acommentif none of the drop-down selections apply.Reminder: Read the entire SOP for additional information.Note:; The previous version will be archived in thePPM Archive.

9/4/19	9/9/19	2004564	UPDATE: BAHAMAS DISASTER RELIEF	HELPLINE	Helpline may experience an increase in calls about the Bahamas disaster relief efforts as awareness of the Hurricane Dorian damages increase.&nbsp; The Bahamas is not part of the United States, it is an independent commonwealth.For callers who may be searching for family or friends:Advise callers to check social media for family and friends current status.For United States citizens missing abroad theUnited States Department of State &ndash; Bureau of Consular Affairs may be able to assist&nbsp;at1-888-407-4747.Department of State (DOS) Operation Center: 202-647-1512.TheCenter for International Disaster Information&nbsp;(CIDI) provides Humanitarian Emergency information for the Bahamas.If callers are considering making a monetary contribution to a relief organization, they can find detailed financial and programmatic information at&nbsp;GiveWell,Charity Navigator,Charity Watch, and theBetter Business Bureau.When there is a major or other natural disasters, illegitimate requests for aid surge in false representation of actual disaster relief agencies. Past tragedies and natural disasters have prompted individuals with criminal intent to solicit contributions allegedly for a charitable organization when actually the charity does not receive the money.Before making a donation of any kind, consumers should adhere to certain guidelines, to include the following:Do not respond to any unsolicited (SPAM) incoming emails, including clicking links contained within those messages.Be skeptical of individuals representing themselves as surviving victims or officials asking for donations via e-mail or social networking sites.Verify the legitimacy of nonprofit organizations by utilizing various Internet-based resources that may assist in confirming the group's existence and its nonprofit status rather than following a purported link to the site.Be cautious of e-mails that claim to show pictures of the disaster areas in attached files because the files may contain viruses. Only open attachments from known senders.Make contributions directly to known organizations rather than relying on others to make the donation on your behalf to ensure contributions are received and used for intended purposes.Do not give your personal or financial information to anyone who solicits contributions: Providing such information may compromise your identity and make you vulnerable to identity theft.Reminder:&nbsp; Agents who receive an incoming call in a language they do not speak, will use an interpreter to complete the call.REMINDER: LANGUAGE LINE SERVICES (LLS)
9/4/19	9/7/19	2004566	OHIO DECLARED FOR SBA	SBA	Ohio has received an SBA Administrative Declaration due to&nbsp;Heavy Rainfall and Flooding.Disaster declaration number: 16099 & 16100Incident period: 07/21/2019Effective date: 09/03/2019Primary County:WayneContiguous&nbsp;Counties:Ashland, Holmes, Medina, Stark, SummitThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.&nbsp;Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
9/4/19	9/7/19	2004565	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to&nbsp;Flash Flooding.Disaster declaration number: 16097 & 16098Incident period: 07/11/2019 through 07/12/2019Effective date: 09/03/2019Primary County:BerksContiguous&nbsp;Counties:Chester, Lancaster, Lebanon, Lehigh, Montgomery, SchuylkillThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.&nbsp;Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
9/4/19	9/6/19	2004570	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the &#39;Recently Updated Documents&#39; section and the appropriate category of the PPM.Codes Verification Request Letters and Assistance TypesIdentity VerificationOccupancy VerificationAppeals ProcessingUpdates include:Replaced &ldquo;Lexis Nexis&rdquo; language with &ldquo;public records verification&rdquo; or &ldquo;NEMIS public records verification&rdquo;.Reminder: Read the entire SOPs for additional information.Note:&nbsp;The previous versions will be archived in thePPM Archive.
9/5/19	9/9/19	2004567	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
9/5/19	9/9/19	2004567	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
9/5/19	9/9/19	2004569	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.&nbsp;24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press &ldquo;2&rdquo;;Text &#39;TalkWithUs&#39; to 66746 (Spanish speakers text &#39;Hablamos&#39;);From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or&nbsp;connect with a DDH counselor via TTY at 1-800-846-8517Website:&nbsp;http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS

9/5/19	9/9/19	2004569	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2;Text 3;TalkWithUs3; to 66746 (Spanish speakers text 3;Hablanos3;);From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard or hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website:http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specificpages, under Disaster Referral Information in the Quick Links section.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
9/5/19	9/9/19	2004568	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check withthe local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
9/5/19	9/9/19	2004568	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check withthe local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
9/6/19	9/9/19	2004571	DR-4451-MO: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4451-MO isSeptember 9, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a Late Application.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
9/6/19	9/10/19	2004572	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4362-AL endsOctober 26, 2019DR-4363-IN endsNovember 5, 2019DR-4364-NC endsNovember 8, 2019DR-4365-HI endsNovember 8, 2019DR-4366-HI endsNovember 11, 2019DR-4377-TX endsJanuary 6, 2020Staff should verify the disaster closure information on theDisaster Specific Informationpages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR extended toSeptember 20, 2019DR-4339-PR extended toSeptember 20, 2019Reference:DR - 4336 and 4339 - Puerto Rico DSOP
9/6/19	9/9/19	2004573	Hurricane Dorian: BAHAMAS DISASTER RELIEF	HELPLINE	Helpline may experience an increase in calls about the Bahamas disaster relief efforts as awareness of the Hurricane Dorian damages increase. The Bahamas is not part of the United States, it is an independent commonwealth.For callers who are asking about reunification with family or friends:Advise callers to check social media for family and friends current status.For United States citizens missing abroad theUnited States Department of State Bureau of Consular Affairs may be able to assist at1-888-407-4747if calling from within the U.S. or Canada, or 1-202-501-4444 if calling from any other location.Department of State (DOS) Operation Center: 202-647-1512.TheCenter for International Disaster Information(CIDI) provides Humanitarian Emergency information for the Bahamas.If callers are considering making a monetary contribution to a relief organization, they can find detailed financial and programmatic information atGiveWell,Charity Navigator,Charity Watch, and theBetter Business Bureau.When there is a major or other natural disasters, illegitimate requests for aid surge in false representation of actual disaster relief agencies. Past tragedies and natural disasters have prompted individuals with criminal intent to solicit contributions allegedly for a charitable organization when actually the charity does not receive the money.Before making a donation of any kind, consumers should adhere to certain guidelines, to include the following:Do not respond to any unsolicited (SPAM) incoming emails, including clicking links contained within those messages.Be skeptical of individuals representing themselves as surviving victims or officials asking for donations via e-mail or social networking sites.Verify the legitimacy of nonprofit organizations by utilizing various Internet-based resources that may assist in confirming the group's existence and its nonprofit status rather than following a purported link to the site.Be cautious of e-mails that claim to show pictures of the disaster areas in attached files because the files may contain viruses. Only open attachments from known senders.Make contributions directly to known organizations rather than relying on others to make the donation on your behalf to ensure contributions are received and used for intended purposes.Do not give your personal or financial information to anyone who solicits contributions: Providing such information may compromise your identity and make you vulnerable to identity theft.Reminder: Agents who receive an incoming call in a language they do not speak, will use an interpreter to complete the call.REMINDER: LANGUAGE LINE SERVICES (LLS)

9/6/19	9/10/19	2004574	UPDATE: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	DO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant's informationincluding the complete social security number.Verified the Date of Birth is accurate.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.Agents will only transfer callers to IHD for the following DAC issues:Reset passwords (locked accounts)PIN resetIHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA's internal Enterprise Service Desk (ESD).SeeDisaster Assistance.gov Uploading Documents Guide_2018to assist applicants in uploading documents to DAC. There is no need to transfer these calls.Reference:Helpline NPSC Caller Services Reference Guide
9/6/19	9/9/19	2004575	PPM UPDATE: DR-4366-HI DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR-4366-HI DSOPUpdates include:Clarifications that eligibility is based on ownership of the home and not the parcel of land.Actions to take when when a LLC deed is provided.Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Repository.
9/9/19	9/12/19	2004576	PPM UPDATE: CALL CONNECT PROCEDURES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Call Connect ProceduresUpdates include:Transfer procedures for IHP Helpdesk and SBA information.Added the call monitoring disclosure statement.Removed reference to C3MP and IC Public Contacts tab throughout the document.Removed obsolete traditional call connect numbers.Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Repository.
9/10/19	9/13/19	2004578	DR-4420-NE: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4420-NE isSeptember 13, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a 'Late Application'.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
9/10/19	9/13/19	2004577	REMINDER CTHA: FISCAL YEAR BEGINS IN OCTOBER	CASEWORK	Fair Market Rent (FMR) rates are updated by HUD on October 1st of each year.When aContinued Rental Assistance (CTHA) cycle includes 2 fiscal years,split the work packet and process the appropriate months under each FMR rate.For CTHA eligible applicants, process the month or months for the earlier fiscal year first.Enter the appropriate dates for that fiscal year through September 30th.This work packet will be split to FEMA Approval Non-DRM.Create a new worksheet for processing the additional month(s) for the new fiscal year, beginning with October 1.The FMR is updated and new rates are loaded into NEMIS on October 1st of each year.The table for 'FMRs and Utility Allowances' will be posted on the applicable Disaster Specificpage once available.Please continue using the previous fiscal year's FMR and Utility Allowances for any eligible awards until the current FMR has been posted.In addition, staff must ensure the payment will not exceed:Three (3) advance months of available rental assistance,The 18 month program maximum for rental assistance, orThe month of the IHP Financial Closure date.If the disaster financial closure occurs before the 18 months of assistance is awarded, the applicant will only be eligible up to the end of the month the disaster closes.Staff should verify the disaster closure information on theDisaster Specificpages.Reference:Continued Rental Assistance
9/10/19	9/11/19	2004579	SERVER OUTAGE: SEPTEMBER 10, 2019 THROUGH SEPTEMBER 11, 2019	GENERAL	Server upgradeswill be performed tonight, September 10th beginning at 11:00 PM through September 11th.Registration Intake will be operational for new registrations, including online registrations atDisasterAssistance.gov.Call Centers should use theDC2 Call Center(refresh using F5)before 9:00 pm (ET) on September 10th and continue using it through the start of their shift September 11th, 2019.Notification will be provided when staff can begin using theMW Call Centersite.Some of the applications that will be affected during the deployment include:NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC Public Applicant InquiryDAC_CC (MW)DAC AdminInspection ManagementOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
9/11/19	9/12/19	2004584	UPDATE: SERVER OUTAGE: NOTIFICATION CONTINUING	GENERAL	Registration Intake will be operational for new registrations,including online registrations atDisasterAssistance.gov.Update:Agents should begin utilizingtheMW Call Center(refresh using F5)as soon as possible.MW deployment has been completed.DC2 Call Center site will be taken down for the deployment shortly.Notification will be provided when staff can begin using both sites.

9/11/19	9/13/19	2004580	UPDATE: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	If callers have questions about the disasterassistance.gov website, direct the caller to the ‘Help’ tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs). DO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant’s informationincluding the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.Agents will only transfer callers to IHD fortechnical DAC issues such asthe following:Reset passwords (locked accounts)PIN resetIHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA’s internal Enterprise Service Desk (ESD).SeeDisaster Assistance.gov Uploading Documents Guide_2018to assist applicants in uploading documents to DAC. There is no need to transfer these calls.Reference: Helpline NPSC Caller Services Reference Guide¿
9/11/19	9/13/19	2004581	UPDATE: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS	HELPLINE	Please advise agencies or companies seeking to do business with FEMA to visit thefema.govwebsite.Thefema.govwebsite provides information to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies.https://www.fema.gov/about-industry-liaison-programDo NOTrefer applicants or the general public to this link.Do NOTtransfer callers to any numbers listed on this link.Do NOTprovide specific phone numbers to the general public.Individuals seeking employment with FEMA should be directed to the following websites:https://careers.fema.gov/find-jobUSAJobs.govNote:Individuals can still visit FEMA’s Volunteer & Donate Responsibly page athttps://www.fema.gov/volunteer-donate-responsibly.
9/11/19	9/16/19	2004582	PUERTO RICO: DO NOT PROCESS TRANSPORTATION APPEAL WPS	CASEWORK	Workpackets are being created in theFEMA Appealqueue for review of potential transportation awards. SPU agents will be processing these cases as part of a special project.Unless assigned to the SPU PR Transportation Project do not process cases with the following comment in the events history.Summary Line:SPU PR TRANSPORTATION Project DO NOT PROCESSDetails:DO NOT PROCESS.Process for Transportation only by PR Transportation Project staff Reference: DR 4336 and DR 4339 PR
9/11/19	9/16/19	2004582	PUERTO RICO: DO NOT PROCESS TRANSPORTATION APPEAL WPS	PUERTO RICO	Workpackets are being created in theFEMA Appealqueue for review of potential transportation awards. SPU agents will be processing these cases as part of a special project.Unless assigned to the SPU PR Transportation Project do not process cases with the following comment in the events history.Summary Line:SPU PR TRANSPORTATION Project DO NOT PROCESSDetails:DO NOT PROCESS.Process for Transportation only by PR Transportation Project staff Reference: DR 4336 and DR 4339 PR
9/11/19	9/16/19	2004583	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Updates for the following documents include:DAC Scripts and HelpsChanged to new PPM format.Current location approved language.Removed “Other” option from drop-down and added “My Home” to all Other Types of Registrations.Added theoptionto add acommentif none of the drop-down selections apply.Added Fraud Language and contact information.Added language for email address requirement prior to creating an online account. RecoupmentAdded Fraud Language and contact information.Fraud Review SOPAdded Fraud Language and contact information.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
9/11/19	9/13/19	2004586	LOUISIANA DECLARED FOR SBA	SBA	Louisian has received an SBA Administrative Declaration due to Hurricane Barry.Disaster declaration number: 16111 & 16112Incident period: 07/10/2019 through 07/15/2019Effective date: 09/11/2019Primary Parishes:Allen, Avoyelles, Saint MaryContiguous Parishes:Assumption, Beauregard, Catahoula, Concordia, Evangeline, Iberia, Jefferson Davis, La Salle, Pointe Coupee, Rapides, Saint Landry, Saint Martin, Terrebonne, Vernon, West FelicianaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

9/11/19	9/16/19	2004585	UPDATE: OVERSHARING OF SURVIVOR INFORMATION: IN THE NEWS	HELPLINE	FEMA, in coordination with the DHS Office of the Inspector General (DHS OIG), identified an incident involving the sharing of sensitive, personally identifiable information (SPII) of disaster survivors. For disaster survivors eligible for Transitional Sheltering Assistance (TSA), FEMA shared more information than was necessary with a lodging contractor.FEMA is notifying impacted disaster survivors through a letter and providing 18 months of free credit monitoring, ID Theft protection, and remediation services to those impacted by this overshare. This letter willnotappear in NEMIS.If you receive a call on FEMA Helpline pertaining to concerns regarding this oversharing of information, please explain: “FEMA’s goal remains protecting and strengthening the integrity, effectiveness, and security of our disaster programs that help people before, during, and after disasters. FEMA has found no indicators to suggest survivor data has been compromised. FEMA has updated its contract to ensure compliance with Department of Homeland Security (DHS) cybersecurity and information-sharing standards”.Enrollment and Questions:Eligible households may enroll for the free credit monitoring and ID Theft protection by going online or calling:Online:https://ide.myidcare.com/emergencylodgingIPS Callers will need the enrollment code provided in their letter. By Phone:1-833-300-6934Hours of Operation: Monday - Saturday, 9 am - 9 pm ETThe FEMA Identity Protection Services Helpline may experience extended wait timesUpdate: Access the caller’s registration in NEMIS and verify the file has a TSA status line under HA.Make a contact/comment in the file the applicant called and any pertinent information.Refer all specific questions regarding this incident or the credit monitoring services to the FEMA Identity Protection Services Helpline.Agents can do a cold transfer to, or provide the following number:1-833-300-6934Hours of Operation: Monday - Saturday, 9 am - 9 pm ETFEMA.gov has general information available to the affected households,including the text from the letter: www.fema.gov/survivor-privacy-incidentThe Frequently Asked Questions (FAQs) have been updated.Helpline: If a caller indicates they never registered with FEMA.If the caller was sent a Potential Suspect Bank Routing (PSBR) letter,staff must follow theFraud Review SOP.If the caller wasnotsent the PSBR letter:Send an email to theFEMA-IHP-IDReview mailbox with the following information:Disaster numberRegistration numberApplicant nameApplicant contact informationBrief description of circumstances and that they did not create the registration. If the disaster is still openand the caller wants to register, in addition to sending email:Ask the applicant to fax Identity Documents to 540-504-2266.Advise the applicant to include the existing registration number on the documents.Advise the applicant that someone from FEMA will be contacting them soon.Note:Do not make any data changes in an existing suspected fraudulent file.Review the file but do not share information if caller cannot confirm standard verification requirements. DO NOT send any emails to the FEMA-OCISO-Tipline mailbox.Staff:Please visit theFEMA Privacy Branchintranet site for resources and privacy training
9/12/19	9/13/19	2004587	UPDATE: SERVER OUTAGE: COMPLETE	GENERAL	The server upgrade iscomplete. Staff can use both MW and DC2 Call Centers effective immediately.MW Call Center(refresh using F5)DC2 Call Center(refresh using F5)All applications are now available.NEMIS (Web and PowerBuilder)IA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACDAC Public Applicant InquiryDAC_CC (MW)DAC AdminInspection Management
9/13/19	9/17/19	2004588	DR-4454-TX: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4454-TX isSeptember 16, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
9/13/19	9/17/19	2004589	PUERTO RICO: CONTINUED RENTAL ASSISTANCE	HELPLINE	If callers are requesting the ‘Application for Continued Temporary Housing Assistance’ (CTHA) letter be sent to them check to see if they received initial Rental Assistance.If yes, then regenerate or resend the CTHA letter per their request for Continued Rental Assistance. There is no need to transfer to the CTHA Helpline to send the letter.Remind callers that the request for Continued Rental Assistance will need to be in file prior to the IHP Financial Closure End date. The ‘IHP Financial Closure End Date’ can be found on theDisaster Specific Informationpages for each disaster under Summary Information.Reminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR: The financial closure end date is September 20, 2019.DR-4339-PR: The financial closure end date is September 20, 2019.Reference:Helpline NPSC Caller Services Reference Guide¿DR 4336 and DR 4339 PRLETTER REGENERATION ERROR MESSAGE
9/13/19	9/17/19	2004589	PUERTO RICO: CONTINUED RENTAL ASSISTANCE	PUERTO RICO	If callers are requesting the ‘Application for Continued Temporary Housing Assistance’ (CTHA) letter be sent to them check to see if they received initial Rental Assistance.If yes, then regenerate or resend the CTHA letter per their request for Continued Rental Assistance. There is no need to transfer to the CTHA Helpline to send the letter.Remind callers that the request for Continued Rental Assistance will need to be in file prior to the IHP Financial Closure End date. The ‘IHP Financial Closure End Date’ can be found on theDisaster Specific Informationpages for each disaster under Summary Information.Reminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR: The financial closure end date is September 20, 2019.DR-4339-PR: The financial closure end date is September 20, 2019.Reference:Helpline NPSC Caller Services Reference Guide¿DR 4336 and DR 4339 PRLETTER REGENERATION ERROR MESSAGE

9/19/19	9/24/19	2004595	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster. Please suggest callers monitor their local news, State and County Emergency Management websites and the FEMA.gov website for further information about State or Federal assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation"; and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here"; checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash"; or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE UPDATE: 24/7 DISASTER DISTRESS HELPLINE
9/19/19	9/21/19	2004596	LOUISIANA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4462 Louisiana was declared for Public Assistance for Flooding that occurred May 10 - July 24, 2019. Please suggest callers monitor their local news, State and County Emergency Management websites and the FEMA.gov website for further information about State or Federal assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation"; and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here"; checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash"; or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE UPDATE: 24/7 DISASTER DISTRESS HELPLINE
9/19/19	9/24/19	2004598	PPM UPDATE: OCCUPANCY VERIFICATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents"; section and the appropriate category of the PPM: Occupancy Verification Updates include: Merged Landlord's Statement with Written Lease/Housing Agreement information. The documents must be current (not expired) at the time of the disaster. Updated Document Descriptions and Acceptable Dates table to match the IAPPG language for Lease/Housing Agreement. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
9/19/19	9/24/19	2004597	PPM UPDATE: RENTAL ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents"; section and the appropriate category of the PPM: Rental Assistance Updates include: Language for Scenario 4: IID/ INDR Appeal - Forced Relocation, Renter. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
9/19/19	9/24/19	2004599	DO NOT TAKE REGISTRATIONS FOR TROPICAL DEPRESSION IMELDA	RI	In the event that agents receive inquiries from residents of Texas requesting assistance for damage due to Tropical Depression Imelda, please explain that the incident that caused their damage has not been declared a major disaster and do not attempt to complete a registration. Please suggest callers monitor their local news, State and County Emergency Management websites and the FEMA.gov website for further information about State or Federal assistance. For callers who are reporting damage within the incident period for DR-4454-TX, a full registration may still be completed. Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

9/20/19	9/24/19	2004592	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
9/20/19	9/24/19	2004592	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
9/20/19	9/24/19	2004602	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	CASEWORK	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughNovember 30, 2019.This changes the IHP Financial Closure End Date. An extension for Direct Housing Assistance was not requested, therefore the period of assistance for applicants in direct housing will end September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.
9/20/19	9/24/19	2004602	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	HELPLINE	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughNovember 30, 2019.This changes the IHP Financial Closure End Date. An extension for Direct Housing Assistance was not requested, therefore the period of assistance for applicants in direct housing will end September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.
9/20/19	9/24/19	2004602	PUERTO RICO: PERIOD OF ASSISTANCE EXTENSION	PUERTO RICO	The IHP Period of Assistance for DR-4336-PR and DR-4339-PR has been extended throughNovember 30, 2019.This changes the IHP Financial Closure End Date. An extension for Direct Housing Assistance was not requested, therefore the period of assistance for applicants in direct housing will end September 20, 2019.Please see extension memorandums posted on theDR-4336-PRand theDR-4339-PRdisaster specific pages for additional information.
9/20/19	9/23/19	2004600	DR-4454-TX: LATE AND NON-REF LETTERS ON HOLD	HELPLINE	All LATE and NON-REF letters are not to be manually generated or mailed for DR-4454-TX, until further notice.The mailroom has been notified.
9/20/19	9/23/19	2004601	REMINDER: 72 HOUR HOLD	CASEWORK	Any work packet that cannot be resolved immediately may be placed on hold for up to 72 hours. The date the case was placed on hold will be displayed in the field next to the user name.The user must enter a NEMIS Comment with a valid reason as to why the work packet was placed on hold.When removing a case from hold for a valid reason, agents will state the reason for the removal within the same NEMIS Comment made to record processing actions.Note:There are queues that will keep the HOLD status until it is manually removed. Congressional cases, Supervisor Review (Recoupment) cases, and cases that are pending review by the IHP Helpdesk, the Specialized Processing Unit (SPU), the Regions and/or Headquarters,MAY NOTbe taken off hold without the permission of a supervisor.Reference:Placing Cases On Hold & 72 Hour Rule
9/20/19	9/23/19	2004603	DR-4429-ms: DISASTER DECLARATION INDIVIDUAL ASSISTANCE ADD-ON	RI	The 4429-MS PA Declaration was amended to include Individual Assistance disaster declaration. DR4429-MS was declared onApril23, 2019. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster isFebruary 22 to March 29, 2019Counties declared for IA:Clay, Humphreys, Issaquena, Lowndes, Monroe, Sharkey, Warren, and YazooCountiesVisit theDisaster Specifcpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
9/23/19	9/26/19	2004604	PPM UPDATE: PUERTO RICO DSOPS	PPM UPDATE	The following documents have been updated and are available under the "Recently Updated Documents" section and the appropriate category of the PPM.DR - 4336 and 4339 - Puerto Rico DSOPUpdates include:Individuals and Households Program (IHP) Period of Assistance ExtensionAn extension to the IHP period of assistance has been authorized for two months and is set to end onNovember 30, 2019.For DR-4336-PR and DR-4339-PR,PROCESSeligible awards underallHousing Assistance (HA) and Other Needs Assistance (ONA) categories up toNovember 30, 2019. Added information to process initial eligible assistance for applicants that were determined ineligible due to the Declaration and Release not signed (I69).Added reminder that when calculating Continued Rental Assistance payments cannot extend past the period of assistance.DR-4336-PR and DR-4339-PR DSOP - Ownership Procedures Excerpt.Updates include:Individuals and Households Program (IHP) Period of Assistance ExtensionAn extension to the IHP period of assistance has been authorized for two months and is set to end onNovember 30, 2019.For DR-4336-PR and DR-4339-PR,PROCESSeligible awards underallHousing Assistance (HA) and Other Needs Assistance (ONA) categories up toNovember 30, 2019. Staff, read the entire DSOP for this disaster.Note:The previous version will be archived in thePPM Archive.

9/23/19	9/25/19	2004605	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Rental AssistanceUpdates include:Clarification on what to do when ‘tagged’ homes come back from inspection without real property line items, when habitability repairs are required (HRR = Yes).Previous updates include:Language for Scenario 4: IID/INDR Appeal – Forced Relocation, Renter.Home Repair AssistanceUpdates include:Clarification on what to do when ‘tagged’ homes come back from inspection without real property line items, when habitability repairs are required (HRR = Yes).Continued Rental AssistanceUpdates include:Clarification on what to do when ‘tagged’ homes come back from inspection without real property line items when habitability repairs are required (HRR = Yes).A Frequently Asked Question (FAQ) was added for Continued Rental Assistance for applicants in ‘squatter’ communities.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
9/23/19	9/25/19	2004606	DMARTS: SCHEDULED MAINTENANCE 9/25/2019	GENERAL	DMARTS will be down for maintenance,Wednesday, September 25, 2019from 5 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable.Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
9/23/19	9/26/19	2004607	C3MP: CALLBACK FEATURE ACTIVATED	HELPLINE	The C3MP Callback feature has been activated for the FEMA Helpline effective Monday, 9/23/19.A callback option will be offered to a survivor after 1 minute and 30 seconds of waiting in queue for an available helpline agent.Reference:C3MPDocuments:Agents Guide to C3MPOutbound Calls and Third Party Verifications: Suggested Wording for Callback CallsIA TrainingJob Aids:C3MP Callback Briefing
9/24/19	10/1/19	2004608	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made usingWeb Applicant Inquiry.Cases locked Under Review per PMS:Some registrations reflect ‘Under Review per PMS’,'Under NCT Review',, or ‘Under Review’;in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file.The system lock will allow agents to enter Comments and Contacts though theWeb Applicant Inquirybut will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects ‘Under Review per PMS’,'Under NCT Review',, ‘Under Review’;or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.).Using your best customer servicerespond to the inquiries butdo not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments.Upon completion of the call, please enter a summary of the information discussed in your Contact usingWeb Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents:Record all information pertaining to the call and send an email through your Point of Contact toFEMA-IHPHelpdesk@fema.dhs.gov.Ensure the email subject line includes: DR #, Reg #, and a subject that includes ‘Under Review’; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case.Agents will accessWeb Applicant Inquiryto complete required Comments and Contacts.TheHelpline NPSC Caller Services Reference Guidewill describe the type of Comment and/or Contact to enter using theWeb Applicant Inquiry. After completing the actions, please remember to click 'Home' to exit. Reference:Fraud Review FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONS

9/24/19	10/1/19	2004608	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
9/24/19	9/26/19	2004609	SOUTH DAKOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4463 South Dakota was declared for Public Assistance for Severe Storms and Flooding that occurred May 26 - June 7, 2019. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation"; and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here"; checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash"; or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
9/24/19	9/26/19	2004611	UPDATE: DO NOT TAKE REGISTRATIONS FOR TROPICAL DEPRESSION IMELDA	RI	In the event that agents receive inquiries from residents of Texas requesting assistance for damage due to Tropical Depression Imelda, please explain that the incident that caused their damage has not been declared a major disaster and do not attempt to complete a registration. Please suggest callers monitor their local news, State and County Emergency Management websites and the FEMA.gov website for further information about State or Federal assistance. For those who attempt to register on disasterassistance.gov, a banner announcement has been added explaining that FEMA cannot take registrations for Tropical Depression Imelda at this time. For callers who are reporting damage within the incident period for DR-4454-TX, a full registration may still be completed. Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED UPDATE: DR-4454-TX: LATE AND NON-REF LETTERS ON HOLD

9/24/19	9/26/19	2004610	UPDATE: DR-4454-TX: LATE AND NON-REF LETTERS ON HOLD	HELPLINE	All LATE and NON-REF letters are not to be manually generated or mailed for DR-4454-TX, until further notice.The mailroom has been notified.For registrations where email correspondence was selected, the email notifications cannot be stopped.If Helpline receives calls, determine if the caller was a true late registration for DR-4454, or registered for Tropical Depression Imelda in error.If the registration was for Tropical Depression Imelda inform the caller of the following:If an Individual Assistance declaration is received for Tropical Depression Imelda, the existing registration will be placed into the correct disaster.Any letters received until a declaration decision is made can be ignored.Callers should continue to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on "Navigation" and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.Reference:UPDATE: DO NOT TAKE REGISTRATIONS FOR TROPICAL DEPRESSION IMELDAREMINDER: UNDECLARED DISASTERS/INCIDENTS
9/24/19	9/27/19	2004612	UPDATE: DR-4407-CA: MHU MAINTENANCE NUMBER	HELPLINE	For FEMA Manufactured Housing Units (MHU) maintenance issues in DR-4407-CA, please referMHU housed applicantsto the Maintenance Hotline number.This number has been updated as there is a new contract for maintenance.DR-4407 California MHU Maintenance: 1-888-696-1744.The phone number is located in NEMIS under the Agency Tab, Information and Referrals.Do not refer callers from any state other than California to this disaster specific number. Callers who have not yet been leased into an MHU should not be given this Maintenance Hotline number.
9/25/19	9/27/19	2004613	MICHIGAN DECLARED FOR SBA	SBA	Michigan has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16137 & 16138Incident period: 04/30/2019 through 05/01/2019Effective date: 9/25/2019Primary County:WayneContiguous Counties:Macomb, Monroe, Oakland, WashtenawThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
9/25/19	9/30/19	2004614	PPM UPDATE: CONTINUED RENTAL ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Continued Rental Assistance SOPUpdates include:Processing Eligible Assistance - Clarification regarding verification for the number of bedrooms.A Frequently Asked Question (FAQ) was added regarding lot rent.Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
9/25/19	9/26/19	2004615	NEMIS RELEASE: SEPTEMBER 26, 2019	GENERAL	The production deployment of the NEMIS Release 4.01.00, HMGP 4.01.00 Release, has been scheduled for Thursday, September 26, 2019 at 3:00 AM (ET) through 6:00 AM (ET). This deployment will require the new client to be installed on all workstations.Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)DAC ADMINJADEFEIMSMUM (Mail Utility)Other applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
9/25/19	9/26/19	2004615	NEMIS RELEASE: SEPTEMBER 26, 2019	RI	The production deployment of the NEMIS Release 4.01.00, HMGP 4.01.00 Release, has been scheduled for Thursday, September 26, 2019 at 3:00 AM (ET) through 6:00 AM (ET). This deployment will require the new client to be installed on all workstations.Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov.The following functions will not work during the deployment:NEMIS (Web and PowerBuilder)DAC ADMINJADEFEIMSMUM (Mail Utility)Other applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
9/26/19	10/1/19	2004616	ILLINOIS DECLARED FOR SBA	SBA	Illinois has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16141 & 16142Incident period: 06/26/2019 through 06/28/2019Effective date: 9/26/2019Primary Counties:Cook, WillContiguous Counties in Illinois:DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenryContiguous County in Indiana:LakeThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
9/27/19	10/2/19	2004617	PPM UPDATE: DAC SCRIPTS AND HELPS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents" section and the appropriate category of the PPM: DAC Scripts and HelpsUpdates include:Program Referrals Screen:Updated FEMA Inspector contact language.Removed Inspector contact timeframe.Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
9/27/19	10/2/19	2004618	PPM UPDATE: IDENTITY VERIFICATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Identity VerificationUpdate include:Clarification that Medicare/ Medicaid cards must contain the full or last four digits of social security number to be acceptable.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

10/1/19	10/3/19	2004622	NEW IHP MAXIMUM FOR FY 2020	GENERAL	The IHP Program Maximum for any single emergency or major disaster declaration for Fiscal Year (FY) 2020 is\$35,500in accordance with 44 CFR 61.17 (c). IHP Program Assistance provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.The Group Flood Insurance Policy (GFIP) maximum has also been adjusted to this rate. If FEMA purchases the policy, the maximum insured amount would be \$35,500 for each category.Disaster Declarations signed on or after October 1, 2019 will be covered under the FY 2020 IHP Program Maximum.The IHP maximum for open disasters declared in fiscal year 2018 is \$34,000 and 2019 is \$34,900.
10/1/19	10/4/19	2004624	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM.Helpline NPSC Caller Services Reference GuideUpdates include:Language for Written Consent/Third Party Access.Added language for situations in which a third party calls to access the file for a deceased applicant.Clarified that we use "Cold Transfer" procedures when transferring calls to the SBA.Changed reference from "Technical Helpdesk" and "Technical Support" to "Internet Helpdesk" for consistency.Added a note that an e-mail address is required on file to receive a PIN prior to the first login to the DAC-AI account.Fraud review contact information.Written Consent and Sharing Applicants InformationUpdates include:Language regarding Power of Attorney, Guardianship, or Conservatorship documentation to clarify that these documents require validation by the IHP Helpdesk and the Office of the Chief Counsel in order to be accepted.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
10/2/19	10/7/19	2004625	PPM UPDATE: DAC - CALL CENTER RI SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DAC - Call Center RIUpdates include:Statement to reflect that we should not refer callers to contact the state or county Emergency Management Agencies.Language for Written Consent/POA requirements.Other Types of Registrations:Instructions for the “Disaster Related Losses” screen.Funeral Only: instructions for the “Damaged Dwelling” screen.Contact from FEMA inspector language.Added language that an e-mail address is required on file to receive a PIN prior to the first login to the DAC-AI account.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/3/19	10/7/19	2004627	PPM UPDATE: WRITTEN CONSENT AND SHARING APPLICANTS INFORMATION	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Written Consent and Sharing Applicants Information Updates include:Clarifications that applicant or co-applicant may submit written consent for third party file access.Edited language for setting the Info Control verification as Not Verified ‘if missing’ one or more of the verification requirements. Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/4/19	10/9/19	2004626	REMINDER: NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH	GENERAL	October is National Disability Employment Awareness Month (NDEAM). The following webinars are still available for those wishing to learn more about serving survivors, and our Office of Disability Integration and Coordination (ODIC) partners.Staff should request supervisor approval to join webinars during the work day. Staff participation in these webinars is voluntary.Reasonable AccommodationsNoon – 1 p.m. ET October 9View CaptionsEffective CommunicationNoon – 1 p.m. ET October 16View CaptionsServing Survivors with DisabilitiesNoon – 1 p.m. ET October 23View CaptionsThe Office Disability Integration and CoordinationNoon – 1 p.m. ET October 30View CaptionsAll webinars can be joined via telephone conference by calling 877-466-3914. Each webinar has a unique captioning link.
10/4/19	10/9/19	2004626	REMINDER: NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH	HELPLINE	October is National Disability Employment Awareness Month (NDEAM). The following webinars are still available for those wishing to learn more about serving survivors, and our Office of Disability Integration and Coordination (ODIC) partners.Staff should request supervisor approval to join webinars during the work day. Staff participation in these webinars is voluntary.Reasonable AccommodationsNoon – 1 p.m. ET October 9View CaptionsEffective CommunicationNoon – 1 p.m. ET October 16View CaptionsServing Survivors with DisabilitiesNoon – 1 p.m. ET October 23View CaptionsThe Office Disability Integration and CoordinationNoon – 1 p.m. ET October 30View CaptionsAll webinars can be joined via telephone conference by calling 877-466-3914. Each webinar has a unique captioning link.

10/4/19	10/6/19	2004628	NORTH CAROLINA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4465 North Carolina was declared for Public Assistance for Hurricane Dorian that occurred September 1 - 9, 2019. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here" checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
10/4/19	10/7/19	2004629	PPM UPDATE: FINANCIAL HA AND ONA MAXIMUM AND MINIMUM AWARDS	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Financial HA and ONA Maximum and Minimum Awards Updates include: Housing Assistance and Other Needs Assistance award maximums for fiscal year 2020. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
10/4/19	10/7/19	2004630	DR-4466-TX: NEW IA DECLARATION	RI	Texas has a new Individual Assistance disaster declaration. DR 4466 Texas was declared on October 4, 2019. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. The incident period for this disaster is September 17 - 23, 2019. Counties declared for IA: Chambers, Harris, Jefferson, Liberty, Montgomery, and Orange Counties. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES REMINDER: REGISTRATION DATE OF LOSS
10/4/19	10/7/19	2004631	update: ihp helpdesk hours of operation	GENERAL	Beginning October 5, 2019 the hours of operation for the IHP Helpdesk have been adjusted. Monday through Friday: 7:00 am to 9:00 pm (ET) Saturday and Sunday: 9:00 am to 9:00 pm (ET) Reference: FEMA-IHP-Helpdesk
10/5/19	10/7/19	2004632	TRANSFER REGISTRATION PROCESS: REGISTRATIONS FOR TROPICAL DEPRESSION IMELDA	HELPLINE	On Friday, instructions were provided by FLASH to take registrations for Tropical Depression Imelda under DR-4454-TX as there was an imminent declaration. That declaration was received, and registration intake is available under DR-4466-TX. The Program Management Section is working to move the registrations taken under DR-4454-TX to the DR-4466-TX disaster. This may take a few days. Any Imelda related registration taken under DR-4454-TX will be transferred to DR-4466-TX. Until further notice do not manually transfer any registrations from DR-4454-TX to the DR-4466-TX disaster as you will disrupt the process. Do not attempt any edits to the DR-4454-TX registrations. Do not take another registration for callers who say they registered for Imelda damages previously. Agents should tell callers that registered in DR-4454-TX for Tropical Depression Imelda damages, that their registration will be transferred to DR-4466-TX, but it may take a few days. Your patience is appreciated during this process.
10/5/19	10/7/19	2004632	TRANSFER REGISTRATION PROCESS: REGISTRATIONS FOR TROPICAL DEPRESSION IMELDA	RI	On Friday, instructions were provided by FLASH to take registrations for Tropical Depression Imelda under DR-4454-TX as there was an imminent declaration. That declaration was received, and registration intake is available under DR-4466-TX. The Program Management Section is working to move the registrations taken under DR-4454-TX to the DR-4466-TX disaster. This may take a few days. Any Imelda related registration taken under DR-4454-TX will be transferred to DR-4466-TX. Until further notice do not manually transfer any registrations from DR-4454-TX to the DR-4466-TX disaster as you will disrupt the process. Do not attempt any edits to the DR-4454-TX registrations. Do not take another registration for callers who say they registered for Imelda damages previously. Agents should tell callers that registered in DR-4454-TX for Tropical Depression Imelda damages, that their registration will be transferred to DR-4466-TX, but it may take a few days. Your patience is appreciated during this process.

10/7/19	10/10/19	2004633	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS
10/7/19	10/10/19	2004633	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS

10/7/19	10/10/19	2004634	REMINDER: NO CONTACT QUEUE	HELPLINE	If a workpacket (WP) is present in the ‘NO CONTACT’ queue do not request another inspection. Workpackets associated to a registration can be found on the Overview tab, Current Queues field. Agents should follow specific directions provided under ‘Inspection Issues’; 7.2c and 7.2d in the ‘Helpline NPSC Caller Services Reference Guide’ for cases in this queue. Agents should confirm the applicant’s contact information and update it when necessary. To determine which contractor has the inspection, review the Inspection Timeline under Contractor Name in desktop NEMIS or the Inspection Status in Web NEMIS. Please provide the applicant with the corresponding contractor phone number. Inspection contractor= FEMA: Send an email to the FEMA-IHP Helpdesk they will forward the information to the inspection task monitors for review. INCLUDE the following on the email: Subject Line: DR #, Reg #, and a subject that includes ‘Reschedule – No Contact Pending’; Body: Applicants name, DDA, CMA, CPN, the best time to be contacted, and explain the contact information has been updated and the applicant is requesting to reschedule the inspection. Inspection contractor= Vanguard or Parsons Brinkerhoff: The below numbers are ONLY to be given to registrants currently in the NO CONTACT queue and should not be provided to applicants for any other reason, as the contractors are not able to assist callers with any other inquiries: Vanguard: 1-855-826-4471, leave a message as needed. Alltech/Parsons Brinkerhoff: 1-866-317-9420, leave a message as needed. NOTE: If the applicant’s latest inspection already received an INCI decision, they have been returned from the contractor. Do not provide the contractor phone numbers to those applicants.
10/7/19	10/10/19	2004636	PUERTO RICO: LAUNCH INITIATIVE CALLOUT	HELPLINE	The Joint Recovery Office (JRO) Staff and the Puerto Rico Call Center (PRCC) are performing a Callout to disaster survivors with potentially eligible line items for Disasters 4336 and 4339. As a result, the Linking Action for Unmet Needs in Case History (LAUNCH) Project was created to address case reviews for this identified population. Courtesy calls are being performed by PRCC Caseworkers and JRO Staff to inform applicants of missing documentation. Agents assigned to the CARS Workgroup will serve as the ‘Caller Services Call Back Line’ for the LAUNCH Project. The calls will not be tracked in CARS, only the phone line is being used for returned calls. Helpline: The summary line for this callout is: ‘PR LAUNCH INITIATIVE.’ In all cases, please verify the Events Log to confirm that the case is part of the PR LAUNCH Initiative. Helpline agents that are not assigned to the CARS workgroup: Verify all information in file and make any updates, as needed. Verify applicant has the ‘PR LAUNCH INITIATIVE’ summary line in Events, and if so: Provide the call back phone number and perform a warm transfer to 1-866-826-8753. Business hours are 8:00 am to 8:00 pm AST; Sunday through Saturday. Call Back Staff: The staff assigned to the ‘Caller Services Call Back Line’ will perform the following duties: Review the Events Log to confirm applicant received a call from a Caseworker from the PR LAUNCH Initiative. Complete a case review and advise if additional documentation is required to properly process their application. For applicants sending documentation due to the Callout, please provide the following fax number: 787-273-8731. This is only for the LAUNCH project. All call back calls require a Contact in NEMIS. Example Contact: Summary Line: ‘PR LAUNCH Initiative - Callback’ Details: App/Co-app received a LAUNCH courtesy call from PR LAUNCH. Document steps taken, and information given to the applicant and any other changes made to file.
10/7/19	10/10/19	2004636	PUERTO RICO: LAUNCH INITIATIVE CALLOUT	PUERTO RICO	The Joint Recovery Office (JRO) Staff and the Puerto Rico Call Center (PRCC) are performing a Callout to disaster survivors with potentially eligible line items for Disasters 4336 and 4339. As a result, the Linking Action for Unmet Needs in Case History (LAUNCH) Project was created to address case reviews for this identified population. Courtesy calls are being performed by PRCC Caseworkers and JRO Staff to inform applicants of missing documentation. Agents assigned to the CARS Workgroup will serve as the ‘Caller Services Call Back Line’ for the LAUNCH Project. The calls will not be tracked in CARS, only the phone line is being used for returned calls. Helpline: The summary line for this callout is: ‘PR LAUNCH INITIATIVE.’ In all cases, please verify the Events Log to confirm that the case is part of the PR LAUNCH Initiative. Helpline agents that are not assigned to the CARS workgroup: Verify all information in file and make any updates, as needed. Verify applicant has the ‘PR LAUNCH INITIATIVE’ summary line in Events, and if so: Provide the call back phone number and perform a warm transfer to 1-866-826-8753. Business hours are 8:00 am to 8:00 pm AST; Sunday through Saturday. Call Back Staff: The staff assigned to the ‘Caller Services Call Back Line’ will perform the following duties: Review the Events Log to confirm applicant received a call from a Caseworker from the PR LAUNCH Initiative. Complete a case review and advise if additional documentation is required to properly process their application. For applicants sending documentation due to the Callout, please provide the following fax number: 787-273-8731. This is only for the LAUNCH project. All call back calls require a Contact in NEMIS. Example Contact: Summary Line: ‘PR LAUNCH Initiative - Callback’ Details: App/Co-app received a LAUNCH courtesy call from PR LAUNCH. Document steps taken, and information given to the applicant and any other changes made to file.

10/7/19	10/10/19	2004638	DR-4466-TX: IMELDA REGISTRATIONS TRANSFERRED FROM DR-4454-TX	HELPLINE	A script has been run to transfer data for specific late registrations for Tropical Depression Imelda taken in DR-4454-TX to DR-4466-TX. There will still be a late registration showing in DR-4454-TX. In the events history of the DR-4454 registration you will see an entry: Event Type "RGSNCOPY"; Summary "Copied from RI Master Original Rgsn Data to (number) dstr: 4466"; In the events history of the DR-4466 registration you will see an entry: Event Type "RGSNCOPY"; Summary "Copied Rgsn Data from (number) dstr: 4454"; The transferred registrations will proceed as normal registrations in DR-4466-TX and will receive notifications with the new registration number. If an applicant states they made an attempt to register previously for Imelda, rather than attempting to make a duplicate registration, search to see if a registration was already completed or saved as an incomplete. Search for applications using "All Disasters". Incomplete registrations can be completed for DR-4466 following guidance in DAC - Call Center RI. There may be files that did not transfer via script. Please remember to look in the events log to see if a transfer via script was already performed, (Event Type "RGSNCOPY"). If you find a registration that was not transferred, follow standard registration transferring procedures found in Transferring Registrations. Only the RI data will transfer, any data changes made to the initial registration will not transfer. If you have additional questions please contact the IHP Helpdesk.
10/7/19	10/10/19	2004638	DR-4466-TX: IMELDA REGISTRATIONS TRANSFERRED FROM DR-4454-TX	RI	A script has been run to transfer data for specific late registrations for Tropical Depression Imelda taken in DR-4454-TX to DR-4466-TX. There will still be a late registration showing in DR-4454-TX. In the events history of the DR-4454 registration you will see an entry: Event Type "RGSNCOPY"; Summary "Copied from RI Master Original Rgsn Data to (number) dstr: 4466"; In the events history of the DR-4466 registration you will see an entry: Event Type "RGSNCOPY"; Summary "Copied Rgsn Data from (number) dstr: 4454"; The transferred registrations will proceed as normal registrations in DR-4466-TX and will receive notifications with the new registration number. If an applicant states they made an attempt to register previously for Imelda, rather than attempting to make a duplicate registration, search to see if a registration was already completed or saved as an incomplete. Search for applications using "All Disasters". Incomplete registrations can be completed for DR-4466 following guidance in DAC - Call Center RI. There may be files that did not transfer via script. Please remember to look in the events log to see if a transfer via script was already performed, (Event Type "RGSNCOPY"). If you find a registration that was not transferred, follow standard registration transferring procedures found in Transferring Registrations. Only the RI data will transfer, any data changes made to the initial registration will not transfer. If you have additional questions please contact the IHP Helpdesk.
10/8/19	10/9/19	2004637	DMARTS: SCHEDULED MAINTENANCE 10/9/2019	GENERAL	DMARTS will be down for maintenance, Wednesday, October 9, 2019 from 12 PM until 1 PM (ET). During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
10/8/19	10/11/19	2004635	UPDATE: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on the Disaster Specific Information page of the correct disaster, or in the NEMIS DR Info tab. Select the correct disaster number to get disaster specific information. Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page. The display will show a Referral section which includes a National listing and a State and Local listing. For disasters prior to DR-4466-TX the information will still be displayed in the "Quick Links" section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals. The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information. Reminders: Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue. Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants. You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service. Do not refer non-Texas disaster survivors to the TX-ONA Helpline number. Please be aware that the "Available Agency" referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available. If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC. STATE AND REGIONAL OFFICES: Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.

10/8/19	10/11/19	2004635	UPDATE: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on the Disaster Specific Information page of the correct disaster, or in the NEMIS DR Info tab. Select the correct disaster number to get disaster specific information. Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page. The display will show a Referral section which includes a National listing and a State and Local listing. For disasters prior to DR-4466-TX the information will still be displayed in the "Quick Links" section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals. The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information. Reminders: Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue. Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants. You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service. Do not refer non-Texas disaster survivors to the TX-ONA Helpline number. Please be aware that the "Available Agency" referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available. If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC. STATE AND REGIONAL OFFICES: Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
10/8/19	10/10/19	2004639	SOUTH DAKOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4467 South Dakota was declared for Public Assistance for Severe Storms, Tornadoes, and Flooding that occurred June 30 to July 21, 2019. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here" checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
10/8/19	10/11/19	2004640	PPM UPDATE: REPLACEMENT ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Replacement Assistance Updates include: Clarify that Replacement Housing determinations must be worked from the FEMA Supervisor Review queue. Clarify that applicants are ineligible for Replacement Assistance if they received an insurance settlement greater than the Financial HA Maximum. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
10/9/19	10/11/19	2004641	REMINDER: INSPECTION LINE ITEMS FOR REAL PROPERTY - OBSERVED VS MAXIMUM	CASEWORK	There may be times when an inspector indicates a higher quantity in the "Obs" (Observed) column of the Real Property Tab (or Line Items tab in WebNEMIS) than the quantity indicated in the "Max" (Maximum) column. This is permissible for real property items. The "Max" quantity is used to verify accuracy for an average home but does not include the total amount that could be found in a particular dwelling. Caseworkers, please be aware this is not an error by the inspector. Inspectors may provide a comment when the "Obs" quantity is greater than the "Max" quantity, but a comment is not required. Use the quantity in the "Obs" column to process the FEMA Verified Loss (FVL), as this accurately reflects the inspector's evaluation of the real property damages. If you notice an unusual quantity in the Obs column, contact the IHP Helpdesk for additional assistance. Note: This does not apply to standard ONA categories. The maximum amounts in the ONA categories are listed on the Standard Personal Property Line Item list. Any modifications to this list are requested by the State, Territorial, or Tribal government during disaster setup. Reference: Home Repair Assistance Inspection Requests and Comparisons FEMA-IHP-Helpdesk
10/10/19	10/14/19	2004642	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted for Monday, October 14, 2019 holiday. 9:00 am – 6:00 pm EST. IHP Helpdesk will resume normal business hours the next day. Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
10/10/19	10/14/19	2004644	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) may be closed due to the holiday, Monday 10/14/2019. DR-4429-MS: All DRCs will be open. DR-4336-PR and DR-4339-PR: All DRCs will be closed. DRCs will resume normal business hours the next day. Refer to NEMIS DR Info for DRC information and normal hours of operation.

10/10/19	10/15/19	2004645	PPM UPDATE: SPECIAL HANDLING QUERIES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Special Handling QueriesUpdates include:Added query to stop workpackets for Renters with Renters/Contents Only insurance and COD other than flood in the special handling queue for manual processing. Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/11/19	10/15/19	2004646	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
10/11/19	10/15/19	2004646	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
10/11/19	10/15/19	2004647	REMINDER: DISASTER SURVIVOR ASSISTANCE TEAMS FACILITATED RI CALLS FROM SURVIVORS	RI	DSATs (Disaster Survivor Assistance Teams) facilitate registering survivors for disaster assistance. DSA (Disaster Survivor Assistance) operates in some areas with limited wireless connectivity.At times, when the connectivity does not allow the use of the internet, the DSATs will allow the survivor to use their phone to call the FEMA 800-621-3362 number. This option will allow Survivors to still be able to complete a registration.In instances where you get this DSAT facilitated call, please ADD a comment in the file that says:95 - DSAT Facilitated RI
10/11/19	10/16/19	2004643	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4362-AL endsOctober 26, 2019DR-4363-IN endsNovember 5, 2019DR-4364-NC endsNovember 8, 2019DR-4365-HI endsNovember 8, 2019DR-4366-HI endsNovember 11, 2019DR-4377-TX endsJanuary 6, 2020DR-4382-CA endsFebruary 4, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR extended toNovember 30, 2019DR-4339-PR extended toNovember 30, 2019Reference:DR - 4336 and 4339 - Puerto Rico DSOP
10/11/19	10/16/19	2004648	DR-4466-TX: WHITE OAKS CONDOMINIUMS FLOOD INSURANCE	CASEWORK	White Oaks Condominiums reported the commercial flood policy covers all flood damages including the ‘drywall in’ damages and the stove and refrigerator under personal property items.The JADE comment ‘PMS WHITE OAKS CONDO: FLOOD INS COVERAGE’has been added to these specific cases.Tenants / Owners are only responsible for their personal contents including washer and dryer, and relocation expenses.Housing Inspection Services is aware of this information and inspections are being completed according to the inspection guidance. Do not send these cases for FCORs when no RP line items are listed in the inspection record.Ensure you review the events history as part of your case reviews.
10/11/19	10/16/19	2004649	PPM UPDATE: INFO CONTROL SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Info ControlUpdates include:Letter Regeneration Error: Note included as a reminder to use Legacy NEMIS (PowerBuilder).Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/11/19	10/16/19	2004650	Reminder: RETIRED INELIGIBLE LETTERS	CASEWORK	Do not use INDM decision letters for initial or appeal decisions. INDM will no longer be used for any decisions.Do not useIISSdecision letters for initial or appeal decisions except for generator processing.IISS has been replaced with INSS,(Ineligible Insufficient Documents or No Documents Submitted) for ONA. This insert will describe if a person is missing some or all of the required information listed in the RFI. IISS may be used for Misc/Other Generatorineligible processing, per PPMGeneratorSOP.References: LETTERS: NEMIS TEMPLATES AND INSERTSCodes Verification Request Letters and Assistance TypesAppeals Processing
10/11/19	10/13/19	2004651	FEMA MAILROOM: FAX NUMBER OFFLINE	GENERAL	The FEMA Fax number is currently offline. Applicants may use the local fax number for the mailroom until the issue is resolved:301-209-4410This issue is being worked on and resolution is pending.
10/15/19	10/17/19	2004652	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Photos: Applicants may inquire if it is necessary to photograph their property before disposing of it. Photos are not necessary for a FEMA inspection, the real property damages to the home will substantiate any damages to discarded personal property. Taking photos for insurance purposes would be up to their discretion and at their expense.Reference:EPA: Mold

10/16/19	10/18/19	2004653	REMINDER: CROSS DISASTER	CASEWORK	Once NEMIS identifies a possible cross disaster duplicate between disasters, linked registration information will be recorded in the Special Tab under the “Previous Disaster Summary” field or on the “Linked Regs” page in NEMIS Web under Previous Disaster Assistance.Cross disaster damages will be addressed by the Inspectors, but agents will need to be aware of the special handling query in place when inspections are returned.There may be times when an applicant returns documents, or the system bypasses Special Handling. All cross disaster duplication registrations will be reviewed in the same manner regardless what queue the case may be in. Duplicate Resolution will need to review the linked registrations for previous Disaster Assistance as well as current linked registrations for Temporary Housing Assistance.If the applicant is currently receiving Temporary Housing Assistance of any kind for the same period (CLC, DHAP, financial or direct) from a previous disaster, the applicant should not be awarded temporary housing assistance or LER for the current disaster.Reference:Cross Disaster ProcessingSpecial Handling QueriesDuplicate Investigation and Resolution Processing
10/16/19	10/19/19	2004654	NORTH CAROLINA DECLARED FOR SBA	SBA	North Carolina has received an SBA Administrative Declaration due to Hurricane Dorian.Disaster declaration number: 16160 –16161Incident period: 09/01/2019 through 09/09/2019Effective date: 10/16/2019Primary Counties:Carteret, Dare, Hyde, New HanoverContiguous Counties:Beaufort, Brunswick, Craven, Currituck, Jones, Onslow, Pamlico, Pender, Tyrrell, Washington.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
10/16/19	10/21/19	2004655	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text –TalkWithUs– to 66746 (Spanish speakers text –Hablanos–)From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
10/16/19	10/18/19	2004656	DR-4429-MS: INCIDENT PERIOD EXTENDED FRN 7	CASEWORK	The incident period for DR-4429-MS has changed and is nowFebruary 22, 2019, through and including August 23, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (February 22, 2019 through March 29, 2019) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide–Inspection Requests and Comparisons
10/16/19	10/18/19	2004656	DR-4429-MS: INCIDENT PERIOD EXTENDED FRN 7	HELPLINE	The incident period for DR-4429-MS has changed and is nowFebruary 22, 2019, through and including August 23, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (February 22, 2019 through March 29, 2019) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide–Inspection Requests and Comparisons
10/16/19	10/18/19	2004656	DR-4429-MS: INCIDENT PERIOD EXTENDED FRN 7	RI	The incident period for DR-4429-MS has changed and is nowFebruary 22, 2019, through and including August 23, 2019.Please see theDisaster Specific Informationpage for more information about this disaster.Possible Reinspections:Due to the change in the incident period, there may be applicants that had additional damage that occurred after the initial inspection or damage determined outside the original incident period timeframe (February 22, 2019 through March 29, 2019) and therefore was not recorded.Please send these applicants for inspection as a Reinspect when needed and please be aware that the additional damage must also be a designated cause of damage for the disaster.Reference:Helpline NPSC Caller Services Reference Guide–Inspection Requests and Comparisons
10/17/19	10/20/19	2004657	REMINDER: THIRD PARTY INSPECTIONS	CASEWORK	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant’s behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection.Advise the applicant to provide:The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in theWritten Consent and Sharing Applicants Information.Once an acceptable Written Consent is received, request an inspection:Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.).Add the third party name and contact information into the Inspection Request Comment.Select “Yes” in the “Send for Inspection” comment box.Notes:For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection.Reference:Inspection Requests and Comparisons

10/17/19	10/20/19	2004657	REMINDER: THIRD PARTY INSPECTIONS	HELPLINE	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant's behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection. Advise the applicant to provide: The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in the Written Consent and Sharing Applicants Information. Once an acceptable Written Consent is received, request an inspection: Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.). Add the third party name and contact information into the Inspection Request Comment. Select "Yes" in the "Send for Inspection" comment box. Notes: For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection. Reference: Inspection Requests and Comparisons
10/18/19	10/22/19	2004659	ONLINE DAC: INSPECTION REQUESTS	CASEWORK	An applicant has the ability to request an inspection through their online DAC Account (DACAI) if their initial decision was ineligible due to inaccessible, withdrawn, no contact, or missed inspection. This is similar to when a verbal request is made by the applicant. Applicants are restricted to only making one online inspection request. Casework: If an inspection is returned by Inspections (RTS) staff should attempt to clarify the inspection request with the applicant and address appropriately. Reference: Helpline NPSC Caller Services Reference Guide, Inspection Requests and Comparisons
10/18/19	10/22/19	2004659	ONLINE DAC: INSPECTION REQUESTS	HELPLINE	An applicant has the ability to request an inspection through their online DAC Account (DACAI) if their initial decision was ineligible due to inaccessible, withdrawn, no contact, or missed inspection. This is similar to when a verbal request is made by the applicant. Applicants are restricted to only making one online inspection request. Casework: If an inspection is returned by Inspections (RTS) staff should attempt to clarify the inspection request with the applicant and address appropriately. Reference: Helpline NPSC Caller Services Reference Guide, Inspection Requests and Comparisons
10/21/19	10/23/19	2004658	REMINDER: INSPECTION COMPLAINTS AND APPEALS	HELPLINE	Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other. An Appeal is the method of applying for an official change to a decision. An applicant may submit an Appeal request when they disagree with an eligibility determination. Appeals may relate to the applicant's eligibility, the amount or type of assistance, late applications, requests to return money, or questions regarding continued assistance. An Inspector Complaint is when the applicant believes the inspector did something unethical or inappropriate. Please advise applicants that when they submit an Inspector Complaint, the information will be forwarded for a complete review of the Inspector's conduct and the manner in which the inspection was performed. It does not automatically mean that they will receive another inspection or additional assistance. Example: An applicant calls the Helpline to contest the basement damage recorded in their initial inspection. Resolution: This is not an Inspector Complaint. A dispute over the potential damage recorded on a basement does not identify any issues, such as: sexual harassment, inspector made use of inappropriate comments, personal items missing after the inspector's visit, discriminatory comments, fault language, etc. Applicants may find that an inspection report and the explanation that follows as unacceptable and have every right to appeal that decision. Please reinforce that FEMA's Individuals and Household's Program is an essential needs program and that their inspection was completed in accordance with current FEMA program directives addressing essential rooms. Representatives should inform the applicant that they have the right to appeal FEMA's decision, and should always be prepared to explain the appeal procedures. Reference: Helpline NPSC Caller Services Reference Guide,
10/21/19	10/23/19	2004660	DMARTS: SCHEDULED MAINTENANCE 10/23/2019	GENERAL	DMARTS will be down for maintenance, Wednesday, October 23, 2019 from 4 AM until 7 AM (ET). During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
10/22/19	10/25/19	2004661	FLORIDA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4468 Florida was declared for Public Assistance for Hurricane Dorian that occurred August 28 to September 9, 2019. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. If a state, territory, or tribe has an active Individual Assistance registration period: Take all registrations from applicants within that declared state, territory, or tribal area. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed, click the "Other damage not listed here" checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. If the applicant already has a disaster application for the declared incident you cannot take a duplicate application. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE

10/22/19	10/28/19	2004665	C3MP: IVR ENHANCEMENT FEATURES ACTIVATED	GENERAL	The C3MP IVR Enhancement features, including state identification, language selection, and automated referral delivery have been activated effective Tuesday, October 22, 2019.Changes to the agent’s default view on Interaction Desktop have been rolled out to allow for use of these enhancements. Guidance has been updated and is referenced below.References:C3MPDocuments:Agents Guide to C3MP PPM UPDATE: MULTIPLE DOCUMENTSDAC – Delta CallsLanguage LineDAC Call Center RIHelpline Reference Guide
10/22/19	10/28/19	2004665	C3MP: IVR ENHANCEMENT FEATURES ACTIVATED	HELPLINE	The C3MP IVR Enhancement features, including state identification, language selection, and automated referral delivery have been activated effective Tuesday, October 22, 2019.Changes to the agent’s default view on Interaction Desktop have been rolled out to allow for use of these enhancements. Guidance has been updated and is referenced below.References:C3MPDocuments:Agents Guide to C3MP PPM UPDATE: MULTIPLE DOCUMENTSDAC – Delta CallsLanguage LineDAC Call Center RIHelpline Reference Guide
10/22/19	10/28/19	2004665	C3MP: IVR ENHANCEMENT FEATURES ACTIVATED	RI	The C3MP IVR Enhancement features, including state identification, language selection, and automated referral delivery have been activated effective Tuesday, October 22, 2019.Changes to the agent’s default view on Interaction Desktop have been rolled out to allow for use of these enhancements. Guidance has been updated and is referenced below.References:C3MPDocuments:Agents Guide to C3MP PPM UPDATE: MULTIPLE DOCUMENTSDAC – Delta CallsLanguage LineDAC Call Center RIHelpline Reference Guide
10/22/19	10/25/19	2004664	SERVER OUTAGE: DAC RELEASE 9.05	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.05 is scheduled forWednesday, October 23, 2019.Registration Intake will be operational for new registrations.Call Centers should use theDC2 Call Center (refresh using F5)at the beginning of their shift October 23, 2019.Notification will be provided when staff can begin using the MW Call Center site.
10/22/19	10/25/19	2004662	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM.DAC – Delta CallsUpdates include:Language for the IVR Enhancement.Added definitions and acronyms.DAC Call Center RIUpdates include:Added information for preferred language in C3MP and 6 new languages available through the Interactive Voice Response System (IVR).Language to define "Open Registration Period" and to clarify that it does not include the Late Application period.Screenshot and language for the Referrals (F6) function.Added language that advises staff they will have an option to read the referrals or transfer to the IVR.Added a note explaining DUA and Farm Services referrals are not available in the IVR.Screenshot for the RI Financial Screen.Income question to mirrors what is in the RI system.Added a note that not all agency referrals are available in the IVR.Language regarding how to select and attach agency referrals to the registration.A note stating the DUA and Farm Services referrals are not on the IVR and must be read to the applicant.A note that disaster specific referrals are not available through the IVR and must be read to the applicant.Language and screen shots for Agency Referrals within the IVR and C3MP.Language and screen shots for transferring applicants to the IVR at the conclusion of the call.Removed “Frequently Asked Questions” link that was obsolete.Helpline Reference Guide Updates include:Hyperlinks for the “Answering a call from another language” and “Answering a referral return call.”Language in reference to the six new languages available and answering a call for those languages.Reminder to gather co-applicant's date of birth when the co-applicant's Social Security Number (SSN) is not listed in the file.Language in reference to answering a Referral Return Call.Include the IMI and WVOA status codes to Request for reinstatement/inspection section.FAQ to define an open registration period.Language LineUpdates include:Removed reference to the IC Public Contacts. Staff will now need to dial the number for Language Line Services (LLS).Removed references to Avaya throughout the document.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
10/22/19	10/25/19	2004663	PPM UPDATE: DR-4466-TX DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4466 - TX DSOPRead the entire DSOP for additional information.The DSOP includes guidance for:Applicants residing in FEMA provided Temporary Housing Units (THU).Note:Standard guidance will apply unless Disaster Specific Guidance exists.

10/28/19	10/31/19	2004673	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Sandalwood Fire.Disaster declaration number: 16165 '16166Incident period: 10/10/2019 through 10/14/2019Effective date: 10/25/2019Primary County:RiversideContiguous Counties in California:Imperial, Orange, San Bernandino, San DiegoContiguous County in Arizona:La PazThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
10/29/19	11/1/19	2004674	PPM UPDATE: LODGING EXPENSE REIMBURSEMENT SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Lodging Expense ReimbursementUpdates include:A Frequently Asked Question (FAQ) was added regarding the ratio of hotel rooms to occupants.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/30/19	11/4/19	2004676	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.
10/30/19	11/4/19	2004675	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
10/30/19	11/4/19	2004675	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
10/30/19	11/4/19	2004677	REMINDER: TEXAS ONA HELPLINE	HELPLINE	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistanceprocessing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Trans, Moving/Storage, GFIP).Note regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Helpline agents should verify a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
10/31/19	11/5/19	2004678	PPM UPDATE: LANGUAGE LINE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Language LineUpdates include:Clarification of the process when staff doesn’t speak the caller’s language and needs to contact Language Line Services (LLS).Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

11/5/19	11/9/19	2004684	LOUISIANA DECLARED FOR SBA	SBA	Louisiana has received an SBA Administrative Declaration due to New Orleans Hard Rock Hotel Collapse and Related Street Closures.Disaster declaration number: 16180Incident period: 10/12/2019Effective date: 11/05/2019Primary Parishes:OrleansContiguous Parishes:Jefferson, Plaquemines, Saint Bernard, Saint TammanyThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
11/5/19	11/8/19	2004679	REMINDER: EMPLOYEE INFO IN NEMIS: CONTACTS AND COMMENTS	GENERAL	For the protection of all employees,Do Notenter any employee information into Comments and Contacts in NEMIS. If any reference must be made regarding personnel please use titles such as 'Housing Officer' or generic references such as 'Customer Service Representative';, 'Caseworker';, etc. Documenting employee names or other employee information in applicant files may put your co-workers at risk.Everything written into Comments and Contacts becomes aPERMANENTpart of the applicant's file and therefore public record. The information is available for the public to request and view. It is important to remain professional and neutral when adding information to the applicant’s record.Please follow all currently posted guidelines regarding comments and contacts. Please refrain from adding the following to contacts/comments:The names or other identifiable information of FEMA employeesNegative remarksabout FEMA, employees, or specific departmentsEntering personal opinions about the caseDo not copy/paste text from preshifts or other guidanceDo not copy/paste Email textIf while viewing a case an agent discovers employee information in the file, please report the case to a Supervisor, POC or IHP Helpdesk and provide the following:The Disaster and Registration NumberThe Events Log Date of the Comment/ContactThe Name to be removedNOTE: Do not give the physical address and location of FEMA facilities.The only addresses that should be shared are those related to incoming mail (mailroom) or disaster specific locations that are listed in NEMIS, such as DRC's.
11/5/19	11/8/19	2004680	REMINDER: PROCESS ALL UNMET NEEDS	CASEWORK	Review workpackets to identify unmet needs, and address all issues.When there are multiple workpackets in a queue, remember to address all issues you are authorized to process.Do not route the work packet to complete without a thorough review.It is preferred that all outstanding issues are processed in one queue. Agents should view the events log to identify if any workpackets have been removed by manual processing; automation prior to an eligibility determination; or by the generation of request and/or notification letters. Review all documentssubmitted and the Events Log to determine if any additional issues are outstanding.Review verifications such as identity, duplication, occupancy, ownership, and insurance.Once the case review has been completed, if there are any categories that need to be addressed and the agent is not authorized to process the category or request for assistance, the existing workpacket should be split so an active workpacket becomes available in the appropriate queue, if a workpacket is not already there.Once all issues are addressed, agents should remove any extra or duplicate workpackets.Do not processLate Application, Multi-Family Road/Bridge, Pre-Recoupment, Recoupment,Boats, Funeral, Congressional, CTHA (including CTHA appeals) orFEMA Manual-Congressional sub-queue unless specifically authorized.Do not processFEMA Manual Determination-Automated Supportsub-queue or inFEMA Supervisor Review - FEMA Correctionsub-queue.There may be system limitations that will not allow all processes to be completed from one queue. Agents may be required to complete the processing of assistance in multiple queues when they are authorized to do so. The goal is to address all issues agents are authorized to process.
11/5/19	11/8/19	2004681	REMINDER: THREATENING PHONE CALLS	HELPLINE	Due to the nature of work at FEMA, we speak with callers that are undergoing a great deal of stress. This stress is handled differently by each caller encountered by agents.On rare occasions, a caller may seem so despondent that they may consider suicide. Suicidal thinking should be taken very seriously. Threats of hurting oneself or others are often cries for help.Guidance for handling threatening phone calls can be found inThreatening Phone Calls.All incidents must be reported to the Federal Mega Center.Notify your Supervisor/Point of Contact (POC) immediately via email, Lync, or by signaling for assistance when you receive a threatening phone call. Engage the caller, stay calm, take all threats seriously, and gather as much information as possible.
11/5/19	11/8/19	2004682	PPM UPDATE: WRITTEN CONSENT AND SHARING APPLICANTS INFORMATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Written Consent and Sharing Applicants Information Updates include:Language related to POA, Guardianship, and Conservatorship documents.Clarified that these documents are required to be sent to the IHP Helpdesk for review and approval by OCC.Clarified that Written Consent letters do not require review by the IHP Helpdesk or OCC.Clarified that the declarative statement does not need to be verbatim to what is listed in the SOP.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

11/7/19	11/15/19	2004688	UPDATE: ONA PERSONAL PROPERTY	CASEWORK	A trend has been identified with agents processing eligible personal property when there are unaffected items available to meet the household's needs. The maximum amounts in the ONA categories are predetermined by the State/Region personnel at the onset of a disaster for essential personal property limits. When processing ONA Assistance, follow the guidance provided by the PPM SOP. Processing notes: The line item limit represents the # of that type of appliance required to meet the needs of a household. Need for an appliance is determined based on the line item limit vs. the # of Not Affected, Insured or Landlord Owned items. If Not Affected, Insured or Landlord Owned item(s) meets the item quantity limit, then the applicant is ineligible for assistance for that item(s) as the item(s) meets the household's needs. If Not Affected, Insured or Landlord Owned item(s) do not meet the item quantity limit, then the applicant will be awarded the minimum amount of assistance to meet the household's needs, not to exceed the quantity limit. Some personal property items have a "1:1 ratio" line item limit. The quantity for these items will be based on the number of pre-disaster household members who need or are required to use the item OR 1 item per occupied bedroom. Example: The applicant has 2 damaged TVs and 1 Not Affected. The unaffected TV meets the line item limit (1) or need of the household, therefore the applicant is not eligible for assistance with that item. When processing, ensure you identify all personal property items recorded during inspection. Note: If the applicant has an additional need for duplicative PP line items due to unique circumstances, they can appeal in writing presenting these circumstances for consideration. References: Personal Property Assistance UPDATE: PROCESSING PERSONAL PROPERTY: CLOTHING TREND: ELIGIBILITY CODES FOR PERSONAL PROPERTY
11/12/19	11/15/19	2004687	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery. Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs. DRC locations are posted in NEMIS under DR Info, and can be found online using the DRC Locator. Applicants can also upload the FEMA Mobile App for Disaster Resources. For more information visit FEMA.gov Disaster Recovery Centers. Sign Interpreter/Other language needs: If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contact to the FEMA IHP Helpdesk with the specific information. Reference: Helpline NPSC Caller Services Reference Guide ASSISTIVE TECHNOLOGY: TTY AND VRS
11/12/19	11/15/19	2004690	UPDATE: DR-4466-TX: LOCKED CASES	HELPLINE	Some cases in DR-4466-TX have been locked to prevent any processing actions, automation, or updates for Housing Assistance (HA) or Personal Property (PP) from being completed within NEMIS. These cases will not reflect "Under Review" in the CMA field. This is not a system issue and does not need to be reported. These locked cases are for a facility that provided residents with every essential need: They do not require an inspection, They are not eligible for HA or PP assistance, They may be eligible for other forms of Other Needs Assistance. The cases will have a scripted comment as follows: Summary line: PMS CASE LOCKED Body: Applicants are not eligible for FEMA HA or PP assistance; no inspection should be issued. Per facility manager the applicants owned no personal property in the unit. Meals and all other needs are met by the facility. Helpline: Do not discuss that the file is locked. Assist the applicant with any HA questions they may have regarding the status of eligibility determinations in the file or appeal processes. If the file requires an update or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Please refer to the REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS for information on handling locked cases. Update: ONA questions should be referred to Texas ONA Helpline: 1-800-582-5233. Reference: REMINDER: EMAIL COMMUNICATIONS REMINDER: TEXAS ONA HELPLINE
11/12/19	11/15/19	2004691	REMINDER: CTHA HELPLINE: CALL TRANSFERS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests for Continued Rental Assistance (CTHA). Prior to attempting a transfer to the CTHA Helpline, review to make sure caller meets the transfer criteria. Perform a transfer/consult to the CTHA Helpline for callers who have: Submitted a written request for Continued Rental Assistance or a Continued Rental Assistance Appeal and the decision is pending; or Been sent a Rental Recertification Documentation Request (RRDOC) letter and a subsequent Continued Rental Assistance decision has not been processed; or A declaration of continuing need letter/CTHA application or CTHAO letter has been sent to the applicant, and the FEMA Helpline agent is not trained to respond to basic CTHA application questions. C3MP users, see the C3MP Transfer Handout showing how to use the C3MP screens, or contact your tech rep. Do not transfer the call to CTHA Helpline if: The call is about any decisions other than requests for Continued Rental Assistance. The Continued Rental Assistance decision is in the file and the FEMA Helpline agent is trained to respond. A landlord returns a Continued Rental Assistance caseworker call. In this case, ask the questions left in file and email the SPU mailbox with detailed information. Note: The CTHA Helpline is an internal helpline, do not provide SPU phone numbers or email address to callers. Reference: Call Connect Procedures CTHA HELPLINE: CASE REVIEWS

11/12/19	11/15/19	2004686	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	CASEWORK	If FEMA receives a request to change the applicant's name to another name or remove one of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver's license, passport, or birth certificate to support the need for a name change request if documents are not already in file. In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant's name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign. There is no instance where we would remove household occupants from the applicant's file. Household members can be added to a file based on a verbal request on Helpline from the applicant as long as the person being added was an occupant of the dwelling at the time of the disaster or considers the home their primary residence (i.e., college student). Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney. There can be unique circumstances and if you have questions call the IHP Helpdesk. Reference: Helpline NPSC Caller Services Reference Guide; Written Consent and Sharing Applicants Information; DECEASED APPLICANT: REQUEST FOR NAME CHANGE
11/12/19	11/15/19	2004686	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	HELPLINE	If FEMA receives a request to change the applicant's name to another name or remove one of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver's license, passport, or birth certificate to support the need for a name change request if documents are not already in file. In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant's name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign. There is no instance where we would remove household occupants from the applicant's file. Household members can be added to a file based on a verbal request on Helpline from the applicant as long as the person being added was an occupant of the dwelling at the time of the disaster or considers the home their primary residence (i.e., college student). Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney. There can be unique circumstances and if you have questions call the IHP Helpdesk. Reference: Helpline NPSC Caller Services Reference Guide; Written Consent and Sharing Applicants Information; DECEASED APPLICANT: REQUEST FOR NAME CHANGE
11/14/19	11/19/19	2004698	PPM UPDATE: PUERTO RICO DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4336 and DR 4339 PR Updates include: Added information about insurance companies in Puerto Rico within the following categories: admitted, unadmitted, and liquidated companies. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
11/14/19	11/19/19	2004698	PPM UPDATE: PUERTO RICO DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4336 and DR 4339 PR Updates include: Added information about insurance companies in Puerto Rico within the following categories: admitted, unadmitted, and liquidated companies. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
11/14/19	11/18/19	2004692	FLORIDA DECLARED FOR SBA: 16181 and 16182	SBA	Florida has received an SBA Administrative Declaration due to Tornadoes as a result of Tropical Storm Nestor. Disaster declaration number: 16181 & 16182 Incident period: 10/18/2019 Effective date: 11/13/2019 Primary County: Polk Contiguous Counties: Hardee, Highlands, Hillsborough, Lake, Manatee, Okeechobee, Orange, Osceola, Pasco, Sumter. The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
11/14/19	11/18/19	2004693	FLORIDA DECLARED FOR SBA: 16183	SBA	Florida has received an SBA Administrative Declaration due to Hurricane Dorian. Disaster declaration number: 16183 Incident period: 08/28/2019 through 09/09/2019. Effective date: 11/13/2019 Primary Counties: Brevard, Broward, Clay, Collier, Duval, Flagler, Franklin, Hillsborough, Indian River, Lake, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Orange, Osceola, Palm Beach, Pinellas, Polk, Saint Johns, Saint Lucie, Seminole, Volusia. Contiguous Counties in Florida: Alachua, Baker, Bradford, Citrus, Desoto, Glades, Gulf, Hardee, Hendry, Highlands, Lee, Levy, Liberty, Okeechobee, Pasco, Putnam, Sarasota, Sumter, Wakulla. Contiguous Counties in Georgia: Camden, Charlton. The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

11/14/19	11/18/19	2004695	ILLINOIS DECLARED FOR SBA	SBA	Illinois has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16184 & 16185Incident period: 02/24/2019 through 07/03/2019Effective date: 11/14/2019Primary Counties:Alexander, Jersey, Rock Island, Stephenson.Contiguous Counties in Illinois:Calhoun, Carroll, Greene, Henry, Jo Daviess, Macoupin, Madison, Mercer, Ogle, Pulaski, Union, Whiteside, Winnebago.Contiguous Counties in Iowa:Clinton, Louisa, Muscatine, Scott.Contiguous Counties in Kentucky:Ballard.Contiguous Counties in Missouri:Cape Girardeau, Mississippi, Saint Charles, Scott.Contiguous Counties in Wisconsin:Green, LafayetteThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
11/14/19	11/18/19	2004696	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Severe Storms, Straight-line Winds, Hail and Tornado.Disaster declaration number: 16186 & 16187Incident period: 10/20/2019 through 10/21/2019Effective date: 11/14/2019Primary County:DallasContiguous Counties:Collin, Denton, Ellis, Kaufman, Rockwall, Tarrant.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
11/14/19	11/18/19	2004697	DR-4366-HI: CLOSED DISASTER DESIGNATED STAFF ONLY	CASEWORK	Disaster 4366 Hawaii closed on 11/11/2019. A selected group of SPU agents will be processing these cases.Do not processin DR-4366-HI, unless you have been assigned to the specific group.Reference: DR 4366 - HIREMINDER: PROCESSING IN CLOSED DISASTERS
11/15/19	11/19/19	2004699	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4377-TX endsJanuary 6, 2020DR-4382-CA endsFebruary 4, 2020DR-4393-NC endsMarch 14, 2020DR-4394-SC endsMarch 21, 2020DR-4396-MP endsMarch 29, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4336-PR extended toNovember 30, 2019DR-4339-PR extended toNovember 30, 2019Reference:DR - 4336 and 4339 - Puerto Rico DSOP
11/15/19	11/20/19	2004700	DR-4429-MS: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4429-MS isNovember 19, 2019.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDEDUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE
11/17/19	11/19/19	2004694	DMARTS: SCHEDULED MAINTENANCE 11/19/2019	GENERAL	DMARTS will be down for maintenance,Tuesday, November 19, 2019from 4 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
11/18/19	11/21/19	2004706	DR-4469-SD: NEW IA DECLARATION	RI	South Dakota has a new Individual Assistance disaster declaration. DR 4469 South Dakota was declared on November 18, 2019. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.The incident period for this disaster is September 9 - 26, 2019.Counties declared for IA:Brookings, Charles Mix, Davison, Hanson, Hutchinson, Lake, Lincoln, McCook, Minnehaha, Moody, and Yankton Counties and the Flandreau Santee Indian Reservation and the Yankton Indian Reservation.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Please review theUPDATE: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿
11/18/19	11/21/19	2004701	REMINDER: GENERATING CTHA LETTER	HELPLINE	If an applicant who received a CTHAR letter contacts FEMA and requests continued rental assistance (CTHA), manually generate the CTHA packet (Recertification – Declaration of Continued Need) for mailing. There is no need to transfer the applicants to the CTHA Helpline, or create a work packet. The CTHA packet can be created in NEMIS “Update” by FEMA Helpline.If the applicant completes and submits the CTHA packet, resulting in aContinued Rental Assistanceaward (ERCT), the next CTHA letter (CTHAO) will be mailed on the standard schedule (45 days prior to the ERCT end date).If an applicant received a RRDOC, review the letter and comment with the applicant. This will advise the applicant what is still needed forContinued Rental Assistancereview.Note: Do not generate the CTHA packet (Recertification – Declaration of Continued Need) if the applicant did not receive initial rental assistance.Reference:Helpline NPSC Caller Services Reference Guide¿

11/18/19	11/21/19	2004707	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Kincade Fire.Disaster declaration number: 16188 & 16189Incident period: 10/23/2019 through 11/07/2019.Effective date: 11/18/2019Primary County:SonomaContiguous Counties:Lake, Marin, Mendocino, Napa, Solano.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
11/19/19	11/22/19	2004708	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Insurance Processing for HA and Personal Property Updates include:Statement that staff needs to ensure that the insured property address matches the damaged dwelling addressRemoved FAQ about income documents for SBARead the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/20/19	11/23/19	2004709	PPM UPDATE: SBA REFERRALS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: SBA ReferralsUpdates include:Added Income Test Table for fiscal year (FY) 2020 and removed the table for FY 2018.FAQ related to income documents voluntarily submitted.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/20/19	11/22/19	2004710	MISSISSIPPI DECLARED FOR SBA	SBA	Mississippi has received an SBA Administrative Declaration due to Flash Flooding.Disaster declaration number: 16206 & 16207Incident period: 05/08/2019 through 05/09/2019.Effective date: 11/19/2019Primary County:StoneContiguous Counties:Forrest, George, Hancock, Harrison, Jackson, Pearl River, PerryThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
11/21/19	11/26/19	2004711	PPM UPDATE: TRANSPORTATION AND SECOND VEHICLE REQUESTS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Transportation and Second Vehicle RequestsUpdates include:Clarification to verify lack of comprehensive insurance coverage with insurance company if submitted documentation is not clear.Reminder that all verification calls must be recorded as a contact on the applicant's file.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/21/19	11/25/19	2004712	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Note: It is advised that applicants keep all receipts for disaster related expenses.Applicants may inquire if it is necessary to photograph their property before disposing of it.Applicants can take photos of disaster caused damages prior to clean up/removal, but taking photos would be at their discretion and expense.Inspectors are encouraged to view applicant photos but are not required to do so.Reference:EPA: Mold
11/22/19	11/25/19	2004715	DR-4469-SD: CLEAN AND REMOVAL ASSISTANCE (CRA)	HELPLINE	Clean and Removal Assistance (CRA) has been approved forall counties designated for Individual Assistance (IA)in DR-4469-SD.CRA award will be a one-time fixed amount of\$550.00provided under ONA asEMISC.The award is paidvia script, no manual processing will be done for this type of assistance.Registrations must meet the specific eligibility criteria before a payment is scripted:The applicant's pre-disaster primary residence is located in an approved area, and occupancy and ownership are verified.The applicant passes identity verification.The applicant has at least one real property line item recorded with the Cause of Damage as Flood.The applicant's home was not covered by flood or mobile home insurance at the time of the disaster.The applicant received a denial for Home Repair Assistance of Ineligible 'Home is Safe to Occupy' (IID).The Authorization Memorandum is located on the DR-4469-SDDisaster Specific Page.Note: Applicants will be responsible for the removal or contracting services to remove contaminants and disinfect affected areas from disaster caused flooding.CRA will be deducted from any subsequent Home Repair awarded as a result of a change in the home's habitability decision, if the home repair award is greater than the CRA amount.Reference: Home Repair Assistance
11/22/19	11/26/19	2004716	PPM UPDATE: FRAUD REVIEW SOP	PPM UPDATE	(b) (7)(E)

11/22/19	11/26/19	2004717	DR-4429-MS: MEMA RENTAL ASSISTANCE	CASEWORK	The Mississippi Emergency Management Agency (MEMA) provided rental assistance to some applicants prior to the FEMA declaration. These applicants have been identified and a comment entered into their file.Rental Assistance:Applicants who received assistance from MEMA are eligible for FEMA initial rental assistance if all eligibility criteria is met.Continued Rental Assistance:When reviewing for Continued Rental Assistance please look for the following comment, which will indicate how many months of rental assistance the applicant received from MEMA.Summary Line: IAL MEMA HOUSING ASSISTANCEIf an applicant assisted by MEMA requests Continued Rental Assistance:Do not process assistance or supplemental awards for any of the months previously covered by the MEMA assistance.Exhaustion for the first Continued Rental Assistance cycle will be based on the two months of FEMA initial rental assistance provided to the applicant.Continued Rental Assistance cannot exceed a total of 18 months of assistance (plus one security deposit if eligible) including both MEMA and FEMA awards.
11/25/19	11/28/19	2004714	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted for Thursday, November 28, 2019.8:00 am – 5:00 pm ESTIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
11/25/19	11/29/19	2004713	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
11/25/19	11/29/19	2004713	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
11/25/19	11/28/19	2004718	PPM UPDATE: FLOOD ZONES AND OTHER PROTECTED AREAS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Flood Zones and Other Protected AreasUpdates include:Clarification that initial rent for non-compliant applicants is processed using the ENCOMP decision code.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/27/19	11/28/19	2004720	UPDATE: HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted for Thursday, November 28, 2019.Update to hours:9:00 am – 6:00 pm ESTIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
11/27/19	11/30/19	2004721	HOLIDAY: DRC CLOSINGS AND REDUCED HOURS	HELPLINE	Disaster Recovery Centers (DRCs) may be closed or have reduced hours for the holiday, Thursday 11/28/2019.DR-4469- SD: All DRC’s will be closed.DR-4466-TX: All DRC’s will be closed, Thanksgiving Day.On Friday 11/29/2019: All DRC’s will open from 8:00 am to 12:00 pm. DR-4336-PR and DR-4339-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/30/19	12/4/19	2004719	GETTING READY: WINTER WEATHER	HELPLINE	It is that time of year again when people consider how they will prepare for winter weather, snowstorms, and other disasters that may occur. FEMA and partners created a helpful page athttp://www.ready.gov/winter-weatherwith a large range of information about preparing for winter weather.**Neveruse a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Outside locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors. Keep these devices at least 20 feet from doors, windows, and vents.**Encourage callers and individuals to view the hazard Specific Guide “How to Prepare for a Winter Storm” onFEMA.govor visitDisasterAssistance.govforWinter Stormdisaster preparedness.Download theFEMA Mobile Appto receive alerts from the National Weather Service, save custom family emergency plan lists, receive maps of disaster resources, get safety tips, upload and share disaster photos and stay connected on social media and the FEMA blog.Holiday SafetyStay off the road during and after a winter storm.Keep candles away from flammable materials.Keep an eye on food when cooking.Turn off holiday lights at night or when you leave the house.Keep your tree watered, don’t let your holiday tree dry out.Shop securely online over the holidays.Make a communications plan with your family while you’re together for the holidays.
11/30/19	12/6/19	2004722	DR-4339-PR: PERIOD OF ASSISTANCE EXTENSION	CASEWORK	The IHP Period of Assistance forDR-4339-PRhas been extended throughDecember 6, 2019.This changes the IHP Financial Closure End Date. Please see extension memorandum posted on theDR-4339-PRdisaster specific page for additional information.
11/30/19	12/6/19	2004722	DR-4339-PR: PERIOD OF ASSISTANCE EXTENSION	PUERTO RICO	The IHP Period of Assistance forDR-4339-PRhas been extended throughDecember 6, 2019.This changes the IHP Financial Closure End Date. Please see extension memorandum posted on theDR-4339-PRdisaster specific page for additional information.

12/6/19	12/8/19	2004732	TENNESSEE DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4471 Tennessee has been declared for Public Assistance for Severe Storms and Straight-line Winds, that occurred October 26, 2019. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation"; and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. PPM guidance will be updated. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
12/6/19	12/10/19	2004733	PPM UPDATE: CLOSED DISASTER PROCESSING	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Closed Disaster Processing. Updates include: Clarified that the postmark date or fax transmittal timestamp will be used to determine if documents were submitted prior to the disaster financial closure date. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
12/7/19	12/11/19	2004742	DR-4339-PR: PERIOD OF ASSISTANCE - CASE SPECIFIC EXTENSION	CASEWORK	The IHP Period of Assistance for DR-4339-PR has been extended through February 6, 2020. This changes the IHP Financial Closure End Date for specific cases ONLY. Please see extension memorandum posted on the DR-4339-PR disaster specific page for additional information. Sort the list of memorandums by "Descending" to see most recent memorandum. These cases will be worked by a small specialized group of agents. Do not work cases in DR-4339 unless assigned by a supervisor. PPM DSOP guidance updates are forthcoming.
12/7/19	12/11/19	2004742	DR-4339-PR: PERIOD OF ASSISTANCE - CASE SPECIFIC EXTENSION	PUERTO RICO	The IHP Period of Assistance for DR-4339-PR has been extended through February 6, 2020. This changes the IHP Financial Closure End Date for specific cases ONLY. Please see extension memorandum posted on the DR-4339-PR disaster specific page for additional information. Sort the list of memorandums by "Descending" to see most recent memorandum. These cases will be worked by a small specialized group of agents. Do not work cases in DR-4339 unless assigned by a supervisor. PPM DSOP guidance updates are forthcoming.
12/7/19	12/11/19	2004734	DR-4339-PR: PERIOD OF ASSISTANCE - CASE SPECIFIC EXTENSION	CASEWORK	The IHP Period of Assistance for DR-4339-PR has been extended through February 6, 2020. This changes the IHP Financial Closure End Date for specific cases ONLY. Please see extension memorandum posted on the DR-4339-PR disaster specific page for additional information. Sort the list of memorandums by "Descending" to see most recent memorandum. These cases will be worked by a small specialized group of agents. Do not work cases in DR-4339 unless assigned by a supervisor. PPM DSOP guidance updates are forthcoming.
12/7/19	12/11/19	2004734	DR-4339-PR: PERIOD OF ASSISTANCE - CASE SPECIFIC EXTENSION	PUERTO RICO	The IHP Period of Assistance for DR-4339-PR has been extended through February 6, 2020. This changes the IHP Financial Closure End Date for specific cases ONLY. Please see extension memorandum posted on the DR-4339-PR disaster specific page for additional information. Sort the list of memorandums by "Descending" to see most recent memorandum. These cases will be worked by a small specialized group of agents. Do not work cases in DR-4339 unless assigned by a supervisor. PPM DSOP guidance updates are forthcoming.
12/9/19	12/13/19	2004736	PPM UPDATE: PUERTO RICO DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR - 4336 and 4339 - Puerto Rico DSOP. Updates include: DR-4339-PR Financial closure date extension for specific cases. Clarification that SPU will be the sole processors. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
12/11/19	12/14/19	2004738	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to Severe Storms and High Winds. Disaster declaration number: 16220 & 16221 Incident period: 10/31/2019 through 11/01/2019. Effective date: 12/11/2019 Primary County: Erie Contiguous Counties in Pennsylvania: Crawford, Warren Contiguous County in New York: Chautauque Contiguous County in Ohio: Ashtabula The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

12/11/19	12/16/19	2004737	REMINDER: RESTRICTED PROCESSING SUBQUEUES	CASEWORK	Please remember that some processing subqueues areonly processedby Specialized Processing Unit (SPU), Inspection Services, VANPSC Innovations or other Program Specialists.Do not process in restricted subqueues unless you have been specifically assigned to by your Supervisor or POC. When accessing FEMA Manual & FEMA Supervisor Review queues,select one of the subqueuesavailable in the drop-down selection prior to using the "Next" function. If the subqueue selection is left "blank" or if "All Subqueues" is selected, any cases within the queue becomes available when selecting "Next" in NEMIS. If unsure after accessing a work packet which queue the workpacket is in, review the Overview tab"Current Queues"to determine the current subqueue for the workpacket.Examples of restricted subqueues are:MRACongressionalFEMA Correction - restricted to Inspection Management onlyOral HearingRecoupment queues (all)Policy ReviewAutomated Support (automation only, no manual processing)In addition,PPM SOPs or DSOPsmay designate specific subqueues for processing. If you have a question before processing in a specific subqueue, call the IHP Helpdesk, or provide the case specific information to a Supervisor or POC who will review your concernReference:FEMA-IHP-Helpdesk
12/11/19	12/16/19	2004739	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	CASEWORK	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of the‘Ineligible No Relocation’ (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant’s dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant’s need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP
12/11/19	12/16/19	2004739	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	HELPLINE	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of the‘Ineligible No Relocation’ (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant’s dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant’s need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP
12/12/19	12/17/19	2004743	PPM UPDATE: PUERTO RICO DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR - 4336 and 4339 - Puerto Rico DSOPUpdates include:DR-4339-PRAdditional information related to case specific program extension through February 6,2020.Added program end date for Continued Rental Assistance (CTHA) is December 31, 2019.Changed CTHA period of assistance from 26 to 28 total months, that will cover the timeframe from September 2017 through December 2019.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive
12/12/19	12/17/19	2004746	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning December 16, 2019 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Friday: 6:30 am to 7:00 pm (ET)Saturday and Sunday: 8:00 am to 5:30 pm (ET)Reference: FEMA-IHP-Helpdesk
12/12/19	12/14/19	2004741	NEMIS RELEASE: DECEMBER 14, 2019	GENERAL	NEMIS4.02.00releasewill be performed Saturday, December 14, 2019 beginning at 4:00 AM through 5:00 PM (ET).This release will contain adoption efforts to SOA Financial Services (SFS) for IA payments and bug fixes and functionality enhancements for the NEMIS-IA web applications.Note:In preparation for this deployment, any new payments that were initiated as of 12/11/19 will not be processed until 12/16/19.Registration Intake will be operational for new registrations,including online registrations at DisasterAssistance.gov.Some of the applications that will be affected during the deployment include:NEMIS (Web and PowerBuilder)DAC Public Applicant Inquiry on www.Disasterassistance.govIA Assistance Client ASTC WebIA NEMIS ClientHOMES / DARACInspection ManagementOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

12/13/19	12/18/19	2004747	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4377-TX endsJanuary 6, 2020DR-4382-CA endsFebruary 4, 2020DR-4393-NC endsMarch 14, 2020DR-4394-SC endsMarch 21, 2020DR-4396-MP endsMarch 29, 2020DR-4399-FL endsApril 11. 2020DR-4400-GA endsApril 14, 2020DR-4402-WI endsApril 18, 2020DR-4404- MP endsApril 26, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4339-PR extended toFebruary 6, 2020Reference:DR - 4336 and 4339 - Puerto Rico DSOP
12/13/19	12/17/19	2004748	PPM UPDATE: MOVING AND STORAGE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Moving and StorageUpdates include:Clarified that storage units must be commercially availableRead the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/16/19	12/19/19	2004751	NEMIS SYSTEM ISSUE: STOP GENERATING LETTERS	CASEWORK	An issue has been identified as a result ofNEMIS 4.02.00 release.The letter function is not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. Until further notice:Do notgenerate or regenerate any letters.Staff can continue to process as usual, but the mailroom will hold the distribution of all letters until further notice.This will not delay IHP assistance. Helpline:Use your best customer service to explain due to technical issues any applicable letters will be mailed at a later date. A FLASH will be distributed once the issue is resolved.
12/16/19	12/19/19	2004751	NEMIS SYSTEM ISSUE: STOP GENERATING LETTERS	HELPLINE	An issue has been identified as a result ofNEMIS 4.02.00 release.The letter function is not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. Until further notice:Do notgenerate or regenerate any letters.Staff can continue to process as usual, but the mailroom will hold the distribution of all letters until further notice.This will not delay IHP assistance. Helpline:Use your best customer service to explain due to technical issues any applicable letters will be mailed at a later date. A FLASH will be distributed once the issue is resolved.
12/16/19	12/19/19	2004735	CTHA: 2020 SOCIAL SECURITY INCOME INCREASE	CASEWORK	The Social Security Administration will implement a1.6% increase for cost of living benefits, effective January 2020.An applicant willnotbe required to submit another income statement reflecting the increase of SSA benefits as long as the 2019 SSA benefits statement is present in the file.Please refer toContinued Rental AssistanceFrequently Asked Questions: C. Income.
12/16/19	12/17/19	2004749	DMARTS: SCHEDULED MAINTENANCE 12/17/2019	GENERAL	DMARTS will be down for maintenance,Tuesday, December 17, 2019from 4 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
12/16/19	12/19/19	2004750	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
12/16/19	12/19/19	2004752	NEMIS ISSUE: DISASTER RECOVERY CENTER LISTINGS	HELPLINE	An issue has been identified as a result of NEMIS 4.02.00 release.Disaster Recovery Center (DRC) listings are not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. NEMIS is showing Disaster Recovery Center (DRC) locations that are marked as CLOSED.Staff should only provide DRC listings that are open.The onlineDRC Locatoris not affected by this issue.Preshift will be updated once the issue is resolved.Reference:REMINDER: DISASTER RECOVERY CENTER SERVICES
12/17/19	12/20/19	2004745	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.

12/17/19	12/20/19	2004740	INDIVIDUAL ASSISTANCE PROGRAM: FLOOD INSURANCE REQUIREMENTS	CASEWORK	TheNational Flood Insurance Reform Act(NFIRA) database identifies dwellings with a current flood insurance requirement and it is linked with the National Flood Insurance Program (NFIP) database.Recipients of Individual Assistance who receive an award with "Z" requirement have a flood insurance requirement on the damaged address when it continues to be mapped in a SFHA.The duration of a NFIRA requirement is different for Owners and Renters:Owners- The requirement to purchase and maintain flood insurance is for the lifetime of the home (address), even if the damaged dwelling is replaced with a new construction. If ownership is subsequently transferred to another individual or party, conveyance of the requirement is the responsibility of the homeowner.Renters- The requirement to purchase and maintain flood insurance is for the period of time the renter resides at the DDA. If the renter relocates to a new address, the requirement is lifted from that individual/household as long as they do not return to the DDA. The requirement is not transferred or applied to subsequent renters for the DDALimited IHP assistance may still be available for disaster survivors, who did not comply with Flood Insurance requirements:Home Repair:Uninsurable (UI) Real Property and any loss that was not COD = Flood.Housing Assistance: Rental Assistance or when rental properties are not available, direct housing assistance may be provided.Other Needs Assistance: Assistance for medical, dental, and funeral costs, transportation assistance, and repair or replacement of other miscellaneous itemsis available.Note: There can be cases where the SBA places a requirement for the life of an SBA loan. These cases will also be identified in the NFIRA database.Reference:Flood Zones and Other Protected AreasUPDATE: NFIRA REVIEW: FLOOD DAMAGE IN A FLOOD ZONE
12/17/19	12/20/19	2004744	REMINDER: PROCESSING IN CLOSED DISASTERS	CASEWORK	When processing in a Closed Disaster,staff should verify the disaster closure information on theDisaster Specific Informationpages.The region de-obligates all funds the succeeding day of the IHP Financial Closure date.Therefore, if there are any cases processed after that day there are no funds available to finance for the processing of payments.Reference:Closed Disaster Processing
12/17/19	12/20/19	2004753	UPDATE: NEMIS SYSTEM ISSUE: STOP GENERATING LETTERS	CASEWORK	An issue has been identifiedas a result ofNEMIS 4.02.00 release.The letter function is not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. Until further notice:Do notgenerate or regenerate any letters.This will not delay IHP assistance.Update:Casework:Staff can continue to processeligible decisionsas usual, but the mailroom will hold the distribution of all letters until further notice.Staff can continue to processmost ineligible decisionsas usual.If you need to generate a letter (e.g. INI, INO, IRCT, RFI, ADOC), in order to complete the processing of a case, please put the caseOn Holduntil the issue is resolved.Helpline:Use your best customer service to explain due to technical issues any applicable letters (e.g. SUPER letter, ASUPER letter), will be mailed at a later date.If the applicant requests a copy of a letter, explain to the applicant you are unable to regenerate any letter at this time and will need to call back on a later date. A FLASH will be distributed once the issue is resolved.
12/17/19	12/20/19	2004753	UPDATE: NEMIS SYSTEM ISSUE: STOP GENERATING LETTERS	HELPLINE	An issue has been identifiedas a result ofNEMIS 4.02.00 release.The letter function is not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. Until further notice:Do notgenerate or regenerate any letters.This will not delay IHP assistance.Update:Casework:Staff can continue to processeligible decisionsas usual, but the mailroom will hold the distribution of all letters until further notice.Staff can continue to processmost ineligible decisionsas usual.If you need to generate a letter (e.g. INI, INO, IRCT, RFI, ADOC), in order to complete the processing of a case, please put the caseOn Holduntil the issue is resolved.Helpline:Use your best customer service to explain due to technical issues any applicable letters (e.g. SUPER letter, ASUPER letter), will be mailed at a later date.If the applicant requests a copy of a letter, explain to the applicant you are unable to regenerate any letter at this time and will need to call back on a later date. A FLASH will be distributed once the issue is resolved.
12/17/19	12/20/19	2004754	SERVER OUTAGE: DAC RELEASE 9.06	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.06 is scheduledforWednesday, December 18, 2019.Registration Intake will be operational for new registrations.Call Centers should use theMW Call Center (refresh using F5)at the beginning of theirshift December 18, 2019.Notification will be provided when staff can begin using theDC2 Call Center site.
12/18/19	12/23/19	2004755	PPM UPDATE: FLOOD ZONES AND OTHER PROTECTED AREAS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM:Flood Zones and Other Protected AreasUpdates include:Clarified that applicants will be considered NFIRA compliant if they have an active flood insurance policy at the time of the disaster for the amount of assistance for which the NFIRA requirement was placed.Added a hyperlink for the NFIP database.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/19/19	12/23/19	2004756	UPDATE: SERVER OUTAGE: DAC RELEASE 9.06 CONTINUING	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.06 is scheduledforWednesday, December 18, 2019.Registration Intake will be operational for new registrations.Update:Agents shouldbegin utilizingDC2 Call Center(refresh using F5) as soon as possible.DC2 Call Center deployment has been completed.MWCenter site will be taken down for the deployment shortly.Notification will be provided when staff can begin using theMW Call Center site.
12/20/19	12/22/19	2004757	UPDATE: SERVER OUTAGE: DAC RELEASE 9.06 COMPLETE	RI	The Disaster Assistance Improvement Program (DAIP) release DAC 9.06 is complete.Staff can use both MW and DC2 Call Centers effective immediately.

12/20/19	12/22/19	2004758	NEW YORK DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4472 New York has been declared for Public Assistance for Severe Storms, Straight-line Winds, and Flooding that occurred October 31 to November 1, 2019.Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on "Navigation" and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Checkthe2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under "Disaster Resources" on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Do not take IA registrations for undeclared incidents. PPM guidance will be updated.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
12/20/19	12/27/19	2004759	PUERTO RICO: CASEWORK EXTENSION CLARIFICATION	CASEWORK	When addressing appeal requests, please be aware of the date in which the document was scanned into the file.Specifically assigned staff can continue to process appeals in both DR-4336/4339-PR based on documents scanned into NEMIS by December 20, 2019.DR-4336-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed and processed regardless of the date when the document was submitted.SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required. DR-4339-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed,unless the applicant received an inspection after December 6, 2019. SPU staff can continue to process all assistance and appeals for applicants in DR-4339-PR who receive an inspection after December 6, 2019 through the end of the extended period of assistance.This is not applicable to CTHA as all applicants are only eligible for Continued Rental Assistance through December 31, 2019. SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019and did notreceive an inspection after December 6, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required.Reference:DR - 4336 and 4339 - Puerto Rico DSOP
12/20/19	12/27/19	2004759	PUERTO RICO: CASEWORK EXTENSION CLARIFICATION	HELPLINE	When addressing appeal requests, please be aware of the date in which the document was scanned into the file.Specifically assigned staff can continue to process appeals in both DR-4336/4339-PR based on documents scanned into NEMIS by December 20, 2019.DR-4336-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed and processed regardless of the date when the document was submitted.SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required. DR-4339-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed,unless the applicant received an inspection after December 6, 2019. SPU staff can continue to process all assistance and appeals for applicants in DR-4339-PR who receive an inspection after December 6, 2019 through the end of the extended period of assistance.This is not applicable to CTHA as all applicants are only eligible for Continued Rental Assistance through December 31, 2019. SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019and did notreceive an inspection after December 6, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required.Reference:DR - 4336 and 4339 - Puerto Rico DSOP
12/20/19	12/27/19	2004759	PUERTO RICO: CASEWORK EXTENSION CLARIFICATION	PUERTO RICO	When addressing appeal requests, please be aware of the date in which the document was scanned into the file.Specifically assigned staff can continue to process appeals in both DR-4336/4339-PR based on documents scanned into NEMIS by December 20, 2019.DR-4336-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed and processed regardless of the date when the document was submitted.SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required. DR-4339-PR:Appeals and documentation received December 21, 2019 or later willNOTbe reviewed,unless the applicant received an inspection after December 6, 2019. SPU staff can continue to process all assistance and appeals for applicants in DR-4339-PR who receive an inspection after December 6, 2019 through the end of the extended period of assistance.This is not applicable to CTHA as all applicants are only eligible for Continued Rental Assistance through December 31, 2019. SPU staff will need to call applicants whose documents were scanned into their file after December 20, 2019and did notreceive an inspection after December 6, 2019 to advise them the program has ended and no further assistance will be provided.One call attempt is required.Reference:DR - 4336 and 4339 - Puerto Rico DSOP
12/21/19	12/23/19	2004760	UPDATE: NEMIS SYSTEM: LETTER ISSUE RESOLVED	CASEWORK	A patch has resolved the letter issues resulting from NEMIS release 4.02.00. Letters can now be generated/regenerated.Staff may resume normal processing.Please complete any cases placed "On Hold" due to the letter issue.Note:If your laptop was connected during the evening of December 20, 2019 the push was automatic.If not connected at that time, the next time your laptop is connected check the software center to see installation status.

12/21/19	12/23/19	2004760	UPDATE: NEMIS SYSTEM: LETTER ISSUE RESOLVED	HELPLINE	A patch has resolved the letter issues resulting from NEMIS release 4.02.00. Letters can now be generated/regenerated.Staff may resume normal processing.Please complete any cases placed ‘On Hold’ due to the letter issue.Note:If your laptop was connected during the evening of December 20, 2019 the push was automatic.If not connected at that time, the next time your laptop is connected check the software center to see installation status.
12/23/19	12/26/19	2004761	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holidays, Tuesday 12/24/2019 and Wednesday 12/25/2019.DR-4469-SD: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
12/23/19	12/27/19	2004762	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Tuesday, December 24, 20198:00 am – 5:30 pm ESTWednesday, December 25, 2019.ClosedIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
12/27/19	1/1/20	2004763	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Tuesday, December 31, 20199:15 am – 6:00 pm ETWednesday, January 1, 2020.ClosedIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
12/27/19	1/2/20	2004764	TENNESSEE DECLARED FOR SBA	SBA	Tennessee has received an SBA Administrative Declaration due toSevere Storms associated with the remnants of Tropical Storm Olga.Disaster declaration number: 16222 & 16223Incident period: 10/26/2019Effective date: 12/17/2019Primary Counties:Decatur, Humphreys, McNairy, MontgomeryContiguousCounties in Tennessee:Benton, Carroll, Cheatham, Chester, Dickson, Hardeman, Hardin, Henderson, Hickman, Houston, Perry, Robertson, Stewart, WayneContiguousCounties in Kentucky:Christian, ToddContiguousCounty in Mississippi:AlcornThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
12/27/19	1/2/20	2004765	UPDATE - REPORTING CIVIL RIGHTS ISSUES	HELPLINE	Civil Rights laws protect individuals from discrimination againstrace, color, religion, sex, nationality, disability, age, economic status andsexual orientation.When an applicant reports an alleged Civil Rights abuse, immediately follow up and e-mail the information to theCivil Rights Office. The Civil Rights Office is a direct link with the Headquarters Office of Equal Rights (OER). Please ensure the email includes:Applicant/Caller’s NameAddressPhone NumberFEMA Registration number, if applicableDisaster NumberBrief summary of issue or complaintWhile you are collecting information from the individual to send to OER, look for ways to assist them through the regular Helpline process.If you cannot send an e-mail immediately, contact your floor supervisor and request the information be e-mailed.A contact will need to be placed in NEMIS with the following:Summary:FACILITY#(NPSC#) FORWARDED TO OERDo not include any details regarding the call or allegations. Privacy issues are involved, and the identity of a complainant must be protected; therefore do not make a comment in NEMIS.Please do not e-mail these messages or give documents to the local on-site Equal Rights Specialist.If an individual requests to speak directly with an Equal Rights Officer, please refer them to the Equal Rights Office at: (202) 646-3535.References:Civil Rights IssuesHelpline NPSC Caller Services Reference Guide¿
12/27/19	1/2/20	2004766	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday, Wednesday 01/01/2020.DR-4469-SD: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
12/27/19	1/2/20	2004767	DR-4399-FL: DISASTER CASE MANAGEMENT	HELPLINE	Florida has coordinated Disaster Case Management (DCM) program services through COMPASS82 and SVDP-USA forDR-4399-FLapplicants.COMPASS82 and SVDP-USA DCM can assist with recovery plans for individuals and identify resource referrals to assist with disaster recovery.These referrals are only for applicants from DR-4399-FL (Florida).COMPASS82contact information:Web address:https://compass82.org/Email: info@compass82.orgPhone: 848-220-8282Counties Served:BaySVDP-USAccontact information:Web address:https://svdpusa.org/Email: Michael_fldcmp@svdpdisaster.orgPhone: 833-476-2372Counties Served:Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Liberty, Leon, Taylor, Wakulla & WashingtonNote:Additional agencies and referrals are available on theDisaster Specific Informationpages, under Disaster Referral Information in the Quick Links section.Reference:Individual Assistance Program and Policy Guide (IAPPG)(see Chapter 4: Disaster Case Management)
12/27/19	12/30/19	2004768	DR-4339-PR: INSPECTION REINSTATEMENT	HELPLINE	Applicants in DR-4339-PR whose inspection was issuedafter December 6, 2019and are withdrawn or No Contact can request reinstatement.The DSOP is currently being updated with this informationReference:PUERTO RICO: CASEWORK EXTENSION CLARIFICATION
12/27/19	12/30/19	2004768	DR-4339-PR: INSPECTION REINSTATEMENT	PUERTO RICO	Applicants in DR-4339-PR whose inspection was issuedafter December 6, 2019and are withdrawn or No Contact can request reinstatement.The DSOP is currently being updated with this informationReference:PUERTO RICO: CASEWORK EXTENSION CLARIFICATION
12/30/19	1/1/20	2004769	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Tuesday, December 31, 20199:00 am – 6:00 pm ETWednesday, January 1, 2020.ClosedIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION

12/30/19	1/3/20	2004771	MISSISSIPPI DECLARED FOR SBA	SBA	Mississippi has received an SBA Administrative Declaration due to Tropical Storm Olga.Disaster declaration number: 16234 & 16235Incident period: 10/26/2019Effective date: 12/30/2019Primary County:AlcornContiguous Counties in Mississippi:Prentiss, Tippah, TishomingoContiguous Counties in Tennessee:Hardeman, Hardin, McNairyThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
12/30/19	1/3/20	2004770	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Petrochemical Plant Explosion.Disaster declaration number: 16236 & 16237Incident period: 11/27/2019Effective date: 12/30/2019Primary County:JeffersonContiguous Counties in Texas:Chambers, Hardin, Liberty, OrangeContiguous Parish in Louisiana:CameronThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
12/30/19	1/3/20	2004772	PPM UPDATE: CIVIL RIGHTS ISSUES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Civil Rights IssuesUpdates include:Civil Rights Office email addressRead the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/30/19	1/3/20	2004773	PPM UPDATE: PUERTO RICO DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR - 4336 and 4339 - Puerto Rico DSOPUpdates include:Clarified that applicants whose inspection was issued after December 6, 2019 and are Withdrawn or No Contact can request reinstatement.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive
12/31/19	1/3/20	2004775	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Sable Ridge Condominium Complex Fire.Disaster declaration number: 16240 & 16241Incident period: 12/04/2019Effective date: 12/31/2019Primary County:DallasContiguous Counties:Collin, Denton, Ellis, Kaufman, Rockwall, Tarrant.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
1/1/20	1/1/20	29667	TEST	HELPLINE	dddddddddddddddddddddddddddddddddddddddddddddddddddddddddddddd dddddddddddddddddddddddddddddddddddddddddddddddddddddddddddddd ddddddddddd
1/3/20	1/8/20	2004774	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
1/3/20	1/8/20	2004774	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿

1/6/20	1/9/20	2004778	UPDATE: GROUP FLOOD INSURANCE POLICY AND NFIRA REQUIREMENT	CASEWORK	Applicants who receive IHP Assistance for insurable flood damages in a designated Special Flood Hazard Area (SFHA) may have a National Flood Insurance Reform Act (NFIRA) requirement placed on the dwelling. Applicants who do not obtain and maintain flood insurance are ineligible for IHP assistance for flood-damaged items in future disasters, they would be Non-compliant (NCOMP).Homeowners and renters who meet the conditions of eligibility are potentially eligible for a FEMA purchased Group Flood Insurance Policy (GFIP) certificate.The cost of the GFIP certificate is deducted from the applicant’s Individuals and Households Program (IHP) maximum limit,but this does not mean the applicant will automatically get the GFIP coverage.Please do not tell applicants GFIP has already been or will be purchased for them solely based on the\$2,400FIP Paid being withheld from their case.Applicants who initially qualify for a GFIP based on the guidance, may still not meet the requirements for a policy.Renters will havesix monthsfrom the date of the ONA eligibility determination letter (EPPZ) to contact FEMA and advise they are returning to the DDA and would like FEMA to purchase a Group Flood Insurance Policy on their behalf, before a policy will be purchased.GFIP Eligibilityoutlines the necessary steps to set the verification requirements,under Info Control,for the renter requested GFIP Policy.If an applicant contacts the Helpline and wishes to know if flood insurance was purchased on their behalf, caseworkers should check the NFIP Database to verify if there is an active GFIP policy for the applicant and their damaged dwelling. If GFIP was purchased on their behalf, there should also be a GFIP Notice Of Purchase letter in the applicant's Correspondence in the case.If caseworkers are unable to locate a policy in NFIP, they do not see the GNOP letter generated in their file, and believe an applicant should’ve had a GFIP purchased, please send an email to the IHP Helpdesk.Reference:GFIP EligibilityFlood Zones and Other Protected Areas SOPREMINDER: RENTERS AND GFIP VERIFICATIONUPDATE: NFIRA REVIEW: FLOOD DAMAGE IN A FLOOD ZONE
1/6/20	1/9/20	2004778	UPDATE: GROUP FLOOD INSURANCE POLICY AND NFIRA REQUIREMENT	HELPLINE	Applicants who receive IHP Assistance for insurable flood damages in a designated Special Flood Hazard Area (SFHA) may have a National Flood Insurance Reform Act (NFIRA) requirement placed on the dwelling. Applicants who do not obtain and maintain flood insurance are ineligible for IHP assistance for flood-damaged items in future disasters, they would be Non-compliant (NCOMP).Homeowners and renters who meet the conditions of eligibility are potentially eligible for a FEMA purchased Group Flood Insurance Policy (GFIP) certificate.The cost of the GFIP certificate is deducted from the applicant’s Individuals and Households Program (IHP) maximum limit,but this does not mean the applicant will automatically get the GFIP coverage.Please do not tell applicants GFIP has already been or will be purchased for them solely based on the\$2,400FIP Paid being withheld from their case.Applicants who initially qualify for a GFIP based on the guidance, may still not meet the requirements for a policy.Renters will havesix monthsfrom the date of the ONA eligibility determination letter (EPPZ) to contact FEMA and advise they are returning to the DDA and would like FEMA to purchase a Group Flood Insurance Policy on their behalf, before a policy will be purchased.GFIP Eligibilityoutlines the necessary steps to set the verification requirements,under Info Control,for the renter requested GFIP Policy.If an applicant contacts the Helpline and wishes to know if flood insurance was purchased on their behalf, caseworkers should check the NFIP Database to verify if there is an active GFIP policy for the applicant and their damaged dwelling. If GFIP was purchased on their behalf, there should also be a GFIP Notice Of Purchase letter in the applicant's Correspondence in the case.If caseworkers are unable to locate a policy in NFIP, they do not see the GNOP letter generated in their file, and believe an applicant should’ve had a GFIP purchased, please send an email to the IHP Helpdesk.Reference:GFIP EligibilityFlood Zones and Other Protected Areas SOPREMINDER: RENTERS AND GFIP VERIFICATIONUPDATE: NFIRA REVIEW: FLOOD DAMAGE IN A FLOOD ZONE
1/6/20	1/9/20	2004776	REMINDER: RENTERS AND GFIP VERIFICATION	HELPLINE	When aRenteris found to be eligible for insurable Other Needs Assistance (ONA) personal property in flood zone A,V, or W, damaged by Flood, a GFIP (Group Flood Insurance Policy) will be associated with the eligibility determination (EPPZ). Eligible applicants will have \$2400 withheld from their available IHP Program funds.Renters will havesix monthsfrom the date of the ONA eligibility determination letter (EPPZ) to contact FEMA and advise they are returning to the DDA and would like FEMA to purchase a Group Flood Insurance Policy on their behalf, before a policy will be purchased.Once this period has expired FEMA does not purchase the policy but the NFIRA requirement stands if they return to the DDA.GFIP Eligibilitywill outline the necessary steps to set the verification requirements,under Info Control,for the renter requested GFIP Policy.This information is also available in the Helpline NPSC Caller Services Reference Guide¿.Helpline should advise eligible Renters that they will be independently contacted by the National Flood Insurance Program.Joint Disasters:(ex: Texas Joint Option ONA)All requests or inquiries regarding Other Needs Assistance information inJoint Optiondisasters are to be referred to the appropriate State Helpline numbers. Documentation received in regard to Group Flood Insurance Policies should be referred to the appropriate State Processing Queues for review. The Joint Option Representatives will address the applicant's request for GFIP under the Other Needs Assistance program.
1/7/20	1/10/20	2004781	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
1/7/20	1/10/20	2004781	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.

1/9/20	1/13/20	2004785	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2”Text 39;TalkWithUs39; to 66746 (Spanish speakers text 39;Hablanos39;)From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
1/9/20	1/13/20	2004785	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2”Text 39;TalkWithUs39; to 66746 (Spanish speakers text 39;Hablanos39;)From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
1/10/20	1/15/20	2004787	DR-4469-SD: REGISTRATION EXTENSION	RI	The Registration Period for DR-4469-SD has been extended.The registration period now ends onJanuary 31, 2020.Please see theDR-4469-SDDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
1/10/20	1/14/20	2004786	REMINDER: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS	HELPLINE	Please advise agencies or companies seeking to do business with FEMA to visit thefema.govwebsite.Thefema.govwebsite provides information to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies.https://www.fema.gov/about-industry-liaison-programDo NOTrefer applicants or the general public to this link.Do NOTtransfer callers to any numbers listed on this link.Do NOTprovide specific phone numbers to the general public.Individuals seeking employment with FEMA should be directed to the following websites:https://careers.fema.gov/find-jobUSAJobs.govNote:Individuals can still visit FEMA’s Volunteer & Donate Responsibly page athttps://www.fema.gov/volunteer-donate-responsibly.
1/13/20	1/16/20	2004788	PPM UPDATE: PERSONAL PROPERTY ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the 39;Recently Updated Documents39; section and the appropriate category of the PPM: Personal Property AssistanceUpdates include:Bedroom line item allowance to reflect one queen bed for two occupants.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/14/20	1/17/20	2004789	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
1/14/20	1/17/20	2004789	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
1/14/20	1/17/20	2004790	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning January 14, 2020 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Friday: 6:30 am to9:00 pm(ET)Saturday and Sunday: 8:00 am to7:00 pm(ET)Reference: FEMA-IHP-Helpdesk
1/14/20	1/24/20	2004791	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages

1/16/20	1/22/20	2004802	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
1/16/20	1/21/20	2004796	PPM UPDATE: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Written Consent and Sharing Applicants Information. Updates include: Clarified the responsibility between APS and IHP Helpdesk staff regarding documents verification and updating NEMIS. Moved statements about POA/Guardianship/Conservatorship acceptability and IHP Helpdesk responsibility. Read the entire SOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
1/16/20	1/22/20	2004797	PUERTO RICO: EARTHQUAKE DONATIONS	HELPLINE	Please advise agencies, companies, or individuals seeking to donate to survivors affected by the earthquake to contact the Puerto Rico Voluntary Organizations Active in Disaster (VOAD). The email address and phone number are to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies. Email: donations@prvoad.org Phone: 787-330-0382 Note: Individuals can still visit FEMA's Volunteer & Donate Responsibly page at https://www.fema.gov/volunteer-donate-responsibly. Reference: REMINDER: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS
1/16/20	1/22/20	2004797	PUERTO RICO: EARTHQUAKE DONATIONS	PUERTO RICO	Please advise agencies, companies, or individuals seeking to donate to survivors affected by the earthquake to contact the Puerto Rico Voluntary Organizations Active in Disaster (VOAD). The email address and phone number are to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies. Email: donations@prvoad.org Phone: 787-330-0382 Note: Individuals can still visit FEMA's Volunteer & Donate Responsibly page at https://www.fema.gov/volunteer-donate-responsibly. Reference: REMINDER: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS
1/16/20	1/20/20	2004798	PPM UPDATE: DAC - CALL CENTER RI	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DAC - Call Center RI. Updates include: Language advising staff not to take registrations if the incident that caused their damage has not been declared, or the IHP Helpdesk has not provided authorization for early registrations. Language to read the Privacy Act notice to callers that say they have not heard it previously. Read the entire SOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
1/16/20	1/20/20	2004799	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide. Updates include: Guidance on providing information on ONA assistance in Joint Option disasters. Information on Privacy Act to clarify that staff should provide publicly available information to callers. Added sections for Damages in a Second Undeclared Incident and Late Application Issues. Office of Equal Rights (OER) email address. Referring applicants to DRCs and SBA section,. Read the entire SOP for additional information. Note: The previous version will be archived in the in the PPM Archive.

1/17/20	1/17/20	2004810	PPM UPDATE: CONTINUED RENTAL ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: 'Continued Rental AssistanceUpdates include:Added requirement that the applicant does not own an available Secondary residence, and a Frequently Asked Question (FAQ) under E. Permanently Housed with secondary residence verification requirements.Actions agents will follow if the applicant submits their request for Continued Rental Assistance prior to receiving the Application for Continued Temporary Housing Assistance form.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/17/20	1/21/20	2004809	PPM UPDATE: FUNERAL ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: 'Funeral AssistanceUpdates include:Clarification that in order to get funeral assistance the death or the cause of death must occur in a designated county.Ineligible Other Reason (IOR) list – addedIneligible- Funeral – Undesignated Countywhen the cause of death occurred in an Undesignated County.Clarified that there is still potential eligibility for funeral assistance as long as the cause of death was in a designated county.Added Frequently Asked Question (FAQ) #4.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/17/20	1/21/20	2004811	PPM UPDATE: MEDICAL AND DENTAL SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: 'Medical and DentalUpdates include:Clarifying language added for the following:For loss or damage of medical/dental equipment pay the lowest priced item when multiple items are purchased as a deal/package.Verification that the applicant or a household member required the personal medical or dental equipment prior to the disaster, unless needed as a result of a disaster-caused injury.Verbal confirmation from the insurance provider is not acceptable in the absence of bills or estimates, use the bill/estimate when identifying an unmet need.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/18/20	1/21/20	2004807	DMARTS: SCHEDULED MAINTENANCE JANUARY 21, 2020	GENERAL	DMARTS will be down for maintenance,Tuesday, January 21, 2020from 5 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
1/18/20	1/24/20	2004804	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	HELPLINE	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor’s application for assistance with FEMA. FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Guánicu: 787-821-2079Guayanilla: 787-835-3530Peñuelas: 787-836-1361Ponce: 787-840-5353Utuaado: 787-894-6781Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under ‘References’.Applicants will need to work with local officials regarding the structural stability of their homes.Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation efforts Green = securedNote:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/18/20	1/24/20	2004804	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	PUERTO RICO	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor’s application for assistance with FEMA. FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Guánicu: 787-821-2079Guayanilla: 787-835-3530Peñuelas: 787-836-1361Ponce: 787-840-5353Utuaado: 787-894-6781Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under ‘References’.Applicants will need to work with local officials regarding the structural stability of their homes.Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation efforts Green = securedNote:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/18/20	1/22/20	2004812	DR-4473-PR: RENTAL RESOURCES	HELPLINE	Applicants may inquire about available rental properties in their area. Please advised these applicants to search for resources on the internet or local papers.Staff may assist applicants by suggesting up to 3 examples of online sites that list rental resources, e.g.rent.com,socialserve.com, andrentalresource.com.Do not provide specific housing listings to the applicant.For applicants that indicate they do not have internet access advise them to search their local papers and/or contact a local real estate agency.
1/18/20	1/22/20	2004812	DR-4473-PR: RENTAL RESOURCES	PUERTO RICO	Applicants may inquire about available rental properties in their area. Please advised these applicants to search for resources on the internet or local papers.Staff may assist applicants by suggesting up to 3 examples of online sites that list rental resources, e.g.rent.com,socialserve.com, andrentalresource.com.Do not provide specific housing listings to the applicant.For applicants that indicate they do not have internet access advise them to search their local papers and/or contact a local real estate agency.
1/19/20	1/23/20	2004814	DR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING	HELPLINE	Due to damages to road signs and other location markers, please enter a comment with detailed directions to the damaged dwelling. Inspectors will need to find the dwelling for on-site inspections.Summary: (Facility) DIRECTIONS TO DDText: Enter the directions provided by the caller. Are there street signs still standing?Is the house numbered and can the number be seen from the street? Is there a close landmark?Use directions such as north, south, east, and west of a landmark, orDescriptions of the dwelling such as blue house with red roof.Helpline: If you receive a call from an applicant in Puerto Rico without directions in the file, please obtain them from the applicant and include in a comment.

1/21/20	1/23/20	2004818	NORTH DAKOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4475 North Dakota has been declared for Public Assistance for Flooding that occurred October 9 to October 26, 2019.Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on "Navigation" and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Checkthe2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under "Disaster Resources" on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Shelterfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
1/21/20	1/24/20	2004819	PPM UPDATE: DR 4396 AND DR 4404 MP DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR 4396and DR 4404 MP; Updates include:Removed the local number for 425 Transportation Assistance and direct staff to call the IHPHelpdesk.Note that TSA is no longer available.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/22/20	1/27/20	2004822	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	HELPLINE	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor's application for assistance with FEMA.FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings. Applicants will need to work with local officials regarding the structural stability of their homes.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Adjuntas: 787-829-2138Cabo Rojo: 787-851-5050Corozal: 787-859-2052Guayama: 787-821-2079Guayanilla: 787-835-3530Jayuya: 787-828-4420Lajas: 787-808-1450Lares: 787-897-7020Maricao: 787-838-3344Peñonuel: 787-836-1361Ponce: 787-840-5353San Germán: 787-892-5620San Sebastián: 787-896-5200Utua: 787-894-6781Villalba: 787-847-0189Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under "References". Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation effortsGreen = securedNote:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/22/20	1/27/20	2004822	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	PUERTO RICO	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor's application for assistance with FEMA.FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings. Applicants will need to work with local officials regarding the structural stability of their homes.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Adjuntas: 787-829-2138Cabo Rojo: 787-851-5050Corozal: 787-859-2052Guayama: 787-821-2079Guayanilla: 787-835-3530Jayuya: 787-828-4420Lajas: 787-808-1450Lares: 787-897-7020Maricao: 787-838-3344Peñonuel: 787-836-1361Ponce: 787-840-5353San Germán: 787-892-5620San Sebastián: 787-896-5200Utua: 787-894-6781Villalba: 787-847-0189Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under "References". Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation effortsGreen = securedNote:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/22/20	1/27/20	2004823	UPDATE: REPORTING CIVIL RIGHTS ISSUES	HELPLINE	Civil Rights laws protect individuals from discrimination againstrace, color, religion, sex, nationality, disability, age, economic status andsexual orientation.When an applicant reports an alleged Civil Rights abuse, immediately follow up and e-mail the information to theFEMA-Civil Rights Office. The Civil Rights Office is a direct link with the Headquarters Office of Equal Rights (OER). Please ensure the email includes:Applicant/Caller's NameAddressPhone NumberFEMA Registration number, if applicableDisaster NumberBrief summary of issue or complaintWhile you are collecting information from the individual to send to OER, look for ways to assist them through the regular Helpline process.If you cannot send an e-mail immediately, contact your floor supervisor and request the information be e-mailed.A contact will need to be placed in NEMIS with the following:Summary:FACILITY#(NPSC#) FORWARDED TO OERDo not include any details regarding the call or allegations. Privacy issues are involved, and the identity of a complainant must be protected; therefore do not make a comment in NEMIS.Please do not e-mail these messages or give documents to the local on-site Equal Rights Specialist.If an individual requests to speak directly with an Equal Rights Officer, please refer them to the Equal Rights Office at: (202) 646-3535.References:Civil Rights IssuesHelpline NPSC Caller Services Reference Guide

1/22/20	1/31/20	2004820	UPDATE: PROVIDING ELIGIBILITY STATUS	HELPLINE	Before providing survivors with eligibility status or award information, review if the decision has been approved.Cases with active workpackets in Duplicate Resolution or Special Handling may look like they have been approved, but the decision may change after the case is reviewed by a caseworker.Remember to review the Finance tab prior to advising an applicant about the EFT/Direct Deposit amount. Awards issued from Treasury will show a Schedule Date and Schedule Number in the Finance Tab; there will not always be a disbursement date. The lack of a disbursement date is not an indicator the payment has not been sent.Check: If the Schedule number begins withNCthe award was sent as a check.It may take up to 14 days to receive the check.EFT/Direct Deposit: If the Schedule number begins withNEthe award was sent by EFT/Direct Deposit to the applicant's bank account.It may take up to 48 hours for the funds to appear in the applicant's bank account.Do not provide an award amount or eligibility decision unless the payment has a schedule date and number.An approved date does not necessarily mean processed for payment. Until the payment has a schedule date and schedule number the check/EFT has not been processed.Update:The Finance tab now shows the Integrated Financial Management Information System (IFMIS) Status. An issue has been identified that in some cases the tab is showing a 'No funding' status.Do not provide this information to the applicant.Please refer to Section A.5 in the Helpline NPSC Caller Services Reference Guide, for providing applicants with eligibility status information.
1/22/20	1/27/20	2004821	DR-4473-PR: ADDITIONAL IA COUNTIES FRN 1	RI	Additional municipalities have been added for Individual Assistance in DR-4473-PR.The additional municipalities in Puerto Rico are:Adjuntas, Cabo Rojo, Corozal, Jayuya, Lajas, Lares, Maricao, San Sebasti�n, Villalba and San Germ�n.RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
1/23/20	1/28/20	2004824	UPDATE: GETTING READY: WINTER WEATHER	GENERAL	It is that time of year again when people consider how they will prepare for winter weather, snowstorms, and other disasters that may occur. FEMA and partners created a helpful page athttp://www.ready.gov/winter-weatherwith a large range of information about preparing for winter weather.**Neveruse a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Outside locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors. Keep these devices at least 20 feet from doors, windows, and vents.**Encourage callers and individuals to view the hazard Specific Guide 'How to Prepare for a Winter Storm' onFEMA.govor visitDisasterAssistance.govforWinter Stormdisaster preparedness.Download theFEMA Mobile Appto receive alerts from the National Weather Service, save custom family emergency plan lists, receive maps of disaster resources, get safety tips, upload and share disaster photos and stay connected on social media and the FEMA blog.WeatherandHoliday SafetyKnow what to do before, during, and after a winter storm.Listen to local officials.Have emergency supplies in place at home, at work, and in the car.Stay off the road during and after a winter storm.Have a carbon monoxide alarm in place, especially if using alternative heating devices.Use safe heating devices.Keep candles away from flammable materials.Keep an eye on food when cooking.Turn off holiday lights at night or when you leave the house.Keep your tree watered, don't let your holiday tree dry out.Shop securely online over the holidays.Make a communications plan with your family while you're together for the holidays.Note:Additional information is available athttps://www.ready.gov/calendar
1/23/20	1/28/20	2004825	UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS	HELPLINE	Access and Functional Needs (AFN) can be defined as physical, mental, medical, or emotional limitations that affect the ability to maintain independence in daily activities such as communication, transportation/evacuation, disaster recovery, supervision and/or medical care.AFNincludes individuals who need assistance due to any condition (temporary or permanent) that limits their ability to take action.People with AFNs may experience a greater impact from disasters, because of disruptions in their support systems or loss of equipment, supplies, transportation, and communication.An applicant's ability to request or receive recovery assistance can be affected and require additional resources.Review the file carefully prior to contacting the IHP Helpdesk.Ensure the cases have met basic eligibility criteria to receive IHP assistance.Process any IHP assistance the applicant may be eligible to receive.If you are unable to process the assistance, create a work packet to the applicable queue if one does not already exist.If the applicant is missing any verification items for processing, explain clearly what information or documents are needed to the caller.If they do not seem to understand, attempt to rephrase the explanation. They may need to write down the information, so be patient.Provide applicable referrals using NEMIS Info, Disaster Specific Referrals, or specific preshifts.If an email to the IHP Helpdesk is necessary to assist the applicant, make sure you clearly state what the individual needs in terms of access or accommodation, rather than on identifying a particular disability.Include the following information:DR #Registration NumberApplicant's NameCurrent/Best contact phone numberDescription of the AFNSpecify what is the applicant's need, and how it is related to the applicant's AFN in terms of access or accommodation.A list of the referrals you provided to the applicant and any processing actions taken.Why did the referrals not meet the need?To reflect the capabilities of individuals and not the condition, label, or medical diagnosis, use the term 'Access and Functional Needs' when referring to these situations.Note:If an applicant has an emergency need such as need for medical attention, police or fire department assistance, the applicant should be directed to call 9-1-1.TheHelpline NPSC Caller Services Reference Guideis in the process of being updated.Reference:REMINDER: DISASTER SPECIFIC REFERRALSFEMA-IHP-Helpdesk

1/23/20	1/28/20	2004826	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Ownership:Language added for Sworn Statement of Ownership (Puerto Rico Legal Aid) and Ownership Certification (Puerto Rico Department of Housing).Referral language for applicants who may need to obtain these documents.Samples added:Ayuda Legal Sworn Statement of OwnershipPuerto Rico Department of Housing Ownership CertificationThird Party Inspections requirements.Inspection Request Appeal vs Reinspect.Language on ELIG_SC = Eligible Service Call stamp and the Structural Engineer Report letter (SERL).When the FEMA Housing Inspector cannot determine the full extent of the damage, they may select theLine Item #6800 Service Call, Foundation/Masonry, totaling \$500. The funds are intended to be used to obtain a Structural Engineer Report to fully assess the earthquake damages.Cases will be stamped withELIG_SC = Eligible Service CallCases identified with theELIG_SC = Eligible Service Callstamp will receive a Structural Engineer Report letter (SERL) that explains the purpose of the funds and the requirements for the Structural Engineer Report.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/23/20	1/28/20	2004826	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Ownership:Language added for Sworn Statement of Ownership (Puerto Rico Legal Aid) and Ownership Certification (Puerto Rico Department of Housing).Referral language for applicants who may need to obtain these documents.Samples added:Ayuda Legal Sworn Statement of OwnershipPuerto Rico Department of Housing Ownership CertificationThird Party Inspections requirements.Inspection Request Appeal vs Reinspect.Language on ELIG_SC = Eligible Service Call stamp and the Structural Engineer Report letter (SERL).When the FEMA Housing Inspector cannot determine the full extent of the damage, they may select theLine Item #6800 Service Call, Foundation/Masonry, totaling \$500. The funds are intended to be used to obtain a Structural Engineer Report to fully assess the earthquake damages.Cases will be stamped withELIG_SC = Eligible Service CallCases identified with theELIG_SC = Eligible Service Callstamp will receive a Structural Engineer Report letter (SERL) that explains the purpose of the funds and the requirements for the Structural Engineer Report.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/24/20	1/28/20	2004827	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	HELPLINE	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor’s application for assistance with FEMA. FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings. Applicants will need to work with local officials regarding the structural stability of their homes.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Adjuntas: 787-829-2138Cabo Rojo: 787-851-5050Corozal: 787-859-2052Gu´nica: 787-821-2079Guayanilla: 787-835-3530Jayuya: 787-828-4420Lajas: 787-808-1450Lares: 787-897-7020Maricao: 787-838-3344Peñuelas: 787-836-1361Ponce: 787-840-5353San Germ´n: 787-892-5620San Sebasti´n: 787-896-5200Utua: 787-894-6781Villalba: 787-847-0189Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under ‘References’.Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation efforts Green = securedUpdate:Callers can check if a structural engineer is licensed through the College of Engineers and Surveyors (Colegio de Ingenieros y Agrimensores de Puerto Rico):https://www.ciapr.org/Phone: 787-758-2250Note:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/24/20	1/28/20	2004827	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	PUERTO RICO	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor’s application for assistance with FEMA. FEMA Housing Assessors cannot make structural safety decisions for the local government and do not Tag dwellings. Applicants will need to work with local officials regarding the structural stability of their homes.If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials.Adjuntas: 787-829-2138Cabo Rojo: 787-851-5050Corozal: 787-859-2052Gu´nica: 787-821-2079Guayanilla: 787-835-3530Jayuya: 787-828-4420Lajas: 787-808-1450Lares: 787-897-7020Maricao: 787-838-3344Peñuelas: 787-836-1361Ponce: 787-840-5353San Germ´n: 787-892-5620San Sebasti´n: 787-896-5200Utua: 787-894-6781Villalba: 787-847-0189Yauco: 787-856-3940Additional office information is available on theDR-4473-PRDisaster Specific Information page under ‘References’.Tag definitions:Red = destroyed or structurally compromisedYellow = restricted or requires mitigation efforts Green = securedUpdate:Callers can check if a structural engineer is licensed through the College of Engineers and Surveyors (Colegio de Ingenieros y Agrimensores de Puerto Rico):https://www.ciapr.org/Phone: 787-758-2250Note:REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY
1/27/20	1/31/20	2004828	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery.Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs . DRC locations are posted in NEMIS under DR Info, and can be found online using theDRC Locator. Applicants can also upload theFEMA Mobile App for Disaster Resources.For more information visit FEMA.govDisaster Recovery Centers.Sign Interpreter/Other language needs:If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contact to the FEMA IHP Helpdesk with the specific information. Reference:Helpline NPSC Caller Services Reference Guide ¿ASSISTIVE TECHNOLOGY: TTY AND VRS

2/3/20	2/6/20	2004838	REMINDER: IDENTITY VERIFICATION	CASEWORK	When accessing a file review the banner for IDV issues. If IDV Fail shows, ensure you take appropriate steps to verify, make corrections, and request information. Helpline:For accessing the file and releasing information, ensure you complete the verification process specified for IDV= Fail which includes verification of full social security number.If social security number verification fails, advise the applicant to submit identity documents with a request to update the SSN on file.Casework:As part of casework, staff processing cases must ensure that all appropriate verification requirements are set prior to an eligibility determination or a payment being processed. Identity verification is one of the requirements for any type of FEMA assistance to be paid.Review to see if there is documentation in file to manually set the identity verification.If so:Make any corrections supported by documentsSet the identity verification on the info control tab.Process an updated decision for all categories (if joint option category of assistance, create a wp for state review).If not:An IIDV letter should be sent if one has not already been auto-generatedNote: Identity verification is a different requirement than Citizenship Verification.Reference:Helpline NPSC Caller Services Reference Guide¿Identity VerificationREMINDER : IDENTITY VERIFICATION PROCESSING
2/3/20	2/6/20	2004838	REMINDER: IDENTITY VERIFICATION	HELPLINE	When accessing a file review the banner for IDV issues. If IDV Fail shows, ensure you take appropriate steps to verify, make corrections, and request information. Helpline:For accessing the file and releasing information, ensure you complete the verification process specified for IDV= Fail which includes verification of full social security number.If social security number verification fails, advise the applicant to submit identity documents with a request to update the SSN on file.Casework:As part of casework, staff processing cases must ensure that all appropriate verification requirements are set prior to an eligibility determination or a payment being processed. Identity verification is one of the requirements for any type of FEMA assistance to be paid.Review to see if there is documentation in file to manually set the identity verification.If so:Make any corrections supported by documentsSet the identity verification on the info control tab.Process an updated decision for all categories (if joint option category of assistance, create a wp for state review).If not:An IIDV letter should be sent if one has not already been auto-generatedNote: Identity verification is a different requirement than Citizenship Verification.Reference:Helpline NPSC Caller Services Reference Guide¿Identity VerificationREMINDER : IDENTITY VERIFICATION PROCESSING
2/3/20	2/6/20	2004837	REMINDER: EFT BANKING INFORMATION	HELPLINE	Banking information is required to complete an electronic funds transfer (EFT). Common errors delay the process of getting funds to the applicant.To help prevent a delay in assistance:Include all numbers of the bank account, even if it begins with zero (0)Do Not add any special characters or punctuation such as periods (.) or dashes (-)Do Not use wire transfer numbers, or Automated Clearing House (ACH) numbersDo not add Pre-paid credit and/or Pre-paid debit cards (Rush Cards) for use as an EFT accountChecking or Savings account onlyVerify the EFT account isonly in the applicant and/or co-applicant's nameSelect “NO” if the applicant or co-applicant is unavailable to provide the EFT information directly or is unable to provideallrequired bank informationIf no acceptable accounts are available, inform the applicant that any potential assistance from the IHP program will be received in the form of a treasury check. Be sure to select “NO” for EFT.If the applicant does not have the banking account information, continue with the application. Do Not save the file as incomplete as banking account information is not required to complete the registration.Note:There may also be instances where an individual's bank will not accept deposits over a certain amount, such as \$10,000. If the award from FEMA exceeds that amount, the bank will reject the payment transfer. If an applicant informs Helpline that the assistance was rejected due to this situation, please edit the EFT to “No” and follow the guidance to have the funds reissued as a check from the Supervisor Reissue queue.Reference:DAC - Call Center RI¿Helpline NPSC Caller Services Reference Guide¿DATA CHANGE: EFT INFORMATION DURING REGISTRATION INTAKEEFT AND PRE-PAID CARDS
2/3/20	2/6/20	2004837	REMINDER: EFT BANKING INFORMATION	RI	Banking information is required to complete an electronic funds transfer (EFT). Common errors delay the process of getting funds to the applicant.To help prevent a delay in assistance:Include all numbers of the bank account, even if it begins with zero (0)Do Not add any special characters or punctuation such as periods (.) or dashes (-)Do Not use wire transfer numbers, or Automated Clearing House (ACH) numbersDo not add Pre-paid credit and/or Pre-paid debit cards (Rush Cards) for use as an EFT accountChecking or Savings account onlyVerify the EFT account isonly in the applicant and/or co-applicant's nameSelect “NO” if the applicant or co-applicant is unavailable to provide the EFT information directly or is unable to provideallrequired bank informationIf no acceptable accounts are available, inform the applicant that any potential assistance from the IHP program will be received in the form of a treasury check. Be sure to select “NO” for EFT.If the applicant does not have the banking account information, continue with the application. Do Not save the file as incomplete as banking account information is not required to complete the registration.Note:There may also be instances where an individual's bank will not accept deposits over a certain amount, such as \$10,000. If the award from FEMA exceeds that amount, the bank will reject the payment transfer. If an applicant informs Helpline that the assistance was rejected due to this situation, please edit the EFT to “No” and follow the guidance to have the funds reissued as a check from the Supervisor Reissue queue.Reference:DAC - Call Center RI¿Helpline NPSC Caller Services Reference Guide¿DATA CHANGE: EFT INFORMATION DURING REGISTRATION INTAKEEFT AND PRE-PAID CARDS

2/4/20	2/11/20	2004839	UPDATE: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp;These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp;All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
2/4/20	2/11/20	2004839	UPDATE: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp;These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp;All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
2/5/20	2/10/20	2004840	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the &#39;Recently Updated Documents&#39; section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Actions agents will follow for cases that return from inspection with the Line Item #6800 Service Call, Foundation/ Masonry and with Ownership Not VerifiedInstructions on how to address cases&nbsp;with a returned&nbsp;inspection where the damaged line items do not populate to the Real Property or Personal Property tabs.Intent to Occupy informationLanguage for Helpline staff on how to address Structural Engineer Report (SER) inquiriesOwnership and Occupancy verification from DR 4336/4339Foundation Appeal ProcessRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/5/20	2/8/20	2004841	DR-4473-PR: ADDITIONAL IA COUNTIES FRN 2	RI	Additional&nbsp;municipalities have&nbsp;been added for Individual Assistance in DR-4473-PR.The additional municipalities in&nbsp;Puerto Rico are:Arecibo, Ciales, Hormigueros, Juana D&iacute;az, Las Mar&iacute;as, Mayag&uuml;ez, Morovis, Orocovis, and Sabana GrandeRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference:&nbsp;REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
2/7/20	2/11/20	2004844	UPDATE: REPORTING POSSIBLE FEMA FRAUD	GENERAL	FEMA Staff and General Public should now use the same contact information to report FEMAfraud, waste, abuse, or report questionable activities.If an applicant contacts FEMA and would like to report fraudulent activity, please provide them with the following information for the FEMA Fraud Branch:Email:FEMA-OCSSO-Tipline@fema.dhs.govCall: (866) 223-0814Fax: (202) 212-4926Write to:FEMA Fraud and Internal Investigation Division400 C Street SW Mail Stop 3005Washington, DC 20472-3005You may request confidentiality or you may register your complaints anonymously.When making a report, convey as much information as possible such as Who? What? Where? When? Why? How? Reference:Helpline NPSC Caller Services Reference Guide¿DAC&nbsp;- Scripts and HelpsFraud Review

2/7/20	2/11/20	2004842	PROPER ROUTING OF WORKPACKETS AND PROCESSING	CASEWORK	A trend has been identified where FEMA Manual agents are misrouting workpackets (WPs).The Specialized Processing Unit (SPU) is responsible for the FEMA Appeal queue (all sub-queues with the exception of Ownership/ Occupancy) amongst other processing queues.When agents are processing FEMA Manual and encounter a case that they are not authorize to process, the WP needs to be routed to the appropriate queue and sub-queue for the SPU to process, with the exception of Ownership/Occupancy.Cases addressing Occupancy and Ownership should not be routed to Appeal, even when the applicant is appealing the previous decision for the same category. Occupancy and Ownership are to be addressed by Caller Services and Casework (CSAC) agents and can be worked in FEMA Manual.
2/7/20	2/11/20	2004843	MISSISSIPPI DECLARED FOR SBA	SBA	Mississippi has received an SBA Administrative Declaration due to Severe Weather and Tornado.Disaster declaration number: 16280 & 16281Incident period: 01/10/2020 through 01/11/2020Effective date: 02/06/2020Primary County:DeSotoContiguous Counties in Mississippi:Marshall, Tate, TunicaContiguous Counties in Arkansas:CrittendenContiguous Counties in Tennessee:ShelbyThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
2/8/20	2/11/20	2004845	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.
2/8/20	2/11/20	2004845	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	PUERTO RICO	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.
2/8/20	2/14/20	2004846	DR-4473-PR: Non-Congregate Sheltering TSA	HELPLINE	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA’s current TSA contractor.The Transitional Sheltering Assistance Hotel Locator will not be used.FEMA will contract directly with certain hotels only in Puerto Rico.Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant’s check-in with the hotels.All applicants meeting the initial TSA eligible criteria will be stampedTSA_PR_CARSfound in the Registration Status box and then loaded into CARS for a callout.FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel. Once an applicant has been referred to a hotel. Their file will be stampedTSA_PR_E.Applicants deemed ineligible after the callout will have the following stamp:TSA_PR_I.Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods:Dropping the form off at a DRC location.Mailing the form to FEMA at:FEMA – Individuals & Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline:Callouts can lead to a potential increase in call volume. If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Their hours of operation are Sunday thru Saturday from 7:00 AM to 11 PM (ET).Note:For more information review the disaster memorandum available on theDR-4473-PRDisaster Specific page.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS

2/8/20	2/14/20	2004846	DR-4473-PR: Non-Congregate Sheltering TSA	PUERTO RICO	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA’s current TSA contractor.The Transitional Sheltering Assistance Hotel Locator will not be used.FEMA will contract directly with certain hotels only in Puerto Rico.Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant’s check-in with the hotels.All applicants meeting the initial TSA eligible criteria will be stampedTSA_PR_CARSfound in the Registration Status box and then loaded into CARS for a callout.FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel. Once an applicant has been referred to a hotel. Their file will be stampedTSA_PR_E.Applicants deemed ineligible after the callout will have the following stamp:TSA_PR_I.Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods:Dropping the form off at a DRC location.Mailing the form to FEMA at:FEMA – Individuals & Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline:Callouts can lead to a potential increase in call volume. If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Their hours of operation are Sunday thru Saturday from 7:00 AM to 11 PM (ET).Note:For more information review the disaster memorandum available on theDR-4473-PRDisaster Specific page.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
2/10/20	2/13/20	2004847	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Actions agents will follow for cases that return from inspection with the Line Item #6800 Service Call, Foundation/ Masonry and with Ownership Not VerifiedInstructions on how to address cases with a returned inspection where the damaged line items do not populate to the Real Property or Personal Property tabsIntent to Occupy informationLanguage for Helpline staff on how to address Structural Engineer Report (SER) inquiriesOwnership and Occupancy verification from DR 4336/4339Foundation Appeal ProcessAdditional updates:Appeals process for Sewer Line Repair or ReplacementClarification on processing pending assistancePost Inspection Requests for Rental AssistanceAdded watermarkto Ownership Certifications samplesRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/10/20	2/13/20	2004848	DR-4473-PR: ADDITIONAL DAMAGES	CASEWORK	The incident period for DR-4473-PR isDecember 28,2019 and continuing.Applicants can sustain additional damages within a disaster. It is consideredadditional damagewhen the damages occurred within the designated incident period (which includes closed or ongoing/continuing incident periods) and after the initial inspection. Reminders:When an initial inspection was incomplete or additional damages have occurred in an open incident period, a Re-Inspection should be requested.The Comment should list details on the items being appealed or needing special attention.Be aware that the additional damage must also be a designated cause of damage for the disaster.An applicant does not need to submit an appeal for the Re-Inspection request to occur.Please see theDisaster Specific Information pagefor more information about this disaster.Reference:Inspection Requests and ComparisonsHelpline NPSC Caller Services Reference Guide¿DR 4473 - PR
2/10/20	2/13/20	2004848	DR-4473-PR: ADDITIONAL DAMAGES	HELPLINE	The incident period for DR-4473-PR isDecember 28,2019 and continuing.Applicants can sustain additional damages within a disaster. It is consideredadditional damagewhen the damages occurred within the designated incident period (which includes closed or ongoing/continuing incident periods) and after the initial inspection. Reminders:When an initial inspection was incomplete or additional damages have occurred in an open incident period, a Re-Inspection should be requested.The Comment should list details on the items being appealed or needing special attention.Be aware that the additional damage must also be a designated cause of damage for the disaster.An applicant does not need to submit an appeal for the Re-Inspection request to occur.Please see theDisaster Specific Information pagefor more information about this disaster.Reference:Inspection Requests and ComparisonsHelpline NPSC Caller Services Reference Guide¿DR 4473 - PR
2/10/20	2/13/20	2004848	DR-4473-PR: ADDITIONAL DAMAGES	PUERTO RICO	The incident period for DR-4473-PR isDecember 28,2019 and continuing.Applicants can sustain additional damages within a disaster. It is consideredadditional damagewhen the damages occurred within the designated incident period (which includes closed or ongoing/continuing incident periods) and after the initial inspection. Reminders:When an initial inspection was incomplete or additional damages have occurred in an open incident period, a Re-Inspection should be requested.The Comment should list details on the items being appealed or needing special attention.Be aware that the additional damage must also be a designated cause of damage for the disaster.An applicant does not need to submit an appeal for the Re-Inspection request to occur.Please see theDisaster Specific Information pagefor more information about this disaster.Reference:Inspection Requests and ComparisonsHelpline NPSC Caller Services Reference Guide¿DR 4473 - PR
2/11/20	2/12/20	2004850	CARS 2.0 DEPLOYMENT	GENERAL	The Callout And Review System (CARS) 2.0 will be deployinga release to fix an issue on Tuesday, February 11, 2020 beginning at 5:30 PM through 8:30 PM (ET).During this time the application will be unavailable.Note:All times are approximate.

2/11/20	2/18/20	2004851	DR-4473-PR: NON-CONGREGATE SHELTERING TSA DMARTS INDEXING	GENERAL	Applicants that are participating in the DR-4473- PR Transitional Sheltering Assistance (TSA) program will submit a signed Terms and Conditions (T&C) form after checking into a participating hotel.Indexers:If the document is a T&C form:Select 'Other Gov Forms'; for both, the Category and the ItemInclude 'TSA T&C Form'; in the CommentsDo notcreate a workpacket (WP), select 'No'; in the Smart Routing (SR) field For all other documents, follow standard procedures. Casework:During case review, carefully review all documents to ensure all unmet needs are addressed.If the only document in file is the TSA T&C form and all issues are addressed, route the case to FEMA Complete.If staff encounters documents that have been misidentified during indexing, please correct the documents using the edit function under the correspondence tab.Reference:Indexing Category Item Codes, and WP Flow Indexing Cover SheetsREMINDER: DMARTS INDEXINGDR-4473-PR: Non-Congregate Sheltering TSA
2/11/20	2/18/20	2004851	DR-4473-PR: NON-CONGREGATE SHELTERING TSA DMARTS INDEXING	PUERTO RICO	Applicants that are participating in the DR-4473- PR Transitional Sheltering Assistance (TSA) program will submit a signed Terms and Conditions (T&C) form after checking into a participating hotel.Indexers:If the document is a T&C form:Select 'Other Gov Forms'; for both, the Category and the ItemInclude 'TSA T&C Form'; in the CommentsDo notcreate a workpacket (WP), select 'No'; in the Smart Routing (SR) field For all other documents, follow standard procedures. Casework:During case review, carefully review all documents to ensure all unmet needs are addressed.If the only document in file is the TSA T&C form and all issues are addressed, route the case to FEMA Complete.If staff encounters documents that have been misidentified during indexing, please correct the documents using the edit function under the correspondence tab.Reference:Indexing Category Item Codes, and WP Flow Indexing Cover SheetsREMINDER: DMARTS INDEXINGDR-4473-PR: Non-Congregate Sheltering TSA
2/11/20	2/14/20	2004852	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4413-AK DSOPUpdates include:Appeals processing for Sewer Line Repair or ReplacementRead the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/11/20	2/14/20	2004849	DR-4332-TX: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing Program has been extended for DR-4332-TX.Extension Date:DR-4332-TX Direct Housing has been extended untilAugust 25, 2020for eligible individuals and households.This applies to FEMA Direct Housing only; no other FEMA programs have been extended at this time.All eligible applicants who remain in FEMA THUs will continue to be charged rent during the extension period.At the end of the extended period of assistance, all occupants must return the THU to FEMA.Please see the extension memorandumposted on theDR-4332-TXDisaster Specific page for additional information.
2/12/20	2/14/20	2004853	LOUISIANA DECLARED FOR SBA	SBA	Louisiana has received an SBA Administrative Declaration due to Severe Storms and Tornado.Disaster declaration number: 16293 & 16294Incident period: 01/10/2020 through 01/11/2020Effective date: 02/11/2020Primary Parish:WebsterContiguous Parishes in Louisiana:Bienville, Bossier, ClaiborneContiguous Counties in Arkansas:Columbia, LafayetteThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
2/12/20	2/15/20	2004854	DR-4473-PR: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4473-PRDisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.All 78 municipalities in Puerto Rico approved for this increase.An increase of 200% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 200% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased 'Approved FMR'; when the Calculate Exhaustion button is utilized, if the 'FMR percent' is changed to 200 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
2/12/20	2/15/20	2004854	DR-4473-PR: INCREASE TO PUBLISHED HUD FMR	PUERTO RICO	Please review the memo on theDR-4473-PRDisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.All 78 municipalities in Puerto Rico approved for this increase.An increase of 200% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 200% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased 'Approved FMR'; when the Calculate Exhaustion button is utilized, if the 'FMR percent' is changed to 200 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance

2/12/20	2/13/20	2004855	VSR SYSTEM DOWNTIME: FEBRUARY 12, 2020	CASEWORK	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The routine maintenance will be today from 6:00-8:00 PM ET. We will notify you when this is complete. The applications should be online and available at approximately 8:00 PM ET.The IMAST team will be performing routine maintenance on the web and database servers. You may experience intermittent outages during this window. These applications include:FEMA Information and Data Analysis (FIDA)Applicant Services Dashboard (ASD) Including Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Task Order Administration (TOA)Continued Assistance Calculator (CAC)IHP HelpDesk Tracking Application (NCTTA/IHPHDTA)Callout and Review System (CARS)Inspector Suitability Tracker (STRK)Customer Service Performance Application (CSPA)AutoDialer (AD) Note: All times are approximate
2/12/20	2/13/20	2004855	VSR SYSTEM DOWNTIME: FEBRUARY 12, 2020	GENERAL	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The routine maintenance will be today from 6:00-8:00 PM ET. We will notify you when this is complete. The applications should be online and available at approximately 8:00 PM ET.The IMAST team will be performing routine maintenance on the web and database servers. You may experience intermittent outages during this window. These applications include:FEMA Information and Data Analysis (FIDA)Applicant Services Dashboard (ASD) Including Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Task Order Administration (TOA)Continued Assistance Calculator (CAC)IHP HelpDesk Tracking Application (NCTTA/IHPHDTA)Callout and Review System (CARS)Inspector Suitability Tracker (STRK)Customer Service Performance Application (CSPA)AutoDialer (AD) Note: All times are approximate
2/12/20	2/13/20	2004855	VSR SYSTEM DOWNTIME: FEBRUARY 12, 2020	HELPLINE	Virginia Systems Repository (VSR) hosts a number of applications. VSR will be offline while the support team performs maintenance on the servers to enhance the backups. The routine maintenance will be today from 6:00-8:00 PM ET. We will notify you when this is complete. The applications should be online and available at approximately 8:00 PM ET.The IMAST team will be performing routine maintenance on the web and database servers. You may experience intermittent outages during this window. These applications include:FEMA Information and Data Analysis (FIDA)Applicant Services Dashboard (ASD) Including Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Task Order Administration (TOA)Continued Assistance Calculator (CAC)IHP HelpDesk Tracking Application (NCTTA/IHPHDTA)Callout and Review System (CARS)Inspector Suitability Tracker (STRK)Customer Service Performance Application (CSPA)AutoDialer (AD) Note: All times are approximate
2/13/20	2/18/20	2004860	ORACLE PATCH: SYSTEM OUTAGES	GENERAL	Some systems will be down from9:00 pm (ET) Thursday, February 13 through 6:00 am (ET) Friday, February 14for critical Oracle patching. Please be out of all affected applications by 9:00 pm (ET).Registration Intake will be operational for new registrations, Call Centers should start using the DentonDC2 Call Center (refresh using F5)before 7:00 pm (ET) during this time. Incomplete registration retrieval and copy registration will be unavailable.The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web) Helpline lookup in the NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDAC Call Center - (MW Call Center)HOMESInspection ManagementMail Utility ModuleIA Assistance Client ASTC WebJAVA Auto Determination (JADE)Mail Utility ModuleOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Notes:If you are unable to address specific questions due to this outage, please inform the caller that applicant files are temporarily unavailable due to a system upgrade and to call back after 6 am (ET).All times are approximate.
2/13/20	2/15/20	2004862	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16299Incident period: 11/27/2019 through 12/01/2019Effective date: 02/13/2020Primary County:San BernardinoContiguous Counties in California:Inyo, Kern, Los Angeles, Orange, RiversideContiguous Counties in Arizona:La Paz, MohaveContiguous County in Nevada:ClarkThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
2/13/20	2/15/20	2004861	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Watson Grinding and Manufacturing Facility Explosion.Disaster declaration number: 16297 & 16298Incident period: 01/24/2020Effective date: 02/13/2020Primary County:HarrisContiguous Counties:Brazoria, Chambers, Fort Bend, Galveston, Liberty, Montgomery, WallerThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

2/14/20	2/19/20	2004859	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/14/20	2/19/20	2004859	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/14/20	2/19/20	2004858	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
2/14/20	2/19/20	2004858	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
2/14/20	2/19/20	2004857	REMINDER: FEMA INSPECTORS	HELPLINE	Staff may receive calls from applicants inquiring about their damage inspection.Please be mindful that the field inspectors may use different types of communication methods to contact applicants. They can use any of the following:Phone CallsText MessagesEmailsInspectors can and will use any contact information the applicant provided in their application.Please remind callers that all FEMA personnel and contractors will have official identification.Applicants should always request to see the I.D. of anyone saying they work for FEMA if the badge or I.D. is not displayed.Notes:A shirt or jacket that says FEMA does not constitute an official I.D.Inspectors may be calling from issued phones or personal cell phones, so applicants receive calls from different area codes. Inspector attempts to contact the applicant must also include a site visit to post a note at the home.Inspectors do not provide eligibility, they only record disaster related damage.Inspectors do not request money to complete an inspection.Reference:Inspection Requests and ComparisonsREMINDER: THIRD PARTY INSPECTIONSREMINDER: QUALITY CONTROL INSPECTIONSREMINDER: NO CONTACT QUEUE
2/14/20	2/17/20	2004856	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Monday, February 17, 20206:30 am - 7:00 pm ETIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
2/14/20	2/18/20	2004863	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Transitional Sheltering Assistance (TSA) informationFair Market Rent (FMR) increase for Rental AssistanceClarification on Damage Dwelling Address (DDA) VariancesClarification on Structural Engineer’s Reports (SERs) that may contain cost estimatesRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/14/20	2/18/20	2004863	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Transitional Sheltering Assistance (TSA) informationFair Market Rent (FMR) increase for Rental AssistanceClarification on Damage Dwelling Address (DDA) VariancesClarification on Structural Engineer’s Reports (SERs) that may contain cost estimatesRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

2/15/20	2/19/20	2004864	UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA	HELPLINE	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA's current TSA contractor. The Transitional Sheltering Assistance Hotel Locator will not be used. FEMA will contract directly with certain hotels only in Puerto Rico. Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant's check-in with the hotels. All applicants meeting the initial TSA eligible criteria will be stamped TSA_PR_CARS found in the Registration Status box and then loaded into CARS for a callout. FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel. Once an applicant has been referred to a hotel. Their file will be stamped TSA_PR_E. Applicants deemed ineligible after the callout will have the following stamp: TSA_PR_I. Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. To view the applicant's current TSA eligibility dates: Web NEMIS: start on the &ldquo;Assistance&rdquo; tab, locate the &ldquo;Temporary Housing&rdquo; field and select &ldquo;TSA Report&rdquo; tab; which is in blue. PowerBuilder NEMIS: start on the &ldquo;Housing&rdquo; tab, and locate the &ldquo;Sheltering&rdquo; field and select &ldquo;Report&rdquo;. The &lsquo;Eligible for TSA Program&rsquo; status will show the day the script ran to populate the TSA Report. The TSA report will show the number of rooms approved and the TSA Status. On the Details link the Hotel Name will show in the Reason column. Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods: Dropping the form off at a DRC location. Mailing the form to FEMA at: FEMA &ndash; Individuals & Households Program National Processing Service Center P.O. Box 10055 Hyattsville, MD 20782-8055 Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline: Callouts can lead to a potential increase in call volume. If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the &ldquo;Temp Shelter Agency&rdquo; workgroup within &ldquo;Interaction Desktop&rdquo;. Beginning Sunday, February 16, 2020 the hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET). Monday, February 17, 2020 the holiday hours will be 8:00 AM to 8:00 PM (ET). Note: For more information review the disaster memorandum available on the DR-4473-PR Disaster Specific page. Reference: REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
2/15/20	2/19/20	2004864	UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA	PUERTO RICO	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA's current TSA contractor. The Transitional Sheltering Assistance Hotel Locator will not be used. FEMA will contract directly with certain hotels only in Puerto Rico. Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant's check-in with the hotels. All applicants meeting the initial TSA eligible criteria will be stamped TSA_PR_CARS found in the Registration Status box and then loaded into CARS for a callout. FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel. Once an applicant has been referred to a hotel. Their file will be stamped TSA_PR_E. Applicants deemed ineligible after the callout will have the following stamp: TSA_PR_I. Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. To view the applicant's current TSA eligibility dates: Web NEMIS: start on the &ldquo;Assistance&rdquo; tab, locate the &ldquo;Temporary Housing&rdquo; field and select &ldquo;TSA Report&rdquo; tab; which is in blue. PowerBuilder NEMIS: start on the &ldquo;Housing&rdquo; tab, and locate the &ldquo;Sheltering&rdquo; field and select &ldquo;Report&rdquo;. The &lsquo;Eligible for TSA Program&rsquo; status will show the day the script ran to populate the TSA Report. The TSA report will show the number of rooms approved and the TSA Status. On the Details link the Hotel Name will show in the Reason column. Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods: Dropping the form off at a DRC location. Mailing the form to FEMA at: FEMA &ndash; Individuals & Households Program National Processing Service Center P.O. Box 10055 Hyattsville, MD 20782-8055 Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline: Callouts can lead to a potential increase in call volume. If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the &ldquo;Temp Shelter Agency&rdquo; workgroup within &ldquo;Interaction Desktop&rdquo;. Beginning Sunday, February 16, 2020 the hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET). Monday, February 17, 2020 the holiday hours will be 8:00 AM to 8:00 PM (ET). Note: For more information review the disaster memorandum available on the DR-4473-PR Disaster Specific page. Reference: REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS

2/18/20	2/19/20	2004866	UPDATE: SERVER OUTAGE: DAC RELEASE 9.07 CONTINUING	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.07 is scheduled forTuesday, February 18, 2020.Registration Intake will be operational for new registrations.Update:Agents should begin utilizing theMW Call Center(refresh using F5)as soon as possible.MW deployment has been completed.DC2 Call Center site will be taken down for the deployment shortly.Notification will be provided when staff can begin using both sites.
2/18/20	2/19/20	2004865	SERVER OUTAGE: DAC RELEASE 9.07	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.07 is scheduled forTuesday, February 18, 2020.Registration Intake will be operational for new registrations.Agents should begin utilizing DC2 Call Center(refresh using F5) as soon as possible.Notification will be provided when staff can begin using the MW Call Center site.
2/19/20	2/20/20	2004869	UPDATE: SERVER OUTAGE: DAC RELEASE 9.07 COMPLETE	RI	The Disaster Assistance Improvement Program (DAIP) release DAC 9.07 is complete.Staff can use both MW and DC2 Call Centers effective immediately.
2/20/20	2/25/20	2004872	PPM UPDATE: INSPECTION REQUESTS AND COMPARISONS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Inspection Requests and ComparisonsUpdates include:Removal of 180 day language for FCOR inspections Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/20/20	2/25/20	2004870	REMINDER: EMPLOYEE INFO IN NEMIS: CONTACTS AND COMMENTS	GENERAL	For the protection of all employees,Do Notenter any employee information into Comments and Contacts in NEMIS. If any reference must be made regarding personnel please use titles such as 'Housing Officer' or generic references such as 'Customer Service Representative',, 'Caseworker',, etc. Documenting employee names or other employee information in applicant files may put your co-workers at risk.Everything written into Comments and Contacts becomes aPERMANENTpart of the applicant's file and therefore public record. The information is available for the public to request and view. It is important to remain professional and neutral when adding information to the applicant’s record.Please follow all currently posted guidelines regarding comments and contacts. Please refrain from adding the following to contacts/comments:The names or other identifiable information of FEMA employeesNegative remarksabout FEMA, employees, or specific departmentsEntering personal opinions about the caseDo not copy/paste text from preshifts or other guidanceDo not copy/paste Email textIf while viewing a case an agent discovers employee information in the file, please report the case to a Supervisor, POC or IHP Helpdesk and provide the following:The Disaster and Registration NumberThe Events Log Date of the Comment/ContactThe Name to be removedNOTE: Do not give the physical address and location of FEMA facilities.The only addresses that should be shared are those related to incoming mail (mailroom) or disaster specific locations that are listed in NEMIS, such as DRC's.
2/20/20	2/25/20	2004867	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
2/20/20	2/25/20	2004868	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	CASEWORK	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of the‘Ineligible No Relocation’ (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant’s dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant’s need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP

2/20/20	2/25/20	2004868	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	HELPLINE	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of theIneligible No Relocation (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant's dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant's need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP
2/20/20	2/25/20	2004871	PPM UPDATE: OWNERSHIP VERIFICATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM: Ownership VerificationUpdates include:Language for Bill of Sale documentsSignature definitionRead the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/21/20	2/26/20	2004875	ARKANSAS DECLARED FOR SBA	SBA	Arkansas has received an SBA Administrative Declaration due toSevere Storms and Tornadoes.Disaster declaration number: 16300 & 16301Incident period: 01/10/2020 through 01/11/2020Effective date: 02/21/2020Primary County:AshleyContiguousCounties in Arkansas:Bradley, Chicot, Drew, UnionContiguousParishes in Louisiana:Morehouse, Union.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov. to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
2/21/20	2/26/20	2004874	UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA	HELPLINE	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA's current TSA contractor.The Transitional Sheltering Assistance Hotel Locator will not be used.FEMA will contract directly with certain hotels only in Puerto Rico.TSA participants will not be allowed to check out of one TSA participating hotel and check into another TSA participating hotel without prior FEMA JFO IA TSA Representative approval.Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant's check-in with the hotels.All applicants meeting the initial TSA eligible criteria will be stampedTSA_PR_CARSfound in the Registration Status box and then loaded into CARS for a callout.FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel. Once an applicant has been referred to a hotel. Their file will be stampedTSA_PR_E.Applicants deemed ineligible after the callout will have the following stamp:TSA_PR_I.Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. To view the applicant's current TSA eligibility dates:Web NEMIS: start on the “Assistance” tab, locate the “Temporary Housing” field and select “TSA Report” tab; which is in blue.PowerBuilder NEMIS: start on the “Housing” tab, and locate the “Sheltering” field and select “Report”.The ‘Eligible for TSA Program’ status will show the day the script ran to populate the TSA Report.The TSA report will show the number of rooms approved and the TSA StatusOn the Details link the Hotel Name will show in the Reason column.Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods:Mailing the form to FEMA at:Dropping the form off at a DRC location.FEMA – Individuals & Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline:Callouts can lead to a potential increase in call volume.If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Beginning Sunday, February 16, 2020 the hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).Note:For more information review the disaster memorandum available on theDR-4473-PRDisaster Specific page.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS

2/24/20	3/2/20	2004882	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Intent to OwnSER appeal revised languageAdditional updates:Transitional Sheltering Assistance (TSA): Removed references to specific municipalities to make more generalAppeal process for Personal Property- Red TaggedRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/25/20	2/28/20	2004873	DR-4473-PR: OUTREACH CAMPAIGN FOR STRUCTURAL ENGINEER REPORT	HELPLINE	An auto dialer will be conducted in Puerto Rico to contact applicants about obtaining a Structural Engineer Report (SER). Depending on the communication options in the file, the applicant will be contacted either by text, e-mail, or auto dialer.This outreach message directs applicants to provide a response to the auto dialer about obtaining a SER.Message Body:Our records indicate that you received an award from FEMA that included funds to obtain a Structural Engineer Report from a licensed and registered engineer to fully evaluate the earthquake damage to your home. FEMA would like to know if you were able to get a Structural Engineer Report? Please choose the option that best applies to your current situation.1. I was able to get a Structural Engineer Report.2. I was not able to get a Structural Engineer Report due to the cost.3. I was not able to get a Structural Engineer Report because there is no engineer available.If staff receives inquiries regarding this outreach there is no need to transfer the calls, please address their current situation: Encourage the applicant to respond to the outreach by responding to the email/text/auto dialer prompts.If the applicant receives the message on voicemail, there is no need for the applicant to call FEMA back. FEMA will attempt to contact the applicant again.Verify the applicants contact information in the file, and make updates as needed including current location.If the applicant has questions or needs additional information about the callout, advise the applicant of the following from the DSOP:o “You received the Structural Engineer Report letter because FEMA cannot determine the full extent of the damage to your home. As a result, FEMA is providing you with \$500 to obtain a structural damage report from a licensed and registered engineer to fully evaluate the earthquake damage. If you need assistance obtaining the services of an engineer, please contact your local municipal office.”o Explain to the applicant that a contractor’s estimate is also required in addition to the SER along with standard appeal documentation.Applicants must submit a written appeal requesting funds for a SER. Verbal requests will NOT be accepted.If any unmet needs are identified or for additional information provideDR-4473-PRDisaster Specific Referrals.References: UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS SDR 4473 - PR DSOPREMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
2/25/20	2/28/20	2004873	DR-4473-PR: OUTREACH CAMPAIGN FOR STRUCTURAL ENGINEER REPORT	PUERTO RICO	An auto dialer will be conducted in Puerto Rico to contact applicants about obtaining a Structural Engineer Report (SER). Depending on the communication options in the file, the applicant will be contacted either by text, e-mail, or auto dialer.This outreach message directs applicants to provide a response to the auto dialer about obtaining a SER.Message Body:Our records indicate that you received an award from FEMA that included funds to obtain a Structural Engineer Report from a licensed and registered engineer to fully evaluate the earthquake damage to your home. FEMA would like to know if you were able to get a Structural Engineer Report? Please choose the option that best applies to your current situation.1. I was able to get a Structural Engineer Report.2. I was not able to get a Structural Engineer Report due to the cost.3. I was not able to get a Structural Engineer Report because there is no engineer available.If staff receives inquiries regarding this outreach there is no need to transfer the calls, please address their current situation: Encourage the applicant to respond to the outreach by responding to the email/text/auto dialer prompts.If the applicant receives the message on voicemail, there is no need for the applicant to call FEMA back. FEMA will attempt to contact the applicant again.Verify the applicants contact information in the file, and make updates as needed including current location.If the applicant has questions or needs additional information about the callout, advise the applicant of the following from the DSOP:o “You received the Structural Engineer Report letter because FEMA cannot determine the full extent of the damage to your home. As a result, FEMA is providing you with \$500 to obtain a structural damage report from a licensed and registered engineer to fully evaluate the earthquake damage. If you need assistance obtaining the services of an engineer, please contact your local municipal office.”o Explain to the applicant that a contractor’s estimate is also required in addition to the SER along with standard appeal documentation.Applicants must submit a written appeal requesting funds for a SER. Verbal requests will NOT be accepted.If any unmet needs are identified or for additional information provideDR-4473-PRDisaster Specific Referrals.References: UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS SDR 4473 - PR DSOPREMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
2/25/20	2/28/20	2004877	DR-4393-NC: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing Program has been extended for DR-4393-NC.Extension Date:DR-4393-NC Direct Housing has been extended throughJune 13, 2020 for eligible individuals and households.This applies to FEMA Direct Housing only; no other FEMA programs have been extended at this time.All eligible applicants who remain in FEMA THUs will be charged rent during the extension period.At the end of the extended period of assistance, all occupants must return the THU to FEMA.Please see the extension memorandumposted on theDR-4393-NCDisaster Specific page for additional information.
2/25/20	2/28/20	2004878	REMINDER: UPDATING UNKNOWN OR NO DAMAGES	HELPLINE	When applicants contact Helpline to change their home or personal property damages fromUnknown to Noor Yes, agents should follow the guidance provided inSection E. Adding Individuals and Households Program (IHP)or Small Business Administration (SBA) Referralsin theHelpline NPSC Caller Services Reference Guide, and make the appropriate changes in NEMIS.Once home or personal property damages are reported:Under “Losses, Damages and Needs” box Update the damage to “Yes”.Check the current queues on the overview. If no workpacket (WP) exists, create a WP to FEMA Manual.If you are trained and authorized to process in FEMA Manual, address the reported damages.Notes:If an inspection is already pending, for example Inspection Triage or Being Inspected, update home/personal property damage field, butDo NOTcreate a WP.If SBA status is blank, check the income to determine if the applicant will be HAPP or FIT using the SBA Income Test Tables. If appropriate, add HAPP status and inform caller of ways to apply for SBA.References:NonReferral Applicants SOP SBA Referrals SOP

2/26/20	3/2/20	2004879	REMINDER: GROUP FLOOD INSURANCE POLICY AND NFIRA REQUIREMENT	HELPLINE	Applicants who receive IHP Assistance for insurable flood damages in a designated Special Flood Hazard Area (SFHA) may have a National Flood Insurance Reform Act (NFIRA) requirement placed on the dwelling. Applicants who do not obtain and maintain flood insurance are ineligible for IHP assistance for flood-damaged items in future disasters, they would be Non-compliant (NCOMP).Homeowners and renters who meet the conditions of eligibility are potentially eligible for a FEMA purchased Group Flood Insurance Policy (GFIP) certificate.The cost of the GFIP certificate is deducted from the applicant’s Individuals and Households Program (IHP) maximum limit,but this does not mean the applicant will automatically get the GFIP coverage.Please do not tell applicants GFIP has already been or will be purchased for them solely based on the\$2,400FIP Paid being withheld from their case.Applicants who initially qualify for a GFIP based on the guidance, may still not meet the requirements for a policy.Renters will havesix monthsfrom the date of the ONA eligibility determination letter (EPPZ) to contact FEMA and advise they are returning to the DDA and would like FEMA to purchase a Group Flood Insurance Policy on their behalf, before a policy will be purchased.GFIP Eligibilityoutlines the necessary steps to set the verification requirements,under Info Control,for the renter requested GFIP Policy.If an applicant contacts the Helpline and wishes to know if flood insurance was purchased on their behalf, caseworkers should check the NFIP Database to verify if there is an active GFIP policy for the applicant and their damaged dwelling.If GFIP was purchased on their behalf, there should also be a GFIP Notice Of Purchase (GNOP) letter in the applicant's Correspondence in the case.Joint Option disaster registrations may not have the GNOP letter.If caseworkers are unable to locate a policy in NFIP, they do not see the GNOP letter generated in their file, and believe an applicant should’ve had a GFIP purchased, please send an email to the IHP Helpdesk.NFIP:Any questions related to NFIP or flood insurance that are normally addressed on RI or HL using guidance available in the PPM should still be handled on RI or HL.If you have not been trained on NFIP and for any other questions about NFIP, including filing a claim or checking a claim status with their flood insurance carrier, consult/transfer the caller to the NFIP Support Line by dialing 800-427-4661, which is set up in C3MP on the IC Public Contacts tab.Reference:GFIP EligibilityFlood Zones and Other Protected Areas SOPREMINDER: RENTERS AND GFIP VERIFICATIONUPDATE: NFIRA REVIEW: FLOOD DAMAGE IN A FLOOD ZONE
2/26/20	2/27/20	2004880	DMARTS: SCHEDULED MAINTENANCE FEBRUARY 27, 2020	GENERAL	DMARTS will be down for maintenance,Thursday, February 27, 2020from 6:30 AM until 7 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
2/26/20	3/2/20	2004881	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Transitional Sheltering Assistance (TSA): Removed references to specific municipalities to make more generalAppeal process for Personal Property- Red TaggedRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/27/20	3/3/20	2004883	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4393-NC endsMarch 14, 2020DR-4394-SC endsMarch 21, 2020DR-4396-MP endsMarch 29, 2020DR-4399-FL endsApril 11. 2020DR-4400-GA endsApril 14, 2020DR-4402-WI endsApril 18, 2020DR-4404- MP endsApril 26, 2020DR-4407- CA endsMay 12, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
2/28/20	3/4/20	2004885	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	CASEWORK	If FEMA receives a request tochangethe applicant’s name to another name orremoveone of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver’s license, passport, or birth certificate to support the need for a name change request if documents are not already in file.In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant’s name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign.There is no instance where we would removehousehold occupantsfrom the applicant's file.Household members can beaddedto a file based on a verbal request on Helpline from the applicantas long as the person being added was an occupant of the dwelling at the time of the disasteror considers the home their primary residence (i.e., college student).Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney.There can be unique circumstances and if you have questions call the IHP Helpdesk.Reference:Helpline NPSC Caller Services Reference Guide¿Written Consent and Sharing Applicants Information ¿ ¿DECEASED APPLICANT: REQUEST FOR NAME CHANGE
2/28/20	3/4/20	2004885	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	HELPLINE	If FEMA receives a request tochangethe applicant’s name to another name orremoveone of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver’s license, passport, or birth certificate to support the need for a name change request if documents are not already in file.In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant’s name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign.There is no instance where we would removehousehold occupantsfrom the applicant's file.Household members can beaddedto a file based on a verbal request on Helpline from the applicantas long as the person being added was an occupant of the dwelling at the time of the disasteror considers the home their primary residence (i.e., college student).Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney.There can be unique circumstances and if you have questions call the IHP Helpdesk.Reference:Helpline NPSC Caller Services Reference Guide¿Written Consent and Sharing Applicants Information ¿ ¿DECEASED APPLICANT: REQUEST FOR NAME CHANGE

2/28/20	3/4/20	2004884	REMINDER: PROCESS ALL UNMET NEEDS	CASEWORK	Review workpackets to identify unmet needs, and address all issues.When there are multiple workpackets in a queue, remember to address all issues you are authorized to process.Do not route the work packet to complete without a thorough review.It is preferred that all outstanding issues are processed in one queue. Agents should view the events log to identify if any workpackets have been removed by manual processing; automation prior to an eligibility determination; or by the generation of request and/or notification letters. Review all documentssubmitted and the Events Log to determine if any additional issues are outstanding.Review verifications such as identity, duplication, occupancy, ownership, and insurance.Once the case review has been completed, if there are any categories that need to be addressed and the agent is not authorized to process the category or request for assistance, the existing workpacket should be split so an active workpacket becomes available in the appropriate queue, if a workpacket is not already there.Once all issues are addressed, agents should remove any extra or duplicate workpackets.Do not processLate Application, Multi-Family Road/Bridge, Pre-Recoupment, Recoupment,Boats, Funeral, Congressional, CTHA (including CTHA appeals) orFEMA Manual-Congressional sub-queue unless specifically authorized.Do not processFEMA Manual Determination-Automated Supportsub-queue or inFEMA Supervisor Review - FEMA Correctionssub-queue.There may be system limitations that will not allow all processes to be completed from one queue. Agents may be required to complete the processing of assistance in multiple queues when they are authorized to do so. The goal is to address all issues agents are authorized to process.
2/28/20	3/2/20	2004886	DR-4473-PR: INCIDENT CLOSURE	PUERTO RICO	The notice of incident period closure for DR-4473-PR has been received (FRN 4). The incident periodisDecember 28, 2019 through February 4, 2020Please see theDisaster Specific Information page for more information about this disaster.
2/28/20	3/2/20	2004886	DR-4473-PR: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4473-PR has been received (FRN 4). The incident periodisDecember 28, 2019 through February 4, 2020Please see theDisaster Specific Information page for more information about this disaster.
2/29/20	3/4/20	2004887	UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA	HELPLINE	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals. FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area. However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico. TSA activation will not use FEMA’s current TSA contractor.The Transitional Sheltering Assistance Hotel Locator will not be used.FEMA will contract directly with certain hotels only in Puerto Rico.TSA participants will not be allowed to check out of one TSA participating hotel and check into another TSA participating hotel without prior FEMA JFO IA TSA Representative approval.Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant’s check-in with the hotels.All applicants meeting the initial TSA eligible criteria will be stampedTSA_PR_CARSfound in the Registration Status box and then loaded into CARS for a callout.FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel.Once an applicant has been referred to a hotel, their file will be stampedTSA_PR_E.Applicants deemed ineligible after the callout will have the following stamp:TSA_PR_I.Applicant check-in and check-out status will be entered in NEMIS under the TSA Report. To view the applicant’s current TSA eligibility dates:Web NEMIS: start on the “Assistance” tab, locate the “Temporary Housing” field and select “TSA Report” tab; which is in blue.PowerBuilder NEMIS: start on the “Housing” tab, and locate the “Sheltering” field and select “Report”..The TSA report will show the number of rooms approved and the current TSA Status.On the Details link the Hotel Name will show in the Reason column.Update:Applicants who check out of a TSA hotel but are still potentially TSA Eligible will have the following stamp: TSA_PR_O.Applicants will be required to sign a Terms and Conditions (T&C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs). The Applicant must return the signed T&C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel. The registrant may deliver the T&C to FEMA by any of the following methods:Mailing the form to FEMA at:FEMA – Individuals & Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Dropping the form off at a DRC location.Hand delivering the form to a TSA Outreach representative during a hotel visit. Helpline:Callouts can lead to a potential increase in call volume. If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Beginning Sunday, February 16, 2020 the hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).Note:For more information review the disaster memorandum available on theDR-4473-PRDisaster Specific page.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS

2/29/20	3/4/20	2004887	UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA	PUERTO RICO	Transitional Sheltering Assistance (TSA) has been approved for Puerto Rico to meet the temporary sheltering needs for eligible individuals.&nbsp; FEMA normally implements TSA using an existing contract, which allows FEMA to place TSA applicants in hotel rooms nationwide based on limited resources in the impacted area.&nbsp; However, due to the unique circumstances in Puerto Rico along with an effort to keep survivors near their home on island, FEMA will activate TSA through direct contracts with certain hotels on the island of Puerto Rico.&nbsp; &nbsp; &nbsp; TSA activation will not use FEMA&rsquo;s current TSA contractor.The Transitional Sheltering Assistance Hotel Locator will not be used.FEMA will contract directly with certain hotels only in Puerto Rico.TSA participants will not be allowed to check out of one TSA participating hotel and check into another TSA participating hotel without prior FEMA JFO IA TSA Representative approval.Specific FEMA representatives will reach out to eligible applicants notifying them of their TSA eligibility and will coordinate the applicant&rsquo;s check-in with the hotels.All applicants meeting the initial TSA eligible criteria will be stampedTSA_PR_CARSto be stamped in the Registration Status box and then loaded into CARS for a callout.FEMA representatives will call applicants to notify them of their eligibility, and to coordinate their hotel check in directly with the hotel.Once an applicant has been referred to a hotel, their file will be stampedTSA_PR_E.Applicants deemed ineligible after the callout will have the following stamp:TSA_PR_I.Applicant check-in and check-out status will be entered in NEMIS under the TSA Report.&nbsp; &nbsp; To view the applicant&#39;s current TSA eligibility dates:Web NEMIS: start on the &ldquo;Assistance&rdquo; tab, locate the &ldquo;Temporary Housing&rdquo; field and select &ldquo;TSA Report&rdquo; tab; which is in blue.PowerBuilder NEMIS: start on the &ldquo;Housing&rdquo; tab, and locate the &ldquo;Sheltering&rdquo; field and select &ldquo;Report&rdquo;.&nbsp; The TSA report will show the number of rooms approved and the current TSA Status.On the Details link the Hotel Name will show in the Reason column.Update:Applicants who check out of a TSA hotel but are still potentially TSA Eligible will have the following stamp: TSA_PR_O.Applicants will be required to sign a Terms and Conditions (T&amp;C) document provided to them by the hotel when they check in or at Disaster Recovery Centers (DRCs).&nbsp; The Applicant must return the signed T&amp;C to FEMA within seven days, or the registrant may not be able to continue to stay in the hotel.&nbsp; The registrant may deliver the T&amp;C to FEMA by any of the following methods:Mailing the form to FEMA at:FEMA &ndash; Individuals &amp; Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Dropping the form off at a DRC location.Hand delivering the form to a TSA Outreach representative during a hotel visit.&nbsp; &nbsp; Helpline:Callouts can lead to a potential increase in call volume.&nbsp; If Helpline receives a call from an applicant and they have questions related to TSA, perform a warm transfer to the &ldquo;Temp Shelter Agency&rdquo; workgroup within &ldquo;Interaction Desktop&rdquo;.Beginning Sunday, February 16, 2020 the hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).Note:For more information review the disaster memorandum available on theDR-4473-PRDisaster Specific page.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
2/29/20	3/4/20	2004888	DR-4407-CA: DIRECT HOUSING EXTENSION	HELPLINE	The Direct Housing Program has been extended for DR-4407-CA.Extension Date:DR-4407-CA Direct Housing has been extended throughMay 12, 2021 for eligible individuals and households.This applies to FEMA Direct Housing only; no other FEMA programs have been extended at this time.All eligible applicants who remain in FEMA TTHUs will be charged rent during the extension period.At the end of the extended period of assistance, all occupants must return the TTHU to FEMA.Please see the extension memorandumposted on theDR-4407-CADisaster Specific page for additional information.
3/3/20	3/6/20	2004889	DR-4473-PR: ACCESSING THE FILE	HELPLINE	Helpline agents should try to complete verification forAccessing the File and Releasing Information Procedureswith callers, but to improve customer service for this disaster with unique address challenges, callers should not automatically be denied access to their file if they cannot provide all address information as recorded in file.ForDR-4473 PRuse the following disaster specific procedure to complete the address verifications:Callers who cannot verify the street information/listing on the Damaged Dwelling Address (DDA) or the Current Mailing Address (CMA) fields, but can verify their city/municipality and zip code, will meet the DDA/CMA verification requirements.We cannot provide an all-inclusive list of examples or scenarios that agents might encounter. Please use your best customer service skills in these situations.For example, the caller may have the city/municipality, and zip code correct, but the street name may only be similar due to a system&rsquo;s automated correction.Continue to follow the standard process of verifying the applicant/co-applicant name, social security, and current phone number information.Please review theHelpline NPSC Caller Services Reference Guide¿for complete verification lists and instructions, and file copy requests.Reference:DR 4473 - PR
3/3/20	3/6/20	2004889	DR-4473-PR: ACCESSING THE FILE	PUERTO RICO	Helpline agents should try to complete verification forAccessing the File and Releasing Information Procedureswith callers, but to improve customer service for this disaster with unique address challenges, callers should not automatically be denied access to their file if they cannot provide all address information as recorded in file.ForDR-4473 PRuse the following disaster specific procedure to complete the address verifications:Callers who cannot verify the street information/listing on the Damaged Dwelling Address (DDA) or the Current Mailing Address (CMA) fields, but can verify their city/municipality and zip code, will meet the DDA/CMA verification requirements.We cannot provide an all-inclusive list of examples or scenarios that agents might encounter. Please use your best customer service skills in these situations.For example, the caller may have the city/municipality, and zip code correct, but the street name may only be similar due to a system&rsquo;s automated correction.Continue to follow the standard process of verifying the applicant/co-applicant name, social security, and current phone number information.Please review theHelpline NPSC Caller Services Reference Guide¿for complete verification lists and instructions, and file copy requests.Reference:DR 4473 - PR
3/4/20	3/7/20	2004890	INDIVIDUAL ASSISTANCE PRESHIFT NOTES: SCHEDULED MAINTENANCE 03/06/2020	GENERAL	Individual Assistance Preshift Notes (IAPN) will be down for maintenance,Friday March 6, 2020 from 6:00 am to&nbsp; 7:00 am (ET).Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

3/4/20	3/9/20	2004891	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Instructions for Helpline if an applicant calls with questions regarding the SER letter.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
3/4/20	3/9/20	2004891	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Instructions for Helpline if an applicant calls with questions regarding the SER letter.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
3/5/20	3/10/20	2004892	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to review http://www.211.org /to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
3/5/20	3/10/20	2004892	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to review http://www.211.org /to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
3/5/20	3/10/20	2004895	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
3/5/20	3/10/20	2004895	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
3/5/20	3/10/20	2004893	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages
3/5/20	3/10/20	2004893	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Search for open shelters by textingSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Be sure to include a space between the word and zip code or the shelters will not load. Standard message and data rates apply for any messages received from us.Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agency for availability and services.Please notify callers to call911for medical emergencies.Reference:FEMA Text Messages

3/6/20	3/11/20	2004897	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
3/6/20	3/11/20	2004898	DR-4473-PR: LOCATING A STRUCTURAL ENGINEER	HELPLINE	The SER letter (SERL) advises applicants to contact their local municipal office if they need assistance to obtain the services of an engineer. Applicants worried about the structural safety of the home or why their home was tagged will need to work with local officials regarding the structural stability of their homes. Local government offices may not be staffed to address the high volume of calls for requests to locate a structural engineer and utilizes the same information provided by the College of Engineers and Surveyors. Please refer applicants to the website for the College of Engineers and Surveyors to obtain the names of license structural engineers in their area. College of Engineers and Surveyors (Colegio de Ingenieros y Agrimensores de Puerto Rico): https://www.ciapr.org/Phone: 787-758-2250 Reference: REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS
3/6/20	3/11/20	2004898	DR-4473-PR: LOCATING A STRUCTURAL ENGINEER	PUERTO RICO	The SER letter (SERL) advises applicants to contact their local municipal office if they need assistance to obtain the services of an engineer. Applicants worried about the structural safety of the home or why their home was tagged will need to work with local officials regarding the structural stability of their homes. Local government offices may not be staffed to address the high volume of calls for requests to locate a structural engineer and utilizes the same information provided by the College of Engineers and Surveyors. Please refer applicants to the website for the College of Engineers and Surveyors to obtain the names of license structural engineers in their area. College of Engineers and Surveyors (Colegio de Ingenieros y Agrimensores de Puerto Rico): https://www.ciapr.org/Phone: 787-758-2250 Reference: REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS
3/6/20	3/11/20	2004899	UPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGS	HELPLINE	The FEMA Housing Assessors (Inspectors) look at home and property for damage caused by the disaster. FEMA Housing Assessors will also collect information needed for a survivor's application for assistance with FEMA. FEMA Housing Assessors cannot make structural safety decisions for the local government and do not tag dwellings. Applicants will need to work with local officials regarding the structural stability of their homes. If a caller is worried about the structural safety of the home or why their home was tagged, please refer them to their local government building safety officials. Tag definitions: Red = destroyed or structurally compromised Yellow = restricted or requires mitigation efforts Green = secured Puerto Rico: Local government building safety official information is available on the DR-4473-PR Disaster Specific Information page under "References". Reference: REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY DR-4473-PR: LOCATING A STRUCTURAL ENGINEER
3/6/20	3/11/20	2004900	REMINDER: SOCIAL MEDIA RUMORS	HELPLINE	FEMA is often the subject of rumors and posts on various social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, throughout the year Helpline may receive inquiries related to "internet gossip". If staff receive calls regarding incorrect information being reported through online communities on FEMA related topics and feel it should be brought to the agency's attention, an email can be sent to IAStratComms@fema.dhs.gov with the name of the Media Outlet and the telephone number given or social media URL site link so we may track these rumors. The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect errors in social media networks, articles and blogs. If staff receive calls about network news stories or social media stories mentioning FEMA, an email can be sent to IAStratComms@fema.dhs.gov with the subject of the story, the name of the Media Outlet, or a URL site link. This ensures FEMA is aware of potential situations in the news. Staff should use their best customer service and advise callers appropriately in regards to FEMA programs. Staff may also suggest that callers visit www.fema.gov and disasterassistance.gov for additional information on available FEMA programs. Note: UPDATE: CALLS FROM THE MEDIA

3/9/20	3/10/20	2004901	VSR SYSTEM DOWNTIME: MARCH 10, 2020	GENERAL	The IMAST and SS-IM teams will be performing routine updates and patching on the database server from 5:30 AM - 7:15 AM (ET) tomorrow, March 10th. We expect downtime during that window. These applications include FEMA Information and Data Analysis (FIDA) Applicant Services Dashboard (ASD) Including Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR) Task Order Administration (TOA) Continued Assistance Calculator (CAC) IHP HelpDesk Tracking Application (NCTTA/IHPHDTA) Callout and Review System (CARS) Inspector Suitability Tracker (STRK) Customer Service Performance Application (CSPA) AutoDialer (AD) Note: All times are approximate
3/10/20	3/13/20	2004902	DR-4473-PR: ALTERNATIVE DISASTER CASE MANAGEMENT	HELPLINE	The Joint Field Office (JFO) is performing an ALTERNATIVE DISASTER CASE MANAGEMENT (ADCM) review and possible call out to disaster survivors regarding their permanent housing plan (PHP). The population for ADCM are survivors that received rental assistance or survivors that are currently in basecamps, shelters, or participating TSA hotels. Case review and courtesy calls are being performed by JFO staff to discuss with the applicants their PHP and inform the applicants of any missing documentation. The summary line for this callout will begin with "ADCM". Helpline: For applicants indicating they were contacted regarding their permanent housing plan (PHP). Verify applicant has "ADCM" in the summary line in Events and if so, Send an e-mail to the IHP Helpdesk providing all relevant PHP information. Reference: REMINDER: EMAIL COMMUNICATIONS
3/10/20	3/13/20	2004902	DR-4473-PR: ALTERNATIVE DISASTER CASE MANAGEMENT	PUERTO RICO	The Joint Field Office (JFO) is performing an ALTERNATIVE DISASTER CASE MANAGEMENT (ADCM) review and possible call out to disaster survivors regarding their permanent housing plan (PHP). The population for ADCM are survivors that received rental assistance or survivors that are currently in basecamps, shelters, or participating TSA hotels. Case review and courtesy calls are being performed by JFO staff to discuss with the applicants their PHP and inform the applicants of any missing documentation. The summary line for this callout will begin with "ADCM". Helpline: For applicants indicating they were contacted regarding their permanent housing plan (PHP). Verify applicant has "ADCM" in the summary line in Events and if so, Send an e-mail to the IHP Helpdesk providing all relevant PHP information. Reference: REMINDER: EMAIL COMMUNICATIONS
3/10/20	3/13/20	2004903	DR-4473-PR: ADDITIONAL IA COUNTIES FRN 5	PUERTO RICO	Additional municipalities have been added for Individual Assistance in DR-4473-PR. The additional municipalities in Puerto Rico are: Aguada, Anasco, Barceloneta, Coamo, Moca, Naranjito, Salinas, and Santa Isabela. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
3/10/20	3/13/20	2004903	DR-4473-PR: ADDITIONAL IA COUNTIES FRN 5	RI	Additional municipalities have been added for Individual Assistance in DR-4473-PR. The additional municipalities in Puerto Rico are: Aguada, Anasco, Barceloneta, Coamo, Moca, Naranjito, Salinas, and Santa Isabela. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state. Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
3/11/20	3/14/20	2004904	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR 4473 - PR. Updates include: Destroyed home processing guidance. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
3/11/20	3/14/20	2004904	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR 4473 - PR. Updates include: Destroyed home processing guidance. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
3/12/20	3/16/20	2004905	PUERTO RICO: UNDELIVERABLE MAIL	HELPLINE	As a standard procedure, the United States Postal Service returns all mail that is not delivered or claimed within 30 days. Advise callers contacting the Helpline for undelivered mail to contact their local post office, prior to regenerating letters or sending Stop Payment letters for awards sent by check. Note: Please verify and update the current mailing address if necessary.
3/12/20	3/16/20	2004905	PUERTO RICO: UNDELIVERABLE MAIL	PUERTO RICO	As a standard procedure, the United States Postal Service returns all mail that is not delivered or claimed within 30 days. Advise callers contacting the Helpline for undelivered mail to contact their local post office, prior to regenerating letters or sending Stop Payment letters for awards sent by check. Note: Please verify and update the current mailing address if necessary.
3/12/20	3/16/20	2004906	TELEWORKING: TECHNICAL ISSUES	GENERAL	Staff that have technical issues while working remotely should contact the FEMA Enterprise Service Desk (ESD) for assistance and notify their Supervisor or POC. Enterprise Service Desk: Phone: 1-888-457-3362 Email: FEMA-Enterprise-Service-Desk Visit the Enterprise Service Desk website for alert and outage notifications.
3/12/20	3/16/20	2004907	UPDATE: HUMAN CORONAVIRUS (COVID-19)	HELPLINE	At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). More information will be made available if Individual Assistance is included. Staff may receive calls asking about the Coronavirus (COVID-19). Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick: https://www.ready.gov/pandemic https://www.cdc.gov/coronavirus/2019-nCoV/TheCDC : About Human Coronavirus (COVID-19) site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward. SBA Economic Injury Disaster Loans (EIDL): The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus: https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19 Callers requesting information about the SBA EIDL program should also be directed to the SBA Call Center: Phone: 1-800-659-2955 (TTY: 1-800-877-8339) E-mail: disastercustomerservice@sba.gov Do not give out any referral information unless it is approved. Note: If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information. Reference: UPDATE: DISASTER SPECIFIC REFERRALS REMINDER: SOCIAL MEDIA RUMORS

3/12/20	3/16/20	2004907	UPDATE: HUMAN CORONAVIRUS (COVID-19)	RI	At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). More information will be made available if Individual Assistance is included. Staff may receive calls asking about the Coronavirus (COVID-19). Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick: https://www.ready.gov/pandemic https://www.cdc.gov/coronavirus/2019-nCoV/The CDC: About Human Coronavirus (COVID-19) site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward. SBA Economic Injury Disaster Loans (EIDL): The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus: https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19 Callers requesting information about the SBA EIDL program should also be directed to the SBA Call Center: Phone: 1-800-659-2955 (TTY: 1-800-877-8339) E-mail: disastercustomerservice@sba.gov Do not give out any referral information unless it is approved. Note: If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information. Reference: UPDATE: DISASTER SPECIFIC REFERRALS REMINDER: SOCIAL MEDIA RUMORS
3/13/20	3/15/20	2004908	MISSISSIPPI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4478 Mississippi has been declared for Public Assistance for Severe Storms, Tornadoes, Straight-line Winds, and Flooding that occurred January 10 - 11, 2020. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
3/13/20	3/16/20	2004909	DR-4473-PR: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4473-PR is March 16, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application." Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
3/14/20	3/18/20	2004910	DR-4473-PR REGISTRATION EXTENSION	PUERTO RICO	The Registration Period for DR-4473-PR has been extended. The registration period now ends on April 15, 2020. Please see the DR-4473-PR Disaster Specific webpage for more information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a "Late Application." Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
3/14/20	3/18/20	2004910	DR-4473-PR REGISTRATION EXTENSION	RI	The Registration Period for DR-4473-PR has been extended. The registration period now ends on April 15, 2020. Please see the DR-4473-PR Disaster Specific webpage for more information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a "Late Application." Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
3/16/20	3/19/20	2004915	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Coronavirus (COVID-19). Disaster declaration number: 16332 Incident period: 01/31/2020 and continuing Effective date: 03/16/2020 Primary Counties: Alameda, Calaveras, Contra Costa, Los Angeles, Sacramento, San Diego, San Francisco, San Mateo, Sonoma, Tuolumne Contiguous Counties: Alpine, Amador, El Dorado, Imperial, Kern, Lake, Madera, Marin, Mariposa, Mendocino, Merced, Mono, Napa, Orange, Placer, Riverside, San Bernardino, San Joaquin, Santa Clara, Santa Cruz, Solano, Stanislaus, Sutter, Ventura, Yolo The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
3/16/20	3/19/20	2004911	INSPECTION COMMENT: IDENTIFYING POTENTIAL IDENTITY THEFT	CASEWORK	(b) (7)(E)
3/16/20	3/19/20	2004911	INSPECTION COMMENT: IDENTIFYING POTENTIAL IDENTITY THEFT	HELPLINE	

3/16/20	3/20/20	2004912	DR-4473-PR: FIELD OPERATIONS AFFECTED BY COVID-19	CASEWORK	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):Closed until further notice.Refer to NEMIS DR Info for DRC information and normal hours of operation.Inspections:On hold until March 30, 2020.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/16/20	3/20/20	2004912	DR-4473-PR: FIELD OPERATIONS AFFECTED BY COVID-19	HELPLINE	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):Closed until further notice.Refer to NEMIS DR Info for DRC information and normal hours of operation.Inspections:On hold until March 30, 2020.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/16/20	3/20/20	2004912	DR-4473-PR: FIELD OPERATIONS AFFECTED BY COVID-19	PUERTO RICO	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):Closed until further notice.Refer to NEMIS DR Info for DRC information and normal hours of operation.Inspections:On hold until March 30, 2020.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/16/20	3/19/20	2004918	CONNECTICUT DECLARED FOR SBA	SBA	Connecticut has received an SBA Administrative Declaration due to Coronavirus (COVID-19).Disaster declaration number: 16335Incident period: 01/31/2020 and continuingEffective date: 03/16/2020Primary Counties:Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland, WindhamContiguous Counties in Massachusetts:Berkshire, Hampden, WorcesterContiguous Counties in New York:Dutchess, Putnam, WestchesterContiguous Counties in Rhode Island:Kent, Providence, WashingtonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
3/16/20	3/19/20	2004917	MAINE DECLARED FOR SBA	SBA	Maine has received an SBA Administrative Declaration due to Coronavirus (COVID-19).Disaster declaration number: 16334Incident period: 01/31/2020 and continuingEffective date: 03/16/2020Primary Counties:Androscoggin, Aroostook, Cumberland, Franklin, Hancock, Kennebec, Knox, Lincoln, Penobscot, Sagadahoc, Somerset, Waldo, Washington, YorkContiguous Counties in Maine:Oxford, PiscataquisContiguous Counties in New Hampshire:Carroll, Rockingham, StraffordThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
3/16/20	3/19/20	2004916	WASHINGTON DECLARED FOR SBA	SBA	Washington has received an SBA Administrative Declaration due to Coronavirus (COVID-19).Disaster declaration number: 16333Incident period: 01/31/2020 and continuingEffective date: 03/16/2020Primary Counties:Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Mason, Pacific, Pierce, San Juan, Thurston, Walla Walla, Whatcom, WhitmanContiguous Counties in Washington:Adams, Asotin, Benton, Chelan, Clallam, Columbia, Franklin, Garfield, Kittitas, Lewis, Lincoln, Okanogan, Skagit, Skamania, Snohomish, Spokane, Wahkiakum, YakimaContiguous Counties in Idaho:Benewah, Latah, Nez PerceContiguous Counties in Oregon:Gilliam, Hood River, Morrow, Sherman, Umatilla, Wasco The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
3/17/20	3/20/20	2006687	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery.Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs. DRC locations are posted in NEMIS under DR Info, and can be found online using theDRC Locator. Applicants can also upload theFEMA Mobile App for Disaster Resources.For more information visit FEMA.govDisaster Recovery Centers.Sign Interpreter/Other language needs:If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contact to the FEMA IHP Helpdesk with the specific information. Reference:Helpline NPSC Caller Services Reference Guide↝

3/17/20	3/20/20	2004924	RHODE ISLAND DECLARED FOR SBA	SBA	Rhode Island has received an SBA Administrative Declaration due to Coronavirus (COVID-19).Disaster declaration number: 16337Incident period: 01/31/2020 and continuingEffective date: 03/17/2020Primary Counties:Bristol, Kent, Newport, Providence, WashingtonContiguous Counties in Connecticut:New London, WindhamContiguous Counties in Massachusetts:Bristol, Norfolk, WorcesterThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
3/17/20	3/20/20	2004920	NEMIS ISSUE: DISASTER RECOVERY CENTER LISTINGS	HELPLINE	An issue has been identified as a result of NEMIS 4.02.00 release.Disaster Recovery Center (DRC) listings are not working correctly and Program Management - Systems Administration is working with the developers to resolve the issue. NEMIS is showing Disaster Recovery Center (DRC) locations that are marked as CLOSED.Staff should only provide DRC listings that are open.The onlineDRC Locatoris not affected by this issue.Preshift will be updated once the issue is resolved.Reference:REMINDER: DISASTER RECOVERY CENTER SERVICES
3/17/20	3/20/20	2004921	REMINDER: DISASTER RECOVERY CENTER SERVICES	HELPLINE	FEMA staff can provide callers with Disaster Recovery Center (DRC) location information when one is open in their area. Staff should advise callers they can visit the DRC for additional information to assist in their recovery.Representatives from FEMA, the U.S. Small Business Administration and other state, local and federal agencies staff DRCs. Various voluntary agencies can also provide recovery assistance, and may be present at DRCs . DRC locations are posted in NEMIS under DR Info, and can be found online using theDRC Locator. Applicants can also upload theFEMA Mobile App for Disaster Resources.For more information visit FEMA.govDisaster Recovery Centers.Sign Interpreter/Other language needs:If an applicant has a need for a sign/other interpreter at a Disaster Recovery Center (DRC), record the information in NEMIS Events History. Specify the type of sign language (Tactile, Signed English, American Sign Language (ASL), etc). Ask the applicant for a preferred time and date, but provide at least a minimum of 24 hours for contact to be made. Send an email with this request through your Point of Contact to the FEMA IHP Helpdesk with the specific information. Reference:Helpline NPSC Caller Services Reference Guide ¿ASSISTIVE TECHNOLOGY: TTY AND VRS
3/17/20	3/20/20	2004919	REMINDER: DISASTER SURVIVOR ASSISTANCE TEAMS FACILITATED RI CALLS FROM SURVIVORS	RI	DSATs (Disaster Survivor Assistance Teams) facilitate registering survivors for disaster assistance. DSA (Disaster Survivor Assistance) operates in some areas with limited wireless connectivity.At times, when the connectivity does not allow the use of the internet, the DSATs will allow the survivor to use their phone to call the FEMA 800-621-3362 number. This option will allow Survivors to still be able to complete a registration.In instances where you get this DSAT facilitated call, please ADD a comment in the file that says:95 - DSAT Facilitated RI
3/17/20	3/21/20	2004922	DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19	CASEWORK	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):Open and operating under normal hours.Refer to NEMIS DR Info for DRC information and normal hours of operation. Inspections:On hold until further notice.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/17/20	3/21/20	2004922	DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19	HELPLINE	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):Open and operating under normal hours.Refer to NEMIS DR Info for DRC information and normal hours of operation. Inspections:On hold until further notice.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/17/20	3/20/20	2004923	SOUTH CAROLINA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4479 South Carolina has been declared for Public Assistance for Severe Storms, Tornadoes, Straight-line Winds, and Flooding that occurred February 6 to February 13, 2020.Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Shelterstofor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

3/17/20	3/20/20	2004925	NEVADA DECLARED FOR SBA	SBA	Nevada has received an SBA Administrative Declaration due to Coronavirus (COVID-19).Disaster declaration number: 16341Incident period: 01/31/2020 and continuingEffective date: 03/17/2020Primary Counties:Clark, Douglas, Elko, Nye, WashoeContiguous Counties in Nevada:Carson City, Churchill, Esmeralda, Eureka, Humboldt, Lander, Lincoln, Lyon, Mineral, Pershing, Storey, White PineContiguous Counties in Arizona:MohaveContiguous Counties in California:Alpine, El Dorado, Inyo, Lassen, Modoc, Mono, Nevada, Placer, San Bernardino, SierraContiguous Counties in Idaho:Cassia, Owyhee, Twin FallsContiguous Counties in Oregon:Harney, LakeContiguous Counties in Utah:Box Elder, TooeleThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
3/17/20	3/23/20	2004926	SBA DECLARATIONS: CORONAVIRUS (COVID-19)	SBA	Multiple states have received SBA Administrative Declarations due to Coronavirus (COVID-19) and more are anticipated.Please refer to theSBA Disaster Loan Assistancepage for listings.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster.Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.gov
3/18/20	3/23/20	2004927	UPDATE: HUMAN CORONAVIRUS (COVID-19)	HELPLINE	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). Individual Assistance (IA) has not been designated at this time. FEMA is not providing direct assistance to Individuals and Households at this time and callers cannot register for IA. Callers asking about unemployment benefits should contact their state's unemployment insurance program.Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved. SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/18/20	3/23/20	2004927	UPDATE: HUMAN CORONAVIRUS (COVID-19)	RI	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). Individual Assistance (IA) has not been designated at this time. FEMA is not providing direct assistance to Individuals and Households at this time and callers cannot register for IA. Callers asking about unemployment benefits should contact their state's unemployment insurance program.Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved. SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/19/20	3/24/20	2004928	COVID-19: THIRD PARTY VERIFICATIONS	CASEWORK	If an agent identifies a case with an estimate, receipt, or statement from a contractor, technician, mechanic, landlord, or physician, etc. that cannot be verified because of their inability to access their offices, due to the affects by response to Human Coronavirus (COVID-19), please use the following guidance:Place the case on hold under Program ReviewEnter a NEMIS Comment with a validreason as to why the work packet was placed on hold.Reference:Outbound Calls and Third-Party Verification

3/20/20	3/23/20	2004929	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Insurance Processing for HA and Personal PropertyUpdates include:Removed instructions on printing and redacting the Declaration and Release form.Fiscal Year HA and ONA maximum amounts and edited the scenarios so they are accurate.Clarification that there may be times when staff are required to enter an INS or INSFI decision manually.An initial determination chart for damages caused by earthquake only.Definition for signature.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
3/20/20	3/25/20	2004931	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to 'mold and mildew';, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
3/20/20	3/25/20	2004931	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to 'mold and mildew';, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
3/20/20	3/25/20	2004932	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Note: It is advised that applicants keep all receipts for disaster related expenses.Applicants may inquire if it is necessary to photograph their property before disposing of it.Applicants can take photos of disaster caused damages prior to clean up/removal, but taking photos would be at their discretion and expense.Inspectors are encouraged to view applicant photos but are not required to do so.Reference:EPA: Mold
3/20/20	3/25/20	2004930	SBA DECLARATIONS: CORONAVIRUS (COVID-19)	SBA	Multiple states have received SBA Administrative Declarations, for small businesses and non-profits, due to Coronavirus (COVID-19) and more are anticipated.Please refer to theSBA Disaster Loan Assistancepage for listings.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster.Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:FEMA is not providing direct assistance to Individuals and Households at this time and callers cannot register for Individual Assistance.
3/20/20	3/25/20	2004933	DR-4480-NY: NEW IA DECLARATION (COVID-19)	RI	New York has a new Individual Assistance disaster declaration. DR 4480 New York was declared on March 20, 2020. The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. The incident period for this disaster is January 20, 2020 and continuing.Counties declared for IA:All areas in the State of New York.The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos') The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National Referralsspreadsheet.Reference:UPDATE: HUMAN CORONAVIRUS (COVID-19)

3/20/20	3/25/20	2004934	UPDATE: HUMAN CORONAVIRUS (COVID-19)	HELPLINE	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). Update:4480 New York was declared for Individual Assistance (IA) and is limited to the Crisis Counseling Program at this time. FEMA is not providing direct financial assistance to Individuals and Households at this time and callers cannot register for IA. Callers asking about unemployment benefits should contact their state's unemployment insurance program.Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved. SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/20/20	3/25/20	2004934	UPDATE: HUMAN CORONAVIRUS (COVID-19)	RI	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance only related to the Coronavirus (COVID-19). Update:4480 New York was declared for Individual Assistance (IA) and is limited to the Crisis Counseling Program at this time. FEMA is not providing direct financial assistance to Individuals and Households at this time and callers cannot register for IA. Callers asking about unemployment benefits should contact their state's unemployment insurance program.Please refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved. SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/21/20	3/25/20	2004935	UPDATE: HUMAN CORONAVIRUS (COVID-19)	HELPLINE	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories may be declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time and callers cannot register for IA.Callers asking about unemployment assistance should contact their state's unemployment insurance program.The SBA website has a new link to provide information about SBA Economic Injury Disaster Loans (EIDL)for small businesses and non-profits affected by the Coronavirus. Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govSBA Declarations link:https://disasterloan.sba.gov/ela/Declarations/IndexEIDL link:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplinePlease refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved.Note:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:SBA DECLARATIONS: CORONAVIRUS (COVID-19) UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/22/20	3/24/20	2004936	DR-4481-WA: NEW IA DECLARATION (COVID-19)	RI	Washington state has a new Individual Assistance disaster declaration. DR 4481 Washington was declared on March 22, 2020. The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. The incident period for this disaster is January 20, 2020 and continuing.Counties declared for IA:All areas in the State of Washington.The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National Referralsspreadsheet.Reference:UPDATE: HUMAN CORONAVIRUS (COVID-19)

3/23/20	3/24/20	2004937	DMARTS: SCHEDULED MAINTENANCE MARCH 24, 2020	GENERAL	DMARTS will be down for maintenance,Tuesday, March 24, 2020from 5:00 AM until 7:00 AM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
3/23/20	3/26/20	2004938	DR-4482-CA: NEW IA DECLARATION (COVID-19)	RI	California state has a new Individual Assistance disaster declaration. DR 4482 California was declared on March 22, 2020. The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. The incident period for this disaster is January 20, 2020 and continuing.Counties declared for IA:All areas in the State of California.The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos') The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National Referrals spreadsheet.Reference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/23/20	3/26/20	2004939	UPDATE: DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19	CASEWORK	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):All DRCs are closed.Refer to NEMIS DR Info for DRC information.Inspections:On hold until further notice.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/23/20	3/26/20	2004939	UPDATE: DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19	HELPLINE	DRCs, Inspections, and other field operations may be affected by response to Human Coronavirus (COVID-19).Disaster Recovery Centers (DRCs):All DRCs are closed.Refer to NEMIS DR Info for DRC information.Inspections:On hold until further notice.Casework: Continue processing inspection requests as normal but the inspections will be held from being assigned to the field.Helpline: Please use your best customer service to explain that there is a delay for inspections with no timeframe currently available.Please continue to check preshift for additional updates.
3/23/20	3/26/20	2004940	UPDATE: NON-TRADITIONAL HOUSING APPLICANTS	HELPLINE	Applicants in non-traditional housing (i.e. tents, teepees, lean-to structures, etc.) may call to register for assistance. Please register these applicants as renters.When entering residence type select the appropriate drop-down item. For non-traditional housing select “Other”, and enter the specific type of housing into text box.Verify with the applicant if there is a specific indicator for the location of their damaged dwelling; such as a lot number, section number, or some other way to identify them separately from other individuals within the same general address. In the damaged address “Directions” field provide direction details if available.Recording the damaged dwelling address in this manner helps to reduce the amount of registrations in Duplicate Investigation.Recording the damaged dwelling address in this manner helps to coordinate and schedule inspections.Ensure you capture the current location accurately.Helpline:If Helpline receives a call from an applicant requesting information related to housing assistance, please refer to theRental AssistanceandHome Repair AssistanceSOPs for additional information.Applicants who live in non-traditional forms of housing may receive two months of initial Rental Assistance at the FMR, intended to address the applicant’s immediate and permanent housing need.They are not eligible for Continued Rental Assistance.Home Repair Assistance is not available for non-traditional forms of housing unless approved as disaster specific guidance.They may be eligible for all types of Other Needs Assistance (if all verification requirements are met).Reference:DAC - Call Center RI&Rental AssistanceHome Repair Assistance
3/23/20	3/26/20	2004940	UPDATE: NON-TRADITIONAL HOUSING APPLICANTS	RI	Applicants in non-traditional housing (i.e. tents, teepees, lean-to structures, etc.) may call to register for assistance. Please register these applicants as renters.When entering residence type select the appropriate drop-down item. For non-traditional housing select “Other”, and enter the specific type of housing into text box.Verify with the applicant if there is a specific indicator for the location of their damaged dwelling; such as a lot number, section number, or some other way to identify them separately from other individuals within the same general address. In the damaged address “Directions” field provide direction details if available.Recording the damaged dwelling address in this manner helps to reduce the amount of registrations in Duplicate Investigation.Recording the damaged dwelling address in this manner helps to coordinate and schedule inspections.Ensure you capture the current location accurately.Helpline:If Helpline receives a call from an applicant requesting information related to housing assistance, please refer to theRental AssistanceandHome Repair AssistanceSOPs for additional information.Applicants who live in non-traditional forms of housing may receive two months of initial Rental Assistance at the FMR, intended to address the applicant’s immediate and permanent housing need.They are not eligible for Continued Rental Assistance.Home Repair Assistance is not available for non-traditional forms of housing unless approved as disaster specific guidance.They may be eligible for all types of Other Needs Assistance (if all verification requirements are met).Reference:DAC - Call Center RI&Rental AssistanceHome Repair Assistance

3/23/20	3/27/20	2004941	UPDATE: HUMAN CORONAVIRUS (COVID-19)	HELPLINE	Staff may receive calls asking about the Coronavirus (COVID-19).At this time, all States and Territories&nbsp;have been&nbsp;declared for Public Assistance (PA) related to the Coronavirus (COVID-19).&nbsp;Multiple States and Territories have received SBA Administrative Declarations, for small business and non-profits, due to COVID-19.Some States and Territories may be declared for Individual Assistance (IA) and limited to specific programs.&nbsp; FEMA is not providing direct financial assistance to Individuals and Households at this time and callers cannot register for IA.&nbsp;Callers asking about unemployment assistance should contact their state&rsquo;s unemployment insurance program.The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press &ldquo;2&rdquo;Text &#39;TalkWithUs&#39; to 66746 (Spanish speakers text &#39;Hablamos&#39;.) The deaf, hard&nbsp;of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or&nbsp;connect with a DDH counselor via TTY at 1-800-846-8517Website:&nbsp;http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note: This referral is not dependent on a FEMA declaration.National Referrals spreadsheet:National ReferralsFEMA.GOVhas news releases, fact sheets, a link to Rumor Control and other helpful information:http://www.fema.gov/coronavirusPlease refer callers to these websites for information on what steps to take to prevent illness, related symptoms, and what to do when sick:https://www.ready.gov/pandemichttps://www.cdc.gov/coronavirus/2019-nCov/TheCDC: About Human Coronavirus (COVID-19)site was added to the National Referrals spreadsheet, on the disaster specific pages for disaster DR-4466-TX and forward.Do not give out any referral information unless it is approved.Note:If staff receive calls regarding incorrect information being reported through news media or online communities, please refer to the Social Media preshift for information.Reference:SBA DECLARATIONS: CORONAVIRUS (COVID-19)UPDATE: DISASTER SPECIFIC REFERRALSREMINDER: SOCIAL MEDIA RUMORS
3/23/20	3/27/20	2004942	UPDATE: PUERTO RICO: ADDRESS INFORMATION	HELPLINE	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power).&nbsp;Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarrada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address.&nbsp; In the comment for &ldquo;DIRECTIONS TO DD&rdquo; you can include additional information relevant to the DD address.Example:Street Name:&nbsp;URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference:&nbsp;USPS.com Postal ExplorerDR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING
3/23/20	3/27/20	2004942	UPDATE: PUERTO RICO: ADDRESS INFORMATION	PUERTO RICO	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power).&nbsp;Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarrada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address.&nbsp; In the comment for &ldquo;DIRECTIONS TO DD&rdquo; you can include additional information relevant to the DD address.Example:Street Name:&nbsp;URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference:&nbsp;USPS.com Postal ExplorerDR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING
3/23/20	3/27/20	2004942	UPDATE: PUERTO RICO: ADDRESS INFORMATION	RI	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power).&nbsp;Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarrada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address.&nbsp; In the comment for &ldquo;DIRECTIONS TO DD&rdquo; you can include additional information relevant to the DD address.Example:Street Name:&nbsp;URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference:&nbsp;USPS.com Postal ExplorerDR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING
3/24/20	3/27/20	2004943	DR-4473-PR: TSA 45 DAY ELIGIBILITY REVIEW	HELPLINE	On March 23, 2020, FEMA conducted a 45 day Transitional Sheltering Assistance (TSA) eligibility review for DR-4473-PR. All applicants currently checked in have been extended.Eligible applicants will be extended throughFriday, May 8with aSaturday, May 9, 2020 checkout dateRemaining applicants will be extended throughMonday, March 30with aTuesday,March 31,2020checkout date&nbsp;Applicants deemed ineligible will have a comment and the following stamp in their file:TSA_PR_INEL&nbsp;Helpline:If an applicant calls with TSA related questions, please perform a warm transfer to the &ldquo;Temp Shelter Agency&rdquo; workgroup within &ldquo;Interaction Desktop&rdquo;.Their hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).Reference:UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA
3/24/20	3/27/20	2004943	DR-4473-PR: TSA 45 DAY ELIGIBILITY REVIEW	PUERTO RICO	On March 23, 2020, FEMA conducted a 45 day Transitional Sheltering Assistance (TSA) eligibility review for DR-4473-PR. All applicants currently checked in have been extended.Eligible applicants will be extended throughFriday, May 8with aSaturday, May 9, 2020 checkout dateRemaining applicants will be extended throughMonday, March 30with aTuesday,March 31,2020checkout date&nbsp;Applicants deemed ineligible will have a comment and the following stamp in their file:TSA_PR_INEL&nbsp;Helpline:If an applicant calls with TSA related questions, please perform a warm transfer to the &ldquo;Temp Shelter Agency&rdquo; workgroup within &ldquo;Interaction Desktop&rdquo;.Their hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).Reference:UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSA

3/26/20	4/2/20	2004951	DR-4473-PR and DR-4476-TN: SUSPENSION OF ALL HOME INSPECTIONS AUTO-DIALER	CASEWORK	An auto dialer has been approved for DR-4473-PR and DR-4476-TN to notify applicants FEMA is suspending all home inspections due to the COVID-19 health issue.The auto dialer will inform recipients:The health and safety of all FEMA applicants and its employees is a top priority. FEMA continues to follow recommendations of the Centers for Disease Control (CDC), and for that reason is suspending all home inspections. A FEMA Inspector will contact you when the inspection services have been restored to normal operations.Helpline: There is no timeline for in-person inspections to resume, however advise callers that FEMA is developing a plan to resume housing inspections and FEMA will contact them. Additional information will be provided as it becomes available. Please use your best customer service to explain the temporary suspension of home inspections. Casework: Continue requesting inspections as needed. Reference:UPDATE: DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19DR-4473-PR: FIELD OPERATIONS AFFECTED BY COVID-19
3/26/20	4/2/20	2004951	DR-4473-PR and DR-4476-TN: SUSPENSION OF ALL HOME INSPECTIONS AUTO-DIALER	HELPLINE	An auto dialer has been approved for DR-4473-PR and DR-4476-TN to notify applicants FEMA is suspending all home inspections due to the COVID-19 health issue.The auto dialer will inform recipients:The health and safety of all FEMA applicants and its employees is a top priority. FEMA continues to follow recommendations of the Centers for Disease Control (CDC), and for that reason is suspending all home inspections. A FEMA Inspector will contact you when the inspection services have been restored to normal operations.Helpline: There is no timeline for in-person inspections to resume, however advise callers that FEMA is developing a plan to resume housing inspections and FEMA will contact them. Additional information will be provided as it becomes available. Please use your best customer service to explain the temporary suspension of home inspections. Casework: Continue requesting inspections as needed. Reference:UPDATE: DR-4476-TN: FIELD OPERATIONS AFFECTED BY COVID-19DR-4473-PR: FIELD OPERATIONS AFFECTED BY COVID-19
3/26/20	3/28/20	2004952	DR-4488-nj: NEW IA DECLARATION (COVID-19)	RI	New Jersey has a new Individual Assistance disaster declaration.DR 4488 New Jersey was declared on March 25, 2020. The incident period for this disaster is January 20, 2020 and continuing.The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. Counties declared for IA:All areas in the State of New JerseyThe Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “ 2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National ReferralsReference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/26/20	3/31/20	2004953	DR-4473-PR: REGISTRATION INTAKE CALLOUT	PUERTO RICO	FEMA Disaster Survivor Assistance (DSA) in Puerto Rico is performing a registration callout.The purpose of this callout is to complete FEMA registrations on the recently added municipalities: Anasco, Aguada, Barceloneta, Coamo, Moca, Naranjito, Santa Isabel and Salinas.The callback number provided is the FEMA Helpline number.This may lead to an increase in Registration Intake call volume.If you receive a call related to this callout, explain they were contacted to verify if they have registered for FEMA disaster assistance. If they have not done so, you may be able to complete a FEMA registration on their behalf.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLSFEMA-IHP-Helpdesk
3/26/20	3/31/20	2004953	DR-4473-PR: REGISTRATION INTAKE CALLOUT	RI	FEMA Disaster Survivor Assistance (DSA) in Puerto Rico is performing a registration callout.The purpose of this callout is to complete FEMA registrations on the recently added municipalities: Anasco, Aguada, Barceloneta, Coamo, Moca, Naranjito, Santa Isabel and Salinas.The callback number provided is the FEMA Helpline number.This may lead to an increase in Registration Intake call volume.If you receive a call related to this callout, explain they were contacted to verify if they have registered for FEMA disaster assistance. If they have not done so, you may be able to complete a FEMA registration on their behalf.Reference:REMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLSFEMA-IHP-Helpdesk
3/26/20	3/31/20	2004954	DR-4489-IL: NEW IA DECLARATION (COVID-19)	RI	Illinois has a new Individual Assistance disaster declaration.DR 4489 Illinois was declared on March 26, 2020.The incident period for this disaster is January 20, 2020 and continuing.The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. Counties declared for IA:All areas in the State of Illinois.The Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablamos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National ReferralsReference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/27/20	4/1/20	2004949	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4396-MP endsMarch 29, 2020DR-4399-FL endsApril 11, 2020DR-4400-GA endsApril 14, 2020DR-4402-WI endsApril 18, 2020DR-4404-MP endsApril 26, 2020DR-4407- CA endsMay 12, 2020DR-4413-AK endsJuly 31, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing

3/27/20	3/30/20	2004955	PPM UPDATE: OWNERSHIP VERIFICATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Ownership VerificationUpdates include:Intent to own languageEdit to remove reference to the Declaration and Release form.Hyperlink for the Occupancy Verification SOP.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
3/27/20	3/30/20	2004956	DR-4486-FL: NEW IA DECLARATION (COVID-19)	RI	Florida has a new Individual Assistance disaster declaration.DR 4486 Florida was declared on March 25, 2020. The incident period for this disaster is January 20, 2020 and continuing.The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. Counties declared for IA:All areas in the State of FloridaThe Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National ReferralsReference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/27/20	4/2/20	2004957	UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ¿¿ #39;Accessing the File and Releasing Information Procedures'.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
3/28/20	4/1/20	2004958	DR-4494-MI: NEW IA DECLARATION (COVID-19)	RI	Michigan has a new Individual Assistance disaster declaration.DR 4494 Michigan was declared on March 27, 2020. The incident period for this disaster is January 20, 2020 and continuing.The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. Counties declared for IA:All areas in the State of MichiganThe Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National ReferralsReference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/28/20	4/1/20	2004959	DR-4496-MA: NEW IA DECLARATION (COVID-19)	RI	Massachusetts has a new Individual Assistance disaster declaration.DR 4496 Massachusetts was declared on March 27, 2020. The incident period for this disaster is January 20, 2020 and continuing.The incident is forCoronavirus (COVID-19).Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for this declaration. Counties declared for IA:All areas in the State of MassachusettsThe Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineNationwide Suicide Prevention Lifeline: 1-800-273-8255Note:This referral is not dependent on a FEMA declaration.Referrals:National ReferralsReference:UPDATE: HUMAN CORONAVIRUS (COVID-19)
3/30/20	4/2/20	2004960	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Language for agents to email the IHP Helpdesk if theInsp Real Proptab contains the line item 6800 but no foundation line items are recorded and a SER/contractor’s estimate is on file.Guidance for applicants who are permanently unable to retrieve their personal property due to building post-inspection red tags or permanent inaccessibility.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

3/30/20	4/2/20	2004960	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PRUpdates include:Language for agents to email the IHP Helpdesk if theInsp Real Proptab contains the line item 6800 but no foundation line items are recorded and a SER/contractor’s estimate is on file.Guidance for applicants who are permanently unable to retrieve their personal property due to building post-inspection red tags or permanent inaccessibility.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
3/30/20	4/7/20	2004961	DR-4473-PR AND DR-4476-TN: MINOR DAMAGE LEVEL 1 REPORTED AT RI	HELPLINE	On Tuesday, March 17, 2020, all operations for IHP disaster damage inspections were suspended for DR-4476-TN and DR-4473-PR due to the Human Coronavirus (COVID-19). FEMA is implementing a streamline approach to the inspection process. The first step in implementing this process will be to identify applicants that reported Level 1 Safe to Occupy at the time of registration. Applicants in Tennessee and Puerto Rico that did not receive a traditional inspection by March 17, 2020 and self-reported minor Level 1 damage at the time of RI will receive theNOINSP _ Triage Level 1 No Inspectionletter. This letter outlines the determination and indicates:If applicants reported at RI that they were able to live safely in their home, FEMA will not be performing an automatic inspection. These applicants will not be considered for home repair or replacement, rental, and personal property assistance, unless they contact FEMA and request an inspection by indicating they have damage and/or need to relocate.Applicants can call the FEMA Helpline if they have more damage than reported in the application and/or cannot live in their home. The applicant does not need to appeal in writing.Applicants that applied for assistance that do not require an inspection (e.g. childcare, medical, dental, or transportation) will be contacted separately via RFI letters regarding that specific type of assistance.Two weeks after theNOINSP _ Triage Level 1 No Inspectionletter is sent, this population of applicants will be contacted by FEMA to see if the applicants’ situation has changed. If so, an inspection will be requested, and the applicant will be contacted on a later date. Helpline:If an applicant calls and indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.
3/30/20	4/7/20	2004961	DR-4473-PR AND DR-4476-TN: MINOR DAMAGE LEVEL 1 REPORTED AT RI	PUERTO RICO	On Tuesday, March 17, 2020, all operations for IHP disaster damage inspections were suspended for DR-4476-TN and DR-4473-PR due to the Human Coronavirus (COVID-19). FEMA is implementing a streamline approach to the inspection process. The first step in implementing this process will be to identify applicants that reported Level 1 Safe to Occupy at the time of registration. Applicants in Tennessee and Puerto Rico that did not receive a traditional inspection by March 17, 2020 and self-reported minor Level 1 damage at the time of RI will receive theNOINSP _ Triage Level 1 No Inspectionletter. This letter outlines the determination and indicates:If applicants reported at RI that they were able to live safely in their home, FEMA will not be performing an automatic inspection. These applicants will not be considered for home repair or replacement, rental, and personal property assistance, unless they contact FEMA and request an inspection by indicating they have damage and/or need to relocate.Applicants can call the FEMA Helpline if they have more damage than reported in the application and/or cannot live in their home. The applicant does not need to appeal in writing.Applicants that applied for assistance that do not require an inspection (e.g. childcare, medical, dental, or transportation) will be contacted separately via RFI letters regarding that specific type of assistance.Two weeks after theNOINSP _ Triage Level 1 No Inspectionletter is sent, this population of applicants will be contacted by FEMA to see if the applicants’ situation has changed. If so, an inspection will be requested, and the applicant will be contacted on a later date. Helpline:If an applicant calls and indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.
3/31/20	4/3/20	2004962	DR-4473-PR: TSA CALLOUT	HELPLINE	The Joint Field Office (JFO) is performing a callout to applicants who are currently checked in a Transitional Sheltering Assistance (TSA) hotel regarding their Permanent Housing Plan (PHP). The purpose of this callout is to discuss the applicants permanent housing plan, and assist them with proper referrals and/or any other case review support. Helpline: The summary line for this callout will be “DR-4473-PR TSA PHP OUTREACH”:If an applicant calls related to this callout, please perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”: Their hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).If the applicant calls outside of the workgroup hours of operation, if applicable:Review the comment/contact in file.Ask any questions left by the JFO staff.Provide any information that needs to be shared. Create a contactthat includes the answers and information discussed.Please advise that someone will contact them as soon as possible. Reference:UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSAUPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
3/31/20	4/3/20	2004962	DR-4473-PR: TSA CALLOUT	PUERTO RICO	The Joint Field Office (JFO) is performing a callout to applicants who are currently checked in a Transitional Sheltering Assistance (TSA) hotel regarding their Permanent Housing Plan (PHP). The purpose of this callout is to discuss the applicants permanent housing plan, and assist them with proper referrals and/or any other case review support. Helpline: The summary line for this callout will be “DR-4473-PR TSA PHP OUTREACH”:If an applicant calls related to this callout, please perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”: Their hours of operation are Sunday thru Saturday from 6:00 AM to 8:00 PM (ET).If the applicant calls outside of the workgroup hours of operation, if applicable:Review the comment/contact in file.Ask any questions left by the JFO staff.Provide any information that needs to be shared. Create a contactthat includes the answers and information discussed.Please advise that someone will contact them as soon as possible. Reference:UPDATE: DR-4473-PR: NON-CONGREGATE SHELTERING TSAUPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS

4/1/20	4/6/20	2005006	DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19)	HELPLINE	As of March 30, 2020, four of the six open direct housing missions have received extensions to the standard 18-month assistance period. DR-4332-TX is currently charging rent and rent collection will begin for DR-4393-NC and for DR-4407-CA in the next few months.Due to the ongoing impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of April, May, and June of 2020 for all of the above disasters. This waiver suspends rent collection only.Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Rent collection will resume on July 1, 2020 unless this suspension of rent collection is extended by memorandum.Applicants first rental payments following the suspension will be due on August 1, 2020.For more information, please review the memorandum available on theDisaster Specific Informationpage of each disaster.
4/1/20	4/6/20	2004963	DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19)	HELPLINE	As of March 30, 2020, four of the six open direct housing missions have received extensions to the standard 18-month assistance period. DR-4332-TX is currently charging rent and rent collection will begin for DR-4393-NC, DR-4399-FL, and for DR-4407-CA in the next few months. Due to the ongoing impacts of COVID-19, FEMA is waiving rent collection for the months of April, May, and June of 2020 for all of the above disasters. This waiver suspends rent collection only.Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Rent collection will resume on July 1, 2020 unless this suspension of rent collection is extended by memorandum.Applicants first rental payments following the suspension will be due on August 1, 2020.For more information, please review the memorandum available on theDisaster Specific Informationpage of each disaster.
4/1/20	4/8/20	2004964	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.Callers cannot register for disaster assistance. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) includeSmall Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.
4/1/20	4/8/20	2004964	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.Callers cannot register for disaster assistance. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) includeSmall Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.
4/2/20	4/7/20	2004965	UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED	RI	In accordance with 44 CFR 206.112 (c) for Late Applications, there is a 60-day grace period for registering after the standard or extended Registration Intake (RI) application filing deadline.Please read the entireLate ApplicationSOP.During the 60-day grace period,a full registration may still be completed. Identify which disaster the applicant called to register for damages, there could be multiple events in a state.Press F8 or click Disaster Info on the Tool Bar to see the disaster information.Please do not refuse or discourage applicants from registering for disaster assistance if theRegistration Intake module is still enabled.When RI is disabled, the disaster number is not available in the dropdown for Disaster Selection.The Web RI System is set up to provide appropriate scripts and instructions for handling late applications.AFTER the 60-day grace periodnewregistrations cannot be completed.RI agents will:Inform the caller a registration cannot be completed because the deadline for disaster assistance registration passed.If requested by the applicant, FEMA will send an After Filing Deadline Grace Period (NPLATE) letter.Forward the caller’s name, mailing address, and disaster number to their Supervisor or designated POC to email a request for an NPLATE letter to theFEMA-IHP-MAILROOM.These emails do not need to go through the IHP Helpdesk. Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:Late ApplicationUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE

4/3/20	4/8/20	2004966	DR-4473-PR: CURRENT MAILING ADDRESS ISSUE	CASEWORK	An issue has been identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope has a character limitation. When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference: USPS.com Postal Explorer
4/3/20	4/8/20	2004966	DR-4473-PR: CURRENT MAILING ADDRESS ISSUE	HELPLINE	An issue has been identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope has a character limitation. When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference: USPS.com Postal Explorer
4/3/20	4/8/20	2004966	DR-4473-PR: CURRENT MAILING ADDRESS ISSUE	PUERTO RICO	An issue has been identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope has a character limitation. When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference: USPS.com Postal Explorer
4/3/20	4/8/20	2004967	REMINDER: NO PERSONAL COMMUNICATION WITH APPLICANTS	GENERAL	There may be times when an agent is concerned about an applicant or would like to offer additional information to them about their case.If an applicant requests a call back in regard to their case and a supervisor/POC approves, please use standard guidance to contact the applicant using a FEMA phone line.Do notcall or text an applicant when off duty or from personal phones.Do notcorrespond with applicants via email from FEMA, DHS, or personal accounts.Do notsave or take-home applicant’s personal information. This is a privacy violation.Sending emails containing applicant information to accounts outside of the DHS Firewall can lead to violations of the Privacy Act. To ensure confidentiality of information, please do not send emails to applicants, contractors, insurance companies, etc. for any reason.We are required by law to record and maintain all activity as well as provide confidentiality with the applicant’s case file. E-correspondence and SMS (Short Message Service) are securely automated and compliant with the Privacy Act.Reference:Helpline NPSC Caller Services Reference Guide ¿UPDATE: OUTBOUND CALLSREMINDER: PROTECT PERSONALLY IDENTIFIABLE INFORMATION (PII)
4/3/20	4/7/20	2004974	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPMDAC - Call Center RIUpdates include:• The IVR advises callers that speak a different language they will be placed on an extended hold so staff can get an interpreter. Staff should not attempt to speak to callers that speak other languages prior to getting an interpreter.• The system will automatically refer applicants to SBA after selecting yes to the self-employed question.• TTY phone number for Helpline and updated the phone number for the Internet Helpdesk.• Definition for Assisted Living Facilities.• Definition for Signatures.DAC Scripts and HelpsUpdates include:• The system will automatically refer applicants to SBA after selecting yes to the self-employed question.• SBA Business and SBA Home-PP referrals script.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.
4/3/20	4/7/20	2004968	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPMDAC - Call Center RIUpdates include:• The IVR advises callers that speak a different language they will be placed on an extended hold so staff can get an interpreter. Staff should not attempt to speak to callers that speak other languages prior to getting an interpreter.• The system will automatically refer applicants to SBA after selecting yes to the self-employed question.• TTY phone number for Helpline and updated the phone number for the Internet Helpdesk.• Definition for Assisted Living Facilities.• Definition for Signatures.DAC Scripts and HelpsUpdates include:• The system will automatically refer applicants to SBA after selecting yes to the self-employed question.• SBA Business and SBA Home-PP referrals script.Reminder: Read the entire SOPs for additional information.Note: The previous versions will be archived in thePPM Archive.

4/3/20	4/10/20	2004969	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.Callers cannot register for disaster assistance. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
4/3/20	4/10/20	2004969	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.Callers cannot register for disaster assistance. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
4/3/20	4/8/20	2004970	DR-4519-OR: NEW IA DECLARATION	RI	Oregon has a new Individual Assistance disaster declaration. DR 4519 Oregon was declared on April 3, 2020When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.The incident period for this disaster is February 5-9, 2020.Counties declared for IA:Umatilla County, and the Confederated Tribes of the Umatilla Indian ReservationVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿
4/6/20	4/9/20	#####	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made usingWeb Applicant Inquiry.Cases locked Under Review per PMS:Some registrations reflect ‘Under Review per PMS’,'Under NCT Review',, or ‘Under Review’in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file.The system lock will allow agents to enter Comments and Contacts through theWeb Applicant Inquirybut will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects ‘Under Review per PMS’,'Under NCT Review',, ‘Under Review’or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.).Using your best customer servicerespond to the inquiries butdo not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments.Upon completion of the call, please enter a summary of the information discussed in your Contact usingWeb Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents:Record all information pertaining to the call and send an email through your Point of Contact toFEMA-IHPHelpdesk@fema.dhs.gov.Ensure the email subject line includes: DR #, Reg #, and a subject that includes ‘Under Review’; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case.Agents will accessWeb Applicant Inquiryto complete required Comments and Contacts.TheHelpline NPSC Caller Services Reference Guidewill describe the type of Comment and/or Contact to enter using theWeb Applicant Inquiry. After completing the actions, please remember to click 'Home' to exit. Reference:Fraud Review FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONS

4/6/20	4/9/20	#####	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
4/6/20	4/9/20	2004973	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the "Recently Updated Documents" section and the appropriate category of the PPM. Special Handling Queries SOP Updates include: Definition for Assisted Living Facilities. Occupancy Verification SOP Updates include: Definition for Assisted Living Facilities. Definition for Signatures. Rental Assistance SOP Updates include: Definition for Assisted Living Facilities. Definition for Signatures. Language Line SOP Updates include: The IVR advises callers that speak a different language they will be placed on an extended hold so staff can get an interpreter. Staff should not attempt to speak to callers that speak other languages prior to getting an interpreter. Record the LLS Coordinators first name and interpreter's ID number. Reminder: Read the entire SOPs for additional information. Note: The previous versions will be archived in the PPM Archive.
4/6/20	4/10/20	2004975	UPDATE: DR-4519-OR: NEW IA DECLARATION	RI	Oregon has a new Individual Assistance disaster declaration. DR 4519 Oregon was declared on April 3, 2020 When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory. Registration Intake is only for this declaration, and not for DR-4499-OR Coronavirus (COVID-19) incident. The incident period for this disaster is February 5-9, 2020. Counties declared for IA: Umatilla County, and the Confederated Tribes of the Umatilla Indian Reservation Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI;
4/6/20	4/10/20	2004976	COVID-19: CASEWORK IMPACT GUIDANCE	CASEWORK	As a result of the current Coronavirus (COVID-19) pandemic, state and local governments have implemented social distancing and shelter-in-home restrictions. This can make normal processing procedures challenging. Please use the following guidance for related information: COVID-19 Casework Impact Guidance Note: This document currently addresses: Applicants experiencing difficulty gathering documentation from closed offices or businesses. Caseworkers having trouble verifying documentation from closed offices or businesses. Income loss unrelated to the declared cause of damage.

4/6/20	4/9/20	2004977	STREAMLINE INSPECTIONS: MINOR DAMAGE LEVEL 1 REPORTED AT RI	HELPLINE	On Tuesday, March 17, 2020, all operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. This process applies to DR-4473-PR and forward.The first step in implementing this process will be to identify applicants that reported Level 1 Safe to Occupy at the time of registration.Applicants that self-reported minor Level 1 damage at the time of RI will receive theNOINSP _ Triage Level 1 No Inspectionletter. This letter outlines the determination and indicates:If applicants reported at RI that they were able to live safely in their home, FEMA will not be performing an automatic inspection. These applicants will not be considered for home repair or replacement, rental, and personal property assistance, unless they contact FEMA and request an inspection by indicating they have damage and/or need to relocate.Applicants can call the FEMA Helpline if they have more damage than reported in the application and/or cannot live in their home. The applicant does not need to appeal in writing.Applicants that applied for assistance that do not require an inspection (e.g. childcare, medical, dental, or transportation) will be contacted separately via RFI letters regarding that specific type of assistance.Two weeks after theNOINSP _ Triage Level 1 No Inspectionletter is sent, this population of applicants will be contacted by FEMA to see if the applicants’s situation has changed. If so, an inspection will be requested, and the applicant will be contacted on a later date. Helpline:If an applicant calls and indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Note:Applicants in Tennessee and Puerto Rico that did not receive a traditional inspection by March 17, 2020 and self-reported minor Level 1 damage at the time of RI will receive the NOINSP _ Triage Level 1 No Inspection letter.
4/6/20	4/9/20	2004978	SOUTH CAROLINA DECLARED FOR SBA	SBA	South Carolinahas received an SBA Administrative Declaration due to Severe Storms and Tornadoes.Disaster declaration number: 16410 and 16411Incident period: 02/06/2020 through 02/07/2020.Effective date: 04/06/2020Primary County:SpartanburgContiguous Counties in South Carolina:Cherokee, Greenville, Laurens, UnionContiguous Counties in North Carolina:Polk, RutherfordThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
4/7/20	4/10/20	2004979	UPDATE: DR-4339-PR: DISASTER CASE MANAGEMENT	HELPLINE	The Disaster Case Management (DCM) program is ending services through one of its providers, Endeavors.Every effort is being made to transfer open/active cases to another DCM provider or an alternative program that can address the client’s outstanding need.Endeavors is contacting applicants to inform of their status.Helpline:Applicants that want to speak with FEMA will be referred to the FEMA Helpline number, which may result in an increase in Helpline calls.FEMA has no input on whether their case is closed or transferred to another DCM provider.As the disaster is closed, please use your best customer service skills to respond to the callers inquiries and provide applicable referrals. Reference:UPDATE: DISASTER SPECIFIC REFERRALSUPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
4/7/20	4/10/20	2004979	UPDATE: DR-4339-PR: DISASTER CASE MANAGEMENT	PUERTO RICO	The Disaster Case Management (DCM) program is ending services through one of its providers, Endeavors.Every effort is being made to transfer open/active cases to another DCM provider or an alternative program that can address the client’s outstanding need.Endeavors is contacting applicants to inform of their status.Helpline:Applicants that want to speak with FEMA will be referred to the FEMA Helpline number, which may result in an increase in Helpline calls.FEMA has no input on whether their case is closed or transferred to another DCM provider.As the disaster is closed, please use your best customer service skills to respond to the callers inquiries and provide applicable referrals. Reference:UPDATE: DISASTER SPECIFIC REFERRALSUPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS

4/7/20	4/13/20	2004980	COVID-19: CLOSED OFFICES	CASEWORK	As a result of the current Coronavirus (COVID-19) pandemic, state and local governments have implemented social distancing and shelter-in-home restrictions. This can make normal processing procedures challenging.Please use the following guidance for related information: Applicants experiencing difficulty gathering documentation from closed offices or businesses:Do NOT automatically make an applicant ineligible because they submitted their appeal request after the standard 60-day appeal period OR because they submitted their documents after the time periods for RFIs and ADOCs.These cases should be reviewed carefully to ensure the applicant’s unmet needs are being addressed by providing the applicant with all pertinent information related to their request for assistance. For applicants that submit appeals for assistance that requires RFIs:Once the initial 30-day timer expires, the caseworker should make a courtesy call to the applicant to determine if an additional 30 days would allow them time to provide the requested information.Three call attempts are required.IfYes, generate another RFI, set the RFI timer for 30 days.If the applicant has not submitted the requested information at the end of the 60th day then the caseworker should manually create an ineligible decision.IfNo, the caseworker will manually create an ineligible decision. Caseworkers having trouble verifying documentation from closed offices or businesses:For all processes that require a call to verify information such as appeals, documentation for Transportation Assistance, and the verification of SERs and contractor estimates for foundation damage in Puerto Rico:Process assistance as eligible when the items in question were noted by the inspector and the applicant has provided the required documentation but are unverifiable due to COVID-19-related delays or business closures.Examples include, but are not limited to, SERs for foundation damages when line item 6800 was selected at inspection or HVAC damage when a service call line item was selected at inspection.Three call attempts are required to determine if the documents can be verified.Process assistance as ineligible when the items in question were NOT noted by the inspector and the submitted documentation CANNOT be verified.Applicants may appeal the decision by submitting additional documentation. Final appeal letters (AAFIN) should NOT be used during this period.
4/7/20	4/13/20	2004981	COVID-19: INCOME LOSS	CASEWORK	As a result of the current Coronavirus (COVID-19) pandemic, state and local governments have implemented social distancing and shelter-in-home restrictions. This can make normal processing procedures challenging.Please use the following guidance for related information:Income loss unrelated to the declared cause of damage (COD): Applicants may report a reduction in income due to COVID-19 rather than the declared COD that may impact eligibility for Child Care Assistance or Continued Rental Assistance.Income was Not Affected by the Disaster.For those applicants who did NOT previously report an income loss and are now reporting a loss of income:Staff will make one courtesy call to confirm that the income loss is due to the appropriate Cause of Damage (COD) and NOT due to COVID-19 (ex: employee statement, termination notice).Current guidance informs staff to review the entire case to ensure the decision is appropriate based on the facts present in the file when determining if income loss is disaster-caused.
4/8/20	4/13/20	2004982	UPDATE: SBA DECLARATIONS: CORONAVIRUS (COVID-19)	SBA	Multiple states have received SBA Administrative Declarations, for small businesses and non-profits, due to Coronavirus (COVID-19) and more are anticipated.Please refer to theSBA Disaster Loan Assistancepage for listings.Update:SBA is currently not accepting loan applications from individuals/ households related to COVID-19. Do NOT refer individuals/households to the SBA for loans related to COVID-19.Small businesses and non-profits may contact the SBA for economic assistance. A FEMA registration is NOT needed. Do NOT attempt to answer questions about how to complete SBA loan forms.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster.Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.SBA Economic Injury Disaster Loans (EIDL):The SBA website has a new link to provide information for small businesses and non-profits affected by the Coronavirus:https://www.sba.gov/page/guidance-businesses-employers-plan-respond-coronavirus-disease-2019-covid-19SBA Call Center:Callers requesting information about the SBA declarations or EIDL program should also be directed to:Phone:1-800-659-2955 (TTY: 1-800-877-8339)E-mail:disastercustomerservice@sba.govNote:FEMA is not providing direct assistance to Individuals and Households at this time and callers cannot register for Individual Assistance.
4/8/20	4/13/20	2004983	UPDATE: REPORTING POTENTIAL IDENTITY THEFT: PSBR LETTER CLARIFICATION	HELPLINE	A group of applicants have been identified as possible victims of identity theft. These cases go back to 2017 disasters and they will receive the Potential Suspect Bank Routing (PSBR) letter. This may increase calls to FEMA Helpline.Please follow the guidance in theFraud Review SOPfor reporting possible identity theft.If an applicant received the PSBR Letter and indicates their registration is invalid,no further action is required.DO NOTsend an email to FEMA-IHP-IDReview or FEMA-IHP-Helpdesk.DO NOTask the applicant to send Identity Documents. Simply enter the Contact/Comment in the Events Log that the registration is Valid. If an applicant indicates they did not register and theydo not wish to apply, send an email to FEMA-IHP-IDReview explaining the circumstance.DO NOTask the applicant to send identity verification documents.If an applicant is unable to register due to identity theft andwishes to apply, send an email to the FEMA-IHP-IDReview mailbox explaining the circumstance and ask the applicant to fax Identity Documents to 540-504-2266.When sending an email to FEMA-IHP-IDReview, pleaseexplain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply. Include the following information:Disaster numberExisting Registration numberApplicant nameApplicant contact informationCircumstanceOnlyemail the FEMA-IHP-Helpdesk if you find avalidregistration that has been locked.DO NOTcopy the FEMA-IHP-Helpdesk on emails sent to the FEMA-IHP-IDReview mailbox.DO NOT send any emails to the FEMA-OCSTipline mailbox.Reference:IDENTITY REVIEW HELPLINE DISCONNECTED

4/8/20	4/20/20	2004993	UPDATE: REPORTING POTENTIAL IDENTITY THEFT: PSBR LETTER CLARIFICATION	HELPLINE	A group of applicants have been identified as possible victims of identity theft. These cases go back to 2017 disasters and they will receive the Potential Suspect Bank Routing (PSBR) letter. This may increase calls to FEMA Helpline.Please follow the guidance in theFraud Review SOPfor reporting possible identity theft.If an applicant received the PSBR Letter and indicates their registration isvalid,no further action is required.DO NOTsend an email to FEMA-IHP-IDReview or FEMA-IHP-Helpdesk.DO NOTask the applicant to send Identity Documents. Simply enter the Contact/Comment in the Events Log that the registration is Valid. If an applicant indicates they did not register and theydo not wish to apply, send an email to FEMA-IHP-IDReview explaining the circumstance.DO NOTask the applicant to send identity verification documents.If an applicant is unable to register due to identity theft andwishes to apply, send an email to the FEMA-IHP-IDReview mailbox explaining the circumstance and ask the applicant to fax Identity Documents to 540-504-2266.When sending an email to FEMA-IHP-IDReview, pleaseexplain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply. Include the following information:Disaster numberExisting Registration numberApplicant nameApplicant contact informationCircumstanceOnlyemail the FEMA-IHP-Helpdesk if you find avalidregistration that has been locked.DO NOTcopy the FEMA-IHP-Helpdesk on emails sent to the FEMA-IHP-IDReview mailbox.DO NOT send any emails to the FEMA-OCSO-Tipline mailbox.Reference:IDENTITY REVIEW HELPLINE DISCONNECTED
4/9/20	4/14/20	2004985	DR-4473-PR REGISTRATION EXTENSION	PUERTO RICO	The Registration Period for DR-4473-PR has been extended.The registration period now ends onMay 15, 2020.Please see theDR-4473-PRDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a Late Application. .Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
4/9/20	4/14/20	2004985	DR-4473-PR REGISTRATION EXTENSION	RI	The Registration Period for DR-4473-PR has been extended.The registration period now ends onMay 15, 2020.Please see theDR-4473-PRDisaster Specific webpage for more information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a Late Application. .Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
4/10/20	4/15/20	2004984	DR 4473 PR and DR 4476 TN: NO INSPECTION CALLOUT	HELPLINE	Beginning Friday April 10, 2020, FEMA will perform a callout to the applicants that received the NOINSP_Triage Level 1 No Inspection letter in DR-4473-PR and DR-4476-TN.The purpose of this callout is to verify that the applicants received the letter and ask if they have additional disaster - caused damage and if so, request an inspection.Helpline:The summary line for this callout is:(NPSC #) NO INSPECT CALL OUTIf the CARS interview was incomplete (call attempt noted), you may provide the following number to the caller: 1-844-828-8524. Staff will be available Monday thru Friday, from 9:00 am to 6:00 pm ET.Do not provide the above phone number to callers that do not have a (NPSC #) NO INSPECT CALL OUT. call attempt note in their file. Reference:UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
4/10/20	4/15/20	2004984	DR 4473 PR and DR 4476 TN: NO INSPECTION CALLOUT	PUERTO RICO	Beginning Friday April 10, 2020, FEMA will perform a callout to the applicants that received the NOINSP_Triage Level 1 No Inspection letter in DR-4473-PR and DR-4476-TN.The purpose of this callout is to verify that the applicants received the letter and ask if they have additional disaster - caused damage and if so, request an inspection.Helpline:The summary line for this callout is:(NPSC #) NO INSPECT CALL OUTIf the CARS interview was incomplete (call attempt noted), you may provide the following number to the caller: 1-844-828-8524. Staff will be available Monday thru Friday, from 9:00 am to 6:00 pm ET.Do not provide the above phone number to callers that do not have a (NPSC #) NO INSPECT CALL OUT. call attempt note in their file. Reference:UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
4/10/20	4/15/20	2004987	REMINDER: 60 DAY APPEAL DEADLINES	CASEWORK	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide. includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal Late APPEAL REQUEST. contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.

4/10/20	4/15/20	2004987	REMINDER: 60 DAY APPEAL DEADLINES	HELPLINE	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.
4/10/20	4/15/20	2004986	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
4/10/20	4/15/20	2004986	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
4/10/20	4/17/20	2004988	COVID-19 REMOTE INSPECTIONS	CASEWORK	To effectively and safely verify the needs of applicants during the pandemic restrictions, a Remote Inspection process has been approved to provide assistance without the need for an on-site inspection. This process is in effect until further notice. Applicants who self-report Level 1 minor damage at the time of registration will not receive an automatic inspection. Inspectors will contact the remaining applicants via phone and ask questions about the type and extent of damage sustained.Ownership and occupancy will be verified by Lexis-Nexis. The inspectors will attempt to verify occupancy for Renters only. If the Lexis-Nexis verification is not available or the inspector is unable to verify occupancy for a renter, the applicant will need to submit the applicable documents. Helpline:If an applicant calls requesting information related to Inspectors contacting them to complete a remote inspection:Provide the applicant with the Inspector Name recorded in the Inspection Summary tab, Timeline in the file. Do not provide the Inspector ID.Advise the applicant the FEMA inspector can confirm the applicant’s registration number to confirm legitimacy.Casework:Damage Level Award line items have been created for awarding Real Property based on Remote Inspections. Inspectors will use traditional line items for Personal Property.The line items will be implemented for DR-4473-PR, DR-4476-TN after March 17, 2020, and any disasters declared after April 3, 2020.Applicants in an open disaster with no inspection before March 17, 2020 will receive an award based on Damage Level Award line items.Applicants in an open disaster with traditional line items in their file before March 17, 2020, will be processed on appeal with traditional line items for Real Property and Personal Property.Applicants that applied for assistance that do not require an inspection will be contacted separately via RFI letters regarding the specific type of assistance.All conditions of eligibility for IHP assistance remain unchanged by this interim policy. Reference:IA PPM Remote Inspection DSOPDR-4473-PR AND DR-4476-TN: MINOR DAMAGE LEVEL 1 REPORTED AT RI

4/16/20	4/20/20	2004996	DR-4451-MO AND FORWARD: CONTINUED RENTAL ASSISTANCE DESIGNATED STAFF ONLY	CASEWORK	Effective Thursday, April 16, 2020, Continued Rental Assistance (CTHA) for disasters DR-4451-MO and forward will be processed in Web NEMIS by a specific group of trained Specialized Processing Unit (SPU) agents.Do not processCTHA cases for these disasters, unless you have been assigned to do so by your immediate supervisor.If you have a question before processing in any restricted queues or disasters please contact your supervisor.
4/16/20	4/19/20	2004997	DMARTS: DOWNTIME APRIL 17 - 19, 2020	GENERAL	DMARTS will be down for migration,Friday, April 17, 2020from 6:00 PM until Sunday, April 19, 2020 5:00 PM (ET).During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
4/16/20	4/20/20	2004999	PPM UPDATE: DR-4473-PR DSOP	CASEWORK	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PR Updates include:Appeal processing for cases that had an initial onsite inspection prior to April 10, 2020.Appeal ExamplesRemoved “EMAIL the IHP Helpdesk if Applicant’s submitted SER/contractor’s estimate with foundation line items & file contains 6800-line item but no foundation line items. Please review for eligibility”. Read the entire DSOP for additional information. Note:The previous version will be archived in the in thePPM Archive.
4/16/20	4/20/20	2004999	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PR Updates include:Appeal processing for cases that had an initial onsite inspection prior to April 10, 2020.Appeal ExamplesRemoved “EMAIL the IHP Helpdesk if Applicant’s submitted SER/contractor’s estimate with foundation line items & file contains 6800-line item but no foundation line items. Please review for eligibility”. Read the entire DSOP for additional information. Note:The previous version will be archived in the in thePPM Archive.
4/16/20	4/20/20	2004999	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PR Updates include:Appeal processing for cases that had an initial onsite inspection prior to April 10, 2020.Appeal ExamplesRemoved “EMAIL the IHP Helpdesk if Applicant’s submitted SER/contractor’s estimate with foundation line items & file contains 6800-line item but no foundation line items. Please review for eligibility”. Read the entire DSOP for additional information. Note:The previous version will be archived in the in thePPM Archive.
4/17/20	4/22/20	2005000	DR-4536-MS: NEW IA DECLARATION	RI	Mississippi has a new Individual Assistance disaster declaration. DR 4536 Mississippi was declared on April 16, 2020When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration, and not for DR-4528-MS Coronavirus (COVID-19) incident.The incident period for this disaster is April 12, 2020.Counties declared for IA:Covington, Jefferson Davis, and JonesVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI
4/17/20	4/21/20	2005001	REMINDER: DR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING	PUERTO RICO	Due to damages to road signs and other location markers, please enter a comment with detailed directions to the damaged dwelling. Inspectors will need to find the dwelling for on-site inspections.Summary: (Facility) DIRECTIONS TO DDText: Enter the directions provided by the caller. Are there street signs still standing?Is the house numbered and can the number be seen from the street? Is there a close landmark?Use directions such as north, south, east, and west of a landmark, orDescriptions of the dwelling such as blue house with red roof.Helpline: If you receive a call from an applicant in Puerto Rico without directions in the file, please obtain them from the applicant and include in a comment.
4/17/20	4/21/20	2005001	REMINDER: DR-4473-PR: DIRECTIONS TO THE DAMAGED DWELLING	RI	Due to damages to road signs and other location markers, please enter a comment with detailed directions to the damaged dwelling. Inspectors will need to find the dwelling for on-site inspections.Summary: (Facility) DIRECTIONS TO DDText: Enter the directions provided by the caller. Are there street signs still standing?Is the house numbered and can the number be seen from the street? Is there a close landmark?Use directions such as north, south, east, and west of a landmark, orDescriptions of the dwelling such as blue house with red roof.Helpline: If you receive a call from an applicant in Puerto Rico without directions in the file, please obtain them from the applicant and include in a comment.

4/17/20	4/22/20	2005002	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS
4/17/20	4/22/20	2005002	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS
4/18/20	4/23/20	2005007	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspections. Updates include: Insurance processing Clarification on Appeal Inspections for cases that had onsite inspections. DR-4536-MS damage level awards. Additional updates: Clarification for Appeals processing of Initial Damage Level and any subsequent appeals. Appeal Example. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
4/18/20	4/21/20	2004998	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspections. Updates include: Insurance processing Clarification on Appeal Inspections for cases that had onsite inspections. DR-4536-MS damage level awards. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
4/20/20	4/20/20	2005003	INDIVIDUAL ASSISTANCE PRESIFT NOTES: DOWNTIME 4/20/20	GENERAL	Individual Assistance Preshift Notes (IAPN) will be down Monday April 20, 2020 from 4:00 pm to 5:00 pm (ET). Note: All times are approximate.

[illegible]

4/22/20	4/27/20	2005011	DR-4404-MP: PERMANENT HOUSING CONSTRUCTION EXTENSION	CASEWORK	DR-4404-MP has received an extension for the Permanent Housing Construction (PHC) provisions of the Individuals and Households program throughApril 26, 2021.This applies to PHC Repair and New Construction, no other FEMA programs have been extended at this time.Please see the memorandumposted on theDR-4404Disaster Specific pages for additional information.
4/22/20	4/27/20	2005011	DR-4404-MP: PERMANENT HOUSING CONSTRUCTION EXTENSION	HELPLINE	DR-4404-MP has received an extension for the Permanent Housing Construction (PHC) provisions of the Individuals and Households program throughApril 26, 2021.This applies to PHC Repair and New Construction, no other FEMA programs have been extended at this time.Please see the memorandumposted on theDR-4404Disaster Specific pages for additional information.
4/22/20	4/24/20	2005012	UPDATE: SERVER OUTAGE: DAC RELEASE 9.08 CONTINUING	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.08whichbegan Wednesday, April 22, 2020 is continuing.Registration Intake will be operational for new registrations.Update:Agents should begin utilizingMW Call Center(refresh using F5) at the beginning of their shiftThursday, April 23, 2020.MW deployment has been completedDC2 Call Center site will be taken down for the deploymentNotification will be provided when staff can begin using the DC2 Call Centersite.
4/22/20	4/27/20	2005013	UPDATE: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19)	HELPLINE	As of March 30, 2020, four of the six open direct housing missions have received extensions to the standard 18-month assistance period. DR-4332-TX is currently charging rent and rent collection will begin for DR-4393-NC and for DR-4407-CA in the next few months.Due to the ongoing impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of April, May, and June of 2020 for all of the above disasters. This waiver suspends rent collection only.Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Rent collection will resume on July 1, 2020 unless this suspension of rent collection is extended by memorandum.Applicants first rental payments following the suspension will be due on August 1, 2020.Disaster survivors should check with their Direct Housingrecertificationadvisor to determine if the rent suspension applies to their case.For more information, please review the memorandum available on theDisaster Specific Informationpage of each disaster.
4/23/20	4/28/20	2005023	DR-4473-PR: OWNERSHIP / OCCUPANCY VERIFICATION	CASEWORK	A trend has been identified of agents denying assistance due to ownership/ occupancy not verified in DR-4473-PR when verifications were completed in DR-4436-PR and/or DR-4339-PR.TheDR 4473 - PR DSOP explains:Applicants who were successfully able to prove ownership and occupancy in DR-4336-PR and/or DR-4339-PR either at the time of the inspection OR with submitted documentation will not be required to provide documentation for DR-4473-PR if the applicant has NOT moved from or has returned to the original address.Housing Inspection Services (HIS) will flag cases that do not have ownership and/or occupancy verified post inspection. These cases will be sent to theFEMA Manualqueue for manual review and processing. Systems Administration (SA) will also turn on cross-disaster checks for this disaster to assist staff in matching cases and performing ownership and occupancy reviews.When ownership and occupancy are verified for the same address in a previous disaster, APS staff willNOTethe disaster in which the information was originally verified in a comment,SETownership and/or occupancy toVerifiedandPROCESSthe case accordingly.All staff must readthe entire DSOP before processing. Reference:DR 4473 - PRExpectations for Contacts and Comments - Helpline¿
4/23/20	4/28/20	2005023	DR-4473-PR: OWNERSHIP / OCCUPANCY VERIFICATION	PUERTO RICO	A trend has been identified of agents denying assistance due to ownership/ occupancy not verified in DR-4473-PR when verifications were completed in DR-4436-PR and/or DR-4339-PR.TheDR 4473 - PR DSOP explains:Applicants who were successfully able to prove ownership and occupancy in DR-4336-PR and/or DR-4339-PR either at the time of the inspection OR with submitted documentation will not be required to provide documentation for DR-4473-PR if the applicant has NOT moved from or has returned to the original address.Housing Inspection Services (HIS) will flag cases that do not have ownership and/or occupancy verified post inspection. These cases will be sent to theFEMA Manualqueue for manual review and processing. Systems Administration (SA) will also turn on cross-disaster checks for this disaster to assist staff in matching cases and performing ownership and occupancy reviews.When ownership and occupancy are verified for the same address in a previous disaster, APS staff willNOTethe disaster in which the information was originally verified in a comment,SETownership and/or occupancy toVerifiedandPROCESSthe case accordingly.All staff must readthe entire DSOP before processing. Reference:DR 4473 - PRExpectations for Contacts and Comments - Helpline¿
4/23/20	4/28/20	2005014	DR-4773-PR: OWNERSHIP / OCCUPANCY VERIFICATION	CASEWORK	A trend has been identified of agents denying assistance due to ownership/ occupancy not verified in DR-4473-PR when verifications were completed in DR-4436-PR and/or DR-4339-PR.TheDR 4473 - PR DSOP explains:Applicants who were successfully able to prove ownership and occupancy in DR-4336-PR and/or DR-4339-PR either at the time of the inspection OR with submitted documentation will not be required to provide documentation for DR-4473-PR if the applicant has NOT moved from or has returned to the original address.Housing Inspection Services (HIS) will flag cases that do not have ownership and/or occupancy verified post inspection. These cases will be sent to theFEMA Manualqueue for manual review and processing. Systems Administration (SA) will also turn on cross-disaster checks for this disaster to assist staff in matching cases and performing ownership and occupancy reviews.When ownership and occupancy are verified for the same address in a previous disaster, APS staff willNOTethe disaster in which the information was originally verified in a comment,SETownership and/or occupancy toVerifiedandPROCESSthe case accordingly.All staff must readthe entire DSOP before processing. Reference:DR 4473 - PRExpectations for Contacts and Comments - Helpline¿

4/23/20	4/28/20	2005014	DR-4773-PR: OWNERSHIP / OCCUPANCY VERIFICATION	PUERTO RICO	A trend has been identified of agents denying assistance due to ownership/ occupancy not verified in DR-4473-PR when verifications were completed in DR-4436-PR and/or DR-4339-PR. The DR 4473 - PR DSOP explains: Applicants who were successfully able to prove ownership and occupancy in DR-4336-PR and/or DR-4339-PR either at the time of the inspection OR with submitted documentation will not be required to provide documentation for DR-4473-PR if the applicant has NOT moved from or has returned to the original address. Housing Inspection Services (HIS) will flag cases that do not have ownership and/or occupancy verified post inspection. These cases will be sent to the FEMA Manual queue for manual review and processing. Systems Administration (SA) will also turn on cross-disaster checks for this disaster to assist staff in matching cases and performing ownership and occupancy reviews. When ownership and occupancy are verified for the same address in a previous disaster, APS staff will NOT the disaster in which the information was originally verified in a comment, SET ownership and/or occupancy to Verified and PROCESS the case accordingly. All staff must read the entire DSOP before processing. Reference: DR 4473 - PRExpectations for Contacts and Comments - Helpline
4/23/20	4/24/20	2005017	UPDATE: SERVER OUTAGE: DAC RELEASE 9.08 COMPLETE	RI	The Disaster Assistance Improvement Program (DAIP) release DAC 9.08 is complete. Staff can use both MW and DC2 Call Centers effective immediately.
4/23/20	4/29/20	2005018	MISSISSIPPI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4538 Mississippi has been declared for Public Assistance for Severe Storms, Flooding, and Mudslides that occurred February 10 to February 18, 2020. Please suggest callers monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Text SHELTER and a Zip Code to 43362 (4FEMA). For Spanish, text REFUGIO and a Zip Code to 43362 (4FEMA). Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or pre-shift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/24/20	4/29/20	2005016	UPDATE: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on the Disaster Specific Information page of the correct disaster, or in the NEMIS DR Info tab. Select the correct disaster number to get disaster specific information. Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page. The display will show a Referral section which includes a National listing and a State and Local listing. For disasters prior to DR-4466-TX the information will still be displayed in the "Quick Links" section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals. The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information. Reminders: Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue. Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants. You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service. Do not refer non-Texas disaster survivors to the TX-ONA Helpline number. Please be aware that the "Available Agency" referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available. If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC. STATE AND REGIONAL OFFICES: Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.

4/24/20	4/29/20	2005016	UPDATE: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp;These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp;All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
4/24/20	4/29/20	2005015	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
4/24/20	4/27/20	2005019	WASHINGTON DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4539 Washington has been declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred January 20 to February 10, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on &ldquo;Navigation&rdquo; and scrolling down the menu toDisaster Declarations, or completing a search for &ldquo;Disaster Declarations.&rdquo;Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check&nbsp;the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.&nbsp;&nbsp;&nbsp;Note:&nbsp;Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
4/24/20	4/27/20	2005020	KENTUCKY DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4540 Kentucky has been declared for Public Assistance for Severe Storms, Flooding, Landslides, and Mudslides that occurred February 3, 2020 to February 29, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on &ldquo;Navigation&rdquo; and scrolling down the menu toDisaster Declarations, or completing a search for &ldquo;Disaster Declarations.&rdquo;Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check&nbsp;the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.&nbsp;&nbsp;&nbsp;Note:&nbsp;Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

4/24/20	4/28/20	2005021	DR-4541-TN: NEW IA DECLARATION	RI	Tennessee has a new Individual Assistance disaster declaration. DR 4541 Tennessee was declared on April 24, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is April 12-13, 2020.Counties declared for IA:Bradley and HamiltonVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpre shift for additional important information.Reference:DAC - Call Center RI
4/27/20	4/30/20	2005022	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:IA PPM Remote InspectionsUpdates include:Added DR-4541-TNDamage Level ChartRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
4/27/20	4/30/20	2005024	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Language to mirror updates on Remote Inspections DSOPLanguage for Processing Foundation Appeal – Initial Onsite InspectionLanguage for processing Destroyed HomesScenario 3 to explain paying foundation as actualScenario 4 to explain when to send a Replacement request to Appeal InspectionRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
4/27/20	4/30/20	2005024	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4473 - PR Updates include:Language to mirror updates on Remote Inspections DSOPLanguage for Processing Foundation Appeal – Initial Onsite InspectionLanguage for processing Destroyed HomesScenario 3 to explain paying foundation as actualScenario 4 to explain when to send a Replacement request to Appeal InspectionRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
4/27/20	4/30/20	2005025	DR-4473-PR: APPEAL SER AUTO DIALER	HELPLINE	An auto dialer will be conducted in Puerto Rico to contact applicants that were awarded \$500 to obtain a Structural Engineer Report (SER). Depending on the communication options in the file, the applicant will be contacted either by text, e-mail, or auto dialer.Message Body:FEMA records indicate that you were awarded \$500 to obtain a structural report from a licensed and registered engineer to evaluate the earthquake damages to your home. If the structural report indicates your home had more damages than the Home Repair Assistance FEMA has provided, you may appeal for additional Home Repair Assistance. Your FEMA appeal should be in writing, signed, and supported by a copy of the structural report issued by a licensed and registered engineer. In addition, include a contractor’s detailed estimate for the damages caused by the earthquake.If you have any questions regarding the acceptable documents, please contact FEMA’s Helpline at 1-800-621-3362. If you have not been able to find a licensed and registered engineer, you can call the Department of Professional Practice of the College of Engineers and Surveyors to request the list of Engineers at 787-758-2250 (extension 205) or send an email to info@ciapr.org.Helpline:If staff receives inquiries regarding this outreach there is no need to transfer the calls, please address their current situation: If the applicant receives the message on voicemail, there is no need for the applicant to call FEMA back. FEMA will attempt to contact the applicant again.Verify the applicants contact information in the file and make updates as needed including current location.Staff may provide the information from the auto-dialer message.If any unmet needs are identified or for additional information provideDR-4473-PRDisaster Specific Referrals.References: DR 4473 - PR DSOPUPDATE: LOCAL GOVERNMENT: TAGGED DWELLINGSREMINDER: CALLOUTS: OUTREACH CALLS MAY INCREASE HELPLINE CALLS
4/28/20	5/1/20	2005026	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4407- CA endsMay 12, 2020DR-4413-AK endsJuly 31, 2020DR-4419-AL endsSeptember 4, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster ProcessingReminder:The following have received disaster specific extensions beyond 18 months.DR-4399-FL extended toJuly 11, 2020Reference:DR 4399 - FL

4/30/20	5/5/20	2005032	REMINDER: INSPECTION COMPARISONS	CASEWORK	Since January 14, 2014, inspection line-by-line comparisons are no longer used for standard processing. During subsequent inspections of any type, FEMA Inspectors are provided the previous inspection information within their inspection pad and will review this information to verify recorded losses as previously listed, along with any additional damage not previously noted.IHP Assistance is based on the last inspection sequence (inspection of record).If multiple inspections have been completed, the last inspection sequence will override the results of the previous inspection(s) for processing. This includes aspects of the inspection such as habitability determinations and cause of damage.A comparison of the previous and current FEMA Verified Loss (FVL) amounts should be completed for each category of assistance (HA and ONA).In HA this is done by reviewing the “Category Summary”.If there is an increase in the FVL for a category, process a supplemental award.If no additional assistance will be provided, follow the Inspection Comparison PPM guidance, but these are not considered automatic recoupments, as the previous inspection is not considered an error.Examples of when workpackets should not be sent to Pre-Recoupment:When a FEMA Correction Inspection (FCOR), a Reinspection, or an Appeal Inspection is completed and returns:With a decreased FEMA Verified Loss (FVL) amount orWhen HRR = Yes changed to HRR = NoIf a case requires clarification to ensure it is processed correctly, please call the IHP Helpdesk.Reference: Inspection Requests and Comparisons SOPFEMA-IHP-Helpdesk SOP
4/30/20	5/5/20	2005031	REMINDER: THREATENING PHONE CALLS	HELPLINE	Due to the nature of work at FEMA, we speak with callers that are undergoing a great deal of stress. This stress is handled differently by each caller encountered by agents.On rare occasions, a caller may seem so despondent that they may consider suicide. Suicidal thinking should be taken very seriously. Threats of hurting oneself or others are often cries for help.Guidance for handling threatening phone calls can be found inThreatening Phone Calls.All incidents must be reported to the Federal Mega Center.Notify your Supervisor/Point of Contact (POC) immediately via email, Lync, or by signaling for assistance when you receive a threatening phone call. Engage the caller, stay calm, take all threats seriously, and gather as much information as possible.
5/1/20	5/5/20	2005034	PPM UPDATE: OCCUPANCY VERIFICATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Occupancy VerificationUpdates include:Update includes:Removed first class mail requirement for Merchant's Statements.ADOC language.Traditional Housing clarification.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/2/20	5/6/20	2005035	DR-4542-SC: NEW IA DECLARATION	RI	South Carolina has a new Individual Assistance disaster declaration. DR 4542 South Carolina was declared on May 1, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is April 12-13, 2020.Counties declared for IA:Aiken, Colleton, Hampton, Marlboro, Oconee, Orangeburg, and PickensVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpre shift for additional important information.Reference:DAC - Call Center RI
5/2/20	5/6/20	2005036	DR-4536-MS: MISSISSIPPI STATE DISASTER ASSISTANCE CENTERS	HELPLINE	Due to COVID-19 guidance, FEMA will not have staff physically in the field. Instead, the State of Mississippi has opened Disaster Assistance Centers for DR-4536-MS applicants.Mississippi Disaster Assistance Centers are staffed with State representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries and help identify resource referrals to assist in their disaster recovery.Disaster Assistance Centers:Covington CountySeminary United Methodist Church, 208 Pine Street, Seminary, MS 39479Jefferson Davis CountyLL Roberts United Methodist Church, 247 General Robert E Blount Dr, Bassfield, MS 39421 Jones CountyGitano United Methodist Church, #4 Spillway Road, Soso, MS 39480Hours of operation:Monday – Friday 8 am -5 pmSaturday 8 am – NoonClosed on SundayThe information is also listed in the NEMIS DR Info tab.
5/4/20	5/7/20	2005033	DR-4473-PR: NON-CONGREGATE SHELTERING (TSA) EXTENSION ELIGIBILITY REVIEW	HELPLINE	On April 30 and May 1, 2020, FEMA conducted an eligibility review for DR-4473-PR non-congregate sheltering (TSA).Eligible applicants will be extended throughTuesday, July 14with aWednesday July 15, 2020 checkout dateRemaining applicants will be deemed ineligible and their stay endsFriday, May 8, with aSaturday, May 9, 2020 checkout dateAll applicants have been notified of their eligibility (eligible or ineligible) by JFO staff.Applicants deemed ineligible will have a comment and the following stamp in their file:TSA_PR_INELHelpline:If an applicant calls with eligibility related questions, please perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Hours of operation are Sunday thru Saturday from 7:00 AM to 8:00 PM (ET).
5/4/20	5/7/20	2005033	DR-4473-PR: NON-CONGREGATE SHELTERING (TSA) EXTENSION ELIGIBILITY REVIEW	PUERTO RICO	On April 30 and May 1, 2020, FEMA conducted an eligibility review for DR-4473-PR non-congregate sheltering (TSA).Eligible applicants will be extended throughTuesday, July 14with aWednesday July 15, 2020 checkout dateRemaining applicants will be deemed ineligible and their stay endsFriday, May 8, with aSaturday, May 9, 2020 checkout dateAll applicants have been notified of their eligibility (eligible or ineligible) by JFO staff.Applicants deemed ineligible will have a comment and the following stamp in their file:TSA_PR_INELHelpline:If an applicant calls with eligibility related questions, please perform a warm transfer to the “Temp Shelter Agency” workgroup within “Interaction Desktop”.Hours of operation are Sunday thru Saturday from 7:00 AM to 8:00 PM (ET).

5/4/20	5/7/20	2005037	DR-4476-TN: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4476-TN isMay 4, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/4/20	5/7/20	2005038	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:IA PPM Remote InspectionsUpdates include:Added DR-4542-SCDamage Level ChartRead the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/5/20	5/7/20	2005039	MULTIPLE STATES: IA FRNS FOR CRISIS COUNSELING (COVID-19)	RI	Due to Coronavirus (COVID-19), these state declarations received FRNs adding Individual Assistance (IA) limited to Crisis Counseling only.All areas in these states are declared for IA.Alabama: 4503-ALColorado: 4498-COConnecticut: 4500-CTDistrict of Columbia: 4502-DCGeorgia: 4501-GALowa: 4483-IAKansas: 4504-KSKentucky: 4497-KYMaryland: 4491-MD Minnesota: 4531-MNMissouri: 4490-MONorth Carolina: 4487-NC Oklahoma: 4531-OKSouth Carolina: 4492-SC The incident is forCOVID-19.Individual Assistance is limited to the Crisis Counseling Program. No registrations will be taken for these declarations. Referrals:UPDATE: COVID-19: REFERRAL INFORMATION
5/7/20	5/15/20	2005045	COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling Program
5/7/20	5/15/20	2005045	COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling Program
5/7/20	5/12/20	#####	REMINDER: THIRD PARTY INSPECTIONS	CASEWORK	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant’s behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection.Advise the applicant to provide:The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in theWritten Consent and Sharing Applicants Information.Once an acceptable Written Consent is received, request an inspection:Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.).Add the third party name and contact information into the Inspection Request Comment.Select “Yes” in the “Send for Inspection” comment box.Notes:For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection.Reference:Inspection Requests and Comparisons
5/7/20	5/12/20	#####	REMINDER: THIRD PARTY INSPECTIONS	HELPLINE	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant’s behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection.Advise the applicant to provide:The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in theWritten Consent and Sharing Applicants Information.Once an acceptable Written Consent is received, request an inspection:Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.).Add the third party name and contact information into the Inspection Request Comment.Select “Yes” in the “Send for Inspection” comment box.Notes:For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection.Reference:Inspection Requests and Comparisons

5/7/20	5/12/20	2005042	UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS	HELPLINE	Access and Functional Needs (AFN) can be defined as physical, mental, medical, or emotional limitations that affect the ability to maintain independence in daily activities such as communication, transportation/evacuation, disaster recovery, supervision and/or medical care.AFNincludes individuals who need assistance due to any condition (temporary or permanent) that limits their ability to take action.People with AFNs may experience a greater impact from disasters, because of disruptions in their support systems or loss of equipment, supplies, transportation, and communication.An applicant's ability to request or receive recovery assistance can be affected and require additional resources.Review the file carefully prior to contacting the IHP Helpdesk.Ensure the cases have met basic eligibility criteria to receive IHP assistance.Process any IHP assistance the applicant may be eligible to receive.If you are unable to process the assistance, create a work packet to the applicable queue if one does not already exist.If the applicant is missing any verification items for processing, explain clearly what information or documents are needed to the caller. If they do not seem to understand, attempt to rephrase the explanation. They may need to write down the information, so be patient.Provide applicable referrals using NEMIS Info, Disaster Specific Referrals, or specific preshifts. If an email to the IHP Helpdesk is necessary to assist the applicant, make sure you clearly state what the individual needs in terms of access or accommodation, rather than on identifying a particular disability. Include the following information:DR #Registration NumberApplicant's NameCurrent/Best contact phone numberDescription of the AFNSpecify what is the applicant's need, and how it is related to the applicant's AFN in terms of access or accommodation.A list of the referrals you provided to the applicant and any processing actions taken.Why did the referrals not meet the need?To reflect the capabilities of individuals and not the condition, label, or medical diagnosis, use the term "Access and Functional Needs" when referring to these situations.Note:If an applicant has an emergency need such as need for medical attention, police or fire department assistance, the applicant should be directed to call 9-1-1.TheHelpline NPSC Caller Services Reference Guideis in the process of being updated.Reference:REMINDER: DISASTER SPECIFIC REFERRALSFEMA-IHP-Helpdesk
5/7/20	5/12/20	2005043	PUERTO RICO EARTHQUAKE UNDECLARED INCIDENT	HELPLINE	In the event that RI or Helpline receive inquiries from callers requesting assistance with the recent undeclared Puerto Rico Earthquake incident,please explain that the incident that caused their damage has not been declared a major disaster and FEMA is unable to register them for Federal Disaster Assistance at this time.Do not take IA registrations for undeclared incidents.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites, andFEMA.govfor further information about assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note:Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or pre shift.Reference:REMINDER: UNDECLARED DISASTERS/ INCIDENTSREMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/7/20	5/12/20	2005043	PUERTO RICO EARTHQUAKE UNDECLARED INCIDENT	RI	In the event that RI or Helpline receive inquiries from callers requesting assistance with the recent undeclared Puerto Rico Earthquake incident,please explain that the incident that caused their damage has not been declared a major disaster and FEMA is unable to register them for Federal Disaster Assistance at this time.Do not take IA registrations for undeclared incidents.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites, andFEMA.govfor further information about assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note:Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or pre shift.Reference:REMINDER: UNDECLARED DISASTERS/ INCIDENTSREMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/7/20	5/12/20	2005044	UPDATE: DR-4536-MS: MISSISSIPPI STATE DISASTER ASSISTANCE CENTERS	HELPLINE	Update: The Mississippi Disaster Assistance Centers will close on Saturday May 9, 2020 at 12:00 pm(CT).Due to COVID-19 guidance, FEMA will not have staff physically in the field. Instead, the State of Mississippi has opened Disaster Assistance Centers for DR-4536-MS applicants.Mississippi Disaster Assistance Centers are staffed with State representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries and help identify resource referrals to assist in their disaster recovery.Disaster Assistance Centers:Covington CountySeminary United Methodist Church, 208 Pine Street, Seminary, MS 39479Jefferson Davis CountyLL Roberts United Methodist Church, 247 General Robert E Blount Dr, Bassfield, MS 39421 Jones CountyGitano United Methodist Church, #4 Spillway Road, Soso, MS 39480Hours of operation:Monday – Friday 8 am -5 pmSaturday 8 am – NoonClosed on SundayThe information is also listed in the NEMIS DR Info tab.
5/7/20	5/12/20	2005046	PPM UPDATE: CLOSED DISASTER PROCESSING SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Closed Disaster ProcessingUpdate includes:Page 8, Section III.B. Processing Eligible Assistance:Cases are placed on Hold – IHP HD Review instead of routing to FEMA Complete.Clarification that three call attempts to the applicant are required.Page 9, Section III.C. Processing Ineligible Decisions:Removed eligibility code examples.Clarification that three call attempts to the applicant are required.New section to provide processing instructions for applicants that submit all documentation after the disaster financial closure date.Page 12, Section IV.Scenario 1:Clarification that three call attempts to the applicant are required.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/8/20	5/11/20	2005047	DR-4542-SC: STATE HOLIDAY CLOSURE	HELPLINE	South Carolina state offices will be closed due to a state Holiday; Monday, May 11, 2020.State offices will resume normal business hours the next day. Reference:Disaster Specific Information

5/8/20	5/14/20	2005049	DR-4536-MS: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4536-MS.The additional counties in Mississippi are:Clarke, Grenada, Jasper, Lawrence, Panola, and WalthallRIAgents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
5/11/20	5/13/20	2005048	UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide �� #39;Accessing the File and Releasing Information Procedures #39;.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
5/11/20	5/13/20	2005050	NORTH CAROLINA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4543 North Carolina has been declared for Public Assistance for Severe Storms, Tornadoes, and Flooding that occurred February 6, 2020 to February 17, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/11/20	5/13/20	2005051	ARKANSAS DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4544 Arkansas has been declared for Severe Storms, Tornadoes, and Straight-line Winds that occurred March 28, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on “Navigation” and scrolling down the menu toDisaster Declarations, or completing a search for “Disaster Declarations.”Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.TextSHELTERand aZip Codeto43362 (4FEMA).For Spanish, textREFUGIOand aZip Codeto43362 (4FEMA).Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/11/20	5/14/20	2005053	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspections DSOPUpdates include:RFI request process; Page 8, Section III.B.1.Service Call will not be deducted from Home Repair awards; Page 12 & 13, Section III.D.4 & D.5Additional Contractor questions; Page 13, Section III.D.6.Processing for Single Family/Multi-Family Roads and Bridges; Page 15, Section III.D.9Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

5/11/20	5/15/20	2005054	UPDATE: DR-4473-PR: INCIDENT PERIOD REOPENED FRN 7	CASEWORK	The incident period for DR-4473-PR has changed and is nowDecember 28, 2019, and continuing. Inspection Requests: Appeal vs. Reinspect for applicants who call to report additional damages from aftershocks.For applicants who were previously HRR = NO, REQUEST aReinspect:All applicants thatreport additional damages within the designated incident period and were previouslyHRR = No, regardless of inspection type, will be sent for a remote reinspection and paid using damage level awards.This includes additional damage occurring within the designated incident period after the inspection but before the incident period closure. The damage must be a designated cause of damage for the disaster.For applicants who were previously HRR = YES:ADVISEapplicant to send in contractor’s estimate/receipts, to demonstrate additional damages.GENERATEandMAILanADOCwith the applicable insert for the missing receipt(s) or estimate(s) e.g. Select ADOC Contractors Estimate insert when requesting contractor’s estimates.If not trained in generating anADOC,CREATEaWPandROUTEtoFEMA Appeal.CREATEaComment– Include that applicant was advised to send in contractor’s estimate/receipts to demonstrate additional damages. Include Helpline agent not trained, must send ADOC Contractors Estimate insert. Note: The DSOP will be updated as needed.Please see theDisaster Specific Informationpage for more information about this disaster.
5/11/20	5/15/20	2005054	UPDATE: DR-4473-PR: INCIDENT PERIOD REOPENED FRN 7	GENERAL	The incident period for DR-4473-PR has changed and is nowDecember 28, 2019, and continuing. Inspection Requests: Appeal vs. Reinspect for applicants who call to report additional damages from aftershocks.For applicants who were previously HRR = NO, REQUEST aReinspect:All applicants thatreport additional damages within the designated incident period and were previouslyHRR = No, regardless of inspection type, will be sent for a remote reinspection and paid using damage level awards.This includes additional damage occurring within the designated incident period after the inspection but before the incident period closure. The damage must be a designated cause of damage for the disaster.For applicants who were previously HRR = YES:ADVISEapplicant to send in contractor’s estimate/receipts, to demonstrate additional damages.GENERATEandMAILanADOCwith the applicable insert for the missing receipt(s) or estimate(s) e.g. Select ADOC Contractors Estimate insert when requesting contractor’s estimates.If not trained in generating anADOC,CREATEaWPandROUTEtoFEMA Appeal.CREATEaComment– Include that applicant was advised to send in contractor’s estimate/receipts to demonstrate additional damages. Include Helpline agent not trained, must send ADOC Contractors Estimate insert. Note: The DSOP will be updated as needed.Please see theDisaster Specific Informationpage for more information about this disaster.
5/11/20	5/15/20	2005054	UPDATE: DR-4473-PR: INCIDENT PERIOD REOPENED FRN 7	HELPLINE	The incident period for DR-4473-PR has changed and is nowDecember 28, 2019, and continuing. Inspection Requests: Appeal vs. Reinspect for applicants who call to report additional damages from aftershocks.For applicants who were previously HRR = NO, REQUEST aReinspect:All applicants thatreport additional damages within the designated incident period and were previouslyHRR = No, regardless of inspection type, will be sent for a remote reinspection and paid using damage level awards.This includes additional damage occurring within the designated incident period after the inspection but before the incident period closure. The damage must be a designated cause of damage for the disaster.For applicants who were previously HRR = YES:ADVISEapplicant to send in contractor’s estimate/receipts, to demonstrate additional damages.GENERATEandMAILanADOCwith the applicable insert for the missing receipt(s) or estimate(s) e.g. Select ADOC Contractors Estimate insert when requesting contractor’s estimates.If not trained in generating anADOC,CREATEaWPandROUTEtoFEMA Appeal.CREATEaComment– Include that applicant was advised to send in contractor’s estimate/receipts to demonstrate additional damages. Include Helpline agent not trained, must send ADOC Contractors Estimate insert. Note: The DSOP will be updated as needed.Please see theDisaster Specific Informationpage for more information about this disaster.
5/11/20	5/15/20	2005054	UPDATE: DR-4473-PR: INCIDENT PERIOD REOPENED FRN 7	PUERTO RICO	The incident period for DR-4473-PR has changed and is nowDecember 28, 2019, and continuing. Inspection Requests: Appeal vs. Reinspect for applicants who call to report additional damages from aftershocks.For applicants who were previously HRR = NO, REQUEST aReinspect:All applicants thatreport additional damages within the designated incident period and were previouslyHRR = No, regardless of inspection type, will be sent for a remote reinspection and paid using damage level awards.This includes additional damage occurring within the designated incident period after the inspection but before the incident period closure. The damage must be a designated cause of damage for the disaster.For applicants who were previously HRR = YES:ADVISEapplicant to send in contractor’s estimate/receipts, to demonstrate additional damages.GENERATEandMAILanADOCwith the applicable insert for the missing receipt(s) or estimate(s) e.g. Select ADOC Contractors Estimate insert when requesting contractor’s estimates.If not trained in generating anADOC,CREATEaWPandROUTEtoFEMA Appeal.CREATEaComment– Include that applicant was advised to send in contractor’s estimate/receipts to demonstrate additional damages. Include Helpline agent not trained, must send ADOC Contractors Estimate insert. Note: The DSOP will be updated as needed.Please see theDisaster Specific Informationpage for more information about this disaster.

5/11/20	5/15/20	2005054	UPDATE: DR-4473-PR: INCIDENT PERIOD REOPENED FRN 7	RI	The incident period for DR-4473-PR has changed and is nowDecember 28, 2019, and continuing. Inspection Requests: Appeal vs. Reinspect for applicants who call to report additional damages from aftershocks.For applicants who were previously HRR = NO , REQUEST aReinspect:All applicants thatreport additional damages within the designated incident period and were previouslyHRR = No, regardless of inspection type, will be sent for a remote reinspection and paid using damage level awards.This includes additional damage occurring within the designated incident period after the inspection but before the incident period closure. The damage must be a designated cause of damage for the disaster.For applicants who were previously HRR = YES:ADVISEapplicant to send in contractor’s estimate/receipts, to demonstrate additional damages.GENERATEandMAILanADOCwith the applicable insert for the missing receipt(s) or estimate(s) e.g. Select ADOC Contractors Estimate insert when requesting contractor’s estimates.If not trained in generating anADOC,CREATEaWPandROUTEtoFEMA Appeal.CREATEaComment– Include that applicant was advised to send in contractor’s estimate/receipts to demonstrate additional damages. Include Helpline agent not trained, must send ADOC Contractors Estimate insert. Note: The DSOP will be updated as needed.Please see theDisaster Specific Informationpage for more information about this disaster.
5/12/20	5/15/20	2005052	MULTI DISASTER: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4536-MS, DR-4541-TN, and DR-4542-SC for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation.Yes, I need an inspectionNo, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Reference:UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
5/12/20	5/15/20	2005055	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PRUpdates include:Language for incident period extension to address calls reporting additional damages; Page 14, Section I. Other Items to NoteProcessing RFI request; Page 25, Section III.B.1Language to clarify the service call line item will not be deducted from Home Repair awards; Pages 29, 31 & amp; 32, Section III.C.1 & amp; C.2Additional contractor questions; Page 32, Section III.C.2Clarifying calls and comment when HIS returns inspections; Page 40, Section II.C.7Processing for Single Family/Multi-Family Roads and Bridges; Page 43, Section III.C.10Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/12/20	5/15/20	2005055	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PRUpdates include:Language for incident period extension to address calls reporting additional damages; Page 14, Section I. Other Items to NoteProcessing RFI request; Page 25, Section III.B.1Language to clarify the service call line item will not be deducted from Home Repair awards; Pages 29, 31 & amp; 32, Section III.C.1 & amp; C.2Additional contractor questions; Page 32, Section III.C.2Clarifying calls and comment when HIS returns inspections; Page 40, Section II.C.7Processing for Single Family/Multi-Family Roads and Bridges; Page 43, Section III.C.10Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/12/20	5/13/20	2005056	ORACLE PATCH: SYSTEM OUTAGES	GENERAL	Some systems will be down from9:00 pm (ET) Tuesday, May 12through 6:00 am (ET) Wednesday, May 13for routine Oracle PSU patching.Registration Intake will be operational for new registrations.Call Centers should begin utilizingMW Call Center(refresh using F5)before 7:00 pm (ET) tonight.DC2 Call Center site will not work during the downtimeStaff can use both MW and DC2 Call Centers tomorrow morning after 7:00 am (ET). Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
5/12/20	5/13/20	2005056	ORACLE PATCH: SYSTEM OUTAGES	RI	Some systems will be down from9:00 pm (ET) Tuesday, May 12through 6:00 am (ET) Wednesday, May 13for routine Oracle PSU patching.Registration Intake will be operational for new registrations.Call Centers should begin utilizingMW Call Center(refresh using F5)before 7:00 pm (ET) tonight.DC2 Call Center site will not work during the downtimeStaff can use both MW and DC2 Call Centers tomorrow morning after 7:00 am (ET). Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
5/12/20	5/15/20	2005057	DR-4542-SC: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4542-SC.The additional counties in South Carolina are:Barnwell and BerkeleyRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS

5/13/20	5/18/20	2005058	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
5/13/20	5/18/20	2005058	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review and FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
5/14/20	5/18/20	2005060	LOUISIANA DECLARED FOR SBA	SBA	Louisiana has received an SBA Administrative Declaration due to Severe Storms and tornadoes. Disaster declaration number: 16452 and 16453 Incident period: 04/12/2020. Effective date: 05/13/2020 Primary Parish: Ouachita Contiguous Parishes: Caldwell, Jackson, Lincoln, Morehouse, Richland, Union. The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistant search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/15/20	5/18/20	2005061	DR-4519-OR: REGISTRATION EXTENSION	RI	The Registration Period for DR-4519-OR has been extended. The registration period now ends on July 2, 2020. Please see the DR-4519-OR Disaster Specific webpage for more information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a "Late Application". Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

5/15/20	5/20/20	2005059	UPDATE: DR-4536-MS: STATE DISASTER ASSISTANCE CENTERS	HELPLINE	Due to COVID-19 guidance, FEMA will not have staff physically in the field. Instead, the State of Mississippi has opened Disaster Assistance Centers for DR-4536-MS applicants.Mississippi Disaster Assistance Centers are staffed with State representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries and help identify resource referrals to assist in their disaster recovery.Update: All centers will permanently close as of Saturday May 23, 2020 at 12:00 pm (CT).Disaster Assistance Centers:Clarke CountyClarke County EMA, 642 South Archusa Ave, Quitman, MS 39355 Grenada CountyLouis Johnson Senior Citizen Complex, 299 South Dr. Martin Luther King Blvd, Grenada, MSJasper CountyJasper EOC, 37 D West 8th Ave, Bay Spring, MS 39422Lawrence CountyLawrence EOC, 703 Board Street, Monticello, MS 39654Panola CountyPanola County Extension Building, 394 Hwy 51 South, Batesville, MSWalthall CountyWalthall County EOC, 908 Armory Road, Tylertown, MS 39667Hours of operation:Monday: Friday: 8 am - 5 pmSaturday: 8 am - NoonSunday: Closed
5/15/20	5/20/20	2005059	UPDATE: DR-4536-MS: STATE DISASTER ASSISTANCE CENTERS	RI	Due to COVID-19 guidance, FEMA will not have staff physically in the field. Instead, the State of Mississippi has opened Disaster Assistance Centers for DR-4536-MS applicants.Mississippi Disaster Assistance Centers are staffed with State representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries and help identify resource referrals to assist in their disaster recovery.Update: All centers will permanently close as of Saturday May 23, 2020 at 12:00 pm (CT).Disaster Assistance Centers:Clarke CountyClarke County EMA, 642 South Archusa Ave, Quitman, MS 39355 Grenada CountyLouis Johnson Senior Citizen Complex, 299 South Dr. Martin Luther King Blvd, Grenada, MSJasper CountyJasper EOC, 37 D West 8th Ave, Bay Spring, MS 39422Lawrence CountyLawrence EOC, 703 Board Street, Monticello, MS 39654Panola CountyPanola County Extension Building, 394 Hwy 51 South, Batesville, MSWalthall CountyWalthall County EOC, 908 Armory Road, Tylertown, MS 39667Hours of operation:Monday: Friday: 8 am - 5 pmSaturday: 8 am - NoonSunday: Closed
5/19/20	5/25/20	2005063	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Monday, May 25, 2020ClosedIHP Helpdesk will resume normal business hours the next day.Reference: UPDATE: IHP HELPDESK HOURS OF OPERATION
5/19/20	5/22/20	2005062	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspections DSOPUpdates include:IRND auto-determination language added to clarify NOINSP_Triage Level 1 No Inspection; Page 3, Disaster Specific ApprovalsLanguage to match Policy NOINSP letter will have 15 days from end of RI period to respond; Page 3 & 5, Disaster Specific Approvals/Other Items to Note . Language for Roads/Bridges Callout for Helpline; Page 6, Other Items to Note.Third Party Inspection Request language; Page 6, Other Items to Note.“Other” residence type language; Page 9, Processing Eligibility Assistance. Single Family & Multi- Family Road/Bridges language for processing; Page 11, Processing Eligibility Assistance B.3.Clarifying questions for Multi Family Roads/Bridges; Page 11, Processing Eligibility Assistance B.3.Language on IHP program; Page 16, Appeals D. 3.Appealing above highest damage level award and destroyed; Page 18, Appeals D.7GIS_DEST language added per Replacement SOP; Page 20, Appeals D. 10. Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/19/20	5/22/20	2005064	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PRUpdates include:IRND auto-determination language added to clarify NOINSP_Triage Level 1 No Inspection; Pages 2, 3 & 5, Section I. Disaster Specific ApprovalsLanguage for Helpline - Roads and Bridges Callout; Page 15, Section I. Other Items to NoteTable for additional damages reported due to aftershocks; Page 29, Section III.B.5Language and additional clarifying questions for Single Family & Multi Family Roads and Bridges; Pages 30-33, Section III.B.6Added clarifying language on IHP program; Page 34, Section III.C.2Clarification on appeals above the highest damage level award and destroyed; Page 37, Section III.C.2Added GIST_DEST stamp language; Page 47, Section III.C.10Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/19/20	5/22/20	2005064	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PRUpdates include:IRND auto-determination language added to clarify NOINSP_Triage Level 1 No Inspection; Pages 2, 3 & 5, Section I. Disaster Specific ApprovalsLanguage for Helpline - Roads and Bridges Callout; Page 15, Section I. Other Items to NoteTable for additional damages reported due to aftershocks; Page 29, Section III.B.5Language and additional clarifying questions for Single Family & Multi Family Roads and Bridges; Pages 30-33, Section III.B.6Added clarifying language on IHP program; Page 34, Section III.C.2Clarification on appeals above the highest damage level award and destroyed; Page 37, Section III.C.2Added GIST_DEST stamp language; Page 47, Section III.C.10Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
5/20/20	5/26/20	2005066	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
5/20/20	5/26/20	2005066	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.

5/21/20	5/28/20	2005071	UPDATE: COVID-19 REMOTE INSPECTIONS	CASEWORK	To effectively and safely verify the needs of applicants during the pandemic restrictions, a Remote Inspection process has been approved to provide assistance without the need for an on-site inspection. This process is in effect from DR-4473-PR and forward until further notice.Update:EffectiveMay 20, 2020, all registrations previously determined IRND and have not received an inspection will be scripted for an initial inspection. In addition, all new registrations in which the applicant self-reports minor Level 1 damage will be automatically issued for inspection. Inspectors will contact the applicants via phone and ask questions about the type and extent of damage sustained.Ownership and occupancy will be verified by Lexis-Nexis. The inspectors will attempt to verify occupancy for Renters only. If the Lexis-Nexis verification is not available or the inspector is unable to verify occupancy for a renter, the applicant will need to submit the applicable documents. Helpline:If an applicant calls requesting information related to Inspectors contacting them to complete a remote inspection:Provide the applicant with the Inspector Name recorded in the Inspection Summary tab, Timeline in the file. Do not provide the Inspector ID.Advise the applicant the FEMA inspector can confirm the applicant’s registration number to confirm legitimacy.Casework:Damage Level Award line items have been created for awarding Real Property based on Remote Inspections. Inspectors will use traditional line items for Personal Property.The line items will be implemented for DR-4473-PR, DR-4476-TN after March 17, 2020, and any disasters declared after April 3, 2020.Applicants in an open disaster with no inspection before March 17, 2020 will receive an award based on Damage Level Award line items.Applicants in an open disaster with traditional line items in their file before March 17, 2020, will be processed on appeal with traditional line items for Real Property and Personal Property.Applicants that applied for assistance that do not require an inspection will be contacted separately via RFI letters regarding the specific type of assistance.All conditions of eligibility for IHP assistance remain unchanged by this interim policy.
5/21/20	5/28/20	2005071	UPDATE: COVID-19 REMOTE INSPECTIONS	HELPLINE	To effectively and safely verify the needs of applicants during the pandemic restrictions, a Remote Inspection process has been approved to provide assistance without the need for an on-site inspection. This process is in effect from DR-4473-PR and forward until further notice.Update:EffectiveMay 20, 2020, all registrations previously determined IRND and have not received an inspection will be scripted for an initial inspection. In addition, all new registrations in which the applicant self-reports minor Level 1 damage will be automatically issued for inspection. Inspectors will contact the applicants via phone and ask questions about the type and extent of damage sustained.Ownership and occupancy will be verified by Lexis-Nexis. The inspectors will attempt to verify occupancy for Renters only. If the Lexis-Nexis verification is not available or the inspector is unable to verify occupancy for a renter, the applicant will need to submit the applicable documents. Helpline:If an applicant calls requesting information related to Inspectors contacting them to complete a remote inspection:Provide the applicant with the Inspector Name recorded in the Inspection Summary tab, Timeline in the file. Do not provide the Inspector ID.Advise the applicant the FEMA inspector can confirm the applicant’s registration number to confirm legitimacy.Casework:Damage Level Award line items have been created for awarding Real Property based on Remote Inspections. Inspectors will use traditional line items for Personal Property.The line items will be implemented for DR-4473-PR, DR-4476-TN after March 17, 2020, and any disasters declared after April 3, 2020.Applicants in an open disaster with no inspection before March 17, 2020 will receive an award based on Damage Level Award line items.Applicants in an open disaster with traditional line items in their file before March 17, 2020, will be processed on appeal with traditional line items for Real Property and Personal Property.Applicants that applied for assistance that do not require an inspection will be contacted separately via RFI letters regarding the specific type of assistance.All conditions of eligibility for IHP assistance remain unchanged by this interim policy.
5/21/20	5/26/20	2005075	GEORGIA DECLARED FOR SBA	SBA	Georgiahhas received an SBA Administrative Declaration due to Thunderstorms, Excessive Rainfall, and Tornadoes.Disaster declaration number: 16465 and 16466Incident period: 04/12/2020 through 04/13/2020.Effective date: 05/21/2020Primary County:MurrayContiguous Counties in Georgia:Fannin, Gilmer, Gordon, WhitfieldContiguous Counties in Tennessee:Bradley, Polk.The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
5/21/20	5/26/20	2005074	MISSISSIPPI DECLARED FOR SBA	SBA	Mississippihhas received an SBA Administrative Declaration due to Severe Storms and Tornadoes.Disaster declaration number: 16463 and 16464Incident period: 04/19/2020.Effective date: 05/21/2020Primary County:MarionContiguous Counties in Mississippi:Jefferson Davis, Lamar, Lawrence, Pearl River, WalthallContiguous Counties in Louisiana:WashingtonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

5/28/20	6/2/20	2005083	SOUTH CAROLINA: COVID-19 RENTAL ASSISTANCE PROGRAM	CASEWORK	SC Thrive, a nonprofit agency, is offering a COVID-19 Rental Assistance Program. This program is designed to provide emergency rental assistance to South Carolinians facing financial hardships as a result of the coronavirus crisis, in cooperation with the South Carolina State Housing Finance and Development Authority. The program may provide emergency assistance to renters affected by shutdowns, closures, layoffs, reduced work hours, or unpaid leave due to the COVID-19 health crisis. Eligible households will receive assistance of up to \$1,500 for rent in a one-time, lump-sum payment made directly to property owners or management companies. Callers may find information and how to apply on the internet by searching: SC Thrivehttps://scthrive.org/DR-4542-SC: CTHAApplicants that meet certain criteria may be able to apply for this state funded South Carolina rental assistance program. Please review all documentation submitted and events history to avoid duplication of benefits when performing CTHA casework.
5/28/20	6/2/20	2005083	SOUTH CAROLINA: COVID-19 RENTAL ASSISTANCE PROGRAM	HELPLINE	SC Thrive, a nonprofit agency, is offering a COVID-19 Rental Assistance Program. This program is designed to provide emergency rental assistance to South Carolinians facing financial hardships as a result of the coronavirus crisis, in cooperation with the South Carolina State Housing Finance and Development Authority. The program may provide emergency assistance to renters affected by shutdowns, closures, layoffs, reduced work hours, or unpaid leave due to the COVID-19 health crisis. Eligible households will receive assistance of up to \$1,500 for rent in a one-time, lump-sum payment made directly to property owners or management companies. Callers may find information and how to apply on the internet by searching: SC Thrivehttps://scthrive.org/DR-4542-SC: CTHAApplicants that meet certain criteria may be able to apply for this state funded South Carolina rental assistance program. Please review all documentation submitted and events history to avoid duplication of benefits when performing CTHA casework.
5/28/20	5/31/20	2005084	VSR SYSTEM DOWNTIME: MAY 29 - 31, 2020	CASEWORK	The IMAST and SS-IM teams will be performing routine updates and patching on the database server starting tomorrowMay 29, 2020 7:00 am (ET) through May 31, 2020. We expect downtime during that window. These applications include: AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPhd) Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note: E-fax will be offline also. All times are approximate.
5/28/20	5/31/20	2005084	VSR SYSTEM DOWNTIME: MAY 29 - 31, 2020	GENERAL	The IMAST and SS-IM teams will be performing routine updates and patching on the database server starting tomorrowMay 29, 2020 7:00 am (ET) through May 31, 2020. We expect downtime during that window. These applications include: AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPhd) Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR) Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note: E-fax will be offline also. All times are approximate.
5/28/20	6/2/20	2005090	GETTING READY: HURRICANE PREPAREDNESS	GENERAL	It is that time of year again when people consider how they will prepare for hurricanes that may occur. The Atlantic hurricane season runs from June 1st through November 30th. VisitReady.govandNational Weather Servicefor information pertaining to Hurricane preparation. Encourage callers who want more information on how to purchase a flood insurance policy to visitFloodSmart.gov. The NFIP Help Center is available at 1-800-427-4661 or C3MP transfer/consult to the National Flood Insurance Program. Typically there is a 30 day waiting period from the date a policy is purchased and the date it goes into effect. Download theFEMA Mobile Appto receive alerts from the National Weather Service, save custom family emergency plan lists, receive maps of disaster resources, get safety tips, upload and share disaster photos and stay connected on social media and the FEMA blog. Reference: C3MP“Documents” for transfer/consult.
5/29/20	6/3/20	2005087	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473-PRRemoved Streamlined Inspections language; Page 2, Section I. Overview. Removed Helpline language referring to Streamline Inspections; Page 5, Section I. Overview. Local official statement language; Page 32 & 34, Section III. Process C.2.c & h. Read the entire DSOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
5/29/20	6/3/20	2005087	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473-PRRemoved Streamlined Inspections language; Page 2, Section I. Overview. Removed Helpline language referring to Streamline Inspections; Page 5, Section I. Overview. Local official statement language; Page 32 & 34, Section III. Process C.2.c & h. Read the entire DSOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
5/31/20	6/3/20	2005085	UPDATE: DR-4473-PR REGISTRATION EXTENSION	PUERTO RICO	The Registration Period for DR-4473-PR has been extended. The registration period now ends on July 2, 2020. The DR-4473-PR Disaster Specific webpage will be updated with this information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”. Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/31/20	6/3/20	2005085	UPDATE: DR-4473-PR REGISTRATION EXTENSION	RI	The Registration Period for DR-4473-PR has been extended. The registration period now ends on July 2, 2020. The DR-4473-PR Disaster Specific webpage will be updated with this information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”. Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

6/1/20	6/4/20	2005086	REMINDER: SBA REVIEW	SBA	The SBA REVIEW status is visible on the NEMIS Banner and reflects the referral status for review of Other Needs Assistance (ONA) eligibility. SBA loan decisions, loan amounts and Event/Reason codes are located in NEMIS. Specific FEMA review and processing decisions are based on SBA Events with Reason Codes.In Power Builder NEMIS this is on the "Overview tab";In Web NEMIS this is on the "Assistance tab";You need to highlight the line, then select "SBA Details";If a manual review of SBA dependent categories is required, NEMIS will create a work packet in the NPSC Program Review queue. A review of SBA event and reason codes will determine if the applicant may be referred for SBA dependent categories and the workpacket will be forwarded to a queue for review, or determined a non-referral.Examples:REVIEWwith SBA Event Code = 06 (Loan Declined) and Reason 22; the applicant is not eligible for SBA dependent categoriesREVIEWwith SBA Event Code = 06 (Loan Declined) and Reason 27; the applicant is eligible for SBA dependent categoriesIf a case requires clarification to ensure it is processed correctly, provide the case specific information to a Supervisor, POC, or contact the IHP Helpdesk.Note: The SBA status code CANCEL with Reason Code 12 Adverse Change;should be reviewed by FEMA as a referral for ONA assistance.Reference: SBA Referrals SOP
6/1/20	6/4/20	2005089	REMINDER: GENERATING CTHA LETTER	HELPLINE	If an applicant who received a CTHAR letter contacts FEMA and requests continued rental assistance (CTHA), manually generate the CTHA packet (Recertification & Declaration of Continued Need) for mailing. There is no need to transfer the applicants to the CTHA Helpline, or create a work packet. The CTHA packet can be created in NEMIS "Update" by FEMA Helpline.If the applicant completes and submits the CTHA packet, resulting in aContinued Rental Assistanceaward (ERCT), the next CTHA letter (CTHAO) will be mailed on the standard schedule (45 days prior to the ERCT end date).If an applicant received a RRDOC, review the letter and comment with the applicant. This will advise the applicant what is still needed forContinued Rental Assistancereview.Note: Do not generate the CTHA packet (Recertification & Declaration of Continued Need) if the applicant did not receive initial rental assistance.Reference:Helpline NPSC Caller Services Reference Guide
6/1/20	6/4/20	2005088	REMINDER: INSURANCE VERIFICATIONS FOR PROCESSING	CASEWORK	Prior to issuing an initial inspection for insured applicants, review the reported cause of damage (COD).When processing assistance related to insurance, agents are reminded to check if an insurance settlement or denial is on file for any insured line items.If insurance documents have been submitted but there is no insurance determination on file, a call to theinsurance company is requiredto verify if a claim was filed, finalized and verify any determination.Verbal statements from applicants cannot be accepted as verification of an insurance ALE, Structure or Contents denial or settlement.In order to process related assistance, one of the following items must be verified or completed:Verbal Verification with the Insurance CompanySubmitted Insurance Denial or Settlement lettersA written statement is required for the removal of an insurance typelf there is the indication of a mandatory (forced) payoff, call themortgage companyto verify terms of payoff and if funds were received by applicant after payoff.Claim Date of Loss:Applicants may have been affected by more than one storm. Please verify that the insurance settlement or denial claim date of loss is within the incident period of the specific disaster being reviewed.Reference:Insurance Processing for HA and Personal PropertyInspection Requests and Comparisons
6/2/20	6/5/20	2005091	KENTUCKY DECLARED FOR SBA	SBA	Kentuckyhas received an SBA Administrative Declaration due to Severe Storms, Flooding, Flash Flooding, Landslides and Mudslides.Disaster declaration number: 16480 and 16481Incident period: 02/03/2020 through 02/29/2020.Effective date: 06/01/2020Primary Counties: Bell, Harlan, WhitleyContiguous Counties in Kentucky: Clay, Knox, Laurel, Leslie, Letcher, McCreary, PerryContiguous Counties in Tennessee: Campbell, ClaiborneContiguous Counties in Virginia: Lee, WiseThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
6/2/20	6/5/20	2005092	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Severe Storms and Tornadoes.Disaster declaration number: 16478 and 16479Incident period: 04/22/2020Effective date: 06/01/2020Primary County: PolkContiguous Counties: Angelina, Hardin, Liberty, San Jacinto, Trinity, TylerThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

6/2/20	6/5/20	2005093	UPDATE: REMINDERS: DMARTS INDEXING	CASEWORK	When indexing it is important to review the necessary process for accurate document identification. Documents indexed incorrectly may cause a delay in the processing of assistance for applicants.Reminders:Coversheets: There can be a coversheet with instructions on it. Use the instructions to help you index correctly.Occasionally, additional comments should be entered manually in order to fully describe the documents in the set. Comments entered manually should be in all capital letters using only approved abbreviations. Always include the items selected while categorizing the document and number of pages, and routings location and instructions when requesting other Indexing actions prior to Archiving.Make sure you review all pages in the batch. Be mindful there will be instances where a batch can contain multiple types of documents.Use all available information included on the document to match it against the DMARTS Search results to help you ensure that the correct NEMIS registration is selected. Match more than one field when possible.If there is any legible information on the page, attempt to identify where the document belongs. Incomplete and illegible faxes may be caused by bad transmissions.Check for the correct registration and disaster. Some applicants may have multiple registrations in different disasters.If you see a registration number, and can see it in NEMIS as well, but the search isn't finding it, Use the "Reg not found" button. This moves the document to the bottom of the queue and gives the database time to refresh and update properly.Uploaded images: Any images reviewed by indexers can be indexed and archived.Translated documents: The Mail Operations Contractor provides translation services and includes a translation summary with documents received in a foreign language. The Translation summary can be located at the beginning of the document.Returned Mail: Can quickly be identified by the copy of the envelope included with the image where the US Postal office will indicate a reason for the returned mail. Only the cover page, a first page of the letters, and a copy of the envelope are included.Casework:During case review, look at all documents carefully to ensure all unmet needs are addressed.If staff encounters documents that have been misidentified during indexing, please correct the documents using the edit function under the correspondence tab.Reference:PPM DMARTS
6/2/20	6/5/20	2005093	UPDATE: REMINDERS: DMARTS INDEXING	GENERAL	When indexing it is important to review the necessary process for accurate document identification. Documents indexed incorrectly may cause a delay in the processing of assistance for applicants.Reminders:Coversheets: There can be a coversheet with instructions on it. Use the instructions to help you index correctly.Occasionally, additional comments should be entered manually in order to fully describe the documents in the set. Comments entered manually should be in all capital letters using only approved abbreviations. Always include the items selected while categorizing the document and number of pages, and routings location and instructions when requesting other Indexing actions prior to Archiving.Make sure you review all pages in the batch. Be mindful there will be instances where a batch can contain multiple types of documents.Use all available information included on the document to match it against the DMARTS Search results to help you ensure that the correct NEMIS registration is selected. Match more than one field when possible.If there is any legible information on the page, attempt to identify where the document belongs. Incomplete and illegible faxes may be caused by bad transmissions.Check for the correct registration and disaster. Some applicants may have multiple registrations in different disasters.If you see a registration number, and can see it in NEMIS as well, but the search isn't finding it, Use the "Reg not found" button. This moves the document to the bottom of the queue and gives the database time to refresh and update properly.Uploaded images: Any images reviewed by indexers can be indexed and archived.Translated documents: The Mail Operations Contractor provides translation services and includes a translation summary with documents received in a foreign language. The Translation summary can be located at the beginning of the document.Returned Mail: Can quickly be identified by the copy of the envelope included with the image where the US Postal office will indicate a reason for the returned mail. Only the cover page, a first page of the letters, and a copy of the envelope are included.Casework:During case review, look at all documents carefully to ensure all unmet needs are addressed.If staff encounters documents that have been misidentified during indexing, please correct the documents using the edit function under the correspondence tab.Reference:PPM DMARTS
6/2/20	6/3/20	2005094	SYSTEM DOWNTIME: JUNE 2, 2020	CASEWORK	Service Operationswill be performing server reboots tonightJune 2, 2020, 10:00 pm – 11:30 pm (ET).We expect downtime during that window for some applications and VSR applications.Registration should work but users may experience an interruption during this time.These applications include:Web NEMISAutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)DARAC / HOMESDMARTSFEMA Information and Data Analysis (FIDA)IA ADMINIHHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Inspector Suitability Tracker (STRK) Task Order Administration (TOA)Note:All times are approximate.
6/2/20	6/3/20	2005094	SYSTEM DOWNTIME: JUNE 2, 2020	HELPLINE	Service Operationswill be performing server reboots tonightJune 2, 2020, 10:00 pm – 11:30 pm (ET).We expect downtime during that window for some applications and VSR applications.Registration should work but users may experience an interruption during this time.These applications include:Web NEMISAutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)DARAC / HOMESDMARTSFEMA Information and Data Analysis (FIDA)IA ADMINIHHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Inspector Suitability Tracker (STRK) Task Order Administration (TOA)Note:All times are approximate.
6/2/20	6/4/20	2005095	UPDATE: SERVER OUTAGE: DAC RELEASE 9.09	RI	Disaster Assistance Improvement Program (DAIP) release DAC 9.09 is scheduled for8:00 am (ET) Wednesday, June 3, 2020.Registration Intake will be operational for new registrations.Update: Agents should begin utilizing MW Call Center(refresh using F5) at the beginning of their shiftThursday, June 4, 2020.Notification will be provided when staff can begin using both sites.
6/4/20	6/8/20	2005100	UPDATE: SERVER OUTAGE: DAC RELEASE 9.09 COMPLETE	RI	The Disaster Assistance Improvement Program (DAIP) release DAC 9.09 is complete.Staff can use both MW and DC2 Call Centers effective immediately.

6/5/20	6/5/20	30439	TEST DR 1763 ' IOWA	HELPLINE	.There is a Mobile Home (DHOPS) program for DR 1763 ' Iowa.If Helpline receives a call from an applicant requesting information for Mobile Homes or issues regarding an occupied Mobile Home, offer the following number to the applicant:1-866-495-5243 (DHOPS) Monday ' Friday 8:00am ' 5:00 pmor 1-866-380-0413 (Maintenance), 24 hours a day.NOTE:Do NOT give this number out to applicants in other states; they are only staffed for Iowa callers.NCT
6/5/20	6/10/20	2005099	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.
6/5/20	6/10/20	2005098	UPDATE: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the ‘Quick Links’ section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
6/5/20	6/10/20	2005098	UPDATE: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the ‘Quick Links’ section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
6/10/20	6/11/20	2005101	VSR SYSTEM DOWNTIME: JUNE 11, 2020	CASEWORK	IMAST will be performing routine maintenance on the database server starting tomorrowJune 11, 2020 5:00 am - 7:00 (ET). We expect downtime during that window.These applications include:AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR)Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note:E-fax may be offline also.All times are approximate.

6/10/20	6/11/20	2005101	VSR SYSTEM DOWNTIME: JUNE 11, 2020	GENERAL	IMAST will be performing routine maintenance on the database server starting tomorrowJune 11, 2020 5:00 am - 7:00 (ET). We expect downtime during that window.These applications include:AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR)Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note:E-fax may be offline also.All times are approximate.
6/11/20	6/16/20	2005102	REMINDER: REQUESTS FOR COPY OF FILE	HELPLINE	The applicant and co-applicant are the only authorized individuals permitted to request a copy of their case file.Refer to the guidance in theHelpline NPSC Caller Services Reference Guide,“Correspondence Issues”to request a copy of file or inspection report.Applicants need to submit a written request for a copy of their file explaining what information they want to receive. If a written request is not in file, advise applicant to submit:A written request with applicant full name (first and last),date and place of birth,current address (mailing or damaged dwelling), andrequest must be signed and mustbe notarized, orinclude the following statement: “I hereby declare under penalty of perjury that the foregoing is true and correct.”Provide the FEMA mailing address and fax number to the applicant and advise the applicant they have the option to upload the document(s) to their DAC account online.If the request is made by a third party, the applicant must provide written authorization for FEMA to release the case file to the third party and the authorization must meet the requirements listed in theWritten Consent and Sharing Applicants Information.Information provided on the written requests will be verified against information stored in NEMIS. Approved file copy requests will be mailed to the CMA in file or as indicated in request if a third party authorization is included.
6/11/20	6/16/20	2005103	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	CASEWORK	If FEMA receives a request tochangethe applicant’s name to another name orremoveone of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver’s license, passport, or birth certificate to support the need for a name change request if documents are not already in file.In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant’s name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign.There is no instance where we would removehousehold occupantsfrom the applicant’s file.Household members can beaddedto a file based on a verbal request on Helpline from the applicantas long as the person being added was an occupant of the dwelling at the time of the disasteror considers the home their primary residence (i.e., college student).Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney.There can be unique circumstances and if you have questions call the IHP Helpdesk.Reference:Helpline NPSC Caller Services Reference Guide,Written Consent and Sharing Applicants Information,DECEASED APPLICANT: REQUEST FOR NAME CHANGE
6/11/20	6/16/20	2005103	APPLICANT DATA CHANGE: ADDING, CHANGING, OR REMOVING NAMES FROM A FILE	HELPLINE	If FEMA receives a request tochangethe applicant’s name to another name orremoveone of the names on the application, FEMA requires a signed written request. The request must include documentation, such as a driver’s license, passport, or birth certificate to support the need for a name change request if documents are not already in file.In instances where the registrant is not a US citizen, non-citizen national or qualified alien, the registrant may request to change the applicant’s name to a member of the household who is a US citizen, non-citizen national or qualified alien. This member of the household could be a minor child, and in this case, the letter would need to be signed by the parent/guardian applicant and that signature would satisfy the requirement of having the minor child sign.There is no instance where we would removehousehold occupantsfrom the applicant’s file.Household members can beaddedto a file based on a verbal request on Helpline from the applicantas long as the person being added was an occupant of the dwelling at the time of the disasteror considers the home their primary residence (i.e., college student).Do not add a co-registrant if not an occupant of the dwelling. If a family member wants access to the file, they can follow written consent procedures or provide a power of attorney.There can be unique circumstances and if you have questions call the IHP Helpdesk.Reference:Helpline NPSC Caller Services Reference Guide,Written Consent and Sharing Applicants Information,DECEASED APPLICANT: REQUEST FOR NAME CHANGE
6/11/20	6/12/20	2005104	ORACLE PATCH: SYSTEM OUTAGES	RI	Some systems will be down beginning at 9:00 PM (ET) tonight, June 11th until 6:00 AM (ET) Friday, June 12thfor routine Oracle PSU patching.Registration Intake will be operational for new registrations.Call Centers should begin utilizing theMW Call Center(refresh using F5)before 8:00 pm (ET) tonight.The following functions will not work during the downtime:Disaster Assistance Improvement Program (DAIP)- DC2 environmentIntegrated Public Alert and Warning System (IPAWS)- DC2 environmentNational Fire Incident Reporting System (NFIRS) (NFIRS RPT)FEMA Service Oriented Architecture Site- DC2 environmentDAC Call Center- DC2 environmentFED App- DC2 environmentOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Staff will useDC2 Call Center(refresh using F5)tomorrow morning after 6:00 am (ET). Note:All times are approximate.
6/12/20	6/15/20	2005105	DR-4536-MS: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4536-MS isJune 15, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED

6/12/20	6/13/20	2005106	NEMIS RELEASE: JUNE 13, 2020	GENERAL	The production deployment of the IA Program Support Systems Release (IAPSS) 1.15.00.00, has been scheduled for Saturday June 13, 2020. Some systems will be down from 5:00 am through 3:00 pm (ET) Saturday, June 13, 2020 for the deployment. Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The following functions will not work during the downtime: NEMISDBIA Assistance Client ASTC WebHOMES / DARACJAVA Auto Determination (JADE) Inspection Management (IM Web) JACSMWIA2A1-NEMIS ServicesMWIA2A2-NEMIS ServicesAdmin IA / AdminWebACEDROID / ACE WebMail Utility ModuleBusRuleOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications. Note: All times are approximateHELPLINE: During the outage, Helpline and applicants will not be able to access NEMIS files. If a call is received from an applicant inquiring about their case and the application cannot be opened, please use your best customer service skills to answer all general questions. After answering all general questions, if you cannot address specific questions related to their case, please tell the applicant that our system is temporarily down and to call back after 3 pm.
6/12/20	6/13/20	2005106	NEMIS RELEASE: JUNE 13, 2020	HELPLINE	The production deployment of the IA Program Support Systems Release (IAPSS) 1.15.00.00, has been scheduled for Saturday June 13, 2020. Some systems will be down from 5:00 am through 3:00 pm (ET) Saturday, June 13, 2020 for the deployment. Registration Intake will be operational for new registrations, including online registrations at DisasterAssistance.gov. The following functions will not work during the downtime: NEMISDBIA Assistance Client ASTC WebHOMES / DARACJAVA Auto Determination (JADE) Inspection Management (IM Web) JACSMWIA2A1-NEMIS ServicesMWIA2A2-NEMIS ServicesAdmin IA / AdminWebACEDROID / ACE WebMail Utility ModuleBusRuleOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications. Note: All times are approximateHELPLINE: During the outage, Helpline and applicants will not be able to access NEMIS files. If a call is received from an applicant inquiring about their case and the application cannot be opened, please use your best customer service skills to answer all general questions. After answering all general questions, if you cannot address specific questions related to their case, please tell the applicant that our system is temporarily down and to call back after 3 pm.
6/17/20	6/19/20	2005113	ORACLE PATCH: SYSTEM OUTAGES	GENERAL	Some systems will be down beginning at 9:00 PM (ET) tonight, June 17 until 6:00 AM (ET) Thursday, June 18 for routine Oracle PSU patching and Disaster Assistance Improvement Program (DAIP) DAC 9.09.00.01 release. Registration Intake will be operational for new registrations. Call Centers should begin utilizing theMW Call Center(refresh using F5)before 8:00 pm (ET) tonight. The following functions will not work during the downtime: Disaster Assistance Improvement Program (DAIP)- DC2 environmentIntegrated Public Alert and Warning System (IPAWS)- DC2 environmentNational Fire Incident Reporting System (NFIRS) (NFIRSRPT)Service Oriented Architecture (SOA)- DC2 environmentDAC Call Center- DC2 environmentFED App- DC2 environmentOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications. Notification will be provided when staff can begin using the DC2 Call Center site. Note: All times are approximate.
6/17/20	6/19/20	2005113	ORACLE PATCH: SYSTEM OUTAGES	RI	Some systems will be down beginning at 9:00 PM (ET) tonight, June 17 until 6:00 AM (ET) Thursday, June 18 for routine Oracle PSU patching and Disaster Assistance Improvement Program (DAIP) DAC 9.09.00.01 release. Registration Intake will be operational for new registrations. Call Centers should begin utilizing theMW Call Center(refresh using F5)before 8:00 pm (ET) tonight. The following functions will not work during the downtime: Disaster Assistance Improvement Program (DAIP)- DC2 environmentIntegrated Public Alert and Warning System (IPAWS)- DC2 environmentNational Fire Incident Reporting System (NFIRS) (NFIRSRPT)Service Oriented Architecture (SOA)- DC2 environmentDAC Call Center- DC2 environmentFED App- DC2 environmentOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications. Notification will be provided when staff can begin using the DC2 Call Center site. Note: All times are approximate.
6/17/20	6/22/20	2005109	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee. Staff should never check their own case via NEMIS. Helpline: If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability. Casework: Never process your own application or the application of someone you know. Place the case on hold “Any User” with a comment that notes: Possible conflict of interest. Send an email to your supervisor or POC to request another caseworker review the case. Reminder: Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
6/17/20	6/22/20	2005109	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee. Staff should never check their own case via NEMIS. Helpline: If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability. Casework: Never process your own application or the application of someone you know. Place the case on hold “Any User” with a comment that notes: Possible conflict of interest. Send an email to your supervisor or POC to request another caseworker review the case. Reminder: Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.

6/17/20	6/22/20	#####	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	CASEWORK	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of the‘Ineligible No Relocation’ (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant’s dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant’s need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP
6/17/20	6/22/20	#####	REMINDER: POST INSPECTION REQUESTS FOR RENTAL ASSISTANCE	HELPLINE	FEMA is receiving post inspection requests for rental assistance.Verbal or written requests for Initial Rental Assistance within30days of the‘Ineligible No Relocation’ (INR)determination letter date are acceptable for processing initial Rental Assistance. If applicants satisfies this requirement, create a wp to FEMA Manual to have request reviewed, if no other workpacket exists.If an applicant contacts FEMA more than 30 days after the INR determination letter date, agents will instruct the applicant to submit a written request for Rental Assistance if not previously on file. Renters may appeal anIneligible – Home is Safe to Occupy (IID)determination by submitting a statement/ letter from their Landlord indicating the disaster related reason for relocation.This could be a disaster related eviction notice, a notice to vacate for disaster repairs, or a written statement from the landlord.The written statement from the landlord must indicate the following:Habitability repairs are required for the dwelling; orRelocation is necessary to make disaster-related repairs to surrounding areas (e.g., common areas, lobby, hallway, stairwell/elevator, etc.) of the applicant’s dwelling, causing the home to be unavailable or inaccessible.After the written statement is received, make three (3) call attempts to the Landlord to verify the applicant's need to relocate due to the disaster.If the landlord is unable to confirm the applicant’s need to relocate they will remain ineligible.An appeal inspection should be requested if three (3) call attempts to the Landlord are unsuccessful.Note: Disaster Specific Guidance may exist for some disasters.Reference:Rental Assistance SOP
6/17/20	6/20/20	2005110	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspections DSOPUpdates include:Ownership/ Occupancy verifications; Page 4, Section I: Disaster Specific ApprovalsChanging an occupant to Registrant; Page 6, Section I: Other Items to NoteIHP Max System (limit only); Page 8, Section II: Prior to ProcessingDO NOT deduct service calls from EHR awards; Page 18, Section III.D.6Processing Level 4 to Level 5 and up to the IHP max; Pages 19,20 & 21, Section III.D.6 & D.8MH/TT repair amount limits; Page 21, Section III.D.8Non-Traditional Appeals Processing; Page 21, Section III.D.9Appeal inspection returned with lower damage level; Page 22, Section III.D.10Processing replacement in cases with GIS_DEST stamp; Page 23, Section III.D.12MH/TT replacement amount limits; Page 24, Section III.D. 12Removed email to PPT language from Scenario 2; Page 26, Section IV: Appeal ExamplesAdded MH/TT Replacement amounts to Damage Level Charts; Page 31-39, Section VI: Appendix A Read the entire DSOP for additional information.Note: The previous version will be archived in the in thePPM Archive.
6/17/20	6/20/20	2005111	ARKANSAS DECLARED FOR SBA	SBA	Arkansas has received an SBA Administrative Declaration due to Severe Storms and Straight-line Winds.Disaster declaration number: 16482 and 16483Incident period: 04/12/2020.Effective date: 06/17/2020Primary Counties:JeffersonContiguous Counties:Arkansas, Cleveland, Grant, Lincoln, Lonoke, Pulaski. The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/ TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
6/17/20	6/20/20	2005112	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Pier 45 Fire.Disaster declaration number: 16484Incident period: 05/23/2020.Effective date: 06/17/2020Primary Counties:San FranciscoContiguous Counties:Alameda, Marin, San Mateo. The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

6/17/20	6/20/20	2005114	CALIFORNIA DECLARED FOR SBA	SBA	Californiah as received an SBA Administrative Declaration due to&nbsp;Civil Unrest.&nbsp;Disaster declaration number: 16485 and 16486.&nbsp;Incident period: 05/26/2020 and continuing.&nbsp;Effective date: 06/17/2020&nbsp;Primary Counties:&nbsp;Los Angeles&nbsp;Contiguous&nbsp;Counties:Kern, Orange, San Bernardino, Ventura.&nbsp;The Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.&nbsp;Agents can review this information from the SBA web site and provide callers with information and resources.&nbsp;The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/18/20	6/23/20	2005115	DR-4473-PR: DRC REOPENINGS AND APPOINTMENTS	HELPLINE	DR-4473-PR will open Disaster Recovery Centers (DRC) starting Monday, June 22, 2020 in the following locations: Ponce, Guanica and Guayanilla. Additional Disaster Recovery Centers (DRC) &nbsp;are expected to open in Ciales and San Sebastian at a later date.A Press Release and flyer will be disseminated to the public starting June 17, 2020 with notification of the reopening of DRCs, locations, hours of operation. The release also notifies survivors who need to visit a DRC to contact FEMA.These DRCs will have limited access.Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. &nbsp;Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant&rsquo;s registration.&nbsp;If an applicant calls wishing to visit a DRC, please perform a warm transfer to the &ldquo;DRC PR Workgroup&rdquo; within &ldquo;Interaction Desktop&rdquo;.Their hours of operation are Sunday thru Saturday from 7:00 AM to 11:00 PM (ET).Only transfer/consult callers interested in scheduling an appointment for a DRC visit.&nbsp;
6/18/20	6/23/20	2005115	DR-4473-PR: DRC REOPENINGS AND APPOINTMENTS	PUERTO RICO	DR-4473-PR will open Disaster Recovery Centers (DRC) starting Monday, June 22, 2020 in the following locations: Ponce, Guanica and Guayanilla. Additional Disaster Recovery Centers (DRC) &nbsp;are expected to open in Ciales and San Sebastian at a later date.A Press Release and flyer will be disseminated to the public starting June 17, 2020 with notification of the reopening of DRCs, locations, hours of operation. The release also notifies survivors who need to visit a DRC to contact FEMA.These DRCs will have limited access.Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. &nbsp;Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant&rsquo;s registration.&nbsp;If an applicant calls wishing to visit a DRC, please perform a warm transfer to the &ldquo;DRC PR Workgroup&rdquo; within &ldquo;Interaction Desktop&rdquo;.Their hours of operation are Sunday thru Saturday from 7:00 AM to 11:00 PM (ET).Only transfer/consult callers interested in scheduling an appointment for a DRC visit.&nbsp;
6/18/20	6/22/20	2005116	UPDATE: ORACLE PATCH: SYSTEM OUTAGES CONTINUING	GENERAL	Oracle PSU patching and Disaster Assistance Improvement Program (DAIP) DAC 9.09.00.01 releasewhich began Wednesday June 17, 2020 is continuing.Registration Intake will be operational for new registrations.Update: Agents should begin utilizing&nbsp;DC2 Call Center(refresh using F5) at the beginning of their shift Friday, June&nbsp;19, 2020.Notification will be provided when staff can begin using both sites.Note: All times are approximate.
6/18/20	6/22/20	2005116	UPDATE: ORACLE PATCH: SYSTEM OUTAGES CONTINUING	RI	Oracle PSU patching and Disaster Assistance Improvement Program (DAIP) DAC 9.09.00.01 releasewhich began Wednesday June 17, 2020 is continuing.Registration Intake will be operational for new registrations.Update: Agents should begin utilizing&nbsp;DC2 Call Center(refresh using F5) at the beginning of their shift Friday, June&nbsp;19, 2020.Notification will be provided when staff can begin using both sites.Note: All times are approximate.
6/19/20	6/23/20	2005117	PPM UPDATE: LODGING EXPENSE REIMBURSEMENT SOP	PPM UPDATE	This document has been updated on the PPM and is available under the &#39;Recently Updated Documents&#39; section and the appropriate category of the PPM:&nbsp;Lodging Expense Reimbursement&nbsp;Updates include:&nbsp;Table of Contents:Updated title of hyperlinks within the Examples and FAQs section.&nbsp;Section I. OverviewGuidance for applicants that do not relocate (INR determination), Page 3&nbsp;Section II. Important InformationRenters with a Repairs Made comment and forced relocation to eligibility requirements, Page 4Removed references to the Non-Referral letter, Pages 4 & 5&nbsp;Section III. ProcessRemoved information related to the Declaration and Release form, Page 6Renters with a Repairs Made comment and forced relocation to eligibility requirements, Page 6Guidance for applicants that do not relocate (INR determination), Page 7Added guidance to advise staff what can be submitted to prove exhaustion of ALE, Pages 8 & 9Added hyperlink to the signature definition, Page 8Guidance for applicants that self-report Level 1 &ndash; Minor Damage, Pages 10 & 11Removed references to the Non-Referral letter, Page 11Updated guidance to use combo decisions when occupancy or identity has failed, i.e. ILER, INONV or ILER, IIDV, Page 18Guidance for applicants that do not relocate (INR Determination), Page 18Removed information related to the Declaration and Release form, Pages 19-20&nbsp;Section IV. Examples and FAQsUpdated Scenario 3 for applicants with an INR that DO NOT request ER within 30 days, Page 24Added a new Scenario 4 for applicants with an INR that request ER within 30 days, Pages 25 & 26Added a new Scenario 9 for renters that are forced to relocate, Pages 30 & 31Updated FAQ # 2 regarding applicants that report no Home or PP damages, Page 33Updated Matrix Step # 2 with applicant&rsquo;s that do not relocate (INR determination), Page 34Added Matrix Step # 7 for renters that are forced to relocate, Page 35&nbsp;Section V. Definitions and AcronymsAdded definition for signature, Page 36&nbsp;Read the entire DSOP for additional information.Note: The previous version will be archived in the in thePPM Archive.

6/22/20	6/25/20	2005124	PPM UPDATE: DR-4473-PR DSOP	PUERTO RICO	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473-PRUpdates include:Section I. OverviewLanguage for Ownership/Occupancy, Page 2Language for Changing Registrant, Page 13Section III. ProcessLanguage for SPU to process Level 4 to 5, above 5 to IHP max & Added steps for Speed Estimating for Legacy and WebNemis; Added Route to Supervisor Review – WPP for designated staff to process, Pages 33-41Language for MH/TT repair amount to not exceed Replacement amount, Page 41Language for HIS returning Appeal inspection with lower damage level, Page 42Section IV. Examples and FAQsTable for MH/TT Replacement amounts, Page 62Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
6/23/20	6/26/20	2005125	REGISTRATION INTAKE: TRANSITION TO WEB RI LINK	RI	Effective June 23,2020 Web RI - DC2 Call Center (Texas) will no longer be active. The DC2 link has been removed from the Applicant Processing Services page, and a new link was added.Call Centers should begin utilizing Web RI, as of June 23, 2020.If previously saved as a favorite or bookmarked, staff should immediately delete the old favorite link and save the new URL.
6/23/20	6/26/20	2005126	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling ProgramUpdate:Arkansas: CCP phone and website added to document.
6/23/20	6/26/20	2005126	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling ProgramUpdate:Arkansas: CCP phone and website added to document.
6/23/20	6/26/20	2005127	REMINDER: IHP AGENT RESOURCE TOOLKIT	GENERAL	AnIHP Agent Resource Toolkitlink is available on theIndividual Assistance Preshift Notes(IAPN) banner.IHP Agent Resource Toolkit is designed to provide resources to staff across all channels who deliver basic IHP assistance.Organizes existing resources in one easy location, available to anyone working in IHP.Specially designed for contract/surge staff that need access to certain IHP links behind the FEMA firewall.IHP Agent Resource Toolkit provides frequently used documents and links sorted by topics:IHP BasicsContact CentersDRCsDSATraining
6/24/20	6/27/20	2005129	ILLINOIS DECLARED FOR SBA	SBA	Illinois has received an SBA Administrative Declaration due to Civil Unrest.Disaster declaration number: 16493 and 16494Incident period: 05/26/2020 through 06/08/2020.Effective date: 06/23/2020Primary County:CookContiguous Counties in Illinois:DuPage, Kane, Lake, McHenry and WillContiguous County in Indiana:LakeThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
6/24/20	6/27/20	2005128	TEXAS DECLARED FOR SBA	SBA	Texas has received an SBA Administrative Declaration due to Severe Storms, Flooding and a Tornado.Disaster declaration number: 16487 and 16488Incident period: 05/22/2020.Effective date: 06/23/2020Primary County:MontagueContiguous Counties in Texas:Clay, Cooke, Jack and WiseContiguous Counties in Oklahoma:Jefferson and LoveThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

6/25/20	6/25/20	2005130	SERVER OUTAGE: JUNE 25, 2020	CASEWORK	Server Maintenance will be performed tonight, June 25th beginning at 9:00 PM - 10:30 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDMARTSHOMESIA Assistance Client ASTC WebJAVA Auto Determination (JADE)WebIFMISVSR Systems will also be affected, these applications include:AutoDialer (AD)Callout and Review System (CARS) Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR)Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note:E-fax may be offline also.Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
6/25/20	6/25/20	2005130	SERVER OUTAGE: JUNE 25, 2020	HELPLINE	Server Maintenance will be performed tonight, June 25th beginning at 9:00 PM - 10:30 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDMARTSHOMESIA Assistance Client ASTC WebJAVA Auto Determination (JADE)WebIFMISVSR Systems will also be affected, these applications include:AutoDialer (AD)Callout and Review System (CARS) Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR)Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note:E-fax may be offline also.Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
6/25/20	6/25/20	2005130	SERVER OUTAGE: JUNE 25, 2020	RI	Server Maintenance will be performed tonight, June 25th beginning at 9:00 PM - 10:30 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDMARTSHOMESIA Assistance Client ASTC WebJAVA Auto Determination (JADE)WebIFMISVSR Systems will also be affected, these applications include:AutoDialer (AD)Callout and Review System (CARS) Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN) Inspection Management Review (IMR)Inspector Suitability Tracker (STRK)Task Order Administration (TOA)Note:E-fax may be offline also.Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
6/26/20	7/1/20	2005135	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Note: It is advised that applicants keep all receipts for disaster related expenses.Applicants may inquire if it is necessary to photograph their property before disposing of it.Applicants can take photos of disaster caused damages prior to clean up/removal, but taking photos would be at their discretion and expense.Inspectors are encouraged to view applicant photos but are not required to do so.Reference:EPA: Mold
6/26/20	7/1/20	2005131	DR-4542-SC: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4542-SC isJune 30, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
6/26/20	6/30/20	2005132	REMINDER: INSPECTION: LINE ITEMS NOT POPULATING	CASEWORK	Inspection Services identified a trend in some cases with a returned inspection where the damaged line items do not populate the inspection item summary tabs.It is not an Inspection issue so no FCOR is needed. The caseworker can manually address this while working the case.The damages recorded in Inspection History will need to be addedas line items. Record the name of the line itemCalculate the TOTAL QUANTITY FOR THE CAUSE OF DAMAGE (may need to calculate total when same damage recorded in more than one room)Record details about damage typeRecord if item is insured or not (or occasionally UI)Manually addall line itemswith appropriate descriptions.Prior to awarding real property line items verify if HRR = yes.Note:If Joint Option Texas ONA items are unpopulated, create a workpacket for the state to address.For FEMA option disasters with unpopulated ONA verify the SBA status.If you have difficulty contact your POC, Supervisor or the IHP Helpdesk.
6/26/20	7/5/20	2005133	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday, from Friday 07/03/2020 through Sunday 07/05/2020.DR-4473-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
6/26/20	7/5/20	2005133	HOLIDAY: DRC CLOSINGS	PUERTO RICO	Disaster Recovery Centers (DRCs) will be closed for the holiday, from Friday 07/03/2020 through Sunday 07/05/2020.DR-4473-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.

6/26/20	6/30/20	2005203	REMINDER: INSPECTION: LINE ITEMS NOT POPULATING	CASEWORK	An identified issue continues, where in some cases with a returned inspection the damaged line items do not populate the inspection item summary tabs. It is not an Inspection issue so no FCOR is needed. The caseworker can manually address this while working the case. The damages recorded in Inspection History will need to be added as line items. Record the name of the line item Calculate the TOTAL QUANTITY FOR THE CAUSE OF DAMAGE (may need to calculate total when same damage recorded in more than one room) Record details about damage type Record if item is insured or not (or occasionally UI) Manually add all line items with appropriate descriptions. Prior to awarding real property line items verify if HRR = yes. Note: If Joint Option Texas ONA items are unpopulated, create a workpacket for the state to address. For FEMA option disasters with unpopulated ONA verify the SBA status. If you have difficulty contact your POC, Supervisor or the IHP Helpdesk.
6/26/20	7/1/20	2005136	REMINDER: MOLD AND MILDEW	CASEWORK	Casework: When applicants appeal due to mold and mildew, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage. Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued. Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.). Helpline: Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew. Please refer to the Home Repair SOP (FAQs) for further information. Refer applicants to the following references for cleaning mold and mildew: EPA: Mold FEMA.gov: Mold; A Hidden Health Hazard
6/26/20	7/1/20	2005136	REMINDER: MOLD AND MILDEW	HELPLINE	Casework: When applicants appeal due to mold and mildew, a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage. Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued. Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.). Helpline: Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew. Please refer to the Home Repair SOP (FAQs) for further information. Refer applicants to the following references for cleaning mold and mildew: EPA: Mold FEMA.gov: Mold; A Hidden Health Hazard
6/26/20	7/1/20	2005134	REMINDER: PROCESSING IN CLOSED DISASTERS	CASEWORK	When processing in a Closed Disaster, staff should verify the disaster closure information on the Disaster Specific Information pages. The region de-obligates all funds the succeeding day of the IHP Financial Closure date. Therefore, if there are any cases processed after that day there are no funds available to finance for the processing of payments. Reference: Closed Disaster Processing
6/29/20	7/2/20	2005137	DR-4473-PR: REGISTRATION DEADLINE APPROACHING	PUERTO RICO	The registration deadline for DR-4473-PR is July 2, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
6/29/20	7/2/20	2005137	DR-4473-PR: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4473-PR is July 2, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
6/29/20	7/2/20	2005138	DR-4519-OR: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4519-OR is July 2, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: UPDATE: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
6/29/20	7/2/20	2005139	MICHIGAN DECLARED FOR SBA	SBA	Michigan has received an SBA Administrative Declaration due to Severe Storms and Flooding. Disaster declaration number: 16495 and 16496 Incident period: 05/18/2020 Effective date: 06/29/2020 Primary County: Muskegon Contiguous Counties: Kent, Newaygo, Oceana, Ottawa The Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go to SBA Disaster Loan Assistance to search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources. The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
6/30/20	6/30/20	27855	C	GENERAL	AMIGO

6/30/20	6/30/20	2005142	SERVER OUTAGE: JUNE 30, 2020	CASEWORK	Server Maintenance will be performed tonight, June 30th beginning at 9:00 PM - 11:00 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)IA Assistance Client ASTC WebDMARTSJAVA Auto Determination (JADE)NFIRAWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
6/30/20	6/30/20	2005142	SERVER OUTAGE: JUNE 30, 2020	HELPLINE	Server Maintenance will be performed tonight, June 30th beginning at 9:00 PM - 11:00 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)IA Assistance Client ASTC WebDMARTSJAVA Auto Determination (JADE)NFIRAWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
6/30/20	6/30/20	2005142	SERVER OUTAGE: JUNE 30, 2020	RI	Server Maintenance will be performed tonight, June 30th beginning at 9:00 PM - 11:00 PM ET.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade. The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web)Helpline lookup in the NEMIS (PowerBuilder or Web)IA Assistance Client ASTC WebDMARTSJAVA Auto Determination (JADE)NFIRAWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
7/1/20	7/7/20	2005140	Hazard Mitigation under IHP	CASEWORK	For all disasters declared on or after July 1, 2020, FEMA will include additional assistance for hazard mitigation in Home Repair Assistance awards. This assistance will allow eligible homeowners affected by a declared disaster to make repairs in ways that make their homes stronger and reduce the likelihood or damage from a future disaster.Eligible homeowners will receive additional funds for real property components that existed and were functional prior to the disaster. The additional mitigation costs will be automatically included to specific line item amounts in NEMIS. Hazard mitigation funds are subject to the Financial Housing Assistance Maximum amount of Home Repair Assistance.For this initial implementation of hazard mitigation under IHP, FEMA will provide additional funds for the following hazard mitigation measures:Roof repair able to withstand high winds and help prevent water infiltration,Elevating a water heater or furnace to avoid future flood damage, and/orElevating/Relocating a main electrical panel to avoid future flood damage.Applicants will receive a separate letter from FEMA with additional details if they receive assistance that includes funds for mitigation actions. The following are the letter codes for Hazard Mitigation:Hazard Mitigation Supplemental Letter (HMSL)Roofing Mitigation Measures Letter (HMRF)Furnace Mitigation Measures Letter (HMFU)Water Heater Mitigation Measures Letter (HMWH)The following SOPs have been recently updated to reflect additional language to include Hazard Mitigation under IHP:Home Repair Assistance - Section I. Overview, Pages 2-3IA PPM Remote Inspections - Section I. Overview, Pages 4-5Appeals Processing- Section III. Process, Page 18Codes Verification Request Letters and Assistance Types- Section I. Overview, Pages 2-3Helpline NPSC Caller Services Reference Guide¿- Section K. Other Referrals: Hazard Mitigation, Page 157
7/1/20	7/7/20	2005141	Hazard Mitigation under IHP	CASEWORK	For all disasters declared on or after July 1, 2020, FEMA will include additional assistance for hazard mitigation in Home Repair Assistance awards. This assistance will allow eligible homeowners affected by a declared disaster to make repairs in ways that make their homes stronger and reduce the likelihood or damage from a future disaster.Eligible homeowners will receive additional funds for real property components that existed and were functional prior to the disaster. The additional mitigation costs will be automatically included to specific line item amounts in NEMIS. Hazard mitigation funds are subject to the Financial Housing Assistance Maximum amount of Home Repair Assistance.For this initial implementation of hazard mitigation under IHP, FEMA will provide additional funds for the following hazard mitigation measures:Roof repair able to withstand high winds and help prevent water infiltration,Elevating a water heater or furnace to avoid future flood damage, and/orElevating/Relocating a main electrical panel to avoid future flood damage.Applicants will receive a separate letter from FEMA with additional details if they receive assistance that includes funds for mitigation actions. The following are the letter codes for Hazard Mitigation:Hazard Mitigation Supplemental Letter (HMSL)Roofing Mitigation Measures Letter (HMRF)Furnace Mitigation Measures Letter (HMFU)Water Heater Mitigation Measures Letter (HMWH)The following SOPs have been recently updated to reflect additional language to include Hazard Mitigation under IHP:Home Repair Assistance - Section I. Overview, Pages 2-3IA PPM Remote Inspections - Section I. Overview, Pages 4-5Appeals Processing- Section III. Process, Page 18Codes Verification Request Letters and Assistance Types- Section I. Overview, Pages 2-3Helpline NPSC Caller Services Reference Guide¿- Section K. Other Referrals: Hazard Mitigation, Page 157

7/9/20	7/13/20	2005148	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
7/9/20	7/13/20	2005148	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant's nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant's name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the "wrong"; file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
7/9/20	7/13/20	2005149	REMINDER: EMPLOYEE INFO IN NEMIS: CONTACTS AND COMMENTS	GENERAL	For the protection of all employees,Do Notenter any employee information into Comments and Contacts in NEMIS. If any reference must be made regarding personnel please use titles such as "Housing Officer"; or generic references such as "Customer Service Representative";, "Caseworker";, etc. Documenting employee names or other employee information in applicant files may put your co-workers at risk.Everything written into Comments and Contacts becomes aPERMANENTpart of the applicant's file and therefore public record. The information is available for the public to request and view. It is important to remain professional and neutral when adding informationto the applicant's record.Please follow all currently posted guidelines regarding comments and contacts. Please refrain from adding the following to contacts/comments:The names or other identifiable information of FEMA employeesNegative remarksabout FEMA, employees, or specific departmentsEntering personal opinions about the caseDo not copy/paste text from preshifts or other guidanceDo not copy/paste Email textlf while viewing a case an agent discovers employee information in the file, please report the case to a Supervisor, POC or IHP Helpdesk and provide the following:The Disaster and Registration NumberThe Events Log Date of the Comment/ContactThe Name to be removedNOTE: Do not give the physical address and location of FEMA facilities.The only addresses that should be shared are those related to incoming mail (mailroom) or disaster specific locations that are listed in NEMIS, such as DRC's.
7/9/20	7/13/20	2005151	IHP CORRESPONDENCE WEB PAGE	GENERAL	A newIHP Correspondenceweb page was created, where samples of all IHP letters and letters inserts are located. English and Spanish versions are available for all letters and letter inserts.Letters and letters inserts are divided by category, making it easy to search. These letters are managed by the IHP Program Management Section, Program Implementation and Support Unit.TheIHP Letters and Letter Insertslink is available on theApplicant Processing ServicesandProgram Management Sectionpages.
7/9/20	7/12/20	2005152	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due toCivil Unrest.Disaster declaration number: 16532Incident period: 05/26/2020 and continuing.Effective date: 07/07/2020Primary Counties:SacramentoContiguousCounties:Amador, Contra Costa, El Dorado, Placer, San Joaquin, Solano, Sutter, YoloThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
7/9/20	7/13/20	2005153	FEMA MAILROOM: INCORRECT ADDRESS ON IHP PAGE	HELPLINE	An incorrect address for the FEMA Mailroom has been identified on theIndividuals & Households Programpage.The zip code extension is incorrect at the bottom of the page.Developers are aware of the issue and it is pending correction.The Mailroom address is correct on applicant correspondence.Please ensure you are providing the correct address for applicants to submit documentation.Mail:FEMA - Individuals & Households ProgramNational Processing Service CenterP.O. Box 10055Hyattsville, MD 20782-8055Fax:(800) 827-8112
7/10/20	7/15/20	2005154	DR-4547-MI: NEW IA DECLARATION	RI	Michigan has a new Individual Assistance disaster declaration. DR4547 Michigan was declaredon July 9,2020.When Registration Intake is available,Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster isMay 16 - 22, 2020.Counties declared for IA:Arenac, Gladwin, Iosco, Midland, and SaginawVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theUPDATE: REMINDER: UNDECLARED DISASTERS/INCIDENTSpre shift for additional important information.Reference:DAC - Call Center RI¿

7/10/20	7/12/20	2005159	MISSOURI DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4552 Missouri has been declared for Public Assistance for Severe Storms, Tornadoes, Straight-line Winds, and Flooding that occurred May 3 - 4, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on "Navigation" and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Checkthe2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under "Disaster Resources" on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:UPDATE:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
7/10/20	7/12/20	2005160	NORTH DAKOTA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4553 North Dakota has been declared for Public Assistance for Flooding that occurred April 1 - 25, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by clicking on "Navigation" and scrolling down the menu toDisaster Declarations, or completing a search for "Disaster Declarations."Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Checkthe2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under "Disaster Resources" on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:UPDATE:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
7/10/20	7/13/20	2005161	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspection DSOPUpdates include:Section I. Overview:DR-4547-MI & DR-4548-UT, page 2.Section VII. Appendix A:Damage Level Award charts for DR-4547-MI & DR-4548-UT, pages 43 - 46.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
7/10/20	7/13/20	2005162	PPM UPDATE: GENERATOR SOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: GeneratorUpdates include:Section III. ProcessIdentity Proofing language, pages 7 & 9.Guidance to include placing a courtesy call to the applicant to confirm how the medical documentation applies to the need for a generator, pages 8 & 12.Instructions to add a contact/comment with explanation for purchase/rental of a generator, pages 8 & 12.Additional clarification that a generator must be purchased or rented due to a disruption in electrical utility service as a result of the disaster, page 8.Guidance that generators purchased during qualifying incident period requires verification of power outage, which may include utilities out at the time of inspection, page 9.Instructions when sending out an RFI: Do not set a timer for Misc/Other Generator request, page 9.Guidance for generators recorded as Misc/Other, Inspector verification ofUtilities Out = Yesis acceptable as long as generator is purchased or rented prior to inspection, page 12.Ineligible reason for denial regarding generators recorded as Misc/Other: INSS - Ineligible Insufficient Documents or No Documents Submitted, page 15.Removed language under INSS:This is the only category of ONA where the IISS letter is approved for use, page 15.Section IV. Examples and FAQsGuidance to include placing a courtesy call to the applicant to confirm how the medical documentation applies to the need for a generator, page 21.Guidance to add a contact/comment with explanation for purchase/rental of a generator, page 21. Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
7/10/20	7/14/20	2005163	UPDATE: DR-4473-PR: DRC REOPENINGS AND APPOINTMENTS	HELPLINE	DR-4473-PRopened Disaster Recovery Centers (DRC) starting Monday, June 22, 2020.A Press Release and flyer was disseminated to the public starting June 17, 2020 with notification of the reopening of DRCs, locations, hours of operation. The release also notifies survivors who need to visit a DRC to contact FEMA.These DRCs will have limited access.Update:Penuelas will open on July 14, 2020. Center will operate by appointments onlyYauco will open on July 14, 2020. Will offer both appointments as well as drive-thru services. NEMIS has been updated with the DRC information. Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant's registration.If an applicant calls wishing to visit a DRC, please perform a warm transfer to the "DRC PR Workgroup" within "Interaction Desktop".Their hours of operation are Sunday thru Saturday from 7:00 AM to 11:00 PM (ET).Only transfer/consult callers interested in scheduling an appointment for a DRC visit;

7/13/20	7/16/20	2005166	DR-4547-MI: EXTERIOR ASSESSEMENT INSPECTIONS	HELPLINE	To effectively address the needs of applicants affected by the disaster, FEMA will utilize the streamline inspection process to address applicant needs through a remote inspection phone interview.Where the applicant’s dwelling damages are severe:An onsite assessment may take place through a social distance exterior assessment by a small contingent of deployed inspectors.The exterior assessment will be performed with the applicant’s acknowledgment, however it will be completed without applicant interaction.Reference:IA PPM Remote Inspection DSOPUPDATE: COVID-19 REMOTE INSPECTIONS
7/14/20	7/17/20	2005168	DR-4473-PR: NON-CONGREGATE SHELTERING TSA ENDING	HELPLINE	Transitional Sheltering Assistance (TSA) program for DR-4473-PR end date is 7/14/2020.Applicants remaining in the hotel beyond their checkout time on Wednesday, July 15, 2020,will be responsible for any further cost.Note:This only applies to those applicants that are registered inDR-4473-PR.If the caller has an urgent need for shelter, refer them to call 2-1-1, or to check website 211.org.
7/14/20	7/17/20	2005168	DR-4473-PR: NON-CONGREGATE SHELTERING TSA ENDING	PUERTO RICO	Transitional Sheltering Assistance (TSA) program for DR-4473-PR end date is 7/14/2020.Applicants remaining in the hotel beyond their checkout time on Wednesday, July 15, 2020,will be responsible for any further cost.Note:This only applies to those applicants that are registered inDR-4473-PR.If the caller has an urgent need for shelter, refer them to call 2-1-1, or to check website 211.org.
7/14/20	7/17/20	2005167	REMINDER: DO NOT REGENERATE RECOUPMENT LETTERS	HELPLINE	Do not regenerate any letters related to an applicant’s recoupment. Regenerating these letters may restart recoupment proceedings causing a burden on applicants and staff.If an applicant calls Helpline with questions about their recoupment, please consult/transfer the caller to theRecoupment Helplineworkgroup.Recoupment Helpline:Agents may help the applicant receive copies of their previously sent recoupment letters by sending an email to the Mailroom with the appropriate request information and/or they can be advised how to request a copy of their file.References:Recoupment Helpline User’s GuideRECOUPMENT HELPLINE: WHEN TO REFER TO FEMA FINANCEREMINDER: FEMA HELPLINE: CALLS FROM APPLICANTS IN RECOUPMENT
7/15/20	7/20/20	2005169	MICROSOFT EDGE: BROWSER ISSUES	CASEWORK	Microsoft Edge may have recently downloaded and set as the default for your computers operational browser, but unfortunately Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-Desk
7/15/20	7/20/20	2005169	MICROSOFT EDGE: BROWSER ISSUES	GENERAL	Microsoft Edge may have recently downloaded and set as the default for your computers operational browser, but unfortunately Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-Desk
7/15/20	7/20/20	2005169	MICROSOFT EDGE: BROWSER ISSUES	HELPLINE	Microsoft Edge may have recently downloaded and set as the default for your computers operational browser, but unfortunately Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-Desk
7/15/20	7/20/20	2005169	MICROSOFT EDGE: BROWSER ISSUES	RI	Microsoft Edge may have recently downloaded and set as the default for your computers operational browser, but unfortunately Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-Desk
7/15/20	7/20/20	2005170	C3MP: VPN CAUSING GONE HOME STATUS	HELPLINE	C3MP may be placed in Gone Home status, without your knowledge due to a VPN disconnect/interruption, which could lead to a missed call.If this or other phone issues occur, please redo the Provisioning of your SIP Soft Phone immediately.Reference:Agents Guide to C3MP
7/15/20	7/20/20	2005170	C3MP: VPN CAUSING GONE HOME STATUS	RI	C3MP may be placed in Gone Home status, without your knowledge due to a VPN disconnect/interruption, which could lead to a missed call.If this or other phone issues occur, please redo the Provisioning of your SIP Soft Phone immediately.Reference:Agents Guide to C3MP
7/16/20	7/21/20	2005171	DR-4548-UT: SBA DIRECT CONTACT NUMBER	HELPLINE	Due to COVID-19 guidance, SBA will not have staff physically in the field. Instead, the SBA is offering a virtual presence for disaster survivors in DR-4548-UT.Only provide this Direct Contact Number to callers from DR-4548-UT with questions or that need help applying with SBA.DR-4548-UT SBA Direct Number: 916-735-1500Hours of Operation:Monday - Friday: 8:00 am - 4:30 pm (MST)E-mail:FOCWAssistance@sba.govCallers should also be provided the SBA Call Center information:SBA Call Center:1-800-659-2955 (TTY: 1-800-877-8339) Hours of operation: Monday through Sunday from 8:00 am to 8:00 pmE-mail:disastercustomerservice@sba.gov
7/16/20	7/21/20	2005171	DR-4548-UT: SBA DIRECT CONTACT NUMBER	RI	Due to COVID-19 guidance, SBA will not have staff physically in the field. Instead, the SBA is offering a virtual presence for disaster survivors in DR-4548-UT.Only provide this Direct Contact Number to callers from DR-4548-UT with questions or that need help applying with SBA.DR-4548-UT SBA Direct Number: 916-735-1500Hours of Operation:Monday - Friday: 8:00 am - 4:30 pm (MST)E-mail:FOCWAssistance@sba.govCallers should also be provided the SBA Call Center information:SBA Call Center:1-800-659-2955 (TTY: 1-800-877-8339) Hours of operation: Monday through Sunday from 8:00 am to 8:00 pmE-mail:disastercustomerservice@sba.gov

7/16/20	7/21/20	2005171	DR-4548-UT: SBA DIRECT CONTACT NUMBER	SBA	Due to COVID-19 guidance, SBA will not have staff physically in the field. Instead, the SBA is offering a virtual presence for disaster survivors in DR-4548-UT. Only provide this Direct Contact Number to callers from DR-4548-UT with questions or that need help applying with SBA. DR-4548-UT SBA Direct Number: 916-735-1500 Hours of Operation: Monday - Friday: 8:00 am - 4:30 pm (MST) E-mail: FOCWAssistance@sba.gov Callers should also be provided the SBA Call Center information: SBA Call Center: 1-800-659-2955 (TTY: 1-800-877-8339) Hours of operation: Monday through Sunday from 8:00 am to 8:00 pm E-mail: disastercustomerservice@sba.gov
7/16/20	7/19/20	2005172	ALABAMA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4555 Alabama has been declared for Public Assistance for Severe Storms, Tornadoes, Straight-line Winds, and Flooding that occurred May 27, 2020. Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by clicking on "Navigation" and scrolling down the menu to Disaster Declarations, or completing a search for "Disaster Declarations." Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: UPDATE: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
7/16/20	7/21/20	2005173	REMINDER: INSURANCE PROCESSING FOR FLOOD AND SEWER BACK UP	CASEWORK	When processing Insurance cases with Flood and/or Sewer Backup (SBU) Insurance coverage, review the Insurance Matrix to ensure a correct comparison is made between the FEMA recorded cause of damage (COD) and the applicant's reported insurance types. Homeowner's insurance policies with a Sewer Backup (SBU) rider do not typically pay for flood related damages. The applicant should be reviewed and processed for eligibility of the flood damaged line items. Flood insurance policies may pay for damages caused by sewer backup when there is an overall presence of flood. Therefore, sewer back up damages for flood policy holders will not be processed for assistance until FEMA confirms with the insurance company (either verbally or in writing) that the applicant is uninsured or underinsured for this peril/damage. Itemized breakdowns of insurance settlement information are not required, but if voluntarily submitted, should be reviewed for Duplication of Benefits (DOB) with FEMA assistance. When paying for insurable Flood damaged items and the applicant has a Flood Insurance Policy, staff are required to update the insurance designations for all eligible line items if the applicant was underinsured for flood damages. Update the Insurance Tab with the Insurance Settlement or Denial letter where Flood Insurance was noted and insurable items are being paid. Update Flood damaged Real Property items from Insured (I) to Not Insured (NI) and change Flood damaged Personal Property items from Yes to No. References: Insurance Processing for HA and Personal Property SOP Approval Queue Errors SOP REMINDER: INSURANCE VERIFICATIONS FOR PROCESSING REMINDER: HOMEOWNER'S POLICIES AND FLOOD COVERAGE
7/17/20	7/21/20	2005174	DR-4399-FL: QUESTIONS ABOUT DIRECT HOUSING EXTENSION REQUEST	HELPLINE	The State of Florida requested an extension to the DR-4399 Direct Housing program but the request has not been approved at this time. Use your best customer service skills to explain that the program has not been extended yet. If an extension is approved, applicants still occupying a FEMA THU will be sent a notification letter. Refer DR-4399-FL callers with questions regarding their direct housing to their recertification advisor at 850-914-7916. Do NOT provide this number to callers who are not currently in a DR-4399-FL FEMA THU. For more information, please review the memorandum available on the DR-4399-FL disaster specific information page. Reference: UPDATE: DR-4399-FL: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING
7/17/20	7/21/20	2005175	REMOTE INSPECTIONS: PAYING ACTUAL FOR FURNACE	CASEWORK	For DR-4547-MI and DR-4548-UT, remote inspections are not recording a Service Call line item for interior Furnace damages. Instead, inspectors will add a comment in the file stating whether the Furnace did or did not have damage. If an applicant appeals for Furnace and there is an associated inspector comment: Do NOT send for FCOR or Appeal inspection for Furnace only. An inspector comment indicating furnace damage is in lieu of the Service Call line item and sufficient to proceed with review for payment at actual cost. IA PPM Remote Inspection DSOP has been updated. Reference: IA PPM Remote Inspections DSOP PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP
7/17/20	7/21/20	2005176	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspection DSOP. Updates include: Section I. Overview: DR-4547-MI & DR-4548-UT ONLY, Housing Inspection Services (HIS) comment for interior furnace damage; page 4. Section III. Process: Returned Reinspection language, if initiated by HIS; page 10 DR-4547-MI & DR-4548-UT ONLY, HIS comment for interior furnace damage for appeals paying at actual; page 17. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
7/20/20	7/23/20	2005177	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months. DR-4413-AK ends July 31, 2020 DR-4419-AL ends September 4, 2020 DR-4420-NE ends September 21, 2020 DR-4421-IA ends September 23, 2020 DR-4429-MS ends October 23, 2020 DR-4438-OK ends December 1, 2020 DR-4440-SD ends December 7, 2020 DR-4441-AR ends December 8, 2020 Staff should verify the disaster closure information on the Disaster Specific Information pages. Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs: Continued Rental Assistance Closed Disaster Processing

7/20/20	7/23/20	#####	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4413-AK endsJuly 31, 2020DR-4419-AL endsSeptember 4, 2020DR-4420-NE endsSeptember 21, 2020DR-4421-IA endsSeptember 23, 2020DR-4429-MS endsOctober 23, 2020DR-4438-OK endsDecember 1, 2020DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
7/20/20	7/23/20	2005186	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4413-AK endsJuly 31, 2020DR-4419-AL endsSeptember 4, 2020DR-4420-NE endsSeptember 21, 2020DR-4421-IA endsSeptember 23, 2020DR-4429-MS endsOctober 23, 2020DR-4438-OK endsDecember 1, 2020DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
7/21/20	7/24/20	2005178	REMINDER CTHA: FISCAL YEAR BEGINS IN OCTOBER	CASEWORK	Fair Market Rent (FMR) rates are updated by HUD on October 1st of each year.When a Continued Rental Assistance (CTHA) cycle includes 2 fiscal years,split the work packet and process the appropriate months under each FMR rate.For CTHA eligible applicants, process the month or months for the earlier fiscal year first.Enter the appropriate dates for that fiscal year through September 30th.This work packet will be split to FEMA Approval Non-DRM.Create a new worksheet for processing the additional month(s) for the new fiscal year, beginning with October 1.The FMR is updated and new rates are loaded into NEMIS on October 1st of each year.The table for “FMRs and Utility Allowances” will be posted on the applicable Disaster Specificpage once available.Please continue using the previous fiscal year’s FMR and Utility Allowances for any eligible awards until the current FMR has been posted.In addition, staff must ensure the payment will not exceed:Three (3) advance months of available rental assistance,The 18 month program maximum for rental assistance, orThe month of the IHP Financial Closure date.If the disaster financial closure occurs before the 18 months of assistance is awarded, the applicant will only be eligible up to the end of the month the disaster closes. Staff should verify the disaster closure information on theDisaster Specificpages. Reference:Continued Rental Assistance
7/21/20	7/24/20	2005179	UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ٭٭ #39;Accessing the File and Releasing Information Procedures'.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
7/21/20	7/24/20	2005180	OHIO DECLARED FOR SBA	SBA	Ohio has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16555 and 16556Incident period: 05/18/2020 through 05/19/2020Effective date: 07/20/2020Primary County:FranklinContiguous Counties:Delaware, Fairfield, Licking, Madison, Pickaway, UnionThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/21/20	7/24/20	2005181	DR-4547-MI: MICHIGAN DOB LEGAL ACTION LETTER	HELPLINE	As a result of legal action taken by the state of Michigan against privately owned dams, some applicants in DR-4547-MI may receive funds that duplicates FEMA assistance.FEMA is sending applicants that receive IHP assistance an additional letter informing them of the possible duplication. The letter informs applicants that:By law, FEMA cannot provide assistance for losses or expenses covered by another source, such as insurance, legal action, or state and non-FEMA federal programs.If any applicants receive funds from legal action involving the damage to the home, they are required to notify FEMA of the amount of funds received and provide copies of any legal notices that describe what losses those funds are intended to cover.FEMA will review this information to determine whether any funds received from legal actions cover the same losses or expenses provided by FEMA IHP financial assistance.The letters will begin going out on July 21, 2020 and will be ongoing throughout the disaster as new applicants are identified.Note:Staff are not to do any outreach to these applicants solely based on the litigation

7/22/20	7/24/20	2005182	DR-4473-PR: TSA ENDED	HELPLINE	Transitional Sheltering Assistance (TSA) for DR-4473-PR applicants ended on7/21/2020.Applicants remaining in the hotel beyond their checkout time, on Tuesday, July 21, 2020, will be responsible for any further cost.Note:This only applies to those applicant’s that are registered inDR-4473-PR.If the caller has an urgent need for shelter, refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. These services may be found by calling2-1-1, or referring to the211.orgwebsite.
7/22/20	7/24/20	2005182	DR-4473-PR: TSA ENDED	PUERTO RICO	Transitional Sheltering Assistance (TSA) for DR-4473-PR applicants ended on7/21/2020.Applicants remaining in the hotel beyond their checkout time, on Tuesday, July 21, 2020, will be responsible for any further cost.Note:This only applies to those applicant’s that are registered inDR-4473-PR.If the caller has an urgent need for shelter, refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. These services may be found by calling2-1-1, or referring to the211.orgwebsite.
7/22/20	7/27/20	2005183	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspection DSOPUpdates include:Section I. Overview:Michigan DOB Legal Action letter and letter code; page 5.Michigan DOB Legal Action letter Helpline process; page 7.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
7/22/20	7/25/20	2005187	VSR SYSTEM UPDATE: RELEASE NOTES	GENERAL	IMAST will be performing system security release on the database server. A separate preshift will be posted once the date and time for the release downtime is confirmed.These applications include:AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Release Summary:VSR applications will now have additional functions.Security notice displays whenever a user begins a new session.Sign-out button provided in the header menu.Timeout implemented when users are inactive in the application for 15 minutes.Capability to prevent the same user from signing in to multiple sessions of the same VSR application at the same time.Remove cookies on web session termination.See Release Notes for full details:Web Sessions Management 1.0.1.0.Note:Links to a preshift may not function when embedded into a Word document. This issue is under review.Staff can use the Copy Hyperlink function in the Word document and paste into a new browser tab to get to the linked preshift ;
7/22/20	7/27/20	2005190	REMINDER: RESTRICTED PROCESSING SUBQUEUEES	CASEWORK	Please remember that some processing subqueues areonly processedby Specialized Processing Unit (SPU), Inspection Services, VANPSC Innovations or other Program Specialists.Do not process in restricted subqueues unless you have been specifically assigned to by your Supervisor or POC. When accessing FEMA Manual & FEMA Supervisor Review queues,select one of the subqueuesavailable in the drop-down selection prior to using the "Next" function. If the subqueue selection is left "blank" or if "All Subqueues" is selected, any cases within the queue becomes available when selecting "Next" in NEMIS. If unsure after accessing a work packet which queue the workpacket is in, review the Overview tab"Current Queues"to determine the current subqueue for the workpacket.Examples of restricted subqueues are:MRACongressionalFEMA Correction - restricted to Inspection Management onlyOral HearingRecoupment queues (all)Policy ReviewAutomated Support (automation only, no manual processing)In addition,PPM SOPs or DSOPsmay designate specific subqueues for processing. If you have a question before processing in a specific subqueue, call the IHP Helpdesk, or provide the case specific information to a Supervisor or POC who will review your concernReference:FEMA-IHP-Helpdesk
7/22/20	7/27/20	2005191	C3MP: MISSING CALLS ALERT	HELPLINE	A trend has been identified about agents missing calls, due to the following possible causes:Agents are not receiving the notification that a call is being received.Agents’ C3MP status appears to be in “Available”, when actually is in “Gone Home” status, causing the agent not to receive calls.Agents have missed calls due to placing their phones on mute. Resource Management Group (RGM) recommends to take the following actions:Agents need to redo the Provisioning of the SIP Soft Phone every time the VPN connection is lost, even if briefly. Agents must refer to pages 31-32 of the Agents Guide to C3MP for instructions to manually provision the headset and softphone.Periodically check to ensure that the speaker and headset have not been placed on mute accidentally. References:Agents Guide to C3MPC3MP: VPN CAUSING GONE HOME STATUS
7/22/20	7/27/20	2005191	C3MP: MISSING CALLS ALERT	RI	A trend has been identified about agents missing calls, due to the following possible causes:Agents are not receiving the notification that a call is being received.Agents’ C3MP status appears to be in “Available”, when actually is in “Gone Home” status, causing the agent not to receive calls.Agents have missed calls due to placing their phones on mute. Resource Management Group (RGM) recommends to take the following actions:Agents need to redo the Provisioning of the SIP Soft Phone every time the VPN connection is lost, even if briefly. Agents must refer to pages 31-32 of the Agents Guide to C3MP for instructions to manually provision the headset and softphone.Periodically check to ensure that the speaker and headset have not been placed on mute accidentally. References:Agents Guide to C3MPC3MP: VPN CAUSING GONE HOME STATUS
7/23/20	7/25/20	2005192	VSR SYSTEM DOWNTIME: JULY 24 - 25, 2020	GENERAL	IMAST will be performing system security release on the database server and we expect downtime during these timeframes.Dates and times for application release and downtime are:FridayJuly 24,2020 9:00 am - 11:00 am (ET).AutoDialer (AD) SaturdayJuly 25, 2020 7:00 am - 9:00 am (ET).FEMA Information and Data Analysis (FIDA)Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)SaturdayJuly 25, 2020 9:00 am - 11:00 am (ET).Callout and Review System (CARS)Customer Service Performance Application (CSPA)IHP HelpDesk Tracking Application (IHPHD)See Release Notes for full details:Web Sessions Management 1.0.1.0.Note:All times are approximate.

7/23/20	7/24/20	2005193	ORACLE PATCH: JULY 23 – 24, 2020	GENERAL	Some systems will be down from11:00 pm (ET) Thursday, July 23, 2020 through 6:00 am (ET) Friday, July 24, 2020for routine Oracle PSU patching.Registration Intake will be operational for new registrations.The following functions will not work during the downtime:Case Processing in the NEMIS (PowerBuilder or Web) Helpline lookup in the NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDAC Call Center - (MW Call Center)HOMESInspection ManagementMail Utility ModuleIA Assistance Client ASTC WebJAVA Auto Determination (JADE)Mail Utility ModuleOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
7/24/20	7/29/20	2005188	REMINDER: PROCESS ALL UNMET NEEDS	CASEWORK	Review workpackets to identify unmet needs, and address all issues.When there are multiple workpackets in a queue, remember to address all issues you are authorized to process.Do not route the work packet to complete without a thorough review.It is preferred that all outstanding issues are processed in one queue. Agents should view the events log to identify if any workpackets have been removed by manual processing; automation prior to an eligibility determination; or by the generation of request and/or notification letters. Review all documentssubmitted and the Events Log to determine if any additional issues are outstanding.Review verifications such as identity, duplication, occupancy, ownership, and insurance.Once the case review has been completed, if there are any categories that need to be addressed and the agent is not authorized to process the category or request for assistance, the existing workpacket should be split so an active workpacket becomes available in the appropriate queue, if a workpacket is not already there.Once all issues are addressed, agents should remove any extra or duplicate workpackets.Do not processLate Application, Multi-Family Road/Bridge, Pre-Recoupment, Recoupment,Boats, Funeral, Congressional, CTHA (including CTHA appeals) orFEMA Manual-Congressional sub-queue unless specifically authorized.Do not processFEMA Manual Determination-Automated Supportsub-queue or inFEMA Supervisor Review - FEMA Correctionsub-queue.There may be system limitations that will not allow all processes to be completed from one queue. Agents may be required to complete the processing of assistance in multiple queues when they are authorized to do so. The goal is to address all issues agents are authorized to process.
7/24/20	7/29/20	2005189	REMINDER: RENTERS AND GFIP VERIFICATION	HELPLINE	When aRenteris found to be eligible for insurable Other Needs Assistance (ONA) personal property in flood zone A,V, or W, damaged by Flood, a GFIP (Group Flood Insurance Policy) will be associated with the eligibility determination (EPPZ). Eligible applicants will have \$2400 withheld from their available IHP Program funds.Renters will havesix monthsfrom the date of the ONA eligibility determination letter (EPPZ) to contact FEMA and advise they are returning to the DDA and would like FEMA to purchase a Group Flood Insurance Policy on their behalf, before a policy will be purchased.Once this period has expired FEMA does not purchase the policy but the NFIRA requirement stands if they return to the DDA.GFIP Eligibilitywill outline the necessary steps to set the verification requirements,under Info Control,for the renter requested GFIP Policy.This information is also available in the Helpline NPSC Caller Services Reference Guide¿.Helpline should advise eligible Renters that they will be independently contacted by the National Flood Insurance Program.Joint Disasters:(ex: Texas Joint Option ONA)All requests or inquiries regarding Other Needs Assistance information inJoint Optiondisasters are to be referred to the appropriate State Helpline numbers. Documentation received in regard to Group Flood Insurance Policies should be referred to the appropriate State Processing Queues for review. The Joint Option Representatives will address the applicant's request for GFIP under the Other Needs Assistance program.
7/24/20	7/28/20	2005194	DR-4547-MI: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4547-MI for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation.Yes, I need an inspectionNo, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Reference:UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
7/24/20	7/27/20	2005195	LATE APPLICATIONS AFTER FILING DATE HAS ENDED	RI	In accordance with 44 CFR 206.112 (c) for Late Applications, there is a 60-day grace period for registering after the standard or extended Registration Intake (RI) application filing deadline.Please read the entireLate ApplicationSOP.During the 60-day grace period,a full registration may still be completed. Identify which disaster the applicant called to register for damages, there could be multiple events in a state.Press F8 or click Disaster Info on the Tool Bar to see the disaster information.Please do not refuse or discourage applicants from registering for disaster assistance if theRegistration Intake module is still enabled.When RI is disabled, the disaster number is not available in the dropdown for Disaster Selection.The Web RI System is set up to provide appropriate scripts and instructions for handling late applications.AFTER the 60-day grace periodnewregistrations cannot be completed.RI agents will:Inform the caller a registration cannot be completed because the deadline for disaster assistance registration passed.If requested by the applicant, FEMA will send an After Filing Deadline Grace Period (NPLATE) letter.Forward the caller’s name, mailing address, and disaster number to their Supervisor or designated POC to email a request for an NPLATE letter to theFEMA-IHP-MAILROOM.These emails do not need to go through the IHP Helpdesk. Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:Late ApplicationUPDATE: REGISTRATION INTAKE GMT FILING DEADLINE

7/24/20	7/29/20	2005196	CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier. In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety. Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller. If applicable: Ask questions left by FEMA staff member. Provide information left by FEMA staff member. Provide additional referrals. Create a contact that includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs. Record any Access and Functional Needs (AFN), or unmet needs. If callout was an unsuccessful CARS callout, transfer caller to the appropriate work group. If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance. Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed. Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide. Accessing the File and Releasing Information Procedures. Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
7/24/20	7/29/20	2005197	SYSTEM ISSUE: HA OVERMAX WITH TEMPORARY HOUSING OR ADA LINE ITEMS	CASEWORK	A system issue is preventing staff from paying Temporary Housing or ADA line items for applicants at the IHP maximum in Home Repair/Replacement. If the applicant is eligible for or already received the IHP maximum under the Housing Assistance category and additional processing is required for Temporary Housing or ADA items, then caseworkers should follow the steps below: Process the Home Repair/Replacement and route the workpacket to Approval, if not already addressed. Process the eligible Temporary Housing and/or ADA line items and place the case on "Hold - Program Review." Email the IHP Helpdesk for assistance: fema-ihphelpdesk@fema.dhs.gov and include the following: Subject: DR #, Reg #, and "System Limit Exceeded"; Body: What queue the work packet is in, a description of the request, and any processing actions pending. The Program Management Section will address this payment. Reference: Home Repair Assistance
7/27/20	7/30/20	2005198	DR-4547-MI: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on the DR-4547-MI Disaster Specific page approving an increase of the published FMR for Continued Rental Assistance. Arenac, Gladwin, Iosco, Midland, and Saginaw counties approved for this increase. An increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes. The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increase or actual rental amount, whichever is less, per the applicable guidance. Note: The CAC application will calculate and provide the increased "Approved FMR"; when the Calculate Exhaustion button is utilized, if the "FMR percent" is changed to 125 under the Current Post-Disaster Amounts section. Reference: Continued Rental Assistance
7/28/20	7/31/20	2005201	UPDATE: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, several direct housing missions have received extensions to the standard 18-month assistance period. DR-4332-TX is currently charging rent and rent collection will begin for DR-4393-NC and for DR-4407-CA in the next few months. Due to the ongoing impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of April, May, and June of 2020 for all of the above disasters. Update: Due to the continued impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of September 2020 through January 2021 for DR-4407-CA. DR-4332-TX does not require an additional suspension as the end of the period of assistance occurs on August 25, 2020, which is within the previously authorized suspension timeframe. Rent collection will resume on January 1, 2021. Applicants first rental payments following the suspension will be due on February 1, 2021. This waiver suspends rent collection only. Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue. Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case. For more information, please review the memorandum available on the Disaster Specific Information page of each disaster.
7/28/20	7/31/20	2005200	UPDATE: DR-4399-FL: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, DR-4399-FL direct housing mission received an extension to the standard 18-month assistance period. Update: Due to the continued impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of September 2020 through January 2021. Rent collection will resume on January 1, 2021. Applicants first rental payments following the suspension will be due on February 1, 2021. This waiver suspends rent collection only. Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue. Refer DR-4399-FL callers with questions regarding their direct housing to their recertification advisor at 850-914-7916. Do NOT provide this number to callers who are not currently in a DR-4399-FL FEMA THU. For more information, please review the memorandum available on the DR-4399-FL disaster specific information page.

7/28/20	7/31/20	2005199	CALIFORNIA DECLARED FOR SBA	SBA	California has received an SBA Administrative Declaration due to Niland Fire.Disaster declaration number: 16557 and 16558Incident period: 06/28/2020 through 06/29/2020Effective date: 07/27/2020Primary County:ImperialContiguous Counties in California:Riverside, San DiegoContiguous Counties in Arizona:La Paz, YumaThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
7/28/20	7/31/20	2005204	UPDATE: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, several direct housing missions have received extensions to the standard 18-month assistance period. DR-4332-TX is currently charging rent and rent collection will begin for DR-4393-NC and for DR-4407-CA in the next few months.Due to the ongoing impacts of COVID-19, FEMA is waiving FEMA THU rent collection for the months of April, May, and June of 2020 for all of the above disasters. Update:Due to the continued impacts of COVID- 19, FEMA is waiving FEMA THU rent collection for the months of September 2020 through January 2021 for DR-4407-CA.Rent collection will resume onJanuary1, 2021.Applicants first rental payments following the suspension will be due onFebruary1, 2021.Note: DR-4332-TX does not require an additional suspension as the end of the period of assistance occurs on August 25, 2020, which is within the previously authorized suspension timeframe.This waiver suspends rent collection only.Rent will not accrue during these months and will not be billed when rent collection resumes. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.For more information, please review the memorandum available on theDisaster Specific Informationpage of each disaster.
7/29/20	7/30/20	2005202	UPDATE: DR-4473-PR: DRC CLOSINGS DUE TO WEATHER	HELPLINE	Disaster Recovery Centers (DRCs) will be temporarily closed due to potential hazardous weather.Wednesday, 07/29/2020: ClosedThursday, 07/30/2020: ClosedDRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
7/29/20	7/30/20	2005202	UPDATE: DR-4473-PR: DRC CLOSINGS DUE TO WEATHER	PUERTO RICO	Disaster Recovery Centers (DRCs) will be temporarily closed due to potential hazardous weather.Wednesday, 07/29/2020: ClosedThursday, 07/30/2020: ClosedDRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
7/29/20	7/30/20	2005202	UPDATE: DR-4473-PR: DRC CLOSINGS DUE TO WEATHER	RI	Disaster Recovery Centers (DRCs) will be temporarily closed due to potential hazardous weather.Wednesday, 07/29/2020: ClosedThursday, 07/30/2020: ClosedDRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
7/30/20	8/4/20	2005206	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspection DSOPUpdates include:Section I. Overview:Language for DR-4547-MI FMR increase; page 5.Section III. Process:Language for DR-4547-MI JFO OUTREACH for furnace damages; page 18.Section VI. Appendix A:Include SBU/Seepage in Damage Level Award chart; pages 37-48.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
7/30/20	8/4/20	2005205	REMINDER: 60 DAY APPEAL DEADLINES	CASEWORK	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.

7/30/20	8/4/20	2005205	REMINDER: 60 DAY APPEAL DEADLINES	HELPLINE	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file.If there is no supporting documentation for an appeal request, a denial for the applicable reason will be used, such as IID, INPR, but a 60 day appeal denial should not be used.
8/3/20	8/6/20	2005207	REGISTRATION INTAKE: SCRIPT CHANGES	RI	The Office of Management and Budget (OMB) has approved changes to the Registration Intake (RI) script and text.These changes include:Implementation of the condensed Privacy Act Statement for Call Center.Damaged Dwelling Address screen Help Text for Internet and Call Center updated to clarify how to appropriately enter addresses based on system requirements.Removal of “at the time of the disaster” from the Financial Information Screen for Internet and Call Center. The question will now only indicate for the applicant to enter pre-disaster annual gross income.Program Management is implementing the changes and the PPM will be updated.
8/3/20	8/6/20	2005208	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Shelterstofor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:UPDATE:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
8/3/20	8/6/20	2005209	PPM UPDATE: CONTINUED RENTAL ASSISTANCE SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Continued Rental Assistance SOPUpdates include:Section III. Process:Language for Income document requirement updated for RRDOC insert consistency; Pages 10, 12, and 33Hyperlink for reference of prorated rent receipts; Page 19Guidance for processing exhaustion in Web; Pages 31, 32Section IV. Examples and FAQs:Added FAQ 3; Page 60CTHA Process Flow Chart converted to Table; Pages 66 - 69Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/3/20	8/6/20	2005210	DR-4547-MI: DOCUMENT DROP-OFF CENTER	HELPLINE	DR-4547-MI is opening a Document Drop-off Center (DDC).The DDC will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit.FEMA staff will be entering comments in NEMIS files with a summary line starting with “DDC 1…”Refer to NEMIS DR Info for information and hours of operation.
8/3/20	8/6/20	2005210	DR-4547-MI: DOCUMENT DROP-OFF CENTER	RI	DR-4547-MI is opening a Document Drop-off Center (DDC).The DDC will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit.FEMA staff will be entering comments in NEMIS files with a summary line starting with “DDC 1…”Refer to NEMIS DR Info for information and hours of operation.
8/4/20	8/7/20	2005211	MINNESOTA DECLARED FOR SBA	SBA	Minnesota has received an SBA Administrative Declaration due to Civil Unrest.Disaster declaration number: 16567 and 16568Incident period: 05/27/2020 through 06/08/2020Effective date: 08/03/2020Primary County:HennepinContiguous Counties:Anoka, Carver, Dakota, Ramsey, Scott, Sherburne, WrightThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

8/5/20	8/10/20	2005212	UPDATE: REMINDER: 60 DAY APPEAL DEADLINES	CASEWORK	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file. A call attempt to the applicant may be required to determine the reason.If there is missing information or additional documentation is needed to determine their eligibility, see IV. Examples and FAQs; Scenario 7: Late Appeal without a Reason.
8/5/20	8/10/20	2005212	UPDATE: REMINDER: 60 DAY APPEAL DEADLINES	HELPLINE	Varying circumstances may prevent an applicant from filing an appeal within the standard 60 day appeal period.After the standard 60-day appeal timeframe has expired, the applicant may still appeal if they provide supporting appeal documentationandeither awritten or verbalexplanationas to the reason they were unable to supply an appeal request in a timely manner. If the applicant provides a verbal explanation, staffMUSTrecord this in their Contact.Helpline:Helpline NPSC Caller Services Reference Guide¿includes information for1. Appeal Issues.When the applicant verbally provides a reason for the late appeal during the call, but there is no signed appeal letter in fileDocument the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTExplain the Appeals Process.When the applicant provides a verbal reason for the late appeal during the call, and the signed appeal letter has been received.If there is a workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTAdvise caller the case will be reviewed. If there is no workpacket in the appeals queue:Document the reason for the late appeal in a Contact.Summary Line: [Facility #] LATE APPEAL REQUESTCreate a new workpacket in the FEMA Appeals queue.Advise caller the case will be reviewed.Casework:SeeAppeals Processingfor additional information.When reviewing requests after 60 days have passed,agents should not automatically deny applicants because their appeal request fell outside the 60-day deadline.Agents should look for a verbal ‘LATE APPEAL REQUEST’ contact or comment in file. A call attempt to the applicant may be required to determine the reason.If there is missing information or additional documentation is needed to determine their eligibility, see IV. Examples and FAQs; Scenario 7: Late Appeal without a Reason.
8/5/20	8/10/20	2005213	WISCONSIN DECLARED FOR SBA	SBA	Wisconsin has received an SBA Administrative Declaration due to Severe Storms and Flooding.Disaster declaration number: 16569 and 16570Incident period: 06/28/2020 through 07/01/2020Effective date: 08/04/2020Primary County: Saint CroixContiguous Counties in Wisconsin: Barron, Dunn, Pierce, PolkContiguous County in Minnesota: WashingtonThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/5/20	8/10/20	2005214	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:DAC - Call Center RI SOPSection II. Process:Screenshot updated for consistency with information on Web RI; Pages 9 and 28Privacy Act text in English and Spanish updated for consistency with information on Web RI; Pages 29-33DAC Scripts and Helps SOPSection II. Process:Privacy Act text in English and Spanish updated for consistency with information on Web RI; Pages 6 and 7Read the entire SOPs for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/6/20	8/7/20	2005215	DR-4473-PR: DRCS CLOSING	HELPLINE	Disaster Recovery Centers (DRCs) are scheduled to close, as of COB 08/07/2020.Refer to NEMIS DR Info for DRC information and normal hours of operation.
8/6/20	8/7/20	2005215	DR-4473-PR: DRCS CLOSING	PUERTO RICO	Disaster Recovery Centers (DRCs) are scheduled to close, as of COB 08/07/2020.Refer to NEMIS DR Info for DRC information and normal hours of operation.
8/6/20	8/11/20	2005216	SYSTEM ISSUE: DUPLICATE PAYMENTS	CASEWORK	There have been cases identified with duplicate payments due to a system issue.The applicants affected have been contacted and requested the funds be returned. These registrations were placed on hold for NCT review until the funds have been received.Duplicated payments only appear in the Finance / Payment History Tab, not in the IH Summary. These may be shown individually or the system may have added awards together for a new total amount.Prior to processing additional awards please check the Finance Tab / Payment History to confirm the applicant has not been issued a duplicate payment. If a duplicate payment is confirmed, please email the FEMA-IHPHelpdesk.

8/6/20	8/11/20	2005217	PRIVACY ACT STATEMENT AND DECLARATION OF ELIGIBILITY	RI	TheDAC - Call Center RI SOPhas been updated to reflect the condensed version of the Privacy Act Statement and Declaration of Eligibility as approved by the Office of Management and Budget (OMB).This change has not been updated on the IVR message applicants hear while waiting for the agent. Until further notice, staff is required to read the Privacy Act Statement for each registration.Please read the Privacy Act Statement and Declaration of Eligibility slowly and clearly.If the caller does not agree to the Privacy Act Statement and Declaration of Eligibility, a registration cannot be completed.
8/7/20	8/12/20	2005218	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspection DSOPUpdates include:Section III. ProcessMichigan well guidance; page 16.Section V. Definitions and Acronyms:Definitions for finished and unfinished basements; page 37.Section VII. Appendix A:Added link in tables to basement definitions; pages 41-49.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/8/20	8/11/20	2005219	COVID-19: ONA LOST WAGES ASSISTANCE	GENERAL	To ease the economic burden for those struggling with unemployment due to the COVID-19 pandemic, supplemental assistance was authorized for Lost Wages under the Individuals and Households Program – Other Needs Assistance (ONA) provision for Lost Wages.The ONA Lost Wages assistance will be administered by States and Territories through a Grant Agreement. FEMA will not administer benefits to eligible individuals and no registrations will be taken for this assistance.States and Territories will administer the ONA Lost Wages assistance in conjunction with their respective Unemployment offices.Helpline:Callers requesting information about lost wages assistance, please refer callers to their State and Territories Unemployment offices.
8/8/20	8/11/20	2005219	COVID-19: ONA LOST WAGES ASSISTANCE	HELPLINE	To ease the economic burden for those struggling with unemployment due to the COVID-19 pandemic, supplemental assistance was authorized for Lost Wages under the Individuals and Households Program – Other Needs Assistance (ONA) provision for Lost Wages.The ONA Lost Wages assistance will be administered by States and Territories through a Grant Agreement. FEMA will not administer benefits to eligible individuals and no registrations will be taken for this assistance.States and Territories will administer the ONA Lost Wages assistance in conjunction with their respective Unemployment offices.Helpline:Callers requesting information about lost wages assistance, please refer callers to their State and Territories Unemployment offices.
8/8/20	8/11/20	2005219	COVID-19: ONA LOST WAGES ASSISTANCE	RI	To ease the economic burden for those struggling with unemployment due to the COVID-19 pandemic, supplemental assistance was authorized for Lost Wages under the Individuals and Households Program – Other Needs Assistance (ONA) provision for Lost Wages.The ONA Lost Wages assistance will be administered by States and Territories through a Grant Agreement. FEMA will not administer benefits to eligible individuals and no registrations will be taken for this assistance.States and Territories will administer the ONA Lost Wages assistance in conjunction with their respective Unemployment offices.Helpline:Callers requesting information about lost wages assistance, please refer callers to their State and Territories Unemployment offices.
8/10/20	8/13/20	2005220	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to Civil Unrest.Disaster declaration number: 16571 and 16572Incident period: 05/30/2020 through 06/08/2020Effective date: 08/07/2020Primary County:PhiladelphiaContiguous Counties in Pennsylvania:Bucks, Delaware, MontgomeryContiguous Counties in New Jersey:Burlington, Camden, GloucesterThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/10/20	8/13/20	2005221	TENNESSEE DECLARED FOR SBA	SBA	Tennessee has received an SBA Administrative Declaration due to Flooding.Disaster declaration number: 16573 and 16574Incident period: 07/01/2020Effective date: 08/07/2020Primary County:McNairyContiguous Counties in Tennessee:Chester, Hardeman, HardinContiguous County in Mississippi:AlcornThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

8/12/20	8/17/20	2005222	UPDATE: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp; These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp; All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
8/12/20	8/17/20	2005222	UPDATE: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp; These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp; All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
8/12/20	8/14/20	2005223	INDIANA DECLARED FOR SBA	SBA	Indiana has received an SBA Administrative Declaration due to&nbsp;Heavy Rainfall and Flooding.Disaster declaration number: 16575 and 16576Incident period: 06/27/2020Effective date: 08/11/2020Primary County:NewtonContiguous&nbsp;Counties in Indiana:Benton, Jasper, LakeContiguous&nbsp;Counties in Illinois:Iroquois, KankakeeThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.&nbsp;Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
8/14/20	8/18/20	2005224	IHP OFFICE OF MANAGEMENT AND BUDGET FORMS WEB PAGE	GENERAL	A newIHP Office of Management and Budget (OMB) Formsweb page was created, where samples of all current OMB forms related to IHP collections are located. &nbsp;English and Spanish versions are available for OMB forms.Forms are divided by category, making it easy to search. &nbsp;These forms are managed by the IHP Program Management Section, Program Implementation and Support UnitTheIHP Office of Management and Budget (OMB) Formslink is available on theApplicant Processing Servicespage.
8/14/20	8/17/20	2005225	FLORIDA DECLARED FOR SBA	SBA	Florida has received an SBA Administrative Declaration due to&nbsp;Flash Flooding.Disaster declaration number: 16588 and 16589Incident period: 05/26/2020 through 05/27/2020Effective date: 08/13/2020Primary County:Miami-DadeContiguous&nbsp;Counties:Broward, Collier, MonroeThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates.&nbsp;Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.

8/14/20	8/18/20	2005226	PPM UPDATE: FRAUD REVIEW SOP	PPM UPDATE	(b) (7)(E)
8/14/20	8/18/20	2005227	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4413-AK DSOPUpdates include:Section III: Process:Converted the State Inspection Foundation Line Items from a list to a table format; pages 14 - 15.Added hyperlinks to the signature definition; page 15.Section V: Definitions and Acronyms:Added definition for Signature; page 24.Added acronym for ADA; page 24.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/14/20	8/18/20	2005228	PPM UPDATE: DR-4421-IA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4421-IA DSOPUpdates include:Section III: Process:Added hyperlinks to the signature definition; pages 9 - 10.Section V: Definitions and Acronyms:Added definition for Signature; page 16.Added acronym for ADA; page 16.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/14/20	8/18/20	2005230	PPM UPDATE: DAC - CALL CENTER RI	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DAC - Call Center RIUpdates include:Table of Contents:Updated to Privacy Act and Declaration of Eligibility statement; page 1.Section II.A:Edited Figure 2 title; page 9.Section II.D.7:Removed Notice from Privacy Act reference; page 26.Section II.F.2:Updated Privacy Act and Declaration of Eligibility; page 29.Remove requirement to read the Declaration of Eligibility to every caller; page 29.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/14/20	8/18/20	2005229	PPM UPDATE: OUTBOUND CALLS AND THIRD PARTY VERIFICATIONS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Outbound Calls and Third Party VerificationsUpdates include:Suggested Wording for Callback Calls:Updated to Privacy Act and Declaration of Eligibility statement; Pages 19, 24.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/18/20	8/21/20	2005231	REMINDER: GENERATING CTHA LETTER	HELPLINE	If an applicant who received a CTHAR letter contacts FEMA and requests continued rental assistance (CTHA), manually generate the CTHA packet (Recertification – Declaration of Continued Need) for mailing. There is no need to transfer the applicants to the CTHA Helpline, or create a work packet. The CTHA packet can be created in NEMIS “Update” by FEMA Helpline.If the applicant completes and submits the CTHA packet, resulting in aContinued Rental Assistanceaward (ERCT), the next CTHA letter (CTHAO) will be mailed on the standard schedule (45 days prior to the ERCT end date).If an applicant received a RRDOC, review the letter and comment with the applicant. This will advise the applicant what is still needed forContinued Rental Assistancereview.Note: Do not generate the CTHA packet (Recertification – Declaration of Continued Need) if the applicant did not receive initial rental assistance.Reference:Helpline NPSC Caller Services Reference Guide¿
8/18/20	8/21/20	2005232	IOWA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4557 Iowa has been declared for Public Assistance for Severe Storms that occurred August 10, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:UPDATE:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

8/18/20	8/21/20	2005233	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:Child Care AssistanceSection III. Process:Hyperlinks to the signature definition; Pages 9, 12 and 26Identity proofing language; Pages 13-15Deleted I69 from the ineligibility reasons; Page 25Section IV. Examples and FAQs:Hyperlinks to the signature definition; Pages 9, 12 and 26Section V. Definitions and Acronyms:Definition of signature; Page 36Acronym for PIIFuneral AssistanceSection III. Process:Identity Proofing language; Page 8Instruction to contact the JFO to obtain the required documentation, if necessary; Page 8Identity VerificationSection I. Overview:Identity Proofing language; Pages 2-3Section II. Important Information:Identity Proofing language; Page 6Section III. Process:Identity Proofing language; Page 8Info ControlSection III. Process:Hyperlinks to the signature definition; Page 12Section V. Definitions and Acronyms:Signature definition and ADA Acronym; Page 16Added ONA Acronym; Page 17Read the entire SOPs for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/18/20	8/21/20	2005234	PENNSYLVANIA DECLARED FOR SBA	SBA	Pennsylvania has received an SBA Administrative Declaration due to Apartment Complex Fire.Disaster declaration number: 16590 and 16591Incident period: 07/31/2020Effective date: 08/17/2020Primary County:ChesterContiguous Counties in Pennsylvania:Berks, Delaware, Lancaster, MontgomeryContiguous County in DelawareNew CastleContiguous County in MarylandCecilThe Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility at disastercustomerservice@sba.gov.
8/18/20	8/21/20	2005235	SOUTH CAROLINA DECLARED FOR SBA	SBA	South Carolina has received an SBA Administrative Declaration due to Civil Unrest.Disaster declaration number: 16592Incident period: 05/28/2020 through 06/30/2020Effective date: 08/17/2020Primary County:CharlestonContiguous Counties:Berkeley, Colleton, Dorchester, GeorgetownThe Small Business Administration web page contains information regarding SBA Disaster Loans.To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/18/20	8/21/20	2005236	PPM UPDATE: RECOUPMENT	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: RecoupmentUpdates include:Section I. Overview:Timeframe for recoupments, page 4.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/19/20	8/24/20	2005237	PPM UPDATE: CODES VERIFICATIONS REQUEST LETTERS AND ASSISTANCE TYPES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Codes Verifications Request Letters and Assistance TypesUpdates include:Section III. Process:Identity Proofing language; page 5RFI / Timers section; pages 7-13Deleted language related to the Declaration and Release form; page 8Deleted information for MSIGN letters; pages 10 and 30.Added hyperlinks to the signature definition; pages 17-22, 24, 26 and 27Added INR code in Rental Assistance and Continued Rental Assistance chart; page 19Clarified that IISS is only used when processing generators; page 22Deleted IOWNV as an ineligibility code for Personal Property; page 22Added Identity Proofing status codes and definitions; page 34Section IV. Examples and FAQs:Added hyperlinks to the signature definition; page 41Section V. Definitions and Acronyms:Added definition for Signature; page 44Section VI. Related Guidance:Added hyperlinks to the Identity Verification, Medical/Dental, and Occupancy SOPs; page 46Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/19/20	8/23/20	2005238	REMINDER: PRIVACY ACT STATEMENT AND DECLARATION OF ELIGIBILITY	RI	TheDAC - Call Center RI SOPhas been updated to reflect the condensed version of the Privacy Act Statement and Declaration of Eligibility as approved by the Office of Management and Budget (OMB).This change has not been updated on the IVR message applicants hear while waiting for the agent. Until further notice, staff are required to read the Privacy Act Statement for each registration.Please read the Privacy Act Statement and Declaration of Eligibility slowly and clearly.If the caller does not agree to the Privacy Act Statement and Declaration of Eligibility, a registration cannot be completed.
8/20/20	8/25/20	2005245	NORTH CAROLINA DECLARED FOR SBA	SBA	North Carolina has received an SBA Administrative Declaration due to Hurricane Isaias.Disaster declaration number: 16599 and 16600Incident period: 08/03/2020Effective date: 08/20/2020Primary County:BertieContiguous Counties:Chowan, Halifax, Hertford, Martin, Northampton, WashingtonThe Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.

8/20/20	8/25/20	2005239	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4419-AL endsSeptember 4, 2020DR-4420-NE endsSeptember 21, 2020DR-4421-IA endsSeptember 23, 2020DR-4429-MS endsOctober 23, 2020DR-4438-OK endsDecember 1, 2020DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020DR-4447-OH endsDecember 18, 2020Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
8/20/20	8/25/20	2005240	MISSOURI DECLARED FOR SBA	SBA	Missouri has received an SBA Administrative Declaration due to Severe Storms, Flooding and Flash Flooding.Disaster declaration number: 16595 and 16596Incident period: 07/19/2020 through 07/20/2020.Effective date: 08/19/2020Primary Counties:Buchanan, ColeContiguous Counties in Missouri:Andrew, Boone, Callaway, Clinton, Dekalb, Miller, Moniteau, Osage, PlatteContiguous Counties in Kansas:Atchison, DoniphanThe Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/20/20	8/25/20	2005241	SPECIALIZED HELPLINE (TIER 2) CALL TRANSFER	HELPLINE	There are instances in which FEMA Specialized Helpline (Tier 2) agents are incorrectly refusing calls from Basic Helpline (Tier 1) agents. Basic Helpline call traffic is typically handled by Local Hires and Reservists who have limited transfer options available to them. As such, they cannot transfer calls to Recoup Helpline, Continue Temporary Housing Assistance (CTHA) Helpline, and TSA Line (when activated).Specialized Helpline agents should not attempt to coach Basic Helpline agents making transfers, nor refuse the call, as this does not help the applicant. The Specialized Helpline agent should accept the transfer, review the file, and when applicable transfer the call to the appropriate C3MP workgroup, if applicable. Reference:Agent Resource ToolkitIHP Contact Center Tiered Helpline
8/20/20	8/25/20	2005242	ILLINOIS DECLARED FOR SBA	SBA	Illinois has received an SBA Administrative Declaration due to Severe Storms and Flash Flooding.Disaster declaration number: 16597 and 16598Incident period: 07/15/2020Effective date: 08/19/2020Primary County:WoodfordContiguous Counties:La Salle, Livingston, Marshall, McLean, Peoria, TazewellThe Small Business Administration web page contains information regarding SBA Disaster Loans. To access details about a particular SBA declaration, go toSBA Disaster Loan Assistanceto search for a particular disaster. Once accessed, the page will contain a disaster drop down selection menu and a list of SBA declarations with their appropriate declaration numbers, incident type and effective dates. Agents can review this information from the SBA web site and provide callers with information and resources.The SBA Customer Service Facility number is (800) 659-2955 (TTY/TDD: 800-877-8339). The applicant may also email the SBA Customer Service facility atdisastercustomerservice@sba.gov.
8/20/20	8/24/20	2005243	DR-4413-AK: ALASKA WORKGROUP ENDED	HELPLINE	The Alaska Workgroup has ended and is no longer available to accept calls.The DSOP will be updated.Note:The IHP Financial Closure Date for DR-4413-AK was July 31, 2020.
8/20/20	8/25/20	2005244	DR-4547-MI: JFO CALLOUTS AND CALLBACK NUMBERS	HELPLINE	JFO is performing outreach to disaster survivors but some applicants may be reluctant to accept calls due to concerns of identity theft and scammers. When the JFO leaves a message they will leave the FEMA Helpline number and a local number for callback.If the applicant wants to confirm the caller is from FEMA, Helpline agents may confirm that the local number, listed below, is being used by the JFO.Do not provide these numbers to general callers from DR-4547-MI. Please review the Events log to ensure the applicant was part of a JFO callout.(989) 486-3851(989) 486-3857(989) 486-3854Reference:CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
8/21/20	8/24/20	2005246	DR-4557-IA: ADDITIONAL IA COUNTY FRN 1	RI	Additional county has been added for Individual Assistance in DR-4557-IA.The additional county in Iowa is:LinnRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
8/21/20	8/26/20	2005247	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspection DSOPUpdates include:Section VII. Appendix ADamage Level Award packages for DR-4557-IA; pages 51-53.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/21/20	8/24/20	2005248	UPDATE: PRIVACY ACT STATEMENT AND DECLARATION OF ELIGIBILITY	RI	The IVR message applicants hear while waiting for the agent is now updated with the condensed version of the Privacy Act Statement and Declaration of Eligibility, as approved by the Office of Management and Budget (OMB).Staff should resume standard registration intake guidance.Reference:DAC - Call Center RI
8/22/20	8/26/20	2005249	REMOTE INSPECTIONS: QUALITY CONTROL VERIFICATION LINE ITEMS	CASEWORK	Starting with DR-4557-IA and forward, Housing Inspection Services will use four new line items for their internal quality control process only. These line items are used in some cases to confirm that an external assessment of the damaged dwelling occurred. The new line items are: 9300 EV-19301 EV-29302 EV-39303 EV-49304 VV - Initial9305 VV - AppealThese line items carry no dollar value, may not be present in all completed inspections, and do not have any impact on the applicants IHP's eligibility decisions or awards.

8/22/20	8/26/20	2005249	REMOTE INSPECTIONS: QUALITY CONTROL VERIFICATION LINE ITEMS	GENERAL	Starting with DR-4557-IA and forward, Housing Inspection Services will use four new line items for their internal quality control process only. These line items are used in some cases to confirm that an external assessment of the damaged dwelling occurred. The new line items are: 9300; EV-19301; EV-29302; EV-39303; EV-49304; VV - Initial9305; VV - AppealThese line items carry no dollar value, may not be present in all completed inspections, and do not have any impact on the applicants IHP's eligibility decisions or awards.
8/22/20	8/27/20	2005250	TREND: DR-4547-MI PAYING AT ACTUAL COST	CASEWORK	A trend has been identified for DR-4547-MI about agents processing actual payments for foundation. Please remember the standard items that can be paid at actual are Wells, Furnaces, and Septic Systems unless a Disaster Specific is approved.TheIA PPM Remote Inspections DSOPincludes guidance for interior furnaces and wells/septic system appeal requests for payment at actual cost.Reference:IA PPM Remote Inspections DSOPREMOTE INSPECTIONS: PAYING ACTUAL FOR FURNACE
8/22/20	8/25/20	2005251	DR-4558-CA: NEW IA DECLARATION	RI	California has a new Individual Assistance disaster declaration. DR4558 California was declaredon August 22,2020.When Registration Intake is available,Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster isAugust 14, 2020 and continuing.Counties declared for IA:Lake, Napa, San Mateo, Santa Cruz, Solano, Sonoma, and YoloVisit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.All operations for IHP disaster damage inspections were suspended due to the Human Coronavirus (COVID-19). To effectively address the needs of applicants affected by the disaster, FEMA is implementing a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSrefresh for additional important information.Reference:DAC - Call Center RI&
8/24/20	8/27/20	2005252	DR-4558-CA: ADDITIONAL IA COUNTY FRN 1	RI	Additionalcounty hasbeen added for Individual Assistance in DR-4558-CA.The additional county in California is:MontereyRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference:REMINDER: UNDECLARED DISASTERS/INCIDENTS
8/25/20	8/28/20	2005253	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning August 25,2020 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Friday: 6:30 am to 11:00 pm (ET)Saturday and Sunday: 8:00 am to 11:00 pm (ET)Reference:FEMA-IHP-Helpdesk
8/26/20	8/31/20	2005254	REMINDER: CTHA HELPLINE: CALL TRANSFERS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests forContinued Rental Assistance(CTHA).Prior to attempting a transfer to the CTHA Helpline, review to make sure caller meets the transfer criteria.Perform a transfer/consult to the CTHA Helpline for callers who have:Submitted a written request for Continued Rental Assistance or a Continued Rental Assistance Appeal and the decision is pending; orBeen sent a Rental Recertification Documentation Request (RRDOC) letter and a subsequent Continued Rental Assistance decision has not been processed; orA declaration of continuing need letter/CTHA application or CTHAO letter has been sent to the applicant, and the FEMA Helpline agent is not trained to respond to basic CTHA application questions.C3MPusers, see the C3MP Transfer Handout showing how to use the C3MP screens, or contact your tech rep.Do not transfer the call to CTHA Helpline if:The call is about any decisions other than requests for Continued Rental Assistance.The Continued Rental Assistance decision is in the file and the FEMA Helpline agent is trained to respond.A landlord returnsa Continued Rental Assistance caseworker call. In this case, ask the questions left in file and email theSPU mailboxwith detailed information.Note: The CTHA Helpline is an internal helpline, do not provide SPU phone numbers or email address to callers.Reference:Call Connect ProceduresCTHA HELPLINE: CASE REVIEWS
8/26/20	8/31/20	2005255	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
8/26/20	8/31/20	2005255	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
8/26/20	8/31/20	2005256	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press "2";Text "TalkWithUs"; to 66746 (Spanish speakers text "Hablamos");From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hardof hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, orconnect with a DDH counselor via TTY at 1-800-846-8517Website:http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS

8/26/20	8/31/20	2005256	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”;Text “TalkWithUs”; to 66746 (Spanish speakers text “Hablanos”);From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:UPDATE: DISASTER SPECIFIC REFERRALS
8/26/20	8/31/20	2005257	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.The shelter information is available in a pop up for each location.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agencywebsitesor call 211for availability and services.Please notify callers to call911for medical emergencies.
8/26/20	8/31/20	2005257	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.The shelter information is available in a pop up for each location.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agencywebsitesor call 211for availability and services.Please notify callers to call911for medical emergencies.
8/26/20	8/31/20	2005272	REMINDER: CTHA HELPLINE: CALL TRANSFERS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests forContinued Rental Assistance(CTHA).Prior to attempting a transfer to the CTHA Helpline, review to make sure caller meets the transfer criteria.Perform a transfer/consult to the CTHA Helpline for callers who have:Submitted a written request for Continued Rental Assistance or a Continued Rental Assistance Appeal and the decision is pending; orBeen sent a Rental Recertification Documentation Request (RRDOC) letter and a subsequent Continued Rental Assistance decision has not been processed; orA declaration of continuing need letter/CTHA application or CTHAO letter has been sent to the applicant, and the FEMA Helpline agent is not trained to respond to basic CTHA application questions.C3MP users, see the C3MP Transfer Handout showing how to use the C3MP screens, or contact your tech rep.Do not transfer the call to CTHA Helpline if:The call is about any decisions other than requests for Continued Rental Assistance.The Continued Rental Assistance decision is in the file and the FEMA Helpline agent is trained to respond.A landlord returns;a Continued Rental Assistance caseworker call. In this case, ask the questions left in file and email theSPU mailboxwith detailed information.Note: The CTHA Helpline is an internal helpline, do not provide SPU phone numbers or email address to callers.Reference:Call Connect ProceduresCTHA HELPLINE: CASE REVIEWS
8/26/20	8/31/20	2005258	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the “Search your location” function or by clicking on “Disasters & Assistance”; and scrolling down the menu toDisaster Declarations.Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under “Disaster Resources”; on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.Note:Do not take registrations in 6500, unless specifically instructed by “Flash”; or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
8/27/20	8/31/20	2005259	PPM UPDATE: APPEAL PROCESSING	PPM UPDATE	This document has been updated on the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM:Appeal ProcessingUpdates include:Section I: Overview:Language to clarify applicants have 18 months to submit insurance documentation for Temporary Housing; Page 4.Section III: Process:Instruction to not deduct Service Call line items; Page 11, 13, 15, 17, 20, 23-25, 27, 28, 30, 33, 36.AAFIN guidance; Page 40Section IV: Examples and FAQs:Scenario 2 guidance to send an ADOC instead of generating an AAFIN letter; Page 43-44.Instruction to not deduct Service Call line items; Page 47, 59.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

8/27/20	8/31/20	2005260	PPM UPDATE: INSPECTION REQUESTS AND COMPARISONS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Inspection Requests and ComparisonsUpdates include:Section III: Process:Funeral and Moving and Storage added to the list of assistances that do not need an inspection; Page 7.IRND as a reason for manual initial inspection request; Page 11.Hyperlinks to the signature definition; Page 21.Deleted language for the I69 denial code; Page 22.WVOA ineligible reason for ONA; Page 23.Section IV: Examples and FAQs:Inspection Comparison Examples 1-8 for guidance inconsistencies; Page 28-38.Section V: Definitions and Acronyms:Signature definition; Page 39.Multiple acronyms; Page 40-41.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005261	PPM UPDATE: TRANSPORTATION AND SECOND VEHICLE REQUESTS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Transportation and Second Vehicle RequestsUpdates include:Section I: Overview:Hyperlinks to the signature definition; Page 2.Section III: Process:Identity Proofing language; Page 7; 14.Hyperlinks to the signature definition; Page 9.Language to provide explicit instructions thatALLcontacts (successful and unsuccessful) with insurance providersMUSTbe recorded as a Contact in NEMIS; Page 11.Section IV: Examples and FAQs:SBA contact info, removing Phillip Woods email; Page 34.Section V: Definitions and Acronyms:Signature definition; Page 38-39.ADA, PDL, PIP, and RFI Acronyms; Page 39-40.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005262	PPM UPDATE: DR-4558-CA DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4558 - CAread the entire DSOP for additional information.The DSOP includes guidance for:Remote Inspections processNote:Standard guidance will apply unless Disaster Specific Guidance exists.
8/27/20	8/31/20	2005263	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Insurance Processing for HA and Personal PropertyUpdates include:Section III: Process:Guidance regarding submitted insurance documents within 12 months for RP items; Page 9.“Other structures” and “fences” added as items that should be deducted from net insurance settlements; Page 12.Guidance regarding submitted insurance documents within 12 months for RP items and 18 months for Temporary Housing; Page 19-20; 22.Section IV: Examples and FAQs:Guidance regarding submitted insurance documents within 12 months for RP items and 18 months for Temporary Housing; Pages 28.Section V: Definitions and Acronyms:DOB acronym added; Page 46.I, NI, and UI acronyms removed; Page 46.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005264	PPM UPDATE: MISCELLANEOUS OTHER ITEMS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Miscellaneous Other ItemsUpdates include:Section III: Process:Identity Proofing language; Page 8-9.Section V: Definitions and Acronyms:ADA Acronym; Page 23.Section VI: Related Guidance:Multiple SOPs for reference; Page 25.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005265	PPM UPDATE: ROADS AND BRIDGES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Roads and BridgesUpdates include:Section III: Process:Hyperlinks to the signature definition; Page 8; 11; 20.Section IV: Examples and FAQs:Hyperlinks to the signature definition; Page 27.Section V: Definitions and Acronyms:Signature definition; Page 29.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005266	PPM UPDATE: FUNERAL ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Funeral AssistanceUpdates include:Section III: Process:Identity Proofing language; Page 8.Instruction to contact the JFO to obtain the required documentation, if necessary; Page 8.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005267	PPM UPDATE: IDENTITY VERIFICATION	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Identity VerificationUpdates include:Section I: Overview:Identity Proofing language; Page 2-3.Section II: Important Info:Identity Proofing language; Page 6.Section III: Process:Identity Proofing language; Page 8.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005268	PPM UPDATE: INFO CONTROL	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Info ControlUpdates include:Section III: Process:Hyperlinks to the signature definition; Page 12.Section V: Definitions and Acronyms:ADA and ONA acronyms; Page 16-17.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/27/20	8/31/20	2005270	PPM UPDATE: LATE APPLICATIONS SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Late ApplicationsUpdates include:Section I: Overview:Language regarding the postmark date for the NLATE letter; Page 3Removed “The NONREG status is visible next to HA and Other on the top right side of the National Emergency Management Information System (NEMIS) and Web NEMIS.” language; Page 3Section III: Process:Clarification depending on review authority. Also added hyperlink to refer them to that section; Page 6-7Hyperlink to the Important Info Section where it talks about the review authority; Page 8Clarified 21 day timeframe language; Page 8-10Removed “Refer to the SPU processing guidance, Late Application SOP, for additional information.”; Page 9-16:Added NPSC Review for clarification; Page 10-12Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

8/28/20	9/1/20	2005278	DR-4559-LA: NEW IA DECLARATION	RI	Louisiana has a new Individual Assistance disaster declaration. DR 4559 Louisiana was declared on August 28, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is August 22, 2020 to August 27, 2020.Counties declared for IA:Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis Parishes.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI
8/29/20	9/2/20	2005484	SPECIAL HANDLING QUERIES	CASEWORK	(b) (7)(E)
8/29/20	9/2/20	2005279	PPM UPDATE: DR-4558-CA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 - CAUpdates include:Section I: Overview:Post-inspection stamp name and changed references to Damage Level Award 1 & 2 to Fire Dmg 1 & 2 throughout to match the award table; Page 4Language on reviewing for Temporary Housing Assistance; removed references to EV/VV line items; Page 5CNA information; Page 5Section III: Process Processing information for Temporary Housing Assistance; removed references to EV/VV line items; Page 10Processing information for GIS_DEST stamps; Page 11Clarified insurance settlements must be “net” and removed references to flood insurance (INFI, INSFI); Page 17Clarified general appeals process and when to request appeal inspections; Page 18 Section IV: ExamplesClarified Scenario 1 by reiterating that the contractor’s estimates must be verified prior to payment; Page 25Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
8/29/20	9/2/20	2005280	ACCESSING INCOMPLETE REGISTRATIONS	RI	Some callers may indicate they were unable to complete a registration due to dropped calls or technical issues.To verify if an applicant's registration was saved as incomplete:Access “Registration Intake” module.Access “Incomplete Registrations” and search for the applicant in the appropriate disaster.Access the Incomplete Registration (single click) using the “Edit” button.Clicking more than once in this area may temporarily lock the registration. Click once and allow the system to access the information.Follow prompts to continue the incomplete registration.Please reviewDAC Call Center RI for additional information on “Continuing an Incomplete Registration”.Note:A callout is being performed to applicants with incomplete registrations. If you receive a return call, please access and complete the registration.
8/29/20	9/2/20	2005281	DR-4559-LA: LOCATING HOTELS	HELPLINE	Staff may receive requests for information regarding assistance locating hotels.Please advise callers to call 2-1-1 or check with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
8/29/20	9/2/20	2005281	DR-4559-LA: LOCATING HOTELS	RI	Staff may receive requests for information regarding assistance locating hotels.Please advise callers to call 2-1-1 or check with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
8/29/20	9/2/20	2005282	SPECIAL HANDLING QUERIES	CASEWORK	(b) (7)(E)

8/30/20	9/3/20	2005285	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
8/30/20	9/3/20	2005287	REMINDER: UPDATING UNKNOWN OR NO DAMAGES	HELPLINE	When applicants contact Helpline to change their home or personal property damages from Unknown to Noor Yes, agents should follow the guidance provided in Section E. Adding Individuals and Households Program (IHP) or Small Business Administration (SBA) Referrals in the Helpline NPSC Caller Services Reference Guide, and make the appropriate changes in NEMIS. Once home or personal property damages are reported: "Losses, Damages and Needs"; box Update the damage to "Yes". Check the current queues on the overview. If no workpacket (WP) exists, create a WP to FEMA Manual. If you are trained and authorized to process in FEMA Manual, address the reported damages. Notes: If an inspection is already pending, for example Inspection Triage or Being Inspected, update home/personal property damage field, but Do NOT create a WP. If SBA status is blank, check the income to determine if the applicant will be HAPP or FIT using the SBA Income Test Tables. If appropriate, add HAPP status and inform caller of ways to apply for SBA. References: NonReferral Applicants SOP SBA Referrals SOP
8/30/20	9/4/20	2005286	REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES	RI	Registration Intake (RI) Agents are reminded to take all registrations regardless of eligibility for callers in the declared state or territory. Do not discuss eligibility with applicants during the RI process. Do not tell callers they have to apply with insurance or SBA prior to registering with FEMA. Do not tell callers that you cannot complete their registration due to eligibility reasons, such as being in an undesignated county, failed verifications, or duplication with another applicant. If a declared state or territory has an active registration period: Do take all registrations from applicants within that state or territory. Do take all registrations from applicants in that state's zip code regardless of individual area designation. Do record the correct date of loss when taking a registration in a declared state. If the applicant states that the loss occurred outside the designated incident period, take the registration and enter the date of loss the caller provides. If the damage type is not listed: Click the "Other damage not listed here"; checkbox and click the Next button. The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected disaster. Reference: DAC - Call Center RI
8/30/20	9/2/20	2005288	DR-4559-LA: ADDITIONAL IA PARISH FRN 1	RI	Additional Parish has been added for Individual Assistance in DR-4559-LA. The additional Parish in Louisiana is: Vernon. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
8/31/20	9/5/20	2005289	C3MP: CALLBACK FEATURE ACTIVATED FOR RI	RI	The C3MP Callback feature will be activated Monday, August 31, 2020. This feature allows callers the option to leave their phone number with the system, and it will hold their place in the queue for the next available agent. An agent will call the applicant to register for disaster assistance. If the applicant is not comfortable providing the necessary registration information, the agent will advise the applicant it will be necessary to call 800-621-3362 to register for FEMA assistance. Please utilize your best customer service skills and provide referrals for inquiries the caller may have. NOTE: Agents should treat callbacks as outbound phone calls and ensure that they follow the Outbound Calls and Third Party Verifications SOP. References: C3MP Callback Briefing Job Aid
8/31/20	9/3/20	2005290	PPM UPDATE: IA PPM REMOTE INSPECTION DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspection DSOP. Updates include: Section I: Overview; DR-4559-LA; Page 2. Section VII. Appendix A: DR-4559-LA Damage Level Award chart; Page 56. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.

8/31/20	9/3/20	2005291	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	HELPLINE	Do not share the IHP Helpdesk number or email address with applicants and/or general public. These are internal communication resources that are intended for FEMA staff only. FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance. Staff should not transfer applicants directly to the IHP Helpdesk. If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362. Reference: FEMA-IHP-Helpdesk
8/31/20	9/3/20	2005291	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	RI	Do not share the IHP Helpdesk number or email address with applicants and/or general public. These are internal communication resources that are intended for FEMA staff only. FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance. Staff should not transfer applicants directly to the IHP Helpdesk. If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362. Reference: FEMA-IHP-Helpdesk
8/31/20	9/4/20	2005292	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	If callers have questions about the disasterassistance.gov website, direct the caller to the "Help" tab on www.disasterassistance.gov which includes Frequently Asked Questions (FAQs). DO NOT transfer any call to the Internet Helpdesk (IHD) until you have: Accessed the NEMIS File. Verified all of the applicant's information including the complete social security number. Verified the Date of Birth is accurate. Verify and update the email address if caller has not received their emails. Verified the applicant is IDV PASS in the Registration Status box, as IDV_FAILED applicants will NOT be able to create an online account (DAC). Answered questions about the Individuals and Households Program (IHP). Made the appropriate contact or comment. ALL of the steps above MUST be completed prior to transferring. Agents will only transfer callers to IHD for technical DAC issues such as the following: Reset passwords (locked accounts) PIN reset IHD will need to re-verify caller information, including Date of Birth and complete Social Security Number. TRANSFER PROCEDURES: For C3MP consult/transfer the call to the ESD IHD IT workgroup. Contract Call Centers should dial the public number 1-800-745-0243. Never transfer callers to FEMA's internal Enterprise Service Desk (ESD). See Guide for Creating an Account & Uploading Documents available in the IHP Agent Resource Toolkit to assist applicants in uploading documents to DAC. There is no need to transfer these calls. Helpline NPSC Caller Services Reference Guide will be updated. Reference: Helpline NPSC Caller Services Reference Guide
8/31/20	9/4/20	2005293	REMINDER: INFORM CALLERS OF DAC ACCOUNT BENEFITS	HELPLINE	During RI and Helpline contacts, please remember to stress to applicants the value of setting up an online DAC account. If the applicant's identity verification passed at RI, they can set up an account. If they previously created an online account for another disaster, they can use that same account to view current disaster information. Applicants can access www.disasterassistance.gov from a computer, tablet or smartphone. Create an online account by selecting "Check Status". Use the same email provided at time of RI. A PIN will be sent to the email address entered when creating the account. A one-time secure access code is required to access the account. Remind applicants to check their "Junk" or "Spam" email folder for mail from FEMA. The code is required each time the account is accessed. It will be sent via email, text, or voice phone call. A DAC ACN letter will notify existing accounts of this change. Applicants with an online account can do many things, such as: Check the status of the application and inspection. Update personal information, such as current mailing address and phone number. Upload important documents. Securely view messages from FEMA. Access a 24/7 FEMA Internet Helpdesk for online DAC account issues such as password resets. When hold times are long many applicants may be able to update their file or get the answer they need through an online account.
8/31/20	9/4/20	2005293	REMINDER: INFORM CALLERS OF DAC ACCOUNT BENEFITS	RI	During RI and Helpline contacts, please remember to stress to applicants the value of setting up an online DAC account. If the applicant's identity verification passed at RI, they can set up an account. If they previously created an online account for another disaster, they can use that same account to view current disaster information. Applicants can access www.disasterassistance.gov from a computer, tablet or smartphone. Create an online account by selecting "Check Status". Use the same email provided at time of RI. A PIN will be sent to the email address entered when creating the account. A one-time secure access code is required to access the account. Remind applicants to check their "Junk" or "Spam" email folder for mail from FEMA. The code is required each time the account is accessed. It will be sent via email, text, or voice phone call. A DAC ACN letter will notify existing accounts of this change. Applicants with an online account can do many things, such as: Check the status of the application and inspection. Update personal information, such as current mailing address and phone number. Upload important documents. Securely view messages from FEMA. Access a 24/7 FEMA Internet Helpdesk for online DAC account issues such as password resets. When hold times are long many applicants may be able to update their file or get the answer they need through an online account.
8/31/20	9/3/20	2005295	REMINDER: DISASTER SURVIVOR ASSISTANCE TEAM (DSAT)	RI	A trend has been identified where staff are selecting "I am a DSAT Agent" while performing Registration Intake. Please do not select the "I am a DSAT Agent" radio button if you are not currently deployed or activated as a DSAT (Disaster Survivor Assistance Teams) member. FEMA DSAT operates in some areas with limited wireless connectivity. DSATs assist with registrations, applicant status checks, on-the-spot needs assessment and assistance in supplying referral information for Federal, State, Tribal, local and non-government entities offering survivor services. DSA staff identify their comment in the same manner as facilities do with the numeric identifier of "95"; before their summary line. If agents see this identifier, it is due to an action or result of the interaction of a DSAT member. Reference: DAC - Call Center RI

8/31/20	9/4/20	2005294	REPORTING POTENTIAL IDENTITY THEFT: PSBR LETTER CLARIFICATION	HELPLINE	Please follow the guidance in theFraud Review SOPfor reporting possible identity theft.If an applicant received the PSBR Letter and indicates their registration isvalid,no further action is required.DO NOTsend an email to FEMA-IHP-IDReview or FEMA-IHP-Helpdesk.DO NOTask the applicant to send Identity Documents. Simply enter the Contact/Comment in the Events Log that the registration is Valid. If an applicant indicates they did not register and theydo not wish to apply, send an email to FEMA-IHP-IDReview explaining the circumstance.DO NOTask the applicant to send identity verification documents.If an applicant is unable to register due to identity theft andwishes to apply, send an email to the FEMA-IHP-IDReview mailbox explaining the circumstance and ask the applicant to fax Identity Documents to 540-504-2266.When sending an email to FEMA-IHP-IDReview, pleaseexplain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply. Include the following information:Disaster numberExisting Registration numberApplicant nameApplicant contact informationCircumstanceOnlyemail the FEMA-IHP-Helpdesk if you find avalidregistration that has been locked.DO NOTcopy the FEMA-IHP-Helpdesk on emails sent to the FEMA-IHP-IDReview mailbox.DO NOT send any emails to the FEMA-OCSS-Tipline mailbox.Reference:IDENTITY REVIEW HELPLINE DISCONNECTED
8/31/20	9/4/20	2005297	TEXAS: LOCATING HOTELS	HELPLINE	Staff may receive requests for information regarding assistance locating hotels in Texas.Please advise callers to:Call 877-541-7905,Call 2-1-1 or visithttp://www.211.org/, orCheck with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
8/31/20	9/4/20	2005297	TEXAS: LOCATING HOTELS	RI	Staff may receive requests for information regarding assistance locating hotels in Texas.Please advise callers to:Call 877-541-7905,Call 2-1-1 or visithttp://www.211.org/, orCheck with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
8/31/20	9/4/20	2005296	UPDATE: DR-4559-LA: LOCATING HOTELS	HELPLINE	Staff may receive requests for information regarding assistance locating hotels in Louisiana.Please advise callers to:Text “lshelter” to 898211,Call 2-1-1 or visithttp://www.211.org/, orlf LA resident evacuees are out of state, they should asked to be transferred to LA 2-1-1 network for sheltering information.The 2-1-1 network in SW LA is still in outage status or unstable due to power outages.Check with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
8/31/20	9/4/20	2005296	UPDATE: DR-4559-LA: LOCATING HOTELS	RI	Staff may receive requests for information regarding assistance locating hotels in Louisiana.Please advise callers to:Text “lshelter” to 898211,Call 2-1-1 or visithttp://www.211.org/, orlf LA resident evacuees are out of state, they should asked to be transferred to LA 2-1-1 network for sheltering information.The 2-1-1 network in SW LA is still in outage status or unstable due to power outages.Check with the local emergency management agency websites for additional information or services.Reference:REMINDER: 2-1-1 REFERRAL SERVICE
9/1/20	9/4/20	2005298	DR-4559-LA: ADDITIONAL IA PARISHES FRN 2	RI	Additional Parishes have been added for Individual Assistance in DR-4559-LA.The additional Parishes in Louisiana are:Acadia, Ouchita, and VermillionRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/1/20	9/4/20	2005301	DR-4559-LA: CRITICAL NEEDS ASSISTANCE (CNA)	HELPLINE	Critical Needs Assistance (CNA) has been approved for eligible applicants in DR-4559-LA for the initial 14 day period from the date of declaration. Eligible parishes includeCameron, Beauregard, Calcasieu, Jefferson Davis, Vernon, and Allen.The award will be a one-time fixed amount of \$500.00 per household provided under ONA as ECNA for immediate or critical needs. Immediate or critical needs are life-saving and life-sustaining items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.Registrations must meet the specific criteria, the award is paidvia script.No manual processing will be done for this type of assistance.Do not escalate these cases to the IHP Helpdesk if they did not receive the scripted award. There is no ineligible letter and there is no appeal for the expedited award.The Authorization Memorandum is located on theDR-4559-LADisaster Specific Page and includesallof the eligibility criteria.
9/1/20	9/4/20	2005300	PPM UPDATE: CALL CONNECT PROCEDURES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Call Connect ProceduresUpdates include:Section II: PROCESS:Added from Helpline "to" Registration Intake; Page 3.Internet Helpdesk phone number; Page 4.Internet Helpdesk workgroup name in C3MP; Page 4.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/1/20	9/4/20	2005299	PPM UPDATE: DR-4558-CA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 - CAUpdates include:Section I: Overview:Stamp for cases that return with a destroyed damage level post-inspection; Page 4.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

9/1/20	9/4/20	2005325	DR-4559-LA: CRITICAL NEEDS ASSISTANCE (CNA)	HELPLINE	Critical Needs Assistance (CNA) has been approved for eligible applicants in DR-4559-LA for the initial 14 day period from the date of declaration. Eligible parishes includeCameron, Beauregard, Calcasieu, Jefferson Davis, Vernon, and Allen.The award will be a one-time fixed amount of \$500.00 per household provided under ONA as ECNA for immediate or critical needs. Immediate or critical needs are life-saving and life-sustaining items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.Registrations must meet the specific criteria, the award is paidvia script.No manual processing will be done for this type of assistance.Do notattempt to complete another FEMA registration if the applicant has already registered.Do not escalate these cases to the IHP Helpdesk if they did not receive the scripted award. Some eligibility criteria for CNA is based upon information the applicant provided at time of registration which cannot be changed.There is no ineligible letter and there is no appeal for the expedited award.The Authorization Memorandum is located on theDR-4559-LADisaster Specific Page and includesallof the eligibility criteria.
9/1/20	9/4/20	2005302	DR-4557-IA: ADDITIONAL IA COUNTIES FRN 2	RI	Additional counties have been added for Individual Assistance in DR-4557-IA.The additional counties in Iowa are:Benton, Boone, Cedar, Jasper, Marshall, Polk, Poweshiek, Scott, Story, and TamaRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/2/20	9/8/20	2005308	REMOTE ASSESSMENT AND EXTERIOR VALIDATION	HELPLINE	As FEMA continues to issue and complete remote damage assessments under the COVID-19 environment, some survivors have contacted the FEMA helpline with questions and concerns about the legitimacy of the process.Under the current remote assessment delivery model, FEMA Housing Inspection Services is performing remote assessments via telephone. In some instances, FEMA is also conducting exterior damage validations in which an on-site damage assessment staff performs an exterior-only review without entering the survivors dwelling.In addition, FEMA is also piloting (on a limited capacity) video streaming assessments with those survivors who have the ability and agree to the video communication. The pilot is currently limited to Apple devices and the use of its FaceTime application. Do not offer the applicant the option of a video streaming assessment. The assessors will not record or take screenshots of the video streaming.If an applicant contacts the FEMA Helpline with assessment fraud concerns, please ensure the survivor that the FEMA assessors will always identify themselves and have processes in place to confirm their identity, legitimacy of the process, and protect their privacy.
9/2/20	9/5/20	2005303	DR-4559-LA: ADDITIONAL IA PARISHES FRN 3	RI	Additional Parishes have been added for Individual Assistance in DR-4559-LA.The additional Parishes in Louisiana are:Grant, Jackson, Lincoln, Natchitoches, Rapides, Sabine, and WinnRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/2/20	9/7/20	2005304	PPM UPDATE: DR-4413-AK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4413-AK DSOPUpdates include:Section I: Overview:Financial Closure date; Page 2.Section II: Important InformationDeleted instructions for incoming call transfers to the Alaska Workgroup; Page 6.Notice that the Alaska Workgroup has ended; Page 7.Closed Disaster processing information; Page 8. Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/2/20	9/7/20	2005305	DR-4557-IA: DISASTER RECOVERY CENTER	HELPLINE	DR-4557-IA has opened a Disaster Recovery Center (DRC).This isnota traditionalfull service DRC, but a means to drop off documentation requested by FEMA, register for FEMA assistance, and/or answer general questions. If an applicant needs additional assistance, they will be encouraged to contact the FEMA Helpline for issues or questions regarding their registration.All applicants and FEMA personnel will follow state and local requirements for COVID-19 safety measures. Visitors must wear face masks.The DRC will provide a drive-through and face-to-face service to register and drop off documents. Documents will be scanned and faxed to the mailroom and returned to the applicant during the visit. FEMA staff will be entering comments in NEMIS files with a summary line starting with “DRC 1”Refer to NEMIS DR Info for information and hours of operation.
9/2/20	9/8/20	2005306	TREND: REMOTE INSPECTIONS	HELPLINE	A trend has been identified of Helpline agents denying Registration ID numbers to applicants.Applicants are required to provide their FEMA registration number to confirm legitimacy during a remote inspection.If the applicant does not have the registration number they will be instructed to call FEMA Helpline to get the information.Helpline:If an applicant calls requesting information related to Inspectors contacting them to complete a remote inspection:Provide the applicant with the Inspector Name recorded in the Inspection Summary tab, Timeline in the file. Do not provide the Inspector ID.Provide the applicant with their FEMA registration number.TheIA PPM Remote InspectionsSOP explains:Inspectors will contact the applicants via phone and ask questions about the type and extent of damage sustained.Ownership and occupancy will be verified with NEMIS public records. The inspectors will attempt to verify occupancy for renters only.If the NEMIS public records verification is NOT available or the inspector is unable to verify occupancy, the applicant will need to submit the applicable documents directly to FEMA.
9/2/20	9/7/20	2005307	TELEWORKING: TECHNICAL ISSUES	GENERAL	Staff that have technical issues while working remotely should contact the FEMA Enterprise Service Desk (ESD) for assistance and notify their Supervisor or POC.Enterprise Service Desk:Phone:1-888-457-3362Email:FEMA-Enterprise-Service-DeskVisit theEnterprise Service Deskwebsite for alert and outage notifications.

9/3/20	9/9/20	2005309	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ٭٭ ٭٭#39;Accessing the File and Releasing Information Procedures#39;.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
9/3/20	9/9/20	2005310	EARLY REQUESTS FOR CONTINUED RENTAL ASSISTANCE	CASEWORK	Due to payments for the end of fiscal year 2020 and beginning of fiscal year 2021, and the requirement to split the work packet/payment, some Continued Rental Assistance letters (CTHA) are being sent earlier than usual by the system.If an applicant submits documentation requesting CTHA prior to exhausting the previously awarded assistance or the remaining funds available are enough to cover an additional month(s) of assistance at actual housing costs or approved FMR, please complete the following: Generate the RRDOC #39;Remaining Funds Available#39; insert with the appropriate number of months that the remaining funds would cover.Make a comment in NEMIS including all actions completed in the file.Route the work packet to complete.Reference:Continued Rental AssistanceREMINDER CTHA: FISCAL YEAR BEGINS IN OCTOBER
9/3/20	9/8/20	2005311	UPDATE: MICROSOFT EDGE: BROWSER ISSUES	GENERAL	FEMA’s default web browser transitioned from Internet Explorer (IE) 11 to Microsoft Edge on August 31, 2020.There are identified compatibility issues when accessing some VSR applications via the Edge browser. Applications on the list will be in an IE compatibility mode and function as expected when accessed through the Edge browser. Below are instructions on how to verify you are viewing the application in IE Compatibility Mode and, if not, how you can force the update for your workstation to correct the issue.To confirm that you are accessing the application in IE compatibility mode:Open Microsoft Edge browser and navigate to the application as normal.Confirm that you see the IE logo, next to the lock icon, in the URL bar at the top of the browser window.If you are not seeing the IE logo:Open Microsoft Edge and copy/paste this link into the URL bar: “edge://compat/enterprise”.On the Enterprise Mode Site List page click “Force Update”.After completing the Force Update, return to Step 1 to confirm that you are accessing the application in IE compatibility mode.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-DeskImpacted VSR applications include:Individual Assistance Preshift Notes (IAPN) (Preshift) IHP HelpDesk Tracking Application (IHPHD)FEMA Information and Data Analysis (FIDA)Inspection Management Review (IMR)Task Order Administration (TOA) Callout and Review System (CARS)Customer Service Performance Application (CSPA)Inspector Suitability Tracker (STRK)Continued Assistance Calculator (CAC)
9/3/20	9/8/20	2005312	REMINDER: WORKPACKETS (WP) CREATION	HELPLINE	A trend has been identified where agents are creating unnecessary workpackets (WP). This places an undue burden on processing staff and may cause a delay in the processing of assistance for applicants.Before creating a WP check the Current Queue Field on the Overview Tab to determine if a WP already exists in the correct queue. Examples of when WPs should NOT be created:Requests for Unemployment or Food loss.Requests for Critical Needs Assistance (CNA).Requests for Transitional Sheltering Assistance (TSA).Requests for Inspections when there is already a WP in an Inspection queue.Verbal requests for Continued Temporary Housing Assistance (CTHA).For Pre-Placement Interview - External Request (unless authorized to do so)The FEMA Continued Assistance queue is for applicants requesting Continued Temporary Housing Assistance (CTHA) after receiving initial rent.There is no need to create a WP to this queue since a WP will be automatically created when the applicant submits documentation.Notes:The caseworkers who process the manually created WP need to correctly address the applicant’s needs, please create a clear and concise contact/comment in the applicant’s file.If you are unsure if a WP needs to be created, please check with your Supervisor or POC.Reference:Helpline NPSC Caller Services Reference Guide
9/3/20	9/7/20	2005328	DR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA)	HELPLINE	Critical Needs Assistance (CNA) has been approved for all IA Designated counties in DR-4558-CA for the initial 14-day period from the date of declaration. The award will be a one-time fixed amount of \$500.00 per household provided under ONA as ECNA for immediate or critical needs. Immediate or critical needs are life-saving and life-sustaining items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.Registrations must meet the specific criteria; the award is paidvia script.No manual processing will be done for this type of assistance.Do notattempt to complete another FEMA registration if the applicant has already registered.Do not escalate these cases to the IHP Helpdesk if they did not receive the scripted award. Some eligibility criteria for CNA is based upon information the applicant provided at time of registration which cannot be changed.There is no ineligible letter and there is no appeal for the expedited award.The Authorization Memorandum is located on theDR-4558-CADisaster Specific Page and includesallof the eligibility criteria.Note:Applicants will not receive CNA funds until FEMA has completed a remote inspection.

9/4/20	9/10/20	2005314	UPDATE: TREND: REMOTE INSPECTIONS	HELPLINE	A trend has been identified of Helpline agents denying Registration ID numbers to applicants.Applicants are required to provide their FEMA registration number to confirm legitimacy during a remote inspection. Please reinforce to applicants with potential fraud concerns that an inspector will provide the first 4 digits of the registration number in order to validate the inspection is being performed by FEMA. If the applicant does not have the registration number they will be instructed to call FEMA Helpline to get the information.Helpline:If an applicant calls requesting information related to Inspectors contacting them to complete a remote inspection and verifications are met:Provide the applicant with their FEMA registration number. The registration number is needed to complete the verification process during inspection.Do not provide the InspectorName orID.TheIA PPM Remote InspectionsSOP explains:Inspectors will contact the applicants via phone and ask questions about the type and extent of damage sustained.Ownership and occupancy will be verified with NEMIS public records. The inspectors will attempt to verify occupancy for renters only.If the NEMIS public records verification is NOT available or the inspector is unable to verify occupancy, the applicant will need to submit the applicable documents directly to FEMA.
9/4/20	9/10/20	2005315	REMINDER: PROVIDING ELIGIBILITY STATUS	HELPLINE	Before providing survivors with eligibility status or award information, review if the decision has been approved.Cases with active workpackets in Duplicate Resolution or Special Handling may look like they have been approved, but the decision may change after the case is reviewed by a caseworker.Remember to review the Finance tab prior to advising an applicant about the EFT/Direct Deposit amount. Awards issued from Treasury will show a Schedule Date and Schedule Number in the Finance Tab; there will not always be a disbursement date. The lack of a disbursement date is not an indicator the payment has not been sent.Check: If the Schedule number begins withNCthe award was sent as a check.It may take up to 14 days to receive the check.EFT/Direct Deposit: If the Schedule number begins withNEthe award was sent by EFT/Direct Deposit to the applicant's bank account.It may take up to 48 hours for the funds to appear in the applicant's bank account.Do not provide an award amount or eligibility decision unless the payment has a schedule date and number.An approved date does not necessarily mean processed for payment. Until the payment has a schedule date and schedule number the check/EFT has not been processed.The Finance tab now shows the Integrated Financial Management Information System (IFMIS) Status. An issue has been identified that in some cases the tab is showing a 'No funding' status. Do not provide this information to the applicant.Please refer to Section A.5 in the Helpline NPSC Caller Services Reference Guide, for providing applicants with eligibility status information.
9/4/20	9/8/20	2005316	DR-4548-UT: REGISTRATION DEADLINE APPROACHING	RI	DR-4548-UT: REGISTRATION DEADLINE APPROACHINGThe registration deadline forDR-4548-UT isSeptember 8, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a 'Late Application'.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
9/4/20	9/10/20	2005313	DR-4557-IA: Triage Level 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4557-IA applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fit your current situation.Yes, I need an inspectionNo, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Reference:UPDATE: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
9/4/20	9/10/20	2005317	DR-4559-LA: DOCUMENT DROP-OFF CENTER	HELPLINE	DR-4559-LA is opening a Document Drop-off Center (DDC).The DDC will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit.FEMA staff will be entering comments in NEMIS files with a summary line starting with 'DDC 1…'”Refer to NEMIS DR Info for information and hours of operation.
9/4/20	9/10/20	2005317	DR-4559-LA: DOCUMENT DROP-OFF CENTER	RI	DR-4559-LA is opening a Document Drop-off Center (DDC).The DDC will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit.FEMA staff will be entering comments in NEMIS files with a summary line starting with 'DDC 1…'”Refer to NEMIS DR Info for information and hours of operation.
9/4/20	9/9/20	2005318	DR-4547-MI REGISTRATION EXTENSION	RI	The Registration Period for DR-4547-MI has been extended.The registration period now ends onSeptember 30, 2020.TheDR-4547-MIDisaster Specific webpage is updated with this information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a 'Late Application'.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED

9/4/20	9/9/20	2005320	UPDATING POSTAL SERVICE INFORMATION	HELPLINE	Mail delivery may be disrupted due to disasters. United States Postal Service (USPS) customers can contact their local post office, or call 800-ASK USPS (800-275-8777) or go online atwww.usps.comto determine the status of delivery and retail services, as well as to access basic services and information.Callers can go online toUSPS Service Alertsand select an entry to get disruption information by state.Address Change:In disasters, there are often displaced applicants who will not have access to their home and mailing address for extended periods of time. Some applicants will have to rely on the USPS to deliver the check(s) provided by FEMA for disaster assistance. These applicants should make arrangements immediately with the USPS to setup a current mailing address.When applicants call in to change their current mailing address, please inform the caller:The Postal Service cannot forward your mail unless you submit a Postal Service Change of Address each time you relocate, whether it is temporary or permanent. So please either go to USPS.com, call 1-800-ASK-USPS, or pick up a Change of Address form at any Post Office.This will ensure that the applicants will receive their FEMA correspondence, as well as any other mail being sent to them.Reference:Helpline NPSC Caller Services Reference Guide ¿Return - Reissue of IHP Financial Assistance
9/4/20	9/9/20	2005321	UPDATE: SOCIAL MEDIA RUMORS	HELPLINE	FEMA is often the subject of rumors and posts on various social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, throughout the year Helpline may receive inquiries related to ¿internet gossip¿.If staff receive calls regarding incorrect information being reported through online communities on FEMA related topics and feel it should be brought to the agency¿s attention, an email can be sent toIAStratCommsiastratcomms@fema.dhs.govwith the name of the Media Outlet and the telephone number given or social media URL site linkso we may track these rumors.The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect errors in social media networks, articles and blogs.If staff receive calls about network news stories or social media stories mentioning FEMA, an email can be sent toIAStratCommsiastratcomms@fema.dhs.govwith the subject of the story, the name of the Media Outlet, or a URL site link.¿This ensures FEMA is aware of potential situations in the news.Staff should use their best customer service and advise callers appropriately in regards to FEMA programs. ¿Staff may also suggest that callers visitwww.fema.gov¿anddisasterassistance.govfor additional information on available FEMA programs.Update:Please also check FEMA¿sCoronavirus Rumor Controlpage to see if a rumor was already reported and addressed, such as:FEMA offering hazard payment to employees who work during the COVID-19 pandemic.Note:UPDATE: CALLS FROM THE MEDIA
9/4/20	9/10/20	2005322	INSPECTIONS: MINOR DAMAGE REPORTED AT RI	HELPLINE	To effectively address the needs of applicants affected by the disaster, FEMA implemented a Remote Inspection process where traditional, in-person inspections would not be performed. ¿Instead, inspectors contact the applicants by phone to assess the damage to the primary dwelling.Applicants that self-report minimal damage and state they are able to live in their home at Registration Intake (RI) will not be automatically issued an inspection and will receive theNOINSP _ Triage Level 1 No Inspectionletter.These cases will be stamped with Registration Status codeTRG _ INELG.¿If the applicant indicates they had minimal damage but are able to live in the home, anIRND - Ineligible Reported No Damagewill be auto-determined.IRNDis NOT an eligibility determination.TheNOINSP _ Triage Level 1 No Inspectionletter will advise the applicant to call Helpline if their housing situation changes.Helpline:If an applicant calls reporting their situation has changed (increase to damage or unable to live in home) and they need an inspection:Accept the verbal request and request an initial inspection. FEMA will contact the applicant.If the applicant only reports Personal Property (PP) damage, an initial Inspection should be requested, regardless of damage to the home. ¿Applicants will have until 15 days after the Registration Period closes to call Helpline before receiving an Ineligible-Home is Safe to Occupy (IID) determination.Applicants DO NOT have to submit a written appeal when requesting an inspection prior to receiving the IID determination.After the IID determination is provided, applicants are required to submit a written appeal.If the applicant reports additional home or personal property damageafterreceiving the IID letter, DO NOT accept a verbal request. ¿From that point forward, the applicant must submit a written appeal to receive an inspection.Reference:IA PPM Remote Inspections
9/4/20	9/10/20	2005323	PPM UPDATE: IA PPM REMOTE INSPECTION DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the ¿Recently Updated Documents¿ section and the appropriate category of the PPM:¿IA PPM Remote Inspection DSOPUpdates include:Section I: Overview:Clarification on inspectors verifying ownership/occupancy during the Remote Inspection; Page 4.CNA language for DR-4559-LA, eligible parishes and CNA stamps, Page 6.Additional update:Section I: Overview:DR-4559-LA Assistance for Generators; Page 7.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

9/5/20	9/8/20	2005329	DR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA) EXTENSION	HELPLINE	Critical Needs Assistance (CNA) has been extended for DR-4558-CA until September 12, 2020 to address disaster survivors who have not registered for FEMA assistance yet. The Authorization Memorandum is located on the DR-4558-CA Disaster Specific Page. Reference: DR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA)
9/6/20	9/9/20	2005330	PPM UPDATE: DR-4558-CA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4558-CA DSOP Updates Include: Section I: Overview: Clarified language on inspectors verifying ownership/occupancy during the Remote Inspection, Page 4 Updated CNA with the CNA extension through September 12, Page 6 Read the entire DSOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
9/7/20	9/10/20	2005343	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months. DR-4420-NE ends September 21, 2020 DR-4421-IA ends September 23, 2020 DR-4429-MS ends October 23, 2020 DR-4438-OK ends December 1, 2020 DR-4440-SD ends December 7, 2020 DR-4441-AR ends December 8, 2020 DR-4447-OH ends December 18, 2020 DR-4451-MO ends January 9, 2021 DR-4454-TX ends January 17, 2021 Staff should verify the disaster closure information on the Disaster Specific Information pages. Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs: Continued Rental Assistance Closed Disaster Processing
9/7/20	9/10/20	2005319	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months. DR-4420-NE ends September 21, 2020 DR-4421-IA ends September 23, 2020 DR-4429-MS ends October 23, 2020 DR-4438-OK ends December 1, 2020 DR-4440-SD ends December 7, 2020 DR-4441-AR ends December 8, 2020 DR-4447-OH ends December 18, 2020 DR-4451-MO ends January 9, 2021 Staff should verify the disaster closure information on the Disaster Specific Information pages. Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs: Continued Rental Assistance Closed Disaster Processing
9/7/20	9/11/20	2005331	PPM UPDATE: IA PPM REMOTE INSPECTION DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote Inspection DSOP Updates include: Section I: Overview: Added clarification that utility outage verification has been waived for DR-4559-LA; Page 7. Additional Update: Section I: Overview: Five additional parishes approved for CNA in DR-4559-LA; page 6. Read the entire DSOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
9/8/20	9/11/20	2005332	DR-4559-LA: DOCUMENT DROP-OFF CENTERS	HELPLINE	DR-4559-LA is opening Document Drop-off Centers (DDC). DDCs will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit. FEMA staff will be entering comments in NEMIS files with a summary line starting with “DDC” Refer to NEMIS DR Info for information and hours of operation.
9/8/20	9/11/20	2005332	DR-4559-LA: DOCUMENT DROP-OFF CENTERS	RI	DR-4559-LA is opening Document Drop-off Centers (DDC). DDCs will provide a drive-through service to drop off documents, these will be faxed to the mailroom and returned to the applicant during the visit. FEMA staff will be entering comments in NEMIS files with a summary line starting with “DDC” Refer to NEMIS DR Info for information and hours of operation.
9/8/20	9/11/20	2005365	DR-4559-LA: CRISIS CLEANUP	HELPLINE	Crisis Cleanup empowers relief organizations to instantly coordinate response efforts in real time, redirecting thousands of volunteers from waiting lines to survivors' basements. Crisis Cleanup can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free. How to Register Online: https://www.crisiscleanup.org/Phone: 844-965-1386 Disaster relief organizations wanting to help with cleanup should go to the website for additional sign up information. Notes: Individuals registering with Crisis Cleanup does not guarantee that he or she will be assisted. Contacting Crisis Cleanup does not replace a local municipality’s request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately. Added to DR-4559-LA State and Local Referrals.
9/8/20	9/11/20	2005365	DR-4559-LA: CRISIS CLEANUP	RI	Crisis Cleanup empowers relief organizations to instantly coordinate response efforts in real time, redirecting thousands of volunteers from waiting lines to survivors' basements. Crisis Cleanup can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free. How to Register Online: https://www.crisiscleanup.org/Phone: 844-965-1386 Disaster relief organizations wanting to help with cleanup should go to the website for additional sign up information. Notes: Individuals registering with Crisis Cleanup does not guarantee that he or she will be assisted. Contacting Crisis Cleanup does not replace a local municipality’s request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately. Added to DR-4559-LA State and Local Referrals.
9/8/20	9/11/20	2005333	DR-4559-LA: ADDITIONAL PARISHES FOR CRITICAL NEEDS ASSISTANCE (CNA)	HELPLINE	Critical Needs Assistance (CNA) has been approved for additional parishes in DR-4559-LA for the initial 14 day period from the date of declaration. Additional parishes approved for CNA: Grant, Natchitoches, Rapides, Sabine, and Winn Parishes already approved for CNA: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernon. The award will be a one-time fixed amount of \$500.00 per household provided under ONA as ECNA for immediate or critical needs. Immediate or critical needs are life-saving and life-sustaining items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation. Registrations must meet the specific criteria, the award is paid via script. No manual processing will be done for this type of assistance. Do not attempt to complete another FEMA registration if the applicant has already registered. Do not escalate these cases to the IHP Helpdesk if they did not receive the scripted award. Some eligibility criteria for CNA is based upon information the applicant provided at time of registration which cannot be changed. There is no ineligible letter and there is no appeal for the expedited award. The Authorization Memorandum is located on the DR-4559-LA Disaster Specific Page and includes all of the eligibility criteria. Reference: DR-4559-LA: CRITICAL NEEDS ASSISTANCE (CNA)

9/8/20	9/11/20	2005335	DR-4559-LA: BLUE ROOF PROGRAM	HELPLINE	Louisiana residents affected by Hurricane Laura who have an emergency need for temporary roof covering can call 1-888-ROOF-BLU (1-888-766-3258), operated by the US Army Corps of Engineers. The Blue Roof program provides a temporary covering of blue plastic sheeting to help reduce further damage to property until permanent repairs can be made. This program is available at no cost to eligible primary homeowners and landlords. Right of Entry (ROE) centers are open; current locations and hours are available online or by calling. Deadline to submit a ROE is September 21, 2020. Residents should be encouraged to contact 1-888-ROOF-BLU (1-888-766-3258) for more information prior to visiting one of the centers. For program information visit www.usace.army.mil/blueroof . Note: Added to DR-4559-LA State and Local Referrals.
9/8/20	9/11/20	2005335	DR-4559-LA: BLUE ROOF PROGRAM	RI	Louisiana residents affected by Hurricane Laura who have an emergency need for temporary roof covering can call 1-888-ROOF-BLU (1-888-766-3258), operated by the US Army Corps of Engineers. The Blue Roof program provides a temporary covering of blue plastic sheeting to help reduce further damage to property until permanent repairs can be made. This program is available at no cost to eligible primary homeowners and landlords. Right of Entry (ROE) centers are open; current locations and hours are available online or by calling. Deadline to submit a ROE is September 21, 2020. Residents should be encouraged to contact 1-888-ROOF-BLU (1-888-766-3258) for more information prior to visiting one of the centers. For program information visit www.usace.army.mil/blueroof . Note: Added to DR-4559-LA State and Local Referrals.
9/8/20	9/11/20	2005334	DR-4559-LA: CRISIS CLEANUP	HELPLINE	Crisis Cleanup empowers relief organizations to instantly coordinate response efforts in real time, redirecting thousands of volunteers from waiting lines to survivors' basements. Crisis Cleanup can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free. How to Register Online: https://www.crisiscleanup.org/ Phone: 800-965-1386 Disaster relief organizations wanting to help with cleanup should go to the website for additional sign up information. Notes: Individuals registering with Crisis Cleanup does not guarantee that he or she will be assisted. Contacting Crisis Cleanup does not replace a local municipality's request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately. Added to DR-4559-LA State and Local Referrals.
9/8/20	9/11/20	2005334	DR-4559-LA: CRISIS CLEANUP	RI	Crisis Cleanup empowers relief organizations to instantly coordinate response efforts in real time, redirecting thousands of volunteers from waiting lines to survivors' basements. Crisis Cleanup can connect survivors with reputable and vetted relief agencies that will assist in cleaning and mucking out homes. All services are free. How to Register Online: https://www.crisiscleanup.org/ Phone: 800-965-1386 Disaster relief organizations wanting to help with cleanup should go to the website for additional sign up information. Notes: Individuals registering with Crisis Cleanup does not guarantee that he or she will be assisted. Contacting Crisis Cleanup does not replace a local municipality's request for residents to report damage nor does it register you for assistance with FEMA. Survivors should still contact those entities separately. Added to DR-4559-LA State and Local Referrals.
9/9/20	9/13/20	2005336	UPDATE: NO CONTACT QUEUE	HELPLINE	If a workpacket (WP) is present in the 'NO CONTACT' queue do not request another inspection. Workpackets associated to a registration can be found on the Overview tab, Current Queues field. Update: When the inspection is in the No Contact queue, Inspections will perform additional contact attempts and monitor the registration for updates. Staff will no longer provide contact numbers for contractors that appear in the Helpline NPSC Caller Services Reference Guide as those phone numbers are no longer valid. Staff will no longer send emails to IHP Helpdesk when FEMA is the contractor. When the inspection is in the No Contact queue and the applicants wants to schedule an inspection: Verify the contact phone information and update when necessary. Advise applicants to monitor their phone for unfamiliar numbers and to answer. Advise applicants they may also receive a text message requesting to schedule an inspection. Helpline NPSC Caller Services Reference Guide will be updated. NOTE: If the applicant's latest inspection already received an INCI decision, they have been returned from the contractor.
9/9/20	9/14/20	2005337	UPDATE: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS	HELPLINE	FEMA.gov page and links has been updated. Please advise agencies or companies seeking to do business with FEMA to visit thefema.gov website. The thefema.gov website provides information to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies. https://www.fema.gov/business-industry/doing-business Do NOT refer applicants or the general public to this link. Do NOT transfer callers to any numbers listed on this link. Do NOT provide specific phone numbers to the general public. Individuals seeking employment with FEMA should be directed to the following websites: https://careers.fema.gov/find-job USAJobs.gov Note: Individuals can still visit FEMA's Volunteer & Donate Responsibly page at https://www.fema.gov/volunteer-donate-responsibly .
9/9/20	9/14/20	2005337	UPDATE: FEMA.GOV: INDUSTRY LIAISON PROGRAM, BUSINESS, VOLUNTEER AND DONATIONS	RI	FEMA.gov page and links has been updated. Please advise agencies or companies seeking to do business with FEMA to visit thefema.gov website. The thefema.gov website provides information to be shared with suppliers and stakeholders such as businesses, contractors, vendors, and volunteer agencies. https://www.fema.gov/business-industry/doing-business Do NOT refer applicants or the general public to this link. Do NOT transfer callers to any numbers listed on this link. Do NOT provide specific phone numbers to the general public. Individuals seeking employment with FEMA should be directed to the following websites: https://careers.fema.gov/find-job USAJobs.gov Note: Individuals can still visit FEMA's Volunteer & Donate Responsibly page at https://www.fema.gov/volunteer-donate-responsibly .
9/9/20	9/13/20	2005338	REMINDER: ONLY REQUEST FCOR WHEN CONFLICTING INSPECTION INFO	CASEWORK	FEMA Correction (FCOR) inspections are requested when the inspection report contains ambiguous or conflicting information, errors and/or when the inspection was not performed according to the Inspection Guidelines. Do not request a FCOR inspection because of a data change, or if there is already an inspection in the field. Do not request a priority FCOR inspection for any reason. The Inspection Guidelines can be accessed from the Disaster Specific Information web page and may include Addendums or other items unique to the inspection procedures for that disaster. Reference: Inspection Requests and Comparisons

9/9/20	9/13/20	2005339	TREND: TYPES OF INSPECTIONS AND HOW TO REQUEST ONE	CASEWORK	Staff continue to select the incorrect “Inspection Reason” when requesting an inspection. A common error has been identified of staff selecting “Initial” from the dropdown, when the applicant has already had an initial inspection returned. This includes instances where the inspection could not be performed such as Missed Inspection (IMI), No Contact (INCI), or Withdrawn (WVO). This causes delays for the applicant as those requests are returned to sender (RTS) to be corrected. Please be aware: If the Inspection Reason dropdown automatically defaults to “Inaccessible”, “No Contact” or “Withdrawn”, do not change it. WebNEMIS may default the request to “Reinspection”, staff will need to select the correct Inspection Reason. If the first inspection is returned with a status of IMI (Ineligible Missed Inspection), choose “Missed Inspection” for the Inspection Reason. Do not change the default priority. Medium priority needs to be selected when routing an inspection request. Leaving blank or HIGH prevents the oldest inspection requests from being addressed first. Please review the Inspection Requests and Comparisonsto determine the correct Reason prior to processing the request. If an inspection was returned as Withdrawn (WVO), No Contact (NC), Missed Inspection (IMI), or Inaccessible (IA), then it must be issued that way as these inspections are addressed and accounted for differently by inspections. If staff does not select the correct reason, it delays assistance to the applicant. If incorrectly issued as an initial inspection it cannot be batch assigned. Note: If the incident period is closed do not request a Reinspection for additional damage, the applicant would need to appeal. Reference: UPDATE: NO CONTACT QUEUEREMINDER: ONLY REQUEST FCOR WHEN CONFLICTING INSPECTION INFO
9/9/20	9/12/20	2005340	DR-4559-LA: ADDITIONAL IA PARISHES FRN 6	RI	Additional Parishes have been added for Individual Assistance in DR-4559-LA. The additional Parishes in Louisiana are: Morehouse and Union. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/9/20	9/12/20	2005341	DR-4560-PR: NEW IA DECLARATION	PUERTO RICO	Puerto Rico has a new Individual Assistance disaster declaration. DR-4560 Puerto Rico was declared on September 9, 2020. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared area. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. The incident period for this disaster is July 29, 2020 to July 31, 2020 for Tropical Storm Isaias. Municipalities declared for IA: Aguada, Hormigueros, Mayaguez, and Rincon. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamlined inspection process where traditional in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI
9/9/20	9/12/20	2005341	DR-4560-PR: NEW IA DECLARATION	RI	Puerto Rico has a new Individual Assistance disaster declaration. DR-4560 Puerto Rico was declared on September 9, 2020. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared area. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. The incident period for this disaster is July 29, 2020 to July 31, 2020 for Tropical Storm Isaias. Municipalities declared for IA: Aguada, Hormigueros, Mayaguez, and Rincon. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamlined inspection process where traditional in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI
9/10/20	9/15/20	2005342	REMINDER CTHA: FISCAL YEAR BEGINS IN OCTOBER	CASEWORK	Fair Market Rent (FMR) rates are updated by HUD on October 1st of each year. When a Continued Rental Assistance (CTHA) cycle includes 2 fiscal years, split the work packet and process the appropriate months under each FMR rate. For CTHA eligible applicants, process the month or months for the earlier fiscal year first. Enter the appropriate dates for that fiscal year through September 30th. This work packet will be split to FEMA Approval Non-DRM. Create a new worksheet for processing the additional month(s) for the new fiscal year, beginning with October 1. The FMR is updated and new rates are loaded into NEMIS on October 1st of each year. The table for “FMRs and Utility Allowances” will be posted on the applicable Disaster Specific page once available. Please continue using the previous fiscal year’s FMR and Utility Allowances for any eligible awards until the current FMR has been posted. In addition, staff must ensure the payment will not exceed: Three (3) advance months of available rental assistance, The 18 month program maximum for rental assistance, or The month of the IHP Financial Closure date. If the disaster financial closure occurs before the 18 months of assistance is awarded, the applicant will only be eligible up to the end of the month the disaster closes. Staff should verify the disaster closure information on the Disaster Specific pages. Reference: Continued Rental Assistance

9/10/20	9/15/20	2005344	PUERTO RICO: ADDRESS INFORMATION	PUERTO RICO	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power). Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarriada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address. In the comment for “DIRECTIONS TO DD” you can include additional information relevant to the DD address.Example:Street Name: URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference: USPS.com Postal Explorer
9/10/20	9/15/20	2005344	PUERTO RICO: ADDRESS INFORMATION	RI	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power). Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarriada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address. In the comment for “DIRECTIONS TO DD” you can include additional information relevant to the DD address.Example:Street Name: URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference: USPS.com Postal Explorer
9/10/20	9/15/20	2005346	PUERTO RICO: CURRENT MAILING ADDRESS ISSUE	PUERTO RICO	An issue was identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope for the current mailing address has a character limitation. When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference: USPS.com Postal ExplorerPUERTO RICO: ADDRESS INFORMATION
9/10/20	9/15/20	2005346	PUERTO RICO: CURRENT MAILING ADDRESS ISSUE	RI	An issue was identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope for the current mailing address has a character limitation. When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference: USPS.com Postal ExplorerPUERTO RICO: ADDRESS INFORMATION
9/10/20	9/15/20	2005347	UPDATE: DR-4559-LA: GENERATOR REIMBURSEMENT	CASEWORK	A disaster-specific waiver have been implemented in DR-4559-LA for generator reimbursements.The Memorandumwaivesthe following Eligibility conditions:Generator must be purchased or rented to power a medically-required piece of equipment, including medically-required refrigerators.Applicant must submit a statement from a medical service provider, indicating the equipment is medically necessary.The standard qualifying eligibility period end date.The Memorandum establishes that the generator must have beenpurchased within 30 days after the incident start date of August 22, 2020. All other criteria remain unchanged.The Authorization Memorandum is located onDR-4559-LADisaster Specific Pages. Update:The following condition of eligibility isalsowaivedand isNOTrequired for generator reimbursement:Verification that the utilities were out when the generator was purchased or rented, due to confirmation of widespread power outages. Reference:IA PPM Remote Inspection DSOP
9/10/20	9/15/20	2005347	UPDATE: DR-4559-LA: GENERATOR REIMBURSEMENT	HELPLINE	A disaster-specific waiver have been implemented in DR-4559-LA for generator reimbursements.The Memorandumwaivesthe following Eligibility conditions:Generator must be purchased or rented to power a medically-required piece of equipment, including medically-required refrigerators.Applicant must submit a statement from a medical service provider, indicating the equipment is medically necessary.The standard qualifying eligibility period end date.The Memorandum establishes that the generator must have beenpurchased within 30 days after the incident start date of August 22, 2020. All other criteria remain unchanged.The Authorization Memorandum is located onDR-4559-LADisaster Specific Pages. Update:The following condition of eligibility isalsowaivedand isNOTrequired for generator reimbursement:Verification that the utilities were out when the generator was purchased or rented, due to confirmation of widespread power outages. Reference:IA PPM Remote Inspection DSOP
9/11/20	9/14/20	2005349	PPM UPDATE: DR-4558-CA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4558-CA DSOP Updates Include: Section I: Overview: Information regarding paying Replacement Assistance when there is aGIS_DESTstamp andEVline items in the file; Page 5 Section III: ProcessReplacement Assistance processing information when there is aGIS_DESTstamp orEVline item in the file; Page 12-14Section VII: Appendix A AddedEVline items to the award table; Page 32Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

9/12/20	9/16/20	2005355	PPM UPDATE: DR-4560-PR DSOP	PUERTO RICO	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR-4560-PR DSOPRead the entire DSOP for additional information.The DSOP includes guidance for:Disaster Specific Approval for Ownership and OccupancyRemote Inspection InformationPuerto Rico Squatter CommunitiesNote:Standard guidance will apply unless Disaster Specific Guidance exists.
9/12/20	9/16/20	2005356	UPDATE: DR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA)	HELPLINE	Critical Needs Assistance (CNA) has been approved for all IA Designated counties in DR-4558-CA.Applicants who meet the specific criteria and have registered as of September 12, 2020 may receive CNA prior to receiving a remote inspection.The award will be a one-time fixed amount of \$500.00 per household provided under ONA as ECNA for immediate or critical needs. Immediate or critical needs are life-saving and life-sustaining items including, but not limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.Registrations must meet the specific criteria; the award is paidvia script.No manual processing will be done for this type of assistance.Do notattempt to complete another FEMA registration if the applicant has already registered.Do not escalate these cases to the IHP Helpdesk if they did not receive the scripted award. Some eligibility criteria for CNA is based upon information the applicant provided at time of registration which cannot be changed.There is no ineligible letter and there is no appeal for the expedited award.The Authorization Memorandum is located on theDR-4558-CADisaster Specific Page and includesallof the eligibility criteria.Reference:DR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA) EXTENSIONDR-4558-CA: CRITICAL NEEDS ASSISTANCE (CNA)
9/12/20	9/17/20	2005357	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ٭٭ Accessing the File and Releasing Information Procedures'.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
9/12/20	9/16/20	2005358	DR-4559-LA: DISASTER UNEMPLOYMENT ASSISTANCE	HELPLINE	The Louisiana Workforce Commission is accepting applications for Disaster Unemployment Assistance (DUA) due to Hurricane Laura. Workers who lost their jobs or had interrupted employment as a result of the disaster can apply for benefits online throughwww.laworks.netor by calling 866-783-5567.The deadline to apply for DUA varies per parish. ForAllen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernonparishes the deadline isSeptember 30, 2020.ForAcadia, Grant, Jackson, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Vermillion and Winnparishes survivors must apply byOctober 2, 2020, and forMorehouse and Unionparishes until October 12,2020.Information related to DUA benefits can be located in the Disaster Referral Information spreadsheet on theDisaster Specific Informationpage.Note:Applicants do not need a FEMA registration number in order to register at their local employment office, but please encourage all callers seeking only DUA to complete a FEMA registration. Reference: DAC - Call Center RI٭
9/12/20	9/16/20	2005358	DR-4559-LA: DISASTER UNEMPLOYMENT ASSISTANCE	RI	The Louisiana Workforce Commission is accepting applications for Disaster Unemployment Assistance (DUA) due to Hurricane Laura. Workers who lost their jobs or had interrupted employment as a result of the disaster can apply for benefits online throughwww.laworks.netor by calling 866-783-5567.The deadline to apply for DUA varies per parish. ForAllen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernonparishes the deadline isSeptember 30, 2020.ForAcadia, Grant, Jackson, Lincoln, Natchitoches, Ouachita, Rapides, Sabine, Vermillion and Winnparishes survivors must apply byOctober 2, 2020, and forMorehouse and Unionparishes until October 12,2020.Information related to DUA benefits can be located in the Disaster Referral Information spreadsheet on theDisaster Specific Informationpage.Note:Applicants do not need a FEMA registration number in order to register at their local employment office, but please encourage all callers seeking only DUA to complete a FEMA registration. Reference: DAC - Call Center RI٭
9/12/20	9/15/20	2005359	DR-4559-LA: ADDITIONAL IA PARISHES FRN 8	RI	Additional Parishes have been added for Individual Assistance in DR-4559-LA.The additional Parishes in Louisiana are:Caddo, La Salle, and St. LandryRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/13/20	9/16/20	2005360	DR-4558-CA: ADDITIONAL IA COUNTY FRN 4	RI	Additional County has been added for Individual Assistance in DR-4558-CA.The additional County in California is:ButteRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS

9/14/20	9/16/20	2005345	PUERTO RICO: UNDELIVERABLE MAIL	HELPLINE	As a standard procedure, the United States Postal Service returns all mail that is not delivered or claimed within 30 days.Advise callers contacting the Helpline for undelivered mail to contact their local post office, prior to regenerating letters or sending Stop Payment letters for awards sent by check.Note:Please verify and update the current mailing address if necessary.
9/14/20	9/16/20	2005345	PUERTO RICO: UNDELIVERABLE MAIL	PUERTO RICO	As a standard procedure, the United States Postal Service returns all mail that is not delivered or claimed within 30 days.Advise callers contacting the Helpline for undelivered mail to contact their local post office, prior to regenerating letters or sending Stop Payment letters for awards sent by check.Note:Please verify and update the current mailing address if necessary.
9/14/20	9/17/20	2005361	REMINDER: CURRENT LOCATION INFORMATION	CASEWORK	Agents are reminded to verify the applicant'sCurrent Locationinformation and update if the location has changed, which is a standard action for all active disasters.In order to ensure disaster survivors are reviewed for all possible assistance available to them, if an applicant calls the Helpline and or is contacted by a caseworker, please verify/update their Current Location. The information related to an applicant's current location is used in various reports and for consideration of specific programs.Current Locationis found under:App Info in NEMIS Power-builderRegistrant Info in Web NEMISTo see the selections use the up/down arrow keys, or use scroll, or enter first letter of selection.From the drop-down list,SELECTthe type of housing where the applicant is currently living.If no other option is available,SELECT My Homeand enter an explanation.Reference:Helpline NPSC Caller Services Reference Guide¿
9/14/20	9/17/20	2005361	REMINDER: CURRENT LOCATION INFORMATION	HELPLINE	Agents are reminded to verify the applicant'sCurrent Locationinformation and update if the location has changed, which is a standard action for all active disasters.In order to ensure disaster survivors are reviewed for all possible assistance available to them, if an applicant calls the Helpline and or is contacted by a caseworker, please verify/update their Current Location. The information related to an applicant's current location is used in various reports and for consideration of specific programs.Current Locationis found under:App Info in NEMIS Power-builderRegistrant Info in Web NEMISTo see the selections use the up/down arrow keys, or use scroll, or enter first letter of selection.From the drop-down list,SELECTthe type of housing where the applicant is currently living.If no other option is available,SELECT My Homeand enter an explanation.Reference:Helpline NPSC Caller Services Reference Guide¿
9/14/20	9/17/20	2005362	PPM UPDATE: DR-4558-CA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR-4558-CA DSOPUpdates Include:Section I: Overview:Additional CNA information (insured applicants and pre-inspection eligibility for CNA); Page 7Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/14/20	9/15/20	2005364	SERVER OUTAGE: SEPTEMBER 15, 2020	GENERAL	Server Maintenance will be performed Tuesday, September 15, 2020 beginning at 3:00 AM - 6:00 AM ET.WebNEMIS will be available.Registration Intake should work but users may experience an interruption during this time.The functionality to copy registrations between disasters will be unavailable due to the database being down for the upgrade.The following functions will not work during the downtime:DMARTSHuman Services Admin ToolNFIRAWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
9/14/20	9/17/20	2005363	SPECIALIZED HELPLINE (TIER 2) CALL TRANSFER	HELPLINE	There are instances in which FEMA Specialized Helpline (Tier 2) agents are incorrectly refusing calls from Basic Helpline (Tier 1) agents.Basic Helpline call traffic is typically handled by Local Hires and Reservists who have limited transfer options available to them. As such, they cannot transfer calls to Recoup Helpline, Continue Temporary Housing Assistance (CTHA) Helpline, and TSA Line (when activated).Specialized Helpline(Tier 2)agents:DoNOTrefuse the call, as this does not help the applicant.DoNOTattempt to coach Basic Helpline agents making transfers.The Specialized Helpline agent should accept the transfer, review the file,and when applicable transfer the call to the appropriate C3MP workgroup, if applicable.Reference:Agent Resource ToolkitIHP Contact Center Tiered Helpline
9/15/20	9/18/20	2005366	REMINDER: INCORRECT TRANSFERS AND REFERRALS	HELPLINE	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first.Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue.DoNOTshare or transfer to theIHP Helpdesk numberor share theemail address.The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public.DoNOTtransfer applicants to FEMA's internal Enterprise Service Desk (ESD).The ESD is available to assist FEMA staff, not applicants, with technological issues.DoNOTprovide applicants with the Congressional Affairs phone number.DoNOTrefer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence.DoNOTtransfer applicants tothe FEMA Finance Center (FFC) from Helpline/RI.DoNOTtransfer applicants or general public to the Industry Liaison Program.Disaster Specific phone numbers and workgroups are not to be referred to other disasters.PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process.There will be an Events Log notation for PPI or HOMES.CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the 'Callout' and there will be a preshift for the callout.Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations.There will be either an Events Log notation or preshift with the disaster specific information.Agents are required to use posted guidelines, preshifts, and approved disaster related referrals.Supervisors should ensure agents have enough time to read preshifts and guidance.There are many callouts being conducted and agents must give applicants the correct information.Reference:Helpline NPSC Caller Services Reference Guide¿REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKREMINDER: FEMA IHP HELPDESK PHONE NUMBER

9/15/20	9/18/20	2005366	REMINDER: INCORRECT TRANSFERS AND REFERRALS	RI	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first. Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue. Do NOT share or transfer to the IHP Helpdesk number or share the email address. The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public. Do NOT transfer applicants to FEMA's internal Enterprise Service Desk (ESD). The ESD is available to assist FEMA staff, not applicants, with technological issues. Do NOT provide applicants with the Congressional Affairs phone number. Do NOT refer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence. Do NOT transfer applicants to the FEMA Finance Center (FFC) from Helpline/RI. Do NOT transfer applicants or general public to the Industry Liaison Program. Disaster Specific phone numbers and workgroups are not to be referred to other disasters. PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES. CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the "Callout" and there will be a preshift for the callout. Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information. Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide; REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK REMINDER: FEMA IHP HELPDESK PHONE NUMBER
9/15/20	9/18/20	2005367	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual) For Spanish, press "2"; Text "TalkWithUs" to 66746 (Spanish speakers text "Hablamos"); From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635 From Palau, Marshall Islands, America Samoa, Guam, Northern Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097 The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517 Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration. Additional agencies and referrals are available on the Disaster Specific Information pages. Reference: UPDATE: DISASTER SPECIFIC REFERRALS
9/15/20	9/18/20	2005368	DR-4562-OR: NEW IA DECLARATION	RI	Oregon has a new Individual Assistance disaster declaration. DR 4562 Oregon was declared on September 15, 2020. When Registration Intake is available, agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. The incident period for this disaster is September 7, 2020 and continuing. Counties declared for IA: Clackamas, Douglas, Jackson, Klamath, Lane, Lincoln, Linn, and Marion Counties Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamlined inspection process where traditional in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI;
9/16/20	9/18/20	2005369	DR-4559-LA: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4559-LA for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations. The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body: You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation. Yes, I need an inspection No, I do not need an inspection Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS

9/17/20	9/20/20	2005373	DR-4560-PR: DRC OPENINGS AND APPOINTMENTS	PUERTO RICO	DR-4560-PR will open a Disaster Recovery Center (DRC) starting Thursday, September 17, 2020 in Rincon.Additional Disaster Recovery Centers (DRC) are expected to open in other locations at a later date.These DRCs will have limited access.Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant’s registration. If an applicant calls wishing to visit a DRC, please perform a warm transfer to the “DRC PR Workgroup” within “Interaction Desktop” .Their hours of operation are Sunday thru Saturday from 7:00 AM to 10:00 PM (ET).Only transfer/consult callers interested in scheduling an appointment for a DRC visit.
9/17/20	9/22/20	2005389	PPM UPDATE: DR-4558-CA AND DR-4562-OR DSOP	PPM UPDATE	 This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 - CA & DR 4562 - ORUpdates Include:Removed the EV language throughout the document.Section VII: Appendix A: Added DR-4562-OR Damage Level table; Page 32.Additional Update:Section I: OverviewInformation for SPU agents processing in the Special Handling queue, ROUTE all cases with the GIS_DEST stamp in the registration status box or a MH Replace, TT Replace, or Residence Rebuild line item in the file to the Supervisor Review - DRR PHC/STEP Return Funds; Page 5.Language regarding Air Purifier for DR-4562-OR; Pages 6 and 8.Section III: ProcessInformation for SPU agents processing in the Special Handling queue, ROUTE all cases with the GIS_DEST stamp in the registration status box or a MH Replace, TT Replace, or Residence Rebuild line item in the file to the Supervisor Review - DRR PHC/STEP Return Funds; Page 12.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/17/20	9/21/20	2005375	DR-4559-LA: CRITICAL NEEDS ASSISTANCE (CNA) EXTENSION	HELPLINE	Due to continued power outage,Critical Needs Assistance (CNA) has been extended until September 18, 2020 for the following parishes in DR-4559-LA:Beauregard, Calcasieu, and CameronThe Authorization Memorandum is located on theDR-4559-LADisaster Specific Page and includesallof the eligibility criteria.Reference:DR-4559-LA: CRITICAL NEEDS ASSISTANCE (CNA) DR-4559-LA: ADDITIONAL PARISHES FOR CRITICAL NEEDS ASSISTANCE (CNA)
9/17/20	9/21/20	2005376	PPM UPDATE: DR-4558-CA AND DR-4562-OR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 - CA & DR 4562 - ORUpdates Include:Removed the EV language throughout the document.Section VII: Appendix A: Added DR-4562-OR Damage Level table; Page 32.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/17/20	9/22/20	2005374	UPDATE: DR-4559-LA: BLUE ROOF PROGRAM	HELPLINE	Louisiana residents affected by Hurricane Laura who have an emergency need for temporary roof covering can call 1-888-ROOF-BLU (1-888-766-3258), operated by the US Army Corps of Engineers.The Blue Roof program provides a temporary covering of blue plastic sheeting to help reduce further damage to property until permanent repairs can be made. This program is available at no cost to eligible primary homeowners and landlords.Right of Entry (ROE) centers are open; current locations and hours are available online or by calling.Deadline to submit a ROE isSeptember 30, 2020Residents should be encouraged to contact 1-888-ROOF-BLU (1-888-766-3258) for more information prior to visiting one of the centers. For program information visitwww.usace.army.mil/blueroofNote:Added toDR-4559-LAState and Local Referrals.
9/17/20	9/22/20	2005374	UPDATE: DR-4559-LA: BLUE ROOF PROGRAM	RI	Louisiana residents affected by Hurricane Laura who have an emergency need for temporary roof covering can call 1-888-ROOF-BLU (1-888-766-3258), operated by the US Army Corps of Engineers.The Blue Roof program provides a temporary covering of blue plastic sheeting to help reduce further damage to property until permanent repairs can be made. This program is available at no cost to eligible primary homeowners and landlords.Right of Entry (ROE) centers are open; current locations and hours are available online or by calling.Deadline to submit a ROE isSeptember 30, 2020Residents should be encouraged to contact 1-888-ROOF-BLU (1-888-766-3258) for more information prior to visiting one of the centers. For program information visitwww.usace.army.mil/blueroofNote:Added toDR-4559-LAState and Local Referrals.
9/17/20	9/20/20	2005377	PPM UPDATE: APPEALS PROCESSING	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Appeals ProcessingUpdates include:Section III: ProcessRemoved reference to 400 linear feet when well digging; Page 22.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/17/20	9/22/20	2005378	DR-4562-OR: WIND COD IS NOT APPROVED	CASEWORK	During inspection, all damages are recorded including wind.The declaration notes Straight-Line Winds, however currently wind is not an approved cause of damage (COD) for DR-4562 Oregon.Reminder:Fire/Lava Flow/Ash is the only approved COD for this disaster in NEMIS.Wind is NOT an approved COD for this disaster. Therefore, wind damaged line items will not be awarded.During an onsite or remote inspection, inspectors are instructed to record all damage and all CODs.For approved Incident Types, please refer to Disaster Specific Information.Reference:DR-4562 OregonDR 4558 - CA & DR 4562 - OR
9/17/20	9/21/20	2005380	PPM UPDATE: IA PPM REMOTE INSPECTION DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: IA PPM Remote InspectionsUpdates Include: Section I: OverviewRemoved EV language; Pages 5, 13-15.CNA extension information for Beauregard, Calcasieu, and Cameron parishes; Page 7.Clarifying information for generator reimbursement - eligible timeframe and applications with Utilities Out = No; Pages 8-9.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

9/19/20	9/22/20	2005392	REMINDER: IDENTITY VERIFICATION	HELPLINE	When accessing a file review the banner for IDV issues. If IDV Fail shows, ensure you take appropriate steps to verify, make corrections, and request information. Helpline:For accessing the file and releasing information, ensure you complete the verification process specified for IDV= Fail which includes verification of full social security number (SSN).If social security number verification fails, advise the applicant to submit identity documents with a request to update the SSN on file.Casework:As part of casework, staff processing cases must ensure that all appropriate verification requirements are set prior to an eligibility determination or a payment being processed. Identity verification is one of the requirements for any type of FEMA assistance to be paid.Review to see if there is documentation in file to manually set the identity verification.If so:Make any corrections supported by documentsSet the identity verification on the Info Control tab.Process an updated decision for all categories (if is a joint option category of assistance, create a workpacket for State Review).If not:An IIDV letter should be sent if one has not already been auto-generated.Note: Identity verification is a different requirement than Citizenship Verification.Reference:Helpline NPSC Caller Services Reference Guide¿Identity VerificationREMINDER : IDENTITY VERIFICATION PROCESSING
9/19/20	9/23/20	2005391	INSPECTION REINSTATEMENT REQUESTS	CASEWORK	A trend has been identified where inspections are being requested when the applicant or a third party has not gained access to the home or has visited the site to view damage.Remote damage assessments can only be completed once the applicant, co-applicant, or authorized third party have re-gained access to the primary residence to personally observe damage to the home and/or personal property, or is able to observe the damages within 7 days of the initial inspector contact and attest to the damage.Do not request an inspection unless this has been confirmed.If the case status is Withdrawn (WVO, WVOA), No Contact (INCI),Missed Inspection (IMI), or Inaccessible and the applicant is unable to return to the home to observe the damage, the following options are available to complete the inspection assessment:A 3-way call between the inspector, the applicant and a third party (such as landlord, family, friend, neighbor), orThe applicant hands the phone over to an adult person that has visited the home.Note:For third party inspections remember to include the name and phone number of the authorized person in the inspection request comment.Reference:Helpline NPSC Caller Services Reference Guide¿Inspection Requests and ComparisonsWritten Consent and Sharing Applicants Information ¿TREND: TYPES OF INSPECTIONS AND HOW TO REQUEST ONE
9/19/20	9/23/20	2005391	INSPECTION REINSTATEMENT REQUESTS	HELPLINE	A trend has been identified where inspections are being requested when the applicant or a third party has not gained access to the home or has visited the site to view damage.Remote damage assessments can only be completed once the applicant, co-applicant, or authorized third party have re-gained access to the primary residence to personally observe damage to the home and/or personal property, or is able to observe the damages within 7 days of the initial inspector contact and attest to the damage.Do not request an inspection unless this has been confirmed.If the case status is Withdrawn (WVO, WVOA), No Contact (INCI),Missed Inspection (IMI), or Inaccessible and the applicant is unable to return to the home to observe the damage, the following options are available to complete the inspection assessment:A 3-way call between the inspector, the applicant and a third party (such as landlord, family, friend, neighbor), orThe applicant hands the phone over to an adult person that has visited the home.Note:For third party inspections remember to include the name and phone number of the authorized person in the inspection request comment.Reference:Helpline NPSC Caller Services Reference Guide¿Inspection Requests and ComparisonsWritten Consent and Sharing Applicants Information ¿TREND: TYPES OF INSPECTIONS AND HOW TO REQUEST ONE
9/21/20	9/24/20	2005393	DR-4563-AL: NEW IA DECLARATION	RI	Alabama has a new Individual Assistance disaster declaration. DR 4563 Alabama was declared on September 20, 2020.The incident period for this disaster is September 14, 2020 and continuing.Counties declared for IA:Baldwin, Escambia, and Mobile.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamlined inspection process where traditional in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿
9/21/20	9/21/20	2005394	DR-4559-LA: DRC CLOSURES DUE TO WEATHER	HELPLINE	Due to inclement weather in Louisiana, some Disaster Recovery Centers will be closed on the following:Monday, 09/21/2020: ClosedDRC 1 - Calcasieu Parish, Lake Charles, LADRC 4 - Calcasieu Parish, Sulphur LADRC 7 - Cameron Parish, Bell City, LADRC 9 - Vernon Parish, Leesville, LAResidents should monitor local news and weather for additional information.Refer to NEMIS DR Info for updates to DRC Information and normal hours of operation.
9/21/20	9/21/20	2005394	DR-4559-LA: DRC CLOSURES DUE TO WEATHER	RI	Due to inclement weather in Louisiana, some Disaster Recovery Centers will be closed on the following:Monday, 09/21/2020: ClosedDRC 1 - Calcasieu Parish, Lake Charles, LADRC 4 - Calcasieu Parish, Sulphur LADRC 7 - Cameron Parish, Bell City, LADRC 9 - Vernon Parish, Leesville, LAResidents should monitor local news and weather for additional information.Refer to NEMIS DR Info for updates to DRC Information and normal hours of operation.
9/21/20	9/24/20	2005395	UPDATE: FACILITY IDENTIFIERS: SURGE, LOCAL HIRES, and TEMPORARY EMPLOYEES	GENERAL	Various categories of surge staff are assisting FEMA with registration intake, applicant status checks, and other survivor services.Staff will identify their comments and contacts with the following alpha-numeric identifier on their summary line.Please use the Site Code for the location you are working from followed by a letter indicating the surge type:Facilities:91 = FEMA’s Texas NPSC92 = FEMA’s Maryland NPSC93 = FEMA’s Virginia NPSC94 = FEMA’s Puerto Rico Satellite Contact Center/ Hub95 = DSA staff in the field (use95 DSA)98 = External contracted OC3 Call Center Locations (any state) 99 = All other locationsSurge Staffing Type:S = SWATR = ReservistL = Local HireT = External Contractor (Temp/OC3)D = DHS Surgel = IRSExamples:Reservist in TX NPSC =91 RLocal Hire in Maryland NPSC =92 LIRS Location =99 IExternal Contractor =98 TPFT/CORE NPSC employees do not need to make any changes and should continue to use the codes you always have.

9/22/20	9/25/20	2005396	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	If callers have questions about the disasterassistance.gov website, direct the caller to the ‘Help’ tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs). DO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant’s information including the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.Agents will only transfer callers to IHD fortechnical DAC issues such asthe following:Reset passwords (locked accounts)PIN resetIHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA’s internal Enterprise Service Desk (ESD).See Guide for Creating an Account & Uploading Documentsavailable in theIHP Agent Resource Toolkitto assist applicants in uploading documents to DAC. There is no need to transfer these calls.Helpline NPSC Caller Services Reference Guide will be updated.Reference: Helpline NPSC Caller Services Reference Guide¿
9/23/20	9/28/20	2005397	HA AND ONA INSURANCE LETTERS UPDATE	CASEWORK	The IHP Housing Assistance (HA) and Other Needs Assistance (ONA) Insurance letters language has been updated. In addition, a new letter has been implemented that will be automatically sent to insured applicants that do not submit their insurance settlement or denial within 60 days. The letter will also inform the applicant of the need to submit a written appeal along with their insurance settlement or denial documentation. The new letter is called IINR - Ineligible Insured No Response and is identified in NEMIS as IINR.Updates to the HA and ONA Insurance letters include:Text insert language was changed from “Ineligible" to “No Decision – Insured”..The INS code description in NEMIS has changed from "Ineligible" to "No Decision". Online DAC account language will be updated to match the changes reflected in the letters. When applicants access their online DAC account:Under the status column, the term “Ineligible” will be replaced with “Not Approved”..When hovering over the “Not Approved” status, a Help Text will provide the applicant a description of the status.These changes apply for disasters DR-4563-AL and forward.
9/23/20	9/28/20	2005397	HA AND ONA INSURANCE LETTERS UPDATE	HELPLINE	The IHP Housing Assistance (HA) and Other Needs Assistance (ONA) Insurance letters language has been updated. In addition, a new letter has been implemented that will be automatically sent to insured applicants that do not submit their insurance settlement or denial within 60 days. The letter will also inform the applicant of the need to submit a written appeal along with their insurance settlement or denial documentation. The new letter is called IINR - Ineligible Insured No Response and is identified in NEMIS as IINR.Updates to the HA and ONA Insurance letters include:Text insert language was changed from “Ineligible" to “No Decision – Insured”..The INS code description in NEMIS has changed from "Ineligible" to "No Decision". Online DAC account language will be updated to match the changes reflected in the letters. When applicants access their online DAC account:Under the status column, the term “Ineligible” will be replaced with “Not Approved”..When hovering over the “Not Approved” status, a Help Text will provide the applicant a description of the status.These changes apply for disasters DR-4563-AL and forward.
9/23/20	9/26/20	2005398	PPM UPDATE: DR-4558-CA AND DR-4562-OR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 - CA & DR 4562 - ORSection I: OverviewCNA info for CA and OR; Pages 6-7.Section III: ProcessClarified entity that agents should email when paying Replacement (email NPSC Task Monitors); Page 14.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/23/20	9/28/20	2005399	DR-4559-LA: UNKNOWN DAMAGE AUTO-DIALER	HELPLINE	An auto dialer has been approved for applicants in DR-4559-LA. The auto dialer will give recipients the ability to update their home or personal property disaster-caused damage.If the applicant states they missed an auto dialer call, check the Events History, to see if there is an auto dialer summary line. Auto dialer message:You recently indicated that you did not know if your home or personal property was damaged. FEMA would like to know if that has changed since your registration. Please listen to each option and select the one that best matches your damage. Response Options:I had minor damage, but I am able to live in my home.I had damage to my home or personal property that requires a lot of repairs.I had damage to my home or personal property that requires major repairs.My home was completely destroyed.Helpline:If a caller states they received an auto dialer call, SMS text message, or email notification, encourage the applicant to respond.Update any pertinent information in the file including phone number and email address, if necessary.Reference:Helpline NPSC Caller Services Reference GuideREMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: UPDATING UNKNOWN OR NO DAMAGES
9/23/20	9/26/20	2005400	PPM UPDATE: PERSONAL PROPERTY ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Personal Property AssistanceUpdates Include:Section III: ProcessRemoved MSIGN letter guidance; Page 10. Removed CPI and R.S. Means contractor references.Section IV: Examples and FAQs:SBA contact information; Page 57.RI period closed language; Page 57.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

9/24/20	9/26/20	2005401	FLORIDA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4564 Florida has been declared for Public Assistance for Hurricane Sally that occurred September 14, 2020, and continuing.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on "Disasters & Assistance" and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under "Disaster Resources" on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
9/24/20	9/28/20	2005402	PPM UPDATE: DUPLICATE INVESTIGATION AND RESOLUTION PROCESSING	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Duplicate Investigation and Resolution ProcessingUpdates Include:Section III: ProcessAdded occupancy as a verification requirement for the applicant and a statement that tells staff not to call the landlord to verify occupancy; Page 9.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
9/24/20	9/28/20	2005404	PPM UPDATE: INDEXING WITH DMARTS	PPM UPDATE	The following document has been added to the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM:Indexing with DMARTSUpdates include:Change to new PPM format.Please review the entire document.The following documents will be archived in thePPM Repository.Indexing - DMARTS - Category and Item Codes Job AidIndexing - DMARTS - Category, Item Codes, and WP Flow Job AidIndexing - DMARTS - Indexing Comment Examples Job AidIndexing - DMARTS - Indexing Coversheets Job AidIndexing - DMARTS - Indexing in 7 Steps Job AidIndexing - DMARTS - Indexing Processes Job AidIndexing - DMARTS - Terms and Abbreviations Job Aid
9/25/20	9/30/20	2005403	DR-4560-PR: TRIAGE LEVEL 1 NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4560-PR for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation.Yes, I need an inspectionNo, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
9/25/20	9/30/20	2005403	DR-4560-PR: TRIAGE LEVEL 1 NO INSPECTION AUTO DIALER	PUERTO RICO	An auto dialer has been approved for DR-4560-PR for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The auto dialer will also be used for any future disaster declarations.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation.Yes, I need an inspectionNo, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
9/25/20	9/29/20	2005405	PPM UPDATE: FRAUD REVIEW SOP	PPM UPDATE	(b) (7)(E)

9/28/20	9/30/20	2005412	DR-4547-MI: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4547-MI isSeptember 30, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
9/29/20	10/1/20	2005413	DR-4558-CA: ADDITIONAL IA COUNTY FRN 5	RI	Additional County has been added for Individual Assistance in DR-4558-CA.The additional County in California is:Santa ClaraRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
9/29/20	10/2/20	2005414	UPDATE: AMERICAN RED CROSS (ARC) SERVICES FOR SURVIVORS	HELPLINE	American Red Cross (ARC) offers assistance with the following types of immediate emergency needs, but note that services offered may vary by affected county or parish.A safe place to shelterMeals in sheltersCrisis intervention, psychological assessment, first aid, referrals and information to help you and your family stay emotionally healthyToiletries and other hygiene itemsReferrals to community partners and government resourcesHealth assessments and referrals as needed.Assist family members to reconnect and a Contact and Locate Loved Ones section onwww.redcross.org/.Do not provide the ARC referral for replacement of lost or spoiled food or clothing. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.For additional information about Red Cross services, survivors can contact the ARC toll-free at 1-800-RedCross (1-800-733-2767) or go online towww.redcross.org/.Survivors can download the ARC mobile apphttps://www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps.htmlfor iPhone and Android operating systems that includes information about emergency shelter locations, flash floods and weather alerts.Reference:DAC - Call Center RIUPDATE: DISASTER SPECIFIC REFERRALSREMINDER: 2-1-1 REFERRAL SERVICE
9/29/20	10/2/20	2005414	UPDATE: AMERICAN RED CROSS (ARC) SERVICES FOR SURVIVORS	RI	American Red Cross (ARC) offers assistance with the following types of immediate emergency needs, but note that services offered may vary by affected county or parish.A safe place to shelterMeals in sheltersCrisis intervention, psychological assessment, first aid, referrals and information to help you and your family stay emotionally healthyToiletries and other hygiene itemsReferrals to community partners and government resourcesHealth assessments and referrals as needed.Assist family members to reconnect and a Contact and Locate Loved Ones section onwww.redcross.org/.Do not provide the ARC referral for replacement of lost or spoiled food or clothing. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.For additional information about Red Cross services, survivors can contact the ARC toll-free at 1-800-RedCross (1-800-733-2767) or go online towww.redcross.org/.Survivors can download the ARC mobile apphttps://www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps.htmlfor iPhone and Android operating systems that includes information about emergency shelter locations, flash floods and weather alerts.Reference:DAC - Call Center RIUPDATE: DISASTER SPECIFIC REFERRALSREMINDER: 2-1-1 REFERRAL SERVICE
9/29/20	10/2/20	2005415	UPDATE: DR-4559-LA: DISASTER UNEMPLOYMENT ASSISTANCE	HELPLINE	The Louisiana Workforce Commission is extending the disaster unemployment assistance (DUA) application period toOctober 30, 2020for individuals affected by Hurricane Laura. Workers and self-employed individuals who lost their jobs, earnings or had interrupted employment as a result of the disaster that beganAugust 22, 2020throughAugust 27, 2020can apply for benefits online throughwww.laworks.netor by calling 866-783-5567.Included in this uniform application period will be the parishes of Acadia, Allen, Beauregard, Caddo, Calcasieu, Cameron, Grant, Jackson, Jefferson Davis, La Salle, Lincoln, Morehouse, Natchitoches, Ouachita, Rapides, Sabine, St. Landry, Union, Vermillion, Vernon, and Winn.Information related to DUA benefits can be located in the Disaster Referral Information spreadsheet on theDisaster Specific Informationpage.Note:Applicants do not need a FEMA registration number in order to register at their local employment office, but please encourage all callers seeking only DUA to complete a FEMA registration.Reference:DAC - Call Center RI¿
9/29/20	10/2/20	2005415	UPDATE: DR-4559-LA: DISASTER UNEMPLOYMENT ASSISTANCE	RI	The Louisiana Workforce Commission is extending the disaster unemployment assistance (DUA) application period toOctober 30, 2020for individuals affected by Hurricane Laura. Workers and self-employed individuals who lost their jobs, earnings or had interrupted employment as a result of the disaster that beganAugust 22, 2020throughAugust 27, 2020can apply for benefits online throughwww.laworks.netor by calling 866-783-5567.Included in this uniform application period will be the parishes of Acadia, Allen, Beauregard, Caddo, Calcasieu, Cameron, Grant, Jackson, Jefferson Davis, La Salle, Lincoln, Morehouse, Natchitoches, Ouachita, Rapides, Sabine, St. Landry, Union, Vermillion, Vernon, and Winn.Information related to DUA benefits can be located in the Disaster Referral Information spreadsheet on theDisaster Specific Informationpage.Note:Applicants do not need a FEMA registration number in order to register at their local employment office, but please encourage all callers seeking only DUA to complete a FEMA registration.Reference:DAC - Call Center RI¿
9/30/20	10/5/20	2005417	CROSS DISASTER CHECK: DIFFERENT STATES	CASEWORK	NEMIS uses data match to cross reference registrations in a different state, territory, and tribal areas. Staff may see Cross Disaster Check has flagged a registration, where the registration being processed is in one state and the cross disaster flagged case is in a different state.Once NEMIS identifies a Cross Disaster case, the registration information is recorded in theSpecial Tabunder thePrevious Disaster Summaryfield or theLinked Regslink in Web NEMIS.Until further notice,DO NOTprocess any determination in the case.Place the case On Hold “Program Review” with the following comment:Summary:On Hold - Program ReviewDetails:On hold for cross disaster check Additional guidance is forthcoming.

9/30/20	10/5/20	2005419	DR-4559-LA: RENTAL RESOURCES	HELPLINE	Applicants inquiring about available rental properties in their area should be advised to search for resources on the internet or their local papers.Staff are not to provide specific housing listings to the applicant.Staff may assist applicants by suggesting up to 3 examples of online sites that list rental resources, for examplerent.com,socialserve.com, andrentalresource.com.For callers that indicate they do not have internet access or request help in searching:Check the Referral spreadsheets on theDR-4559-LAdisaster specific page for Housing contact information.DoNOTemail the IHP Helpdesk, as the JFO does not have rental listings to provide.
9/30/20	10/5/20	2005418	INSPECTION TRIAGE SUBQUEUE	CASEWORK	Do not process in the Inspection Triage Subqueue.Cases are being held in this queue prior to inspections being issued, do not attempt to access these cases in this queue.Helpline:Inspections are triaged for reasons other than just accessibility of the damaged dwelling and will only be released for inspection at the direction of management.If the applicant calls to inquire about the status of their inspection, and the case is in the triage sub-queue at the time of the call, review the case to determine if the applicant is missing any ownership, occupancy, and identify verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA. A FEMA inspector will contact the applicant once the applicable verifications are met in the file.Reference:Identity VerificationOccupancy VerificationOwnership Verification
9/30/20	10/5/20	2005420	PPM UPDATE: LEGACY TO WEB NEMIS TRANSITION	GENERAL	To assist with the transition from Legacy NEMIS to Web NEMIS, updated Web and Legacy NEMIS guidance will be posted in the PPM page from October 1, 2020 through October 15, 2020.Beginning at 9 am ET October 1, 2020:Legacy NEMIS SOPs will be stored on a new tab at the top of the PPM page. The Legacy NEMIS SOPs tab will display 20 SOPs that include Legacy NEMIS processing procedures. Note:The PPMpage will continue to display current versions of all SOPs.
9/30/20	10/5/20	2005420	PPM UPDATE: LEGACY TO WEB NEMIS TRANSITION	PPM UPDATE	To assist with the transition from Legacy NEMIS to Web NEMIS, updated Web and Legacy NEMIS guidance will be posted in the PPM page from October 1, 2020 through October 15, 2020.Beginning at 9 am ET October 1, 2020:Legacy NEMIS SOPs will be stored on a new tab at the top of the PPM page. The Legacy NEMIS SOPs tab will display 20 SOPs that include Legacy NEMIS processing procedures. Note:The PPMpage will continue to display current versions of all SOPs.
9/30/20	10/5/20	2005421	TREND: INSPECTION REQUESTS AND PERSONAL PROPERTY	CASEWORK	A trend has been identified of staff requesting inspections without adding a pending line for Personal Property when the applicant is referred for Other Needs assistance (ONA) for SBA dependent categories.This results in cases returning from inspection with an auto-determination for Housing Assistance (HA) but the Personal Property is not addressed, causing a possible delay of assistance.To request an inspection, staff must add aPND/IPNDline for each applicable HA & amp; ONA category of assistance the inspector is required to address.This will allow any auto-determinations to facilitate in a timely mannerReference:Inspection Requests and Comparisons
9/30/20	10/5/20	2005421	TREND: INSPECTION REQUESTS AND PERSONAL PROPERTY	HELPLINE	A trend has been identified of staff requesting inspections without adding a pending line for Personal Property when the applicant is referred for Other Needs assistance (ONA) for SBA dependent categories.This results in cases returning from inspection with an auto-determination for Housing Assistance (HA) but the Personal Property is not addressed, causing a possible delay of assistance.To request an inspection, staff must add aPND/IPNDline for each applicable HA & amp; ONA category of assistance the inspector is required to address.This will allow any auto-determinations to facilitate in a timely mannerReference:Inspection Requests and Comparisons
9/30/20	10/5/20	2005422	AGENCY REFERRAL LETTER UPDATE	HELPLINE	The Disaster Legal Services (DLS) language on the Agency Referral letter has been updated. These changes apply for all open disasters.Updates to the Agency Referral letter include:The American Bar Association (ABA) national DLS hotline number: 888-743-5749.ABA DLS web address:https://www.americanbar.org/groups/young_lawyers/projects/disaster-legal-services/Explanation of the disaster-related legal issue in which they may help the survivor.Note:The National Referrals spreadsheet will be updated on the disaster specific pages.
9/30/20	10/5/20	2005422	AGENCY REFERRAL LETTER UPDATE	RI	The Disaster Legal Services (DLS) language on the Agency Referral letter has been updated. These changes apply for all open disasters.Updates to the Agency Referral letter include:The American Bar Association (ABA) national DLS hotline number: 888-743-5749.ABA DLS web address:https://www.americanbar.org/groups/young_lawyers/projects/disaster-legal-services/Explanation of the disaster-related legal issue in which they may help the survivor.Note:The National Referrals spreadsheet will be updated on the disaster specific pages.
10/1/20	10/4/20	2005416	DR-4559-LA: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4559-LA for applicants that received an insurance decision (INS or INI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance related to losses as a result of Hurricane Laura in Louisiana, Disaster 4559.FEMA determined this household has insurance which should cover the disaster-caused losses. If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA. You have 12 months from the time of your registration date to send an insurance settlement or denial letter to FEMA. You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax to 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782. For any questions regarding this call, please contact FEMA at 800-621-3362. Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these type of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.

10/1/20	10/5/20	2005424	REMINDER: WORKPACKETS (WP) CREATION	HELPLINE	A trend has been identified where agents are creating unnecessary workpackets (WP) or creating WPs to the wrong queue. This places an undue burden on processing staff and may cause a delay in the processing of assistance for applicants.Before creating a WP check the Current Queue Field on the Overview Tab to determine if a WP already exists in the correct queue. Examples of when WPs should NOT be created:Requests for Unemployment or Food loss.Requests for Critical Needs Assistance (CNA).Requests for Transitional Sheltering Assistance (TSA).Requests for Inspections when there is already a WP in an Inspection queue.Verbal requests for Continued Temporary Housing Assistance (CTHA).Pre-Placement Interview - External Request (unless authorized to do so)The FEMA Continued Assistance queue is for applicants requesting Continued Temporary Housing Assistance (CTHA) after receiving initial rent.There is no need to create a WP to this queue since a WP will be automatically created when the applicant submits documentation.Notes:The caseworkers who process the manually created WP need to correctly address the applicant's needs, please create a clear and concise contact/comment in the applicant's file.If you are unsure if a WP needs to be created or to which queue, please check with your Supervisor or POC.Reference:Helpline NPSC Caller Services Reference Guide
10/1/20	10/6/20	2005425	NEW IHP MAXIMUM FOR FY 2021	GENERAL	The IHP Program Maximum for any single emergency or major disaster declaration for Fiscal Year (FY) 2021 is\$36,000in accordance with 44 CFR 61.17 (c). IHP Program Assistance provides for individual and equal financial assistance maximum awards for Housing Assistance and Other Needs Assistance.The Group Flood Insurance Policy (GFIP) maximum has also been adjusted to this rate. If FEMA purchases the policy, the maximum insured amount would be \$36,000 for each category.Disaster Declarations signed on or after October 1, 2020 will be covered under the FY 2021 IHP Program Maximum.The IHP maximum for open disasters declared in fiscal year 2019 is \$34,900 and 2020 is \$35,500.
10/1/20	10/5/20	2005426	PPM UPDATE: CODES VERIFICATIONS REQUEST LETTERS AND ASSISTANCE TYPES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Codes Verification Request Letters and Assistance TypesUpdates include:Section III. Process:Added IINR - Ineligible Insured No Response code; Pages 18-20Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/1/20	10/5/20	2005427	PPM UPDATE: MILITARY PERSONNEL AND MILITARY CIVILIAN EMPLOYEES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Military Personnel and Military Civilian EmployeesUpdates include:Section III. Process:Added Insured (INS) language; Page 7Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/1/20	10/5/20	2005428	TREND: INITIAL INSPECTION REQUESTS	CASEWORK	A trend has been identified of agents selecting “Reinspect”as the Inspection Reason when requesting an inspection for applicants that were previously Non-referral (NONREF), Non-registrations (NONREG), Insured (INS), or IRND – Ineligible Reported No Damage status.Do NOTrequest inspections as Reinspect when there has not been an Initial inspection, as this will cause additional delays for the applicant.Verify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Reference:IA PPM Remote Inspection DSOPInspection Requests and Comparisons
10/1/20	10/5/20	2005428	TREND: INITIAL INSPECTION REQUESTS	HELPLINE	A trend has been identified of agents selecting “Reinspect”as the Inspection Reason when requesting an inspection for applicants that were previously Non-referral (NONREF), Non-registrations (NONREG), Insured (INS), or IRND – Ineligible Reported No Damage status.Do NOTrequest inspections as Reinspect when there has not been an Initial inspection, as this will cause additional delays for the applicant.Verify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Reference:IA PPM Remote Inspection DSOPInspection Requests and Comparisons
10/1/20	10/5/20	2005429	DR-4558-CA: INCIDENT CLOSURE - BUTTE COUNTY DATE OF LOSS	HELPLINE	The notice of incident period closure for DR-4558-CA has been received (FRN 6). The incident period is August 14, 2020 through September 26, 2020, with the exceptionof additional damage resulting from the North Complex Fire (Butte County).Butte county is still experiencing ongoing fires and an applicant's date of loss may occur after the incident period end date, September 26, 2020.There is a small population of applicants from Butte county that are being contacted to discuss their registration and update the Date of Loss to be within the incident period.Applicant Processing Services (APS) designated staff will perform an initial contact to applicants in Butte County. If APS cannot reach the applicant, they will leave a message for the applicant to contact Helpline. APS will leave a comment in the applicant's file with sufficient instructions to convey the appropriate messaging to the applicant.Helpline:If you receive a call from an applicant whose damaged dwelling is in Butte County, and whose registration is NONREG due to date of loss after September 26, 2020:Please review the Events log for the APS contact attempt regarding Date of Loss and follow the instructions provided. The Summary line in NEMIS will read as “BUTTE County Date of Loss Contact”Inform the applicant to disregard the NON-REG letter/status and inform them FEMA will review their application for disaster assistance using the suggested language, which will be added to the DR-4558-CA DSOP.FEMA contacted you to explain the exception for applicants who applied for assistance in Butte County. You reported a date of loss after 9/26/2020 which is outside the designated incident period. As a result, the standard Non-Referral letter was sent to you. Please disregard this letter. We have updated your date of loss to 9/25/2020 and requested an inspection on your behalf. A FEMA inspector will contact you to discuss your disaster-related needs.This date of loss update exception isonlyfor Butte county.

10/1/20	10/5/20	2005429	DR-4558-CA: INCIDENT CLOSURE - BUTTE COUNTY DATE OF LOSS	RI	The notice of incident period closure for DR-4558-CA has been received (FRN 6). The incident period is August 14, 2020 through September 26, 2020, with the exceptionof additional damage resulting from the North Complex Fire (Butte County).Butte county is still experiencing ongoing fires and an applicant’s date of loss may occur after the incident period end date, September 26, 2020. There is a small population of applicants from Butte county that are being contacted to discuss their registration and update the Date of Loss to be within the incident period.Applicant Processing Services (APS) designated staff will perform an initial contact to applicants in Butte County. If APS cannot reach the applicant, they will leave a message for the applicant to contact Helpline. APS will leave a comment in the applicant’s file with sufficient instructions to convey the appropriate messaging to the applicant.Helpline:If you receive a call from an applicant whose damaged dwelling is in Butte County, and whose registration is NONREG due to date of loss after September 26, 2020:Please review the Events log for the APS contact attempt regarding Date of Loss and follow the instructions provided. The Summary line in NEMIS will read as “BUTTE County Date of Loss Contact”Inform the applicant to disregard the NON-REG letter/status and inform them FEMA will review their application for disaster assistance using the suggested language, which will be added to the DR-4558-CA DSOP.FEMA contacted you to explain the exception for applicants who applied for assistance in Butte County. You reported a date of loss after 9/26/2020 which is outside the designated incident period. As a result, the standard Non-Referral letter was sent to you. Please disregard this letter. We have updated your date of loss to 9/25/2020 and requested an inspection on your behalf. A FEMA inspector will contact you to discuss your disaster-related needs.This date of loss update exception isonlyfor Butte county.
10/1/20	10/5/20	2005430	DR-4563-AL: RED CROSS HURRICANE SALLY FINANCIAL ASSISTANCE	HELPLINE	The American Red Cross (ARC) will provide \$450 to Owners and Renters in Alabama, whose primary residence is confirmed to have been destroyed or sustained major damage from Hurricane Sally.The deadlineto applyfor this emergency assistanceis Sunday, October 11, 2020 at 6:00 pm CST.Refer Alabama callers, who indicate their primary residence was destroyed or sustained major damage from Hurricane Sally, to contact the American Red Cross:1-800-RED-CROSS (1-800-733-2767)and select option 4to speak to a dedicated call agent to complete an application for financial assistance.This program isonlyfor Alabama households.This isnota FEMA program, please direct any questions to the ARC.
10/1/20	10/5/20	2005430	DR-4563-AL: RED CROSS HURRICANE SALLY FINANCIAL ASSISTANCE	RI	The American Red Cross (ARC) will provide \$450 to Owners and Renters in Alabama, whose primary residence is confirmed to have been destroyed or sustained major damage from Hurricane Sally.The deadlineto applyfor this emergency assistanceis Sunday, October 11, 2020 at 6:00 pm CST.Refer Alabama callers, who indicate their primary residence was destroyed or sustained major damage from Hurricane Sally, to contact the American Red Cross:1-800-RED-CROSS (1-800-733-2767)and select option 4to speak to a dedicated call agent to complete an application for financial assistance.This program isonlyfor Alabama households.This isnota FEMA program, please direct any questions to the ARC.
10/2/20	10/6/20	2005431	DR-4562-OR: CRITICAL NEEDS ASSISTANCE (CNA) EXTENSION	HELPLINE	Critical Needs Assistance (CNA) has been extended for DR-4562-OR until October 13, 2020 to address disaster survivors who have not registered for FEMA assistance yet.Counties approved for this extension:Jackson, Lincoln, and LaneThe Authorization Memorandum is located on theDR-4562-ORDisaster Specific Page.Reference:DR-4562-OR: CRITICAL NEEDS ASSISTANCE (CNA)
10/2/20	10/6/20	2005432	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
10/2/20	10/6/20	2005433	DR-4564-FL: ADDITIONAL IA COUNTY FRN 2	RI	Additional counties have been added for Individual Assistance in DR-4564-FL. DR-4564-FL was previously declared for Public Assistance.The additional counties in Florida are:Bay, Escambia, Okaloosa, Santa Rosa, and WaltonRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
10/2/20	10/6/20	2005434	TREND: DR-4559-LA: DIRECT HOUSING REFERRALS	HELPLINE	A trend has been identified of staff incorrectly referring callers to local officials for information on FEMA Direct Housing Units. The Direct Housing Mission is a FEMA program.Applicants that are eligible for direct housing will be contacted for a Pre-Placement Interview (PPI).DoNOTrefer applicants to local officials or emergency managers for direct housing questions.DoNOTemail the IHP Helpdesk regarding applicants requesting to be added for direct housing.DoNOTcreate workpackets toPre-Placement Interview - External Request (unless authorized to do so).If there is no PPI information or contact from the JFO in the Events Log, please encourage applicants to search online resources for rental units.Reference:Direct Housing Assistance SOPDR-4559-LA: DIRECT HOUSING MISSIONDR-4559-LA: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLSDR-4559-LA: RENTAL RESOURCESREMINDER: WORKPACKETS (WP) CREATION

10/5/20	10/8/20	2005441	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the &lsquo;Quick Links&rsquo; section. &nbsp;For the Quick Links version make sure you review both&nbsp;tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. &nbsp;Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved.&nbsp;Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide.&nbsp;These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the &#39;Available Agency&#39; referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants.&nbsp;All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the&nbsp;IHP Helpdesk&nbsp;through your immediate supervisor, or&nbsp;POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. &nbsp;Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
10/5/20	10/8/20	2005443	TRENDS: GENERATOR PROCESSING	CASEWORK	A few trends have been identified, while processing Misc/Other assistance for generators, that are causing additional unnecessary work and delays to the applicant&rsquo;s assistance.Trend:Denying assistance due to occupancy, when occupancy is verified by NEMIS public records.First check for Occupancy verification on the Info Control tab.If the Info Control tab verification is not set, check the Registration Status box.The status code ofOCCV_PASSis sufficient to prove occupancy without further means of verification unless there is conflicting information present in the file.In the Info Control tab in NEMIS, manually set the verification status based on the OCCV_PASS status code and process the case.Trend:Entering the Generator Misc/Other amount in the worksheet without a generator line item.When processing a generator payment:Add the line item for the Generator Misc/Other item on the Inspection Misc tab.Do notprocess payment directly on the worksheet as this will cause a rejection of the payment.Verify established amount on the Disaster Specific page.Verify the item award quantity is correct according to the line item quantity limit.The eligible award is the line item amount regardless of the submitted receipt or rental agreement.&nbsp;Trend:At this time,Web NEMIS will not allow toadd a pending line to process Misc/Other assistance, such as a generator reimbursement, when the file already has an existing workpacket (WP) in Info Control Pending Receipt queue for Other/Child Care processing.In order to process the case, a temporary workaround is:Access Legacy NEMIS.Add the new Other PND and process the case accordingly.Reference:REMINDER: GENERATORS AS MISCELLANEOUS/ OTHERGENERATOR SOPOccupancy Verification SOPWeb NEMIS Misc Other
10/5/20	10/8/20	2005443	TRENDS: GENERATOR PROCESSING	HELPLINE	A few trends have been identified, while processing Misc/Other assistance for generators, that are causing additional unnecessary work and delays to the applicant&rsquo;s assistance.Trend:Denying assistance due to occupancy, when occupancy is verified by NEMIS public records.First check for Occupancy verification on the Info Control tab.If the Info Control tab verification is not set, check the Registration Status box.The status code ofOCCV_PASSis sufficient to prove occupancy without further means of verification unless there is conflicting information present in the file.In the Info Control tab in NEMIS, manually set the verification status based on the OCCV_PASS status code and process the case.Trend:Entering the Generator Misc/Other amount in the worksheet without a generator line item.When processing a generator payment:Add the line item for the Generator Misc/Other item on the Inspection Misc tab.Do notprocess payment directly on the worksheet as this will cause a rejection of the payment.Verify established amount on the Disaster Specific page.Verify the item award quantity is correct according to the line item quantity limit.The eligible award is the line item amount regardless of the submitted receipt or rental agreement.&nbsp;Trend:At this time,Web NEMIS will not allow toadd a pending line to process Misc/Other assistance, such as a generator reimbursement, when the file already has an existing workpacket (WP) in Info Control Pending Receipt queue for Other/Child Care processing.In order to process the case, a temporary workaround is:Access Legacy NEMIS.Add the new Other PND and process the case accordingly.Reference:REMINDER: GENERATORS AS MISCELLANEOUS/ OTHERGENERATOR SOPOccupancy Verification SOPWeb NEMIS Misc Other

10/5/20	10/8/20	2005444	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
10/5/20	10/8/20	2005444	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
10/5/20	10/8/20	2005442	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: IA PPM Remote Inspections Updates Include: Section I: Overview Added DR-4564-FL; Page 2. Section VII: Appendix A Added DR-4564-FL Damage Level Award chart; Page 65. Additional Update: Section I: Overview Language advising agents to send cases with destroyed indicators to the Supervisor Review and DRRA PHC/STEP Return of Funds queue; Pages 5-6. Section III: Process Language advising agents to send cases with destroyed indicators to the Supervisor Review and DRRA PHC/STEP Return of Funds queue; Page 15. Incorrect Damage Level and Pre-recoup language; Page 18. Added script and cistern processing information; Pages 24 and 26. Read the entire DSOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
10/5/20	10/8/20	2005445	DR-4557-IA: ADDITIONAL IA COUNTY FRN 4	RI	Additional county has been added for Individual Assistance in DR-4557-IA. The additional county in Iowa is: Clinton. RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS

10/6/20	10/8/20	2005446	DR-4558-CA: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4558-CADisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.Counties approved for this increase:Lake, Monterey, Napa, Santa Cruz, Solano, and SonomaAn increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent:” is changed to 125 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
10/6/20	10/12/20	2005449	PPM UPDATE: DR-4560-PR DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM:DR-4560-PR DSOPUpdates Include:Section I: OverviewSworn Statement of Ownership created by Ayuda Legal Puerto Rico; Page 4Puerto Rico Department of Housing (DOH) Ownership Certification; Page 4-5Section III: ProcessPuerto Rico Department of Housing (DOH) Ownership Certification; Page 12Sworn Statement of Ownership created by Ayuda Legal Puerto Rico; Page 12Incorrect damage level process; Page. 16-17Section IV: Examples and FAQsAppendix 2: Example Ayuda Legal Sworn Statement of Ownership; Page 45-46Appendix 3: Example PR Department of Housing Ownership Certification; Page 47Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/6/20	10/12/20	2005449	PPM UPDATE: DR-4560-PR DSOP	PUERTO RICO	The following document has been added to the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM:DR-4560-PR DSOPUpdates Include:Section I: OverviewSworn Statement of Ownership created by Ayuda Legal Puerto Rico; Page 4Puerto Rico Department of Housing (DOH) Ownership Certification; Page 4-5Section III: ProcessPuerto Rico Department of Housing (DOH) Ownership Certification; Page 12Sworn Statement of Ownership created by Ayuda Legal Puerto Rico; Page 12Incorrect damage level process; Page. 16-17Section IV: Examples and FAQsAppendix 2: Example Ayuda Legal Sworn Statement of Ownership; Page 45-46Appendix 3: Example PR Department of Housing Ownership Certification; Page 47Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/6/20	10/10/20	2005447	UPDATE: DISINTERRED COFFINS AND FUNERAL REGISTRATIONS	HELPLINE	During a large scale flood some cemetery/burial sites will be affected.Sometimes a coffin will be disinterred and/or washed away from the site. In the event an applicant registers for this type of occurrence,please take the registration as a Funeral application.Be sure the name of the deceased and relationship to applicant is included in a comment,when taking a registration that includes funeral expenses.This aids in the ability of the JFO to complete any necessary review and outreach for information regarding the expense. In addition, it helps our inspectors in being aware of sensitive situations.Please use exceptional customer service skills and sensitivity when completing a registration of this nature.Helpline:If an applicant calls requesting to add Funeral expenses to an existing registration, add the funeral information to the file and create a work packet,ifthere is not already a wp in the Funeral queue.Note:If the caller provided the information,please include in the comment if this is for a reinternment and the name of the cemetery or burial site.Reference:REMINDER: FUNERAL APPLICATIONDAC - Call Center RIHelpline NPSC Caller Services Reference Guide
10/6/20	10/10/20	2005447	UPDATE: DISINTERRED COFFINS AND FUNERAL REGISTRATIONS	RI	During a large scale flood some cemetery/burial sites will be affected.Sometimes a coffin will be disinterred and/or washed away from the site. In the event an applicant registers for this type of occurrence,please take the registration as a Funeral application.Be sure the name of the deceased and relationship to applicant is included in a comment,when taking a registration that includes funeral expenses.This aids in the ability of the JFO to complete any necessary review and outreach for information regarding the expense. In addition, it helps our inspectors in being aware of sensitive situations.Please use exceptional customer service skills and sensitivity when completing a registration of this nature.Helpline:If an applicant calls requesting to add Funeral expenses to an existing registration, add the funeral information to the file and create a work packet,ifthere is not already a wp in the Funeral queue.Note:If the caller provided the information,please include in the comment if this is for a reinternment and the name of the cemetery or burial site.Reference:REMINDER: FUNERAL APPLICATIONDAC - Call Center RIHelpline NPSC Caller Services Reference Guide
10/6/20	10/10/20	2005448	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the “Recently Updated Documents” section and the appropriate category of the PPM: Updates include:DAC Call Center RISection II: ProcessGuidance for providing the call recording disclosure when using language line services; Page 5Added note box with guidance regarding call recording disclosure when using language line services; Page 18Removed “disasterassistance.gov” option to complete an incomplete registration; Page 24Incomplete Registrations guidance; Pages 26-31Guidance regarding suffixes and IDV_Fail for clarification; Page 41 Language Line Section II: ProcessGuidance for providing the call recording disclosure when using language line services; Pages 4-5Outbound Calls and Third Party VerificationsSection II: ProcessGuidance for providing the call recording disclosure when using language line services; Page 6Suggested HVAC questions regarding A/C units; Page 14Section III: Examples and FAQsLanguage related to applicant”s requesting to go to a DRC; Page 22Civil Rights IssuesSection III: ProcessStandard email subject line; Pages 5-6Section IV: Examples and FAQsStandard email subject line; Page 7Deleted example #4 from useful statements; Page 8Read the entire SOPs for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/7/20	10/10/20	2005450	PPM UPDATE: DR-4558-CA AND DR-4562-OR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM: DR 4558 - CA DR 4562 - ORUpdates include:Section I: OverviewDR-4558-CA Rental Assistance Rate Increase; Page 9.Section III: ProcessIncorrect Damage level and Pre-recoup language; Page 18.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

10/7/20	10/12/20	2005451	DR-4558-CA: UNKNOWN DAMAGE AUTO-DIALER	HELPLINE	An auto dialer has been approved for applicants in DR-4558-CA. The auto dialer will give recipients the ability to update their home or personal property disaster-caused damage.If the applicant states they missed an auto dialer call, check the Events History, to see if there is an auto dialer summary line. Auto dialer message: You recently indicated that you did not know if your home or personal property was damaged. FEMA would like to know if that has changed since your registration. Please listen to each option and select the one that best matches your damage.Response Options:1. I had minor damage, but I am able to live in my home.2. I had damage to my home or personal property that requires a lot of repairs.3. I had damage to my home or personal property that requires major repairs.4. My home was completely destroyed.Helpline:If a caller states they received an auto dialer call, SMS text message, or email notification, encourage the applicant to respond.Update any pertinent information in the file including phone number and email address, if necessary.Reference:Helpline NPSC Caller Services Reference GuideREMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: UPDATING UNKNOWN OR NO DAMAGES
10/7/20	10/11/20	2005452	DR-4558-CA REGISTRATION EXTENSION	RI	The Registration Period for DR-4558-CA has been extended.The registration period now ends onNovember 21, 2020.TheDR-4558-CADisaster Specific webpage is updated with this information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
10/7/20	10/12/20	2005453	DR-4562-OR: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4562-OR. Direct Temporary Housing Assistance is authorized in the form of Direct Lease, Multi-Family Lease and Repair (MLR) and Transportable Temporary Housing Unitsfor the following IA designated counties:Jackson, Linn, and Marion.Please see theDirect Temporary Housingmemorandumposted on theDR-4562-ORDisaster Specific page for additional information.Reference: Direct Housing Assistance SOP
10/8/20	10/13/20	2005454	DR-4557-IA REGISTRATION EXTENSION	RI	The Registration Period for DR-4557-IA has been extended.The registration period now ends onNovember 2, 2020.TheDR-4557-IADisaster Specific webpage is updated with this information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
10/8/20	10/8/20	2005423	DR-4558-CA: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4558-CADisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.Counties approved for this increase:Lake, Napa, Sonoma, Solano, Santa Cruz, and Monterey.An increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent:” is changed to 125 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
10/8/20	10/13/20	2005456	DR-4559-LA: DRC CLOSURES DUE TO WEATHER	HELPLINE	Due to Hurricane Delta in the Gulf and it’s imminent landfall in Louisiana,allDisaster Recovery Centers will be closed until further notice.Residents should monitor local news and weather for additional information.Agents should refer to the NEMIS DR Info tab for updates to DRC Information and normal hours of operation.
10/8/20	10/13/20	2005456	DR-4559-LA: DRC CLOSURES DUE TO WEATHER	RI	Due to Hurricane Delta in the Gulf and it’s imminent landfall in Louisiana,allDisaster Recovery Centers will be closed until further notice.Residents should monitor local news and weather for additional information.Agents should refer to the NEMIS DR Info tab for updates to DRC Information and normal hours of operation.
10/8/20	10/13/20	2005457	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday, Monday, October 12, 2020.DR-4560-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/8/20	10/13/20	2005457	HOLIDAY: DRC CLOSINGS	PUERTO RICO	Disaster Recovery Centers (DRCs) will be closed for the holiday, Monday, October 12, 2020.DR-4560-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/9/20	10/14/20	2005455	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4429-MS endsOctober 23, 2020DR-4438-OK endsDecember 1, 2020DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020DR-4447-OH endsDecember 18, 2020DR-4451-MO endsJanuary 9, 2021DR-4454-TX endsJanuary 17, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing

10/9/20	10/15/20	2005458	DR-4558-CA: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4558-CA applicants that received an insurance decision (INS or INI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text. The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance related to losses as a result of fires occurring between August 14 and September 26 in California, Disaster 4558. You indicated that you have insurance which should cover the disaster-caused losses. However, if you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance, please provide your information to FEMA. You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782 Thank you” This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls. Applicants can submit copies of insurance documents by: Fax: 800-827-8112. Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055. DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.
10/10/20	10/10/20	23986	GROUP FLOOD INSURANCE POLICY (GFIP)	HELPLINE	.When an Owner or Renter is found to be eligible for Other Needs Assistance (ONA) personal property in flood zone A or V, a flood insurance requirement will be associated with the eligibility determination (EPPZ). Eligible applicants will have \$600 deducted from their available IHP Program funds. The \$600 will be withheld for purchase of a Group Flood Insurance Policy for 3 years from FEMA. Renters will have six months from the ONA eligibility determination date to contact FEMA and advise if they would like FEMA to purchase a Group Flood Insurance Policy on their behalf. Helpline will notify the applicant that FEMA will review their request to purchase a Group Flood Insurance Policy on their behalf when: Eligible Owners and Renters have received a \$600 GFIP deduction from their available IHP Program funds. Renters have contacted FEMA verbally or in writing that they are returning to their damaged dwelling address within their established six month period. The Renter Requested GFIP Verification Requirement has been set under the Info Control Tab. This only applies to renters. It is important for eligible renters to have the Renter Requested GFIP Verification Requirement set. This will allow an automated process to identify renters who will be referred for a Group Flood Insurance Policy. The GFIP Renter Policy Job Aid will outline the necessary steps to set the verification requirements for the renter requested GFIP Policy. Helpline should advise eligible Owners and Renters that they will be independently contacted by the National Flood Insurance Program. All requests or inquiries regarding Other Needs Assistance information in Joint Option disasters are to be referred to the appropriate State Helpline numbers. Documentation received in regard to Group Flood Insurance Policies should be referred to the appropriate State Processing Queues for review. The Joint Option Representatives will address the applicant's request for GFIP under the Other Needs Assistance program. NCT
10/10/20	10/15/20	2005459	DR-4563-AL: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4563-AL for applicants that received the NOINSP_Triage Level 1 No Inspection letter. The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body: You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation. 1. Yes, I need an inspection 2. No, I do not need an inspection Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
10/11/20	10/14/20	2005461	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1 is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support. Agents are reminded to review http://www.211.org to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting. 3-1-1 may be available in some metropolitan areas of the country. Please notify callers to call 911 for medical emergencies.
10/11/20	10/14/20	2005461	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1 is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support. Agents are reminded to review http://www.211.org to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting. 3-1-1 may be available in some metropolitan areas of the country. Please notify callers to call 911 for medical emergencies.
10/11/20	10/14/20	2005460	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual) For Spanish, press “2” Text “TalkWithUs” to 66746 (Spanish speakers text “Hablamos”) From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635 From Palau, Marshall Islands, America Samoa, Guam, Northern Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097 The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517 Website: http://www.samhsa.gov/find-help/disaster-distress-helpline This referral is not dependent on a FEMA declaration. Additional agencies and referrals are available on the Disaster Specific Information pages. Reference: REMINDER: DISASTER SPECIFIC REFERRALS

10/11/20	10/14/20	2005460	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2;Text 3;TalkWithUs3; to 66746 (Spanish speakers text 3;Hablanos3;)From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website:http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
10/11/20	10/14/20	2005462	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.The shelter information is available in a pop up for each location.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agencywebsitesor call 211for availability and services.Please notify callers to call911for medical emergencies.
10/11/20	10/14/20	2005462	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters.Please advise callers that they have several options:Download theFEMA Mobile Appto find open shelters, available for Apple, Android, and Blackberry mobile devicesSearch online for Red Cross shelters using theFind Open Shelterslocator; staff can offer to search this site for caller.The shelter information is available in a pop up for each location.Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Before going to a shelter, always check with the local emergency management agencywebsitesor call 211for availability and services.Please notify callers to call911for medical emergencies.
10/11/20	10/15/20	2005463	UPDATE: LOUISIANA: REGISTRATIONS FOR HURRICANE DELTA	HELPLINE	In preparation for a potential disaster declaration for Hurricane Delta, please take all Louisiana registrations for that incident under DR-4559-LA until further notice. DR-4559-LA has an open Registration Period until October 27, 2020.Take the registration with the information provided by the applicant. Please verify and enter the correct date of loss when taking a registration.Inform the applicant there is not a current disaster declaration for Hurricane Delta.If the caller already has a registration for the declared incident DR-4559, RI will receive a notification of duplication and a new registration cannot be taken for that caller as a DR-4559 registration already exists.Advise the applicant they will need to register after Hurricane Delta is declared. Applicants should monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information.All callers should be referred to the State of Louisiana to report their damage. Please advise them to visitwww.damage.la.govwebsite and fill out theLouisiana Disaster Preliminary Damage Self-Report survey. This survey will collect information and help parish, state, and federal authorities understand how and where locations were impacted by Delta.Completion of this survey does not register them for FEMA assistance, or is it an application for or guarantee State assistance.Advise the caller they will need to register for FEMA assistance, if not already registered.Do not:Refuse or discourage applicants from registering for disaster assistance.Discuss eligibility with applicants during the RI process.Tell callers that you cannot complete their registration due to eligibility reasons, such as being in an undesignated county, failed verifications, or duplication with another applicant.Tell callers they have to apply with insurance or SBA prior to registering with FEMA.Do not take IAreregistrations in 6500.If the reported damage type is not listed:Click the "Other damage not listed here" checkbox and click the Next button.The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected DR-4559 disaster.Once a disaster declaration for Hurricane Delta is available, a script will transfer the registrations from DR-4559-LA into the new disaster. No manual transfers will be required.The transferred registrations will proceed as normal registrations and will receive notifications with the new registration number.
10/11/20	10/15/20	2005463	UPDATE: LOUISIANA: REGISTRATIONS FOR HURRICANE DELTA	RI	In preparation for a potential disaster declaration for Hurricane Delta, please take all Louisiana registrations for that incident under DR-4559-LA until further notice. DR-4559-LA has an open Registration Period until October 27, 2020.Take the registration with the information provided by the applicant. Please verify and enter the correct date of loss when taking a registration.Inform the applicant there is not a current disaster declaration for Hurricane Delta.If the caller already has a registration for the declared incident DR-4559, RI will receive a notification of duplication and a new registration cannot be taken for that caller as a DR-4559 registration already exists.Advise the applicant they will need to register after Hurricane Delta is declared. Applicants should monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information.All callers should be referred to the State of Louisiana to report their damage. Please advise them to visitwww.damage.la.govwebsite and fill out theLouisiana Disaster Preliminary Damage Self-Report survey. This survey will collect information and help parish, state, and federal authorities understand how and where locations were impacted by Delta.Completion of this survey does not register them for FEMA assistance, or is it an application for or guarantee State assistance.Advise the caller they will need to register for FEMA assistance, if not already registered.Do not:Refuse or discourage applicants from registering for disaster assistance.Discuss eligibility with applicants during the RI process.Tell callers that you cannot complete their registration due to eligibility reasons, such as being in an undesignated county, failed verifications, or duplication with another applicant.Tell callers they have to apply with insurance or SBA prior to registering with FEMA.Do not take IAreregistrations in 6500.If the reported damage type is not listed:Click the "Other damage not listed here" checkbox and click the Next button.The screen will then display a list of additional damage types that are not specified in the disaster specifics for the selected DR-4559 disaster.Once a disaster declaration for Hurricane Delta is available, a script will transfer the registrations from DR-4559-LA into the new disaster. No manual transfers will be required.The transferred registrations will proceed as normal registrations and will receive notifications with the new registration number.

[illegible]

10/15/20	10/20/20	2005470	DR-4558-CA: ADDITIONAL IA COUNTIES FRN 7	RI	Additional counties have been added for Individual Assistance in DR-4558-CA.The additional counties in California are:Lassen and Tulare.RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
10/16/20	10/20/20	2005471	REMINDER: CLEAN UP AND DEBRIS REMOVAL	HELPLINE	Please DO NOT advise applicants to keep their wet carpet and/or ruined belongings, or to wait to start repairs, clean-up, or removing debris.Our inspectors are able to assess damages even after the applicants have cleaned up.Keeping wet, molded or ruined material around their homes may be a health issue.Note: It is advised that applicants keep all receipts for disaster related expenses.Applicants may inquire if it is necessary to photograph their property before disposing of it.Applicants can take photos of disaster caused damages prior to clean up/removal, but taking photos would be at their discretion and expense.Inspectors are encouraged to view applicant photos but are not required to do so.Reference:EPA: Mold
10/16/20	10/20/20	2005472	DR-4564-FL: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4564-FL has been received (FRN 4). The incident period is September 14, 2020 through September 28, 2020.Please see theDisaster Specific Information page for more information about this disaster.
10/16/20	10/21/20	2005473	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
10/16/20	10/21/20	2005473	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov:Mold: A Hidden Health Hazard
10/16/20	10/21/20	2005506	REMINDER: MOLD AND MILDEW	CASEWORK	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov: Fact Sheet: Mold: Problems and Solutions
10/16/20	10/21/20	2005506	REMINDER: MOLD AND MILDEW	HELPLINE	Casework:When applicants appeal due to 'mold and mildew', a determination must be made as to whether the applicant in fact has damage that was not addressed in the previous inspection. The appeal should include some indication of what areas of the home were specifically damaged that may have caused the mold and mildew and the extent of that damage.Although not required, it is also helpful for the applicant to supply an estimate for the damage that resulted in mold and mildew to determine if the damage was addressed and if an inspection should be issued.Inspections should not be requested for mold and mildew only. When requesting an appeal inspection for applicants that report mold and mildew damage, the NEMIS Comment should specify what is actually damaged (e.g. roof, foundation, walls, sheetrock, flooring, etc.).Helpline:Due to flooding, Helpline Agents may receive calls pertaining to mold and mildew.Please refer to theHome RepairSOP (FAQs) for further information.Refer applicants to the following references for cleaning mold and mildew:EPA: MoldFEMA.gov: Fact Sheet: Mold: Problems and Solutions

10/16/20	10/20/20	2005474	DR-4562-OR: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLS	HELPLINE	Pre-Placement Interview (PPI) calls are being made to select applicants identified by the Region and JFO. Cases meeting the criteria may be potentially eligible to receive direct housing.If an applicant states FEMA left a message, review the Events log for a PPI (or HOMES) notation in the summary line. Do not discuss Direct Housing eligibility with callers.Transfer the call to the PPI group if:The PPI call was incomplete (call attempt noted) orThe interview has been completed but the caller’s housing situation has changed. Before the transfer, provide the caller the PPI group phone number in case they get disconnected.The PPI group is currently available:Sunday through Saturday: 8:00 am - 8:00 pm (PST)Phone number: 866-922-3362C3MP: Consult/transfer the call to the “PPI Florida” workgroup.Applicants who have not been contacted via-callout and are inquiring about the program should not be provided the PPI Group number.Use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA. Do not create PPI External Request workpackets.Reference:C3MPDirect Housing Assistance SOPDR-4562-OR: DIRECT HOUSING MISSION
10/16/20	10/21/20	2005476	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the “Recently Updated Documents” section and the appropriate category of the PPM:Updates include:Occupancy VerificationSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 3Section III: ProcessRemoved references to inspection verification of occupancy; Pages 6, 8 and 12Clarification for inspection requests; Page 11Section IV: Examples and FAQsRemoved Scenario 1 (reference to inspection verification of occupancy); Page 14Removed inspector verification of occupancy with LL; Page 17Identity VerificationSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 3Section III: ProcessClarification for inspection requests; Pages 10, 13, 14,15,18 and 19Inspection Requests and ComparisonsSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 2Section III: ProcessClarification for inspection requests: Pages 10,11 and 28DR-4558-CA and DR-4562-ORSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 2Clarification regarding letter the applicant that fails Occupancy or Identity requirements will receive; Page 3Section VIII: Appendix BAdded IRND letter text; Page 39DR-4560-PRSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 2Clarification regarding letter the applicant that fails Occupancy or Identity requirements will receive; Page 3Section VII: Appendix AAdded IRND letter text; Page 59IA PPM Remote InspectionsSection I: OverviewIndividuals with anIDV_FAILEDand/orOCCV_FAILEDstatus will NOT automatically receive an Initial inspection; Page 3Clarification regarding letter the applicant that fails Occupancy or Identity requirements will receive; Page 3-4Section VIII: Appendix BAdded IRND letter text; Page 73Read the entire SOPs and DSOPs for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/16/20	10/21/20	2005477	DR-4570-LA: NEW IA DECLARATION	RI	Louisiana has a new Individual Assistance disaster declaration. DR4570 Louisiana was declaredon October 16,2020.When Registration Intake is available,Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster isOctober 6, 2020 to October 10, 2020.Counties declared for IA:Acadia, Calcasieu, Cameron, Jefferson Davis, and Vermilion Parishes.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMAhas implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI&LOUISIANA: CROSS DISASTER EVENT
10/16/20	10/21/20	2005479	DR-4569-CA: NEW IA DECLARATION	RI	California has a new Individual Assistance disaster declaration. DR4569California was declaredon October 16,2020.When Registration Intake is available,Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster isSeptember 4, 2020 and continuing.Counties declared for IA:Fresno, Los Angeles, Madera, Mendocino, San Bernardino, San Diego, and Siskiyou Counties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMAhas implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI&

10/16/20	10/21/20	2005478	LOUISIANA: CROSS DISASTER EVENT	RI	Louisiana has 2 consecutive disasters (DR-4559 and DR-4570) that may result in cross disaster duplication. If a caller did not register in Laura and had damage due to Hurricane Delta, the registration should be taken under Delta, with Delta date of loss.Homeowners who previously registered under Hurricane Laura who only had damage from Hurricane Delta at their new temporary residence may register as renters under DR-4570-LA Hurricane Delta.Homeowners displaced due to Hurricane Laura who had additional damage at their residence should register for their damaged home address under Delta.Renters impacted by both disasters should have their registration taken under Delta based on their temporary housing location at the time of Hurricane Delta.The following inspection process will be implemented to reduce the risk of providing duplicate assistance.All registrations in DR-4570 for Hurricane Delta from applicants with a registration in DR-4559 will initially be held in triage for review.Applicants who have already received Housing Assistance in DR-4559 will be stamped withLAURA_CDD_REV.For those applicants that are stamped and qualify for an assessment, an inspection will be issued by Housing Inspections Services to Assessors deployed to the impacted area.Housing Assessors will complete the Remote Inspection with the applicant and validate the damage level through an on-site exterior validation, which requires no contact with the applicant or entering the dwelling.Applicants withnostamp will move through the normal Remote Assessment process after the initial hold is released.Once NEMIS identifies a Cross Disaster case, the registration information is recorded in theSpecial Tabunder thePrevious Disaster Summaryfield or theLinked Regslink in Web NEMIS. Staff should ensure they check theSpecial Tabprior toprocessing assistance in DR-4559 or DR-4570. These cases will not all have theLAURA_CDD_REVstamp.PPM guidance will be forthcoming.Reference: REMOTE ASSESSMENT AND EXTERIOR VALIDATION
10/18/20	10/21/20	2005480	DR-4558-CA: ADDITIONAL IA COUNTY FRN 8	RI	Additional county has been added for Individual Assistance in DR-4558-CA.The additional county in California is:TrinityRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
10/19/20	10/23/20	2005481	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:IA PPM Remote InspectionsSection I: OverviewRemoved DR-4559-LA information. This information can now be found in the new LA DSOP.DR 4558 CA - DR 4562 OR and DR 4569 CASection VII: Appendix ADR-4569-CA pricing; Page 36DR 4559 LA and DR 4570 LANew DSOP incorporating DR-4559-LA information and new DR-4570-LA declaration.Financial HA and ONA Maximum and Minimum AwardsSection II: Process2021 fiscal year maximum amount information; Page 6Read the entire SOPs and DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
10/20/20	10/23/20	2005475	DR-4563-AL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4563-AL applicants that received an insurance decision (INS or INI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA disaster assistance related to losses as a result of Hurricane Sally in Alabama, Disaster 4563.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, contact FEMA.You have 12 months from the time of your registration date to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.
10/20/20	10/23/20	2005482	LOUISIANA: HAZARD MITIGATION REFERRAL	HELPLINE	The FEMA Hazard Mitigation Program is available for DR-4559 Hurricane Laura and DR-4570 Hurricane Delta. Hazard Mitigation includes long-term solutions that reduce the impact of disasters in the future. Mitigation planning breaks the cycle of disaster damage, reconstruction and repeated damage.Community Education and Outreach (CEO) Specialists can assist applicants on their recovery process, providing information about repairing or rebuilding to be safer and stronger after a hurricane in order to reduce the risk of future damage.Please encourage applicants to speak to a Specialist about Repairing/Rebuilding Safer, Stronger, and more Resilient:By phone: 866-579-0820Specialists are available Monday - Saturday: 8:00 am to 6:00 pm (CT)Email: FEMA-LAMit@fema.dhs.govFor additional Resources available online, visit:https://fema.connectsolutions.com/lamitInformation related to Mitigation benefits can be located in the Disaster Referral Information spreadsheet onDR-4559-LAandDR-4570-LADisaster Specific pages.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
10/20/20	10/23/20	2005482	LOUISIANA: HAZARD MITIGATION REFERRAL	RI	The FEMA Hazard Mitigation Program is available for DR-4559 Hurricane Laura and DR-4570 Hurricane Delta. Hazard Mitigation includes long-term solutions that reduce the impact of disasters in the future. Mitigation planning breaks the cycle of disaster damage, reconstruction and repeated damage.Community Education and Outreach (CEO) Specialists can assist applicants on their recovery process, providing information about repairing or rebuilding to be safer and stronger after a hurricane in order to reduce the risk of future damage.Please encourage applicants to speak to a Specialist about Repairing/Rebuilding Safer, Stronger, and more Resilient:By phone: 866-579-0820Specialists are available Monday - Saturday: 8:00 am to 6:00 pm (CT)Email: FEMA-LAMit@fema.dhs.govFor additional Resources available online, visit:https://fema.connectsolutions.com/lamitInformation related to Mitigation benefits can be located in the Disaster Referral Information spreadsheet onDR-4559-LAandDR-4570-LADisaster Specific pages.Reference:REMINDER: DISASTER SPECIFIC REFERRALS

10/21/20	10/26/20	2005483	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:IA PPM Remote Inspection DSOPUpdates Include:Section III: ProcessChanged “cistern” to “water tank or hauled water tank”; Pages 21-28Additional Updates:Section III: ProcessRemoved Legacy NEMIS processing steps; Pages 32, 35, & 39Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/21/20	10/26/20	2005485	UPDATE: FRAUD CODES AND SPECIAL HANDLING QUERIES	CASEWORK	(b) (7)(E)
10/22/20	10/26/20	2005486	REMINDER: EMPLOYEE INFO IN NEMIS: CONTACTS AND COMMENTS	GENERAL	For the protection of all employees,Do Notenter any employee information into Comments and Contacts in NEMIS. If any reference must be made regarding personnel please use titles such as 'Housing Officer' or generic references such as 'Customer Service Representative',, 'Caseworker', etc. Documenting employee names or other employee information in applicant files may put your co-workers at risk.Everything written into Comments and Contacts becomes aPERMANENTpart of the applicant's file and therefore public record. The information is available for the public to request and view. It is important to remain professional and neutral when adding information to the applicant’s record.Please follow all currently posted guidelines regarding comments and contacts. Please refrain from adding the following to contacts/comments:The names or other identifiable information of FEMA employeesNegative remarksabout FEMA, employees, or specific departmentsEntering personal opinions about the caseDo not copy/paste text from preshifts or other guidanceDo not copy/paste Email textIf while viewing a case an agent discovers employee information in the file, please report the case to a Supervisor, POC or IHP Helpdesk and provide the following:The Disaster and Registration NumberThe Events Log Date of the Comment/ContactThe Name to be removedNOTE: Do not give the physical address and location of FEMA facilities.The only addresses that should be shared are those related to incoming mail (mailroom) or disaster specific locations that are listed in NEMIS, such as DRC's.
10/22/20	10/26/20	2005487	DR-4564-FL: MOBILE REGISTRATION INTAKE CENTERS	HELPLINE	DR-4564-FL has Mobile Registration Intake Centers (MRIC) available.MRICs areonlyfor Registration Intake purposes.MRICs doNOTprovide the services of Disaster Recovery Centers (DRCs).MRICs doNOTaccept documents from applicants to be placed into a file.Refer to NEMIS DR Info, under Disaster Recovery Center (DRC), for MRIC location information and hours of operation.
10/22/20	10/26/20	2005487	DR-4564-FL: MOBILE REGISTRATION INTAKE CENTERS	RI	DR-4564-FL has Mobile Registration Intake Centers (MRIC) available.MRICs areonlyfor Registration Intake purposes.MRICs doNOTprovide the services of Disaster Recovery Centers (DRCs).MRICs doNOTaccept documents from applicants to be placed into a file.Refer to NEMIS DR Info, under Disaster Recovery Center (DRC), for MRIC location information and hours of operation.
10/23/20	10/28/20	2005488	DR-4569-CA: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4569-CA.The additional counties in California are:Napa, Shasta, and SonomaRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/ INCIDENTS
10/23/20	10/28/20	2005489	DR-4562-OR: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Please review the memo on theDR-4562-ORDisaster Specific page approving an increase of the published FMR for Continued Rental Assistance.Counties approved for this increase:Douglas, Jackson, Klamath, Lane, Lincoln, Linn and MarionAn increase of 125% of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes.The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the 125% FMR increaseoractual rental amount, whichever is less, per the applicable guidance.Note:The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent:” is changed to 125 under the Current Post-Disaster Amounts section.Reference: Continued Rental Assistance
10/23/20	10/27/20	2005490	PPM UPDATE: DR-4558-CA, DR-4562-OR, AND DR-4569-CA REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 CA, DR 4562 OR, and DR 4569 CA Remote Inspections DSOPUpdates include:Section I: Overview Cross Disaster information regarding FIREDD_REV stamp; Page 2. Section II: Important Information Cross Disaster information regarding FIREDD_REV stamp; Page 13.Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

10/26/20	10/29/20	2005491	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
10/26/20	10/29/20	2005491	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
10/26/20	10/29/20	2005492	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide Updates include: Section D. Inspections: Instructions for initial inspection request if the applicant's occupancy and/or identity failed; Page 90. Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.

10/26/20	10/29/20	2005493	LETTERS: CURRENT MAILING ADDRESS IS UNDER REVIEW	CASEWORK	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons but staff can still create a comment or contact using Web Applicant Inquiry. Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. Staff will not be able to regenerate or re-create letters for these cases. In the event that a case has become unlocked, and the applicant requests a copy of a previously sent letter: Review the Outgoing Correspondence/Communication screen and ensure the letter to be regenerated has a valid CMA. Letters with "Under Review" as a CMA should not be regenerated, these letters will have to be "re-created". Re-creating a letter must be performed in Legacy NEMIS (Power Builder) until further notice, following the Info Control SOP. Please preview the regenerated or re-created letter to ensure it has the correct information and mailing address. Reference: REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS REMINDER: DO NOT REGENERATE RECOUPMENT LETTERS LETTER REGENERATION ERROR MESSAGE Preshift posted on behalf of the Program Implementation and Support Unit.
10/26/20	10/29/20	2005493	LETTERS: CURRENT MAILING ADDRESS IS UNDER REVIEW	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons but staff can still create a comment or contact using Web Applicant Inquiry. Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. Staff will not be able to regenerate or re-create letters for these cases. In the event that a case has become unlocked, and the applicant requests a copy of a previously sent letter: Review the Outgoing Correspondence/Communication screen and ensure the letter to be regenerated has a valid CMA. Letters with "Under Review" as a CMA should not be regenerated, these letters will have to be "re-created". Re-creating a letter must be performed in Legacy NEMIS (Power Builder) until further notice, following the Info Control SOP. Please preview the regenerated or re-created letter to ensure it has the correct information and mailing address. Reference: REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS REMINDER: DO NOT REGENERATE RECOUPMENT LETTERS LETTER REGENERATION ERROR MESSAGE Preshift posted on behalf of the Program Implementation and Support Unit.
10/26/20	10/30/20	2005495	UPDATE: DR-4559-LA: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4559-LA. Direct Temporary Housing Assistance is authorized in the forms of Multi-Family Lease and Repair (MLR), Direct Lease, and Transportable Temporary Housing Units (TTHUs) [Recreational Vehicles and Manufactured Housing Units] for the following IA designated parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, and Vernon. Update: Additional Parishes: Grant and Rapides. Please see the Direct Temporary Housing memorandum posted on the DR-4559-LA Disaster Specific page for additional information. Reference: Direct Housing Assistance
10/26/20	10/28/20	2005496	DR-4559-LA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4559-LA is October 27, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
10/26/20	10/29/20	2005497	REMINDER: RESTRICTED PROCESSING SUBQUEUEES	CASEWORK	Please remember that some processing subqueues are only processed by Specialized Processing Unit (SPU), Inspection Services, VANPSC Innovations or other Program Specialists. Do not process in restricted subqueues unless you have been specifically assigned to by your Supervisor or POC. When accessing FEMA Manual & FEMA Supervisor Review queues, select one of the subqueues available in the drop-down selection prior to using the "Next" function. If the subqueue selection is left "blank" or if "All Subqueues" is selected, any cases within the queue becomes available when selecting "Next" in NEMIS. If unsure after accessing a work packet which queue the work packet is in, review the Overview tab "Current Queues" to determine the current subqueue for the work packet. Examples of restricted subqueues are: Automated Support (automation only, no manual processing) Congressional FEMA Correction - restricted to Inspection Management only Fraud Review - new subqueue Oral Hearing Policy Review Recoupment queues (all) In addition, PPM SOPs or DSOPs may designate specific subqueues for processing. If you have a question before processing in a specific subqueue, call the IHP Helpdesk, or provide the case specific information to a Supervisor or POC who will review your concern. Reference: FEMA-IHP-Helpdesk
10/26/20	10/29/20	2005498	UPDATE: FRAUD CODES AND SPECIAL HANDLING QUERIES	CASEWORK	(b)(7)(E)

10/26/20	10/29/20	2005499	REMINDER: RESTRICTED PROCESSING SUBQUEUES	CASEWORK	Please remember that some processing subqueues areonly processedby Specialized Processing Unit (SPU), Inspection Services, VANPSC Innovations or other Program Specialists.Do not process in restricted subqueues unless you have been specifically assigned to by your Supervisor or POC. When accessing FEMA Manual & FEMA Supervisor Review queues,select one of the subqueuesavailable in the drop-down selection prior to using the "Next" function. If the subqueue selection is left "blank" or if "All Subqueues" is selected, any cases within the queue becomes available when selecting "Next" in NEMIS. If unsure after accessing a work packet which queue the workpacket is in, review the Overview tab"Current Queues"to determine the current subqueue for the workpacket.Examples of restricted subqueues are:Automated Support (automation only, no manual processing) CongressionalFEMA Correction - restricted to Inspection Management onlyFraud Review – new subqueueOral HearingPolicy ReviewRecoupment queues (all)In addition,PPM SOPs or DSOPsmay designate specific subqueues for processing. If you have a question before processing in a specific subqueue, call the IHP Helpdesk, or provide the case specific information to a Supervisor or POC who will review your concernReference:FEMA-IHP-Helpdesk
10/27/20	10/30/20	2005494	DR-4559-LA: ACCESS AND FUNCTIONAL NEEDS AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4559-LA survivors with Access and Functional Needs (AFN) that notifies to contact the Immediate Disaster Case Management (IDCM) Helpline services which can provide resources that may assist with unmet disaster related needs.Message Body:“The Disaster Case Management Helpline number has been activated to assist you with disaster related unmet needs that were caused by Hurricane Laura. Staff are on hand to assess needs and refer survivors to resources, such as Voluntary Agencies, that may be available to assist with unmet disaster related needs. This service may be accessed by calling the Disaster Case Management Helpline at 1-855-424-4751”.If Helpline receives any calls regarding this outreach, please follow standard Helpline procedures when answering these types of calls and make any necessary changes.If any unmet needs are identified please provideDR-4559-LADisaster Specific available referrals.Reference:UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS
10/27/20	10/30/20	2005500	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:Codes Verification Request Letters and Assistance TypesSection III: ProcessRemoved “Auto-d” indication from all INS and INSFI entries because these are not always auto-determined; Pages 18-20, 22, and 24Modified IISS entry to indicate it’s NOT used for Child Care processing and INSS entry is only used for Child Care Processing; Page 21GeneratorSection III: ProcessRemoved INSS from ineligible options for generators recorded as Personal Property; Page 13Section V: Definitions and AcronymsRemoved INSS from Acronyms section; Page 21Miscellaneous Other ItemsSection III: ProcessModified Ineligible code from INSS to IISS, Misc/Other (except for Child Care) is processed as IISS; Page 15Section V: Definitions and AcronymsAdded IISS to the Acronyms section; Page 22¿Moving and StorageSection V: Definitions and AcronymsRemoved IISS from the Acronyms section; Page 18Students in College DormitoriesSection IV: Examples and FAQsModified ineligible code from INSS to IINS; Page 15Read the entire SOPs and DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
10/27/20	10/29/20	2005501	DR-4564-FL: MRIC CLOSINGS DUE TO WEATHER	HELPLINE	All Mobile Registration Intake Centers (MRIC) will be temporarily closed due to potential hazardous weather.Tuesday, 10/27/2020: OpenWednesday, 10/28/2020 and forward: ClosedMRICs reopening dates are to be determined and a Preshift notice will be posted.Refer to NEMIS DR Info for MRIC information and normal hours of operation.
10/27/20	10/29/20	2005501	DR-4564-FL: MRIC CLOSINGS DUE TO WEATHER	RI	All Mobile Registration Intake Centers (MRIC) will be temporarily closed due to potential hazardous weather.Tuesday, 10/27/2020: OpenWednesday, 10/28/2020 and forward: ClosedMRICs reopening dates are to be determined and a Preshift notice will be posted.Refer to NEMIS DR Info for MRIC information and normal hours of operation.
10/27/20	10/30/20	2005502	LOUISIANA: HOTEL REGISTRATION NOTICE TO EVACUEES	HELPLINE	The state of Louisiana and American Red Cross (ARC) have been providing lodging assistance to evacuees. Staff may receive requests for information from callers whose hotel reservation is ending.If a caller needs transportation from any hotel location they must respond to the texts ARC has sent or contact the ARC representative at the hotel for a ridePlease advise these callers to contact 2-1-1 for:Survivors in need of resources/referrals.Survivors who return to parish Damaged Dwelling and believe it is not habitable and want a reassessment of damages by ARC.Survivors with no vehicle and needs an ARC reassessment and transportation back to the parish pick up point, Burton Coliseum, where they will be transported to the Alexandria Mega Center.Applicants that received FEMA Rental Assistance:Applicants that continue to stay in a hotel may request Continued Rental Assistance, per standard guidance.Hotel/motel receipts may be used to prove exhaustion of previously awarded Rental Assistance provided, if the applicant did NOT receive assistance for the same nights from the State, another agency, or Lodging Expense Reimbursement.Reference:REMINDER: 2-1-1 REFERRAL SERVICEContinued Rental Assistance SOP
10/27/20	10/30/20	2005503	CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS	HELPLINE	Helpline agents are available to respond to calls from applicants regarding their assistance from FEMA.Staff should not respond to any requests for information or comment from the media, state, or local organizations.If the call is from the media, state, or local organizations say:"You have reached the FEMA Applicant Assistance line. Please let me refer you to our FEMA Office of External Affairs. The phone number is (202) 646-3272. The email address isFEMA-News-Desk@fema.dhs.gov,which is the preferred method for requests. They will be able to provide answers to your questions.Thank you for your understanding."Helpline NPSC Caller Services Reference Guidewill be updated.

10/27/20	10/30/20	2005504	REMINDER: SOCIAL MEDIA RUMORS	HELPLINE	FEMA is often the subject of rumors and posts on various social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, throughout the year Helpline may receive inquiries related to internet gossip. If staff receive calls regarding incorrect information being reported through online communities on FEMA related topics and feel it should be brought to the agency's attention, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the name of the Media Outlet and the telephone number given or social media URL site link so we may track these rumors. The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect errors in social media networks, articles and blogs. If staff receive calls about network news stories or social media stories mentioning FEMA, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the subject of the story, the name of the Media Outlet, or a URL site link. This ensures FEMA is aware of potential situations in the news. Staff should use their best customer service and advise callers appropriately in regards to FEMA programs. Staff may also suggest that callers visit www.fema.gov and disasterassistance.gov for additional information on available FEMA programs. Please also check FEMA's Coronavirus Rumor Control page to see if a rumor was already reported and addressed, such as: FEMA offering hazard payment to employees who work during the COVID-19 pandemic. Note: CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS
10/27/20	10/30/20	2005505	DR-4559-LA REGISTRATION EXTENSION	RI	The Registration Period for DR-4559-LA has been extended. The registration period now ends on November 27, 2020. The DR-4559-LA Disaster Specific webpage will be updated with this information. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a "Late Application". Reference: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
10/28/20	10/28/20	2005507	LOUISIANA: DRC CLOSURES DUE TO WEATHER	HELPLINE	Due to Hurricane Zeta in the Gulf and its imminent landfall in Louisiana, the following Disaster Recovery Centers will be closed on 10/28/2020. Acadia Parish: Southside Community Center; Rayne, LA Beauregard Parish: War Memorial Civic Center; Deridder, LA Cameron Parish: Cameron Prairie Nation Wildlife Refuge; Belle City, LA Calcasieu Parish: The Lake Charles Civic Center; Lake Charles, LA Frasier Park (Softball fields); Sulphur, LA Sabine Parish: Sabine Parish Courthouse (County Clerk); Many, LA St Landry Parish: Word Ministry Church Parking Lot; Eunice, LA Vermillion Parish: LSU Agricultural Center; Abbeville, LA Vernon Parish: Vernon Parish Sheriff's Office; Leesville, LA Residents should monitor local news and weather for additional information. Note: Preshift will be updated if there are additional or continued DRC closures. Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/28/20	10/28/20	2005507	LOUISIANA: DRC CLOSURES DUE TO WEATHER	RI	Due to Hurricane Zeta in the Gulf and its imminent landfall in Louisiana, the following Disaster Recovery Centers will be closed on 10/28/2020. Acadia Parish: Southside Community Center; Rayne, LA Beauregard Parish: War Memorial Civic Center; Deridder, LA Cameron Parish: Cameron Prairie Nation Wildlife Refuge; Belle City, LA Calcasieu Parish: The Lake Charles Civic Center; Lake Charles, LA Frasier Park (Softball fields); Sulphur, LA Sabine Parish: Sabine Parish Courthouse (County Clerk); Many, LA St Landry Parish: Word Ministry Church Parking Lot; Eunice, LA Vermillion Parish: LSU Agricultural Center; Abbeville, LA Vernon Parish: Vernon Parish Sheriff's Office; Leesville, LA Residents should monitor local news and weather for additional information. Note: Preshift will be updated if there are additional or continued DRC closures. Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/28/20	11/2/20	2005509	REMINDER: LOCATING A SHELTER	HELPLINE	Staff may receive requests for information regarding open shelters. Please advise callers that they have several options: Download the FEMA Mobile App to find open shelters, available for Apple, Android, and Blackberry mobile devices. Search online for Red Cross shelters using the Find Open Shelters locator; staff can offer to search this site for caller. The shelter information is available in a pop up for each location. Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Before going to a shelter, always check with the local emergency management agency website or call 211 for availability and services. Please notify callers to call 911 for medical emergencies.
10/28/20	11/2/20	2005509	REMINDER: LOCATING A SHELTER	RI	Staff may receive requests for information regarding open shelters. Please advise callers that they have several options: Download the FEMA Mobile App to find open shelters, available for Apple, Android, and Blackberry mobile devices. Search online for Red Cross shelters using the Find Open Shelters locator; staff can offer to search this site for caller. The shelter information is available in a pop up for each location. Refer them to their local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Before going to a shelter, always check with the local emergency management agency website or call 211 for availability and services. Please notify callers to call 911 for medical emergencies.

10/28/20	11/2/20	2005508	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
10/29/20	11/2/20	2005510	DR-4564-FL: MRIC REOPENINGS	HELPLINE	All Mobile Registration Intake Centers (MRIC) will open on October 30, 2020.Refer to NEMIS DR Info for MRIC information and normal hours of operation.
10/29/20	11/2/20	2005510	DR-4564-FL: MRIC REOPENINGS	RI	All Mobile Registration Intake Centers (MRIC) will open on October 30, 2020.Refer to NEMIS DR Info for MRIC information and normal hours of operation.
10/30/20	11/3/20	2005511	DR-4557-IA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4557-IA isNovember 2, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
10/30/20	11/3/20	2005512	ELECTION DAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for Election Day, Tuesday, November 3, 2020.DR-4560-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/30/20	11/3/20	2005512	ELECTION DAY: DRC CLOSINGS	RI	Disaster Recovery Centers (DRCs) will be closed for Election Day, Tuesday, November 3, 2020.DR-4560-PR: All DRC’s will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
10/30/20	11/3/20	2005513	PPM UPDATE: EFFECTIVE COMMUNICATION ACCOMMODATIONS FOR APPLICANTS WITH HEARING, SPEECH OR OTHER COMMUNICATION DISABILITIES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Effective Communication Accommodations for Applicants with Hearing Speech or Other Communication DisabilitiesUpdates include:Document name changed from Deaf Hard of Hearing or Speech Disabled Applicant Communication SOP to Effective Communication Accommodations for Applicants with Hearing, Speech or Other Communication Disabilities SOP.Section I. Overview:Inclusive language - speech impairment disability; Page 2Change access and functional needs to communication needs; Page 3Information to include when emailing Inspection Services Project Monitor; Page 3Changed "specialized" to "individualized"; Page 3Section III. Process:Removed the word "Specially"; Page 5Changed TTY Contact Log drop-down list options from NPSC to HUB for VA and PR; Page 6Added Relay so it includes all services and removed the Federal Relay Services (FRS) email address; Page 8Instructions to provide FEMA as the originating agency when using FRS; Page 8Section III. Definitions and Acronyms:Added HUB to Acronyms; Page 9Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
10/30/20	11/4/20	2005514	UPDATE: FRAUD CODES AND SPECIAL HANDLING QUERIES	CASEWORK	(b) (7)(E)
10/30/20	11/4/20	2005515	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	HELPLINE	Do notshare theIHP Helpdesk numberoremail addresswith applicants and/or general public. These are internal communication resources that are intended for FEMA staff only.FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance.Staff shouldnottransfer applicants directly to the IHP Helpdesk.If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362.Reference: FEMA-IHP-Helpdesk

10/30/20	11/4/20	2005515	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	RI	Do not share the IHP Helpdesk number or email address with applicants and/or general public. These are internal communication resources that are intended for FEMA staff only. FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance. Staff should not transfer applicants directly to the IHP Helpdesk. If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362. Reference: FEMA-IHP-Helpdesk
10/30/20	11/4/20	2005516	LOUISIANA OWNERSHIP AND OCCUPANCY: CROSS DISASTER VERIFICATIONS NOT APPROVED	CASEWORK	A trend has been identified of staff inquiring if occupancy and ownership from one disaster can be used for verification in another disaster. Cross-disaster occupancy and/or ownership verification has NOT been approved for applicants that registered in both DR-4559-LA and DR-4570-LA. If an applicant has not proven occupancy and/or ownership, please follow standard processing procedures found in the Ownership Verification and Occupancy Verification SOPs.
10/30/20	11/3/20	2005517	PPM UPDATE: LODGING EXPENSES REIMBURSEMENT	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Lodging Expense Reimbursement Updates include: Section III: Process Corrected typo from "once" to "one"; in the note box; Page 9 Instructions indicating staff must complete the Adjustments field when substantiating documents in Web NEMIS; Page 13. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
10/30/20	11/4/20	2005518	UPDATE: REMINDER: RESTRICTED PROCESSING SUBQUEUES	CASEWORK	Please remember that some processing subqueues are only processed by Specialized Processing Unit (SPU), Inspection Services, VANPSC Innovations or other Program Specialists. Do not process in restricted subqueues unless you have been specifically assigned to by your Supervisor or POC. When accessing FEMA Manual & FEMA Supervisor Review queues, select one of the subqueues available in the drop-down selection prior to using the "Next" function. If the subqueue selection is left "blank" or if "All Subqueues" is selected, any cases within the queue become available when selecting "Next" in NEMIS. If unsure after accessing a work packet which queue the work packet is in, review the Overview tab"Current Queues" to determine the current subqueue for the work packet. Examples of restricted subqueues are: Automated Support (automation only, no manual processing) Congressional FEMA Correction - restricted to Inspection Management only FEMA Manual Determination - Fraud Review – restricted to Program Implementation and Support Unit (PISU) only Oral Hearing Policy Review Recoupment queues (all) DR-4570-LA FEMA Special Handling queue. In addition, PPM SOPs or DSOPs may designate specific subqueues for processing. If you have a question before processing in a specific subqueue, call the IHP Helpdesk, or provide the case specific information to a Supervisor or POC who will review your concern. Reference: FEMA-IHP-Helpdesk
10/30/20	11/4/20	2005519	PPM UPDATE: INSPECTION REQUESTS AND COMPARISONS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Inspection Requests and Comparisons Updates include: Section III: Process: FEMA Correction (FCOR) Inspection information; Page 7 Contractor Requested Correction Inspection (CCOR) is not to be used for processing; Page 8 Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
11/2/20	11/4/20	2005523	PPM UPDATE: FRAUD REVIEW SOP	PPM UPDATE	(b) (7) (E)
11/2/20	11/5/20	2005522	PPM UPDATE: DR-4568-CA, DR-4562-OR AND DR-4569-CA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 CA, DR 4562 OR, and DR 4569 CA Remote Inspections DSOP Updates include: Section I: Overview Guidance for applicants with Damages in DR-4558-CA and DR-4569-CA (Napa and Sonoma counties only); Page 2 Self-Assessment Destroyed process; Pages 3-4 DR-4562-OR Fair Market Rent (FMR) increase for Rental Assistance; Page 9 Section III: Process Initial Inspection requests; Pages 15-16 Initial Rental Assistance when processing Replacement Assistance; Page 18 Guidance for Cross Disaster Processing; Pages 26-29 Section IV. Appeal Examples Scenarios 3 and 4; Pages 38-39 Section IX. Appendix C Cross Disaster Letter; Page 47 Additional updates include: Section I: Overview DR-4558-CA FMR increase; Page 9 Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
11/2/20	11/5/20	2005524	UPDATE: DR-4558-CA: INCREASE TO PUBLISHED HUD FMR	CASEWORK	Update: Butte and Santa Cruz counties FMR have been increased to 150%. Please review the memos on the DR-4558-CA Disaster Specific page approving an increase of the published FMR for Continued Rental Assistance. The approved county FMR increases are: 125% for Lake, Monterey, Napa, Santa Cruz, Solano, and Sonoma 150% for Butte and Santa Cruz. An increase of the FMR for Continued Rental Assistance (CTHA) payments, set by the U.S. Department of Housing and Urban Development (HUD), will provide additional housing options to disaster survivors with extended displacement from their homes. The increase to the published FMR will be implemented upon an eligible CTHA determination, for applicants whose current location is within the areas eligible for the increase. Utilize the applicable county 125% or 150% FMR increase or actual rental amount, whichever is less, per the applicable guidance. Note: The CAC application will calculate and provide the increased “Approved FMR” when the Calculate Exhaustion button is utilized, if the “FMR percent” is changed to 125 or 150 under the Current Post-Disaster Amounts section. Reference: Continued Rental Assistance

11/2/20	11/5/20	2005533	PPM UPDATE: DR-4558-CA, DR-4562-OR AND DR-4569-CA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 CA, DR 4562 OR, and DR 4569 CA Remote Inspections DSOPUpdates include:Section I: OverviewGuidance for applicants with Damages in DR-4558-CA and DR-4569-CA (Napa and Sonoma counties only); Page 2Self-Assessment Destroyed process; Pages 3-4DR-4562-OR Fair Market Rent (FMR) increase for Rental Assistance; Page 9Section III: ProcessInitial Inspection requests; Pages 15-16Initial Rental Assistance when processing Replacement Assistance; Page 18Guidance for Cross Disaster Processing; Pages 26-29Section IV. Appeal ExamplesScenarios 3 and 4; Pages 38-39Section IX. Appendix CCross Disaster Letter; Page 47Additional updates include:Section I: OverviewDR-4558-CA FMR increase; Page 9Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/3/20	11/11/20	2005521	DAC - ADDITIONAL CONTROLS FOR ONLINE REGISTRATION	HELPLINE	Due to increased fraud risks, FEMA is implementing additional internal controls to reduce the impact of potentially fraudulent IHP payments.Beginning on Wednesday, November 4th, 2020, applicants who attempt to register on the internet or mobile device will be blocked from completing their registration if:The applicant is unable to pass the Occupancy or Identity Verification orThe applicant is a duplicate with other applicants in the same disaster (co-registrant social security number, phone, banking information, or damaged dwelling address).Applicants in these scenarios will receive a message asking them to review their information and try again. If they are unable to complete their registration, they will be directed to call FEMA and register for disaster assistance.Helpline:Please follow the guidance in theFraud Review SOPfor reporting possible identity theft.If the applicant is unable to register due to identity theft andwishes to apply,send anemail to theFEMA-IHP-IDReviewmailbox explaining the circumstance and ask the applicant tofaxIdentity Documents to540-504-2266. When sending an email to FEMA-IHP-IDReview, pleaseexplain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply.Include the following information in the email:Disaster numberExisting Registration numberApplicant nameApplicant contact informationCircumstance Onlyemail the FEMA-IHP-Helpdesk if you find avalidregistration that has been locked.DO NOTcopy the FEMA-IHP-Helpdesk on emails sent to the FEMA-IHP-IDReview mailbox. If an applicant received the PSBR Letter and indicates their registration is invalid, no further action is required.DO NOTsend an email to FEMA-IHP-IDReview or FEMA-IHP-Helpdesk.DO NOTask the applicant to send Identity Documents. Simply enter the Contact/Comment in the Events Log that the registration is Valid. If an applicant indicates they did not register and theydo NOT wish to apply,send an email to FEMA-IHP-IDReview explaining the circumstance.DO NOTask the applicant to send identity verification documents. Reference:DAC - Call Center RI¿REPORTING POTENTIAL IDENTITY THEFT: PSBR LETTER CLARIFICATIONFraud ReviewREMINDER: EMAIL COMMUNICATIONS
11/3/20	11/11/20	2005520	DAC - ADDITIONAL CONTROLS FOR ONLINE REGISTRATION	RI	Due to increased fraud risks, FEMA is implementing additional internal controls to reduce the impact of potentially fraudulent IHP payments.Beginning on Wednesday, November 4th, 2020, applicants who attempt to register on the internet or mobile device will be blocked from completing their registration if:The applicant is unable to pass the Occupancy or Identity Verification orThe applicant is a duplicate with other applicants in the same disaster (co-registrant social security number, phone, banking information, or damaged dwelling address).Applicants in these scenarios will receive a message asking them to review their information and try again. If they are unable to complete their registration, they will be directed to call FEMA and register for disaster assistance.Agents are to complete the registration and follow the Registration Intake script as usual. Do not discuss eligibility with the applicant.Reference:DAC - Call Center RI¿Fraud ReviewREMINDER: EMAIL COMMUNICATIONS
11/4/20	11/6/20	2005526	DR-4569-CA: MOBILE REGISTRATION INTAKE CENTERS	HELPLINE	DR-4569-CA has Mobile Registration Intake Centers (MRIC) opening.MRICs areonlyfor Registration Intake purposes.MRICs doNOTprovide the services of Disaster Recovery Centers (DRCs).MRICs doNOTaccept documents from applicants to be placed into a file.Refer to NEMIS DR Info, under Disaster Recovery Center (DRC), for MRIC location information and hours of operation.
11/4/20	11/6/20	2005526	DR-4569-CA: MOBILE REGISTRATION INTAKE CENTERS	RI	DR-4569-CA has Mobile Registration Intake Centers (MRIC) opening.MRICs areonlyfor Registration Intake purposes.MRICs doNOTprovide the services of Disaster Recovery Centers (DRCs).MRICs doNOTaccept documents from applicants to be placed into a file.Refer to NEMIS DR Info, under Disaster Recovery Center (DRC), for MRIC location information and hours of operation.
11/4/20	11/9/20	2005527	DR-4559-LA: MHU MAINTENANCE NUMBER	HELPLINE	For FEMA Manufactured Housing Units (MHU) maintenance issues in DR-4559-LA, please referMHU housed applicantsto the Maintenance Hotline number.DR-4559 Louisiana MHU Maintenance Line:888-696-6083711 or Video Relay Service (VRS): 888-696-6083The DR-4559 Louisiana MHU Maintenance Line number is located in NEMIS under the Agency Tab, Information and Referrals.Note:Do not refer callers from any state other than Louisiana to this disaster specific number.Callers who have not yet been leased into an MHU should not be given this Maintenance Hotline number.
11/4/20	11/6/20	2005528	PPM UPDATE: DAC - CALL CENTER RI	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DAC - Call Center RIUpdates include:Section I: Important InformationApplicants may receive a message that they cannot complete the application online and will need to call 1-800-621-3362 to complete it if Occupancy/Identity Verification fails, or if there are duplicates with other applicants in the same disaster (co-registrant social security number, phone number, banking information, or address); Page 8.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

11/4/20	11/9/20	2005530	CALIFORNIA CROSS DISASTER PROCESSING	CASEWORK	Staff must check theSpecial Tabprior toprocessing assistance in DR-4558 or DR-4569.When NEMIS identifies a possible cross disaster duplicate between disasters, linked registration information will be recorded in theSpecial Tabunder the “Previous Disaster Summary” field or on the “Linked Regs” page in Web NEMIS under Previous Disaster Assistance.California applicants who received Housing Assistance inDR-4558and have aDR-4569registration will be stamped with the automated post-registration codeFIREDD_REVand routed to theFEMA Special Handlingqueue. The cases with theFIREDD_REVstamp will not be processed without a program review. Only designated staff will process Cross Disaster Damage withFIREDD_REVstamps. If a workpacket does not exist in Special Handling, place the case On Hold - Program Review with the following comment:Summary:On Hold - Program ReviewDetails:On hold for cross disaster checkEmail the FEMA-IHP-Specialized-Processing-Unit FEMA-IHP-SpecializedProcessingUnit@fema.dhs.gov with the information.Once an initial decision is made, there is no need to place the case on hold or email SPU, please follow standard processing procedures.NOTE: If not assigned, do not process in the Special Handling queue as it is a restricted processing queue.Reference: DR 4558 CA DR 4562 OR and DR 4569 CA
11/4/20	11/9/20	2005529	LOUISIANA CROSS DISASTER PROCESSING	CASEWORK	Staff must check theSpecial Tabprior toprocessing assistance in DR-4559 or DR-4570.When NEMIS identifies a possible cross disaster duplicate between disasters, linked registration information will be recorded in theSpecial Tabunder the “Previous Disaster Summary” field or on the “Linked Regs” page in Web NEMIS under Previous Disaster Assistance.Louisiana applicants who received Housing Assistance inDR-4559and have aDR-4570registration are routed to theFEMA Special Handlingqueue after inspection, based on theLAURA_CDD_REVstamp. The cases with theLAURA_CDD_REVstamp will not be processed without a program review.Only designated staff will process Cross Disaster Damage withLAURA_CDD_REVstamps. If a workpacket does not exist in Special Handling, place the case On Hold - Program Review with the following comment:Summary:On Hold - Program ReviewDetails:On hold for cross disaster checkEmail the FEMA-IHP-Specialized-Processing-Unit FEMA-IHP-SpecializedProcessingUnit@fema.dhs.gov with the information.Once an initial decision is made, there is no need to place the case on hold or email SPU, please follow standard processing procedures.NOTE: If not assigned, do not process in the Special Handling queue as it is a restricted processing queue.Reference: LOUISIANA: CROSS DISASTER EVENTDR 4559 LA and DR 4570 LA
11/4/20	11/10/20	2005531	UPDATE: MICROSOFT EDGE: BROWSER ISSUES	GENERAL	FEMA’s default web browser transitioned from Internet Explorer (IE) 11 to Microsoft Edge on August 31, 2020.There are identified compatibility issues when accessing some VSR applications via the Edge browser. Applications on the list will be in an IE compatibility mode and function as expected when accessed through the Edge browser. Below are instructions on how to verify you are viewing the application in IE Compatibility Mode and, if not, how you can force the update for your workstation to correct the issue.To confirm that you are accessing the application in IE compatibility mode:Open Microsoft Edge browser and navigate to the application as normal.Confirm that you see the IE logo, next to the lock icon, in the URL bar at the top of the browser window.If you are not seeing the IE logo:Open Microsoft Edge and copy/paste this link into the URL bar: “edge://compat/enterprise”.On the Enterprise Mode Site List page click “Force Update”.After completing the Force Update, return to Step 1 to confirm that you are accessing the application in IE compatibility mode.Update:Microsoft Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-DeskImpacted VSR applications include:Individual Assistance Preshift Notes (IAPN) (Preshift) IHP Helpdesk Tracking Application (IHPHD)FEMA Information and Data Analysis (FIDA)Inspection Management Review (IMR)Task Order Administration (TOA) Callout and Review System (CARS)Customer Service Performance Application (CSPA)Inspector Suitability Tracker (STRK)Continued Assistance Calculator (CAC)
11/4/20	11/10/20	2005531	UPDATE: MICROSOFT EDGE: BROWSER ISSUES	RI	FEMA’s default web browser transitioned from Internet Explorer (IE) 11 to Microsoft Edge on August 31, 2020.There are identified compatibility issues when accessing some VSR applications via the Edge browser. Applications on the list will be in an IE compatibility mode and function as expected when accessed through the Edge browser. Below are instructions on how to verify you are viewing the application in IE Compatibility Mode and, if not, how you can force the update for your workstation to correct the issue.To confirm that you are accessing the application in IE compatibility mode:Open Microsoft Edge browser and navigate to the application as normal.Confirm that you see the IE logo, next to the lock icon, in the URL bar at the top of the browser window.If you are not seeing the IE logo:Open Microsoft Edge and copy/paste this link into the URL bar: “edge://compat/enterprise”.On the Enterprise Mode Site List page click “Force Update”.After completing the Force Update, return to Step 1 to confirm that you are accessing the application in IE compatibility mode.Update:Microsoft Edge is not compatible with many FEMA applications.If you are having issues with FEMA applications or sites, example: Web NEMIS, IAPN (Preshift), FEMA.net, please ensure you are using Internet Explorer.Please see linked information regarding setting a computer browser forInternet Explorer.If further assistance is needed, please contact the FEMA Enterprise Service Desk.Phone: 888-457-3362Outlook: FEMA-Enterprise-Service-DeskImpacted VSR applications include:Individual Assistance Preshift Notes (IAPN) (Preshift) IHP Helpdesk Tracking Application (IHPHD)FEMA Information and Data Analysis (FIDA)Inspection Management Review (IMR)Task Order Administration (TOA) Callout and Review System (CARS)Customer Service Performance Application (CSPA)Inspector Suitability Tracker (STRK)Continued Assistance Calculator (CAC)

11/5/20	11/9/20	2005532	PPM UPDATE: FRAUD REVIEW	PPM UPDATE	(b) (7)(E)
11/6/20	11/12/20	2005525	DR-4564-FL: TRIAGE LEVEL 1 NO INSPECTION AUTO DIALER	HELPLINE	The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fit your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSINSPECTION REQUESTS AND FAILED VERIFICATIONS
11/6/20	11/11/20	2005535	DR-4571-PR: NEW IA DECLARATION	PUERTO RICO	Puerto Rico has a new Individual Assistance disaster declaration. DR 4571 Puerto Rico was declared on November 5, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is September 13, 2020.Municipality declared for IA:Arecibo.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI
11/6/20	11/11/20	2005535	DR-4571-PR: NEW IA DECLARATION	RI	Puerto Rico has a new Individual Assistance disaster declaration. DR 4571 Puerto Rico was declared on November 5, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is September 13, 2020.Municipality declared for IA:Arecibo.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI
11/6/20	11/11/20	2005536	REMINDER: 2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
11/6/20	11/11/20	2005536	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.Agents are reminded to reviewhttp://www.211.org/to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting.3-1-1 may be available in some metropolitan areas of the country.Please notify callers to call 911 for medical emergencies.
11/6/20	11/11/20	2005537	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	HELPLINE	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press “2”Text 'TalkWithUs' to 66746 (Spanish speakers text 'Hablanos')From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hard of hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, or connect with a DDH counselor via TTY at 1-800-846-8517Website: http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:REMINDER: DISASTER SPECIFIC REFERRALS

11/6/20	11/11/20	2005537	REMINDER: 24/7 DISASTER DISTRESS HELPLINE	RI	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. 24/7 Phone: 1-800-985-5990 (multilingual)For Spanish, press 2;Text 3;TalkWithUs3; to 66746 (Spanish speakers text 3;Hablanos3;);From Puerto Rico or U.S. Virgin Islands, text to 1-212-461-4635From Palau, Marshall Islands, America Samoa, Guam, Norther Mariana Islands, Federated States of Micronesia, text to 1-206-430-1097The deaf, hardof hearing, or people with speech abilities can utilize the texting option, use a preferred relay services, orconnect with a DDH counselor via TTY at 1-800-846-8517Website:http://www.samhsa.gov/find-help/disaster-distress-helplineThis referral is not dependent on a FEMA declaration.Additional agencies and referrals are available on theDisaster Specific Informationpages.Reference:REMINDER: DISASTER SPECIFIC REFERRALS
11/6/20	11/11/20	2005538	PUERTO RICO: ADDRESS INFORMATION	PUERTO RICO	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power). Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarriada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address. In the comment for DIRECTIONS TO DD you can include additional information relevant to the DD address.Example:Street Name:URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference:USPS.com Postal Explorer
11/6/20	11/11/20	2005538	PUERTO RICO: ADDRESS INFORMATION	RI	When entering the address in NEMIS, please inform the applicant to give you the DD address as it appears in their utility bill(water or power). Abbreviations:If you hear these words in an address, they can be abbreviated as follows:Barrio = BOSector = SECBarriada = BDAParcela = PARCResidencial = RESKilometer = KMHectometer = HMRoad(Carretera) = CARRStreet = CALLEUrbanization = URBIf the whole address is too big to fit in the address field, add a comment in the file with the full address. In the comment for DIRECTIONS TO DD you can include additional information relevant to the DD address.Example:Street Name:URB FRANCISCO OLLERF8Calle 1City: BayamonState: PRZip: 00956For more information about PR addresses go to:Puerto Rico Address FormatsReference:USPS.com Postal Explorer
11/6/20	11/11/20	2005539	PUERTO RICO: CURRENT MAILING ADDRESS ISSUE	PUERTO RICO	An issue was identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope for the current mailing address has a character limitation.When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference:USPS.com Postal ExplorerPUERTO RICO: ADDRESS INFORMATION
11/6/20	11/11/20	2005539	PUERTO RICO: CURRENT MAILING ADDRESS ISSUE	RI	An issue was identified with correspondence for Puerto Rico applicants and letters are being returned as undeliverable. Currently, the window box on the envelope for the current mailing address has a character limitation.When the current mailing address (CMA) is too long and the letter/cover page is printed, the address is cut-off or incomplete.Until further notice, staff will update the CMA as follows:The first line of the address cannot be more than 35 characters.The field will NOT provide a length limit notice.If the address is greater than 35 characters, place the rest in the care of (c/o) line.This will allow the complete mailing address to appear in the window box of the envelope.Regenerate mail if needed.This would only apply to applicants receiving mail by US Postal Services (USPS).Reference:USPS.com Postal ExplorerPUERTO RICO: ADDRESS INFORMATION
11/6/20	11/10/20	2005540	DR-4558-CA: CARS HOUSING CALL OUT	HELPLINE	FEMA is performing a housing needs assessment callout for DR-4558-CA using the Callout and Review System (CARS).The purpose of this callout is to determine if there is any unmet housing needs as a result of the disaster. This may lead to an increase in Helpline call volume.Helpline:The summary line for this callout will include:DR-4558-CA CARS HOUSING CALL OUTIf the CARS interview was incomplete (call attempt noted), you may provide the following number to the caller: 916-535-1144 or 800-462-7585 (TTY) between the hours of 8:00 am - 5:00 pm (PST).Do notprovide the above phone number to callers that do not have the callout summary line in their file.Inform the applicants in this situation that FEMA will be calling them if they meet the criteria for the Housing Assessment Callout.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
11/6/20	11/11/20	2005541	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday, Wednesday, November 11, 2020.DR-4560-PR: All DRCs will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/6/20	11/11/20	2005541	HOLIDAY: DRC CLOSINGS	PUERTO RICO	Disaster Recovery Centers (DRCs) will be closed for the holiday, Wednesday, November 11, 2020.DR-4560-PR: All DRCs will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/7/20	11/11/20	2005542	DR-4570-LA: ADDITIONAL IA PARISHES FRN 1	RI	AdditionalParishes havebeen added for Individual Assistance in DR-4570-LA.The additional Parishes in Louisiana are:Beauregard, Lafayette, Rapides, St. Landry and St. Martin ParishesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference:REMINDER: UNDECLARED DISASTERS/INCIDENTS

11/9/20	11/12/20	2005547	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant NEMIS cases may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but a comment or contact can be made using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS" or "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from the applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS" or "Under NCT Review", "Under Review" or is locked by a Program Management (PM) member: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for occupancy, identity, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Upon completion of the call, please enter a summary of the information discussed in your Contact using Web Applicant Inquiry. If the file has any pending WPs or a processing action is needed due to unaddressed documents: Record all information pertaining to the call and send an email through your Point of Contact to FEMA-IHP Helpdesk@fema.dhs.gov. Ensure the email subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, and list of processing actions pending. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review; FEMA-IHP Helpdesk REMINDER: EMAIL COMMUNICATIONS
11/9/20	11/12/20	2005549	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the "Recently Updated Documents" section and the appropriate category of the PPM. Updates include: Duplicate Investigation and Resolution Processing Section III: Process Joint Option Disaster language for consistency with all other SOPs; Pages 19-20 Guidance for generating ADOC on appeals for financial responsibility and separated households; Pages 20-21 Section V: Definitions and Acronyms Alphabetized definitions section for consistency with other SOPs; Pages 27-28 Appeal Processing Section III: Process Requirement for appeal letter when sending ADOC; Pages 9-10 Section IV: Examples and FAQs Scenario 9: Appeal for Rental Assistance – Duplicate without Proof of Financial Responsibility; Pages 51-52 Updated FAQ #1 regarding applicant's appealing an IIDV decision; Page 52 Section V: Definitions and Acronyms: Definition for Financial Responsibility; Page 66 Rental Assistance Section IV: Examples and FAQs: Updated term on FAQ #11 from "LL/Tenant" to "Financial Responsibility"; Page 35 Appeal Processing SOP reference; Page 35 Section V: Definitions and Acronyms: Definition for Financial Responsibility; Page 37 HOH Acronym; Page 39 Read the entire SOPs for additional information. Note: The previous version will be archived in the PPM Archive.
11/10/20	11/16/20	2005534	DR-4564-FL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4564-FL applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text. The auto dialer will inform recipients: "Someone giving this phone number applied for FEMA disaster assistance related to losses as a result of Hurricane Sally in Florida, Disaster 4564. FEMA determined this household has insurance which should cover the disaster-caused losses. If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, contact FEMA. You have 12 months from the time of your registration date to send an insurance settlement or denial letter to FEMA. You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782. For any questions regarding this call, please contact FEMA at 800-621-3362. Thank you"; This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls. Applicants can submit copies of insurance documents by: Fax: 800-827-8112. Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055. DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.
11/10/20	11/13/20	2005550	DR-4564-FL: MOBILE REGISTRATION INTAKE CENTERS	HELPLINE	DR-4564-FL has Mobile Registration Intake Centers (MRICs) available with document drop off services. These MRICs are staffed with representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries, scanning documents to their file, and help identify resources referrals to assist in their disaster recovery. The MRICs operate under COVID-19 protocols to ensure visitors and FEMA personnel are safe. Distancing and face coverings are required. MRICs do NOT provide the services of Disaster Recovery Centers (DRCs). Refer to NEMIS DR Info, under DRC, for MRIC location information and hours of operation.
11/10/20	11/13/20	2005550	DR-4564-FL: MOBILE REGISTRATION INTAKE CENTERS	RI	DR-4564-FL has Mobile Registration Intake Centers (MRICs) available with document drop off services. These MRICs are staffed with representatives who can assist individuals applying for FEMA disaster assistance, post-registration inquiries, scanning documents to their file, and help identify resources referrals to assist in their disaster recovery. The MRICs operate under COVID-19 protocols to ensure visitors and FEMA personnel are safe. Distancing and face coverings are required. MRICs do NOT provide the services of Disaster Recovery Centers (DRCs). Refer to NEMIS DR Info, under DRC, for MRIC location information and hours of operation.

11/10/20	11/13/20	2005551	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
11/10/20	11/13/20	2005552	UPDATE: DR-4562-OR: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4562-OR. Direct Temporary Housing Assistance is authorized in the form of Direct Lease, Multi-Family Lease and Repair (MLR) and Transportable Temporary Housing Unitsfor the following IA designated counties:Jackson, Linn, and MarionUpdate:Additional County:LincolnPlease see theDirect Temporary Housingmemorandumposted on theDR-4562-ORDisaster Specific page for additional information.Reference: Direct Housing Assistance SOP
11/11/20	11/16/20	2005548	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
11/11/20	11/12/20	2005544	DR-4558-CA: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4558-CA. Direct Temporary Housing Assistance is authorized in the form of Direct Lease, Multi-Family Lease and Repair (MLR) and Transportable Temporary Housing Unitsfor the following IA designated counties:Butte, Napa and Santa Cruz.Please see theDirect Temporary Housingmemorandumposted on theDR-4558-CADisaster Specific page for additional information.Reference: Direct Housing Assistance SOP
11/12/20	11/17/20	2005553	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
11/12/20	11/17/20	2005553	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
11/12/20	11/17/20	2005554	REMINDER: THREATENING PHONE CALLS	HELPLINE	Due to the nature of work at FEMA, we speak with callers that are undergoing a great deal of stress. This stress is handled differently by each caller encountered by agents.On rare occasions, a caller may seem so despondent that they may consider suicide. Suicidal thinking should be taken very seriously. Threats of hurting oneself or others are often cries for help.Guidance for handling threatening phone calls can be found inThreatening Phone Calls.All incidents must be reported to the Federal Mega Center.Notify your Supervisor/Point of Contact (POC) immediately via email, Lync, or by signaling for assistance when you receive a threatening phone call. Engage the caller, stay calm, take all threats seriously, and gather as much information as possible.
11/13/20	11/18/20	2005555	DR-4558-CA: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4558-CA. Direct Temporary Housing Assistance is authorized in the form of Direct Lease or Commercial sites with Travel Trailersfor the following IA designated county:Butte.Please see theDirect Temporary Housingmemorandumposted on theDR-4558-CADisaster Specific page for additional information.Reference: Direct Housing Assistance SOP

11/13/20	11/18/20	2005556	DR-4558-CA: ADDITIONAL IA COUNTIES FRN 10	RI	Additional counties has been added for Individual Assistance in DR-4558-CA.The additional counties in California are:Mendocino and Stanislaus.RI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
11/13/20	11/18/20	2005557	DR-4562-OR: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4562-OR is November 16, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
11/13/20	11/18/20	2005558	DR-4559-LA: ACCESS AND FUNCTIONAL NEEDS AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4559-LA survivors with Access and Functional Needs (AFN) that notifies to contact the Immediate Disaster Case Management (IDCM) Helpline services which can provide resources that may assist with unmet disaster related needs.Message Body:“The Disaster Case Management Helpline number has been activated to assist you with disaster related unmet needs that were caused by Hurricane Laura. Staff are on hand to assess needs and refer survivors to resources, such as Voluntary Agencies, that may be available to assist with unmet disaster related needs. This service may be accessed by calling the Disaster Case Management Helpline at 1-855-424-4751”.If Helpline receives any calls regarding this outreach, please follow standard Helpline procedures when answering these types of calls and make any necessary changes.If any unmet needs are identified please provideDR-4559-LADisaster Specific available referrals.Reference:UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS
11/13/20	11/18/20	2005559	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:DR-4560-PR and DR-4571-PR DSOPSection III: ProcessAppeals for Retaining Walls; Page 39DR 4473-PR DSOPSection III: ProcessAppeals for Retaining Walls; Page 49Read the entire DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
11/13/20	11/18/20	2005560	PPM UPDATE: MOVING AND STORAGE	PPM UPDATE	Moving and Storage Assistance isno longerSBA dependantand may be awarded under the ONA provision without regard to an applicant's SBA loan status.This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Moving and StorageUpdates include:Section I: OverviewDeleted Moving and Storage from Small Business Administration (SBA) review; Page 3Section II: Important InformationIneligible items list; Page 5 Section III: ProcessWritten verification statement requirements; Page 8-9Processing comment requirements; Page 11Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/13/20	11/18/20	2005562	PPM UPDATE: MULTIPLE DOCUMENTS: MOVING AND STORAGE (NON-SBA DEPENDANT)	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include:Closed Disaster ProcessingSection III: ProcessRemoved Moving and Storage from list of SBA-Dependent categories; Page 7Cross Disaster ProcessingSection I: OverviewRemoved Moving and Storage from list of SBA-Dependent categories; Page 2Section II: Important InformationDeleted legacy language: Page 4Deleted language for staff to refer to specific section in HL SOP; Page 5Section III: Process Deleted Moving and Storage from SBA review; Page 7Deleted legacy language: Pages 8, 11 and 13Codes Verification Request Letters and Assistance TypesSection I: OverviewNon-SBA Dependent category list updated; Page 2Section III: ProcessMoving and Storage removed from list of categories for after an SBA review: Page 5DAC - Call Center RISection V: Definitions and AcronymsMoving and Storage definition removed of SBA-Dependent Categories; Page 172DAC - Scripts and HelpsSection V: Definitions and AcronymsMoving and Storage definition removed of SBA-Dependent Categories; Page 52Duplicate Investigation and Resolution ProcessingSection III: ProcessMoving and Storage removed from list of SBA-Dependent categories; Page 9Helpline NPSC Caller Services Reference Guide Adding ONA Referrals or Small Business Administration Referrals; Pages 104-111Helpline Workpacket Guidelines; Pages 112 and 113NonReferral ApplicantsSection I: OverviewMoving and Storage removed from SBA-Dependent category; Page 2Section II. Important InformationMoving and Storage removed from SBA-Dependent category; Page 4Section III. ProcessMoving and Storage removed from SBA-Dependent category; Pages 6 and 13Removed Moving and Storage removed from Table 1; Page 9Section V. Definitions and AcronymsMoving and Storage removed from SBA-Dependent category; Page 17Personal Property AssistanceSection V: Definitions and AcronymsMoving and Storage definition removed of SBA-Dependent Categories; Page 41SBA ReferralsSection I: OverviewMoving and Storage removed from SBA-Dependent categories list; Page 2Special Handling QueriesSection III: ProcessRemoved Moving and Storage query removed; Page 7Students in College DormitoriesSection III: ProcessMoving and Storage removed from SBA-Dependent categories list; Page 7Read the entire SOPs for additional information. Note:The previous versions will be archived in the in thePPM Archive.Reference: PPM UPDATE: MOVING AND STORAGE
11/13/20	11/18/20	2005561	UPDATE: REPORTING POSSIBLE FEMA FRAUD	HELPLINE	FEMA Staff and General Public use the same contact information to report FEMA fraud, waste, abuse, or report questionable activities.If an applicant contacts FEMA and would like to report fraudulent activity, please provide them with the following information for the FEMA Fraud Branch:Email:StopFEMAFraud@fema.dhs.govFax: (202) 212-4926Write to:FEMA Fraud and Internal Investigation Division400 C Street SW Mail Stop 3005Washington, DC 20472-3005Update:The FEMA’s FraudHotline is no longer monitored, instead use the FEMA Fraud email address.FEMA staff or the General Public may report possible FEMA fraud via email, fax or by mail.You may request confidentiality or you may register your complaints anonymously.When making a report, convey as much information as possible such as Who? What? Where? When? Why? How?PPM guidance updates are forthcoming.

11/13/20	11/18/20	2005564	DR-4460-PR: DRC CLOSING	HELPLINE	The Disaster Recovery Center (DRC) in Mayaguez is scheduled to close, as of Friday, November 13, 2020.Currently there are no open DRCs for DR-4460.Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/13/20	11/18/20	2005564	DR-4460-PR: DRC CLOSING	PUERTO RICO	The Disaster Recovery Center (DRC) in Mayaguez is scheduled to close, as of Friday, November 13, 2020.Currently there are no open DRCs for DR-4460.Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/13/20	11/18/20	2005563	DR-4560-PR: TRANSPORTATION REPAIR AWARD LIMIT	CASEWORK	The vehicle repair amount for DR-4560-PR has been adjusted.TheDR-4560-PRDisaster Specific Information page has been updated to note the following:Vehicle Repair: \$400 (Not to exceed \$7,200 with documents)Vehicle Replacement: \$7,200 MaximumNote:Please review the Disaster Summary Information section for each disaster before processing vehicle repair assistance awards.Reference:Transportation and Second Vehicle Requests
11/16/20	11/19/20	2005565	DR-4563-AL: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4563-AL isNovember 19, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
11/16/20	11/18/20	2005566	DR-4562-OR REGISTRATION EXTENSION	RI	The Registration Period for DR-4562-OR has been extended.The registration period now ends onNovember 30, 2020.The DR-4562-OR Disaster Specific webpage will be updated with this information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
11/16/20	11/20/20	2005567	DR-4558-CA: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLS	HELPLINE	Pre-Placement Interview (PPI) calls are being made to select applicants identified by the Region and JFO. Cases meeting the criteria may be potentially eligible to receive direct housing.If an applicant states FEMA left a message, review the Events log for a PPI (or HOMES) notation in the summary line. Do not discuss Direct Housing eligibility with callers.Transfer the call to the PPI group if:The PPI call was incomplete (call attempt noted) orThe interview has been completed but the caller’s housing situation has changed.Before the transfer, provide the caller the PPI group phone number in case they get disconnected.The PPI group is currently available:Sunday through Saturday: 8:00 am - 8:00 pm (PST)Phone number: 800-621-0643C3MP: Consult/transfer the call to the “PPI CA” workgroup.Applicants who have not been contacted via-callout and are inquiring about the program should not be provided the PPI Group number.Use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA. Do not create PPI External Request workpackets.Reference:C3MPDirect Housing Assistance SOPDR-4558-CA: DIRECT HOUSING MISSION
11/17/20	11/20/20	2005568	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4438-OK endsDecember 1, 2020DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020DR-4447-OH endsDecember 18, 2020DR-4451-MO endsJanuary 9, 2021DR-4454-TX endsJanuary 17, 2021Staff should verify the disaster closure information on the Disaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
11/17/20	11/21/20	2005569	PPM UPDATE: DR-4558-CA, DR-4562-OR AND DR-4569-CA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4558-CA DR-4562-OR AND DR-4569-CAUpdates include:Section I: OverviewAdded Mendocino County for DR-4558-CA and DR-4569-CA; Page 2Section II: Important InformationAdded Mendocino County for DR-4558-CA and DR-4569-CA; Page 14Section III: Processing Eligible AssistanceCross Disaster Home Repair Assistance guidance; Pages 26 and 27Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/17/20	11/20/20	2005570	DR-4562-OR: INCIDENT CLOSURE	RI	The notice of incident period closure for DR-4562-OR has been received (FRN 3). The incident period is September 07, 2020 through November 03, 2020.Please see theDisaster Specific Information page for more information about this disaster.
11/17/20	11/20/20	2005571	SHAREPOINT ONLINE: DISASTER SPECIFIC INFORMATION	GENERAL	The Disaster Specific Information page has migrated to SharePoint Online. During the migration several filtering processes were not carried over, which resulted in information being displayed incorrectly.Until further notice, staff will continue using thisDisaster Specific Informationpage.Notification will be provided when the SharePoint Online: Disaster Specific Information page is corrected and staff can begin using the site.
11/17/20	11/20/20	2005572	REMINDER: SYSTEM ISSUE: HA OVERMAX WITH TEMPORARY HOUSING OR ADA LINE ITEMS	CASEWORK	A system issue is preventing staff from paying Temporary Housing or ADA line items for applicants at the IHP maximum in Home Repair/Replacement.If the applicant is eligible for or already received the IHP maximum under the Housing Assistance category and additional processing is required for Temporary Housing or ADA items, then caseworkers should follow the steps below:Process the Home Repair/Replacement and route the workpacket to Approval, if not already addressed.Process the eligible Temporary Housing and/or ADA line items and place the case on “Hold - Program Review.”Email the IHP Helpdesk for assistance: fema-ihphelpdesk@fema.dhs.gov and include the following:Subject: DR #, Reg #, and “System Limit Exceeded”Body: What queue the work packet is in, a description of the request, and any processing actions pending.The Program Management Section will address this payment.Reference:Home Repair Assistance

11/17/20	11/20/20	2005573	DR-4571-PR: DRC OPENINGS AND APPOINTMENTS	HELPLINE	DR-4571-PR will open a Disaster Recovery Center (DRC) in Arecibo on Wednesday, November 18, 2020.This DRC will offer the following options for visitors:Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant's registration. If an applicant calls wishing to visit a DRC, please perform a warm transfer to the “DRC PR Workgroup” within “Interaction Desktop”. Their hours of operation are Sunday thru Saturday from 7:00 AM to 9:00 PM (EST).Only transfer/consult callers interested in scheduling an appointment for a DRC visit.
11/17/20	11/20/20	2005573	DR-4571-PR: DRC OPENINGS AND APPOINTMENTS	PUERTO RICO	DR-4571-PR will open a Disaster Recovery Center (DRC) in Arecibo on Wednesday, November 18, 2020.This DRC will offer the following options for visitors:Drive-thru Service:Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant.No appointment is needed for this process.In-building Visit by Appointment Only:For in-building visits, applicants will need to schedule an appointment. Masks are required for all visitors who seek entry or service. Masks will not be provided on-site to visitors.Helpline:Prior to transferring calls, address any inquiries regarding the applicant's registration. If an applicant calls wishing to visit a DRC, please perform a warm transfer to the “DRC PR Workgroup” within “Interaction Desktop”. Their hours of operation are Sunday thru Saturday from 7:00 AM to 9:00 PM (EST).Only transfer/consult callers interested in scheduling an appointment for a DRC visit.
11/18/20	11/21/20	2005574	PPM UPDATE: INSPECTION REQUESTS AND COMPARISONS	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Inspection Requests and ComparisonsUpdates include:Section III: ProcessGuidance regarding Gross Errors; Pages 9-10.How to request an inspection in Web NEMIS; Pages 14-15.FCOR comparison guidance related to Web NEMIS; Pages 17-21.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/19/20	11/20/20	2005577	ORACLE PATCH: NOVEMBER 19 - 20, 2020	GENERAL	Some systems will be down from11:00 PM (EST) Thursday, November 19th until 6:00 AM (EST) Friday, November 20thfor routine Oracle PSU patching.During this downtime, staff should useDisasterassistance.govto complete new registrations for callers.Inform callers to call back after 6:00 am 11/20/20 for other inquiries.The following functions will not work during the downtime:Case Processing in NEMIS (PowerBuilder or Web)Helpline lookup in NEMIS(PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDAC Call Center (MW Call Center)HOMESInspection Management (IM)Mail Utility Module (MUM)IA Assistance Client ASTC WebJAVA Auto Determination (JADE)Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
11/19/20	11/24/20	2005576	UPDATE: TREND: INITIAL INSPECTION REQUESTS	CASEWORK	A trend has been identified of agents incorrectly selecting“Reinspect”or“Appeal”as the reason when requesting an inspection for applicants who are Ineligible Reported No Damage (IRND),Insured(INS), Non-referral (NONREF), Non-registrations (NONREG), Identity failed (IDV_FAILED), or Occupancy failed (OCCV_FAILED), and have not had an initial inspection. This is causing delays for the applicant.Agents shouldverify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Include all specific items to be addressed in the inspection requestCommentfield. Housing Inspection Services (HIS) will be unable to see any comments when performing inspections if is not recorded at the time of the request.Reference:IA PPM Remote Inspections ¿¿Inspection Requests and ComparisonsIdentity VerificationOccupancy VerificationINSPECTION REQUESTS AND FAILED VERIFICATIONS
11/19/20	11/24/20	2005576	UPDATE: TREND: INITIAL INSPECTION REQUESTS	HELPLINE	A trend has been identified of agents incorrectly selecting“Reinspect”or“Appeal”as the reason when requesting an inspection for applicants who are Ineligible Reported No Damage (IRND),Insured(INS), Non-referral (NONREF), Non-registrations (NONREG), Identity failed (IDV_FAILED), or Occupancy failed (OCCV_FAILED), and have not had an initial inspection. This is causing delays for the applicant.Agents shouldverify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Include all specific items to be addressed in the inspection requestCommentfield. Housing Inspection Services (HIS) will be unable to see any comments when performing inspections if is not recorded at the time of the request.Reference:IA PPM Remote Inspections ¿¿Inspection Requests and ComparisonsIdentity VerificationOccupancy VerificationINSPECTION REQUESTS AND FAILED VERIFICATIONS
11/19/20	11/24/20	2005578	UPDATE: TREND: DR-4559-LA: DIRECT HOUSING REFERRALS	HELPLINE	A trend has been identified of staff incorrectly referring callers to Disaster Recovery Centers (DRC) or local officials for information on FEMA Direct Housing Units. The Direct Housing Mission is a FEMA program.Applicants that are eligible for direct housing will be contacted for a Pre-Placement Interview (PPI). Review the Events Log for a PPI (or CARS) notation in the summary line.If an applicant calls requesting the status of their direct housing and has already completed the PPI interview, send an email to the IHP Helpdesk with the information.DoNOTrefer applicants to DRCs, local officials or emergency managers for direct housing questions.DoNOTemail the IHP Helpdesk regarding applicants that havenotreceived a PPI interview.DoNOTcreate workpackets toPre-Placement Interview - External Request (unless authorized to do so).If there is no PPI information or contact from the JFO in the Events Log, use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA and encourage applicants to search online resources for rental units.Reference:Direct Housing AssistanceREMINDER: EMAIL COMMUNICATIONSUPDATE: DR-4559-LA: DIRECT HOUSING MISSIONDR-4559-LA: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLSDR-4559-LA: RENTAL RESOURCESREMINDER: WORKPACKETS (WP) CREATION

11/19/20	11/24/20	2005579	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4473 - PRUpdates include:Section I. OverviewDefinition for “foundational components”; Page 7Language for adding Generator and Misc. Other items; Page 13Section III. ProcessHIS process for onsite and remote inspections; Pages 24-26Clarified that IHP items (not those eligible to be paid at actual) must be reviewed and compared separately to determine the next damage level award; Page 35Added “NOTE” boxes to remind agents of the definition of “foundational components”; Pages 37, 39,41,43, 47 and 51Clarified required information for contractor’s estimates vs. SERs; Page 50Section IV. Examples and FAQsFoundation scenario; Pages 69-70Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
11/20/20	11/24/20	2005580	REMINDER: INCORRECT TRANSFERS AND REFERRALS	HELPLINE	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first.Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue.DoNOTshare or transfer to theIHP Helpdesk numberor share theemail address.The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public.DoNOTtransfer applicants to FEMA’s internal Enterprise Service Desk (ESD).The ESD is available to assist FEMA staff, not applicants, with technological issues.DoNOTprovide applicants with the Congressional Affairs phone number.DoNOTrefer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence.DoNOTtransfer applicants tothe FEMA Finance Center (FFC) from Helpline/RI.DoNOTtransfer applicants or general public to the Industry Liaison Program.Disaster Specific phone numbers and workgroups are not to be referred to other disasters.PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES.CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the “Callout” and there will be a preshift for the callout.Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information.Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide¿REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKREMINDER: FEMA IHP HELPDESK PHONE NUMBER
11/20/20	11/24/20	2005580	REMINDER: INCORRECT TRANSFERS AND REFERRALS	RI	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first.Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue.DoNOTshare or transfer to theIHP Helpdesk numberor share theemail address.The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public.DoNOTtransfer applicants to FEMA’s internal Enterprise Service Desk (ESD).The ESD is available to assist FEMA staff, not applicants, with technological issues.DoNOTprovide applicants with the Congressional Affairs phone number.DoNOTrefer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence.DoNOTtransfer applicants tothe FEMA Finance Center (FFC) from Helpline/RI.DoNOTtransfer applicants or general public to the Industry Liaison Program.Disaster Specific phone numbers and workgroups are not to be referred to other disasters.PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES.CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the “Callout” and there will be a preshift for the callout.Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information.Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide¿REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKREMINDER: FEMA IHP HELPDESK PHONE NUMBER
11/20/20	11/24/20	2005581	PPM UPDATE: OWNERSHIP VERIFICATION	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Ownership VerificationUpdates include:Section III: ProcessGuidance regarding the bill of sale document; page 12Requirement for company contact information and address on major maintenance receipts; Page 12Language to clarify that Puerto Rico applicants may use a written statement of ownership; Page 13Removed reference to statements of ownership being used widely prior to DR 4417 AL; Page 13Appeal letter requirement when generating an ADOC; Pages 14 - 15 Section IV: Examples and FAQs Appeal letter requirement when generating an ADOC; Page 17. Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.

11/20/20	11/24/20	2005582	REMINDER: INSPECTION: LINE ITEMS NOT POPULATING	CASEWORK	An identified issue continues, where in some cases with a returned inspection the damaged line items do not populate the inspection item summary tabs. It is not an Inspection issue so no FCOR is needed. The caseworker can manually address this while working the case. The damages recorded in Inspection History will need to be added as line items. Record the name of the line item Calculate the TOTAL QUANTITY FOR THE CAUSE OF DAMAGE (may need to calculate total when same damage recorded in more than one room) Record details about damage type Record if item is insured or not (or occasionally UI) Manually add all line items with appropriate descriptions. Prior to awarding real property line items verify if HRR = yes. Note: If Joint Option Texas ONA items are unpopulated, create a workpacket for the state to address. For FEMA option disasters with unpopulated ONA verify the SBA status. If you have difficulty contact your POC, Supervisor or the IHP Helpdesk.
11/23/20	11/26/20	2005575	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday. Update to hours: Thursday, November 26, 2020 8:30 am - 4:30 pm EST IHP Helpdesk will resume normal business hours the next day. Reference: FEMA-IHP-Helpdesk UPDATE: IHP HELPDESK HOURS OF OPERATION
11/23/20	11/27/20	2005583	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	These documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Updates include: Helpline NPSC Caller Services Reference Guide Section A: Helpline Basics Hyperlink to Standard Case File Review Process; Page 2 Section E: Information Request/ Adding Referrals Guidance related to Web NEMIS; Page 104 Instructions to create a WP from Legacy to Web NEMIS; Pages 112-114 Section M: Congressional/ Civil Rights/ Media FEMA-News-Desk@fema.dhs.gov email address for media requests; Page 176 Section O: Frequently Asked Questions Fraud email address StopFEMAFraud@fema.dhs.gov; Pages 188-189 DAC Scripts and Helps Section I: Important Information Fraud email address StopFEMAFraud@fema.dhs.gov; Page 2 Fraud Review Fraud, Waste, and Abuse Section: Fraud email address StopFEMAFraud@fema.dhs.gov; Page 14 Recoupment Section I: Overview Fraud email address StopFEMAFraud@fema.dhs.gov; Page 3 Read the entire SOPs for additional information. Note: The previous version will be archived in the PPM Archive.
11/23/20	11/26/20	2005584	DR-4558-CA REGISTRATION EXTENSION	RI	The Registration Period for DR-4558-CA has been extended. The registration period now ends on December 11, 2020. For more information, please review the memorandum DR-4558-CA Second Registration Period Extension. Note: If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a 'Late Application'. Reference: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
11/24/20	11/27/20	2005585	DR-4559-LA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4559-LA is November 27, 2020. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a 'Late Application'. Reference: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
11/24/20	11/26/20	2005586	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday, Thursday, November 26, 2020. DR-4571-PR: All DRCs will be closed. DR-4570-LA: All DRCs will be closed. DR-4559-LA: All DRCs will be closed. DRCs will resume normal business hours the next day. Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/24/20	11/26/20	2005586	HOLIDAY: DRC CLOSINGS	RI	Disaster Recovery Centers (DRCs) will be closed for the holiday, Thursday, November 26, 2020. DR-4571-PR: All DRCs will be closed. DR-4570-LA: All DRCs will be closed. DR-4559-LA: All DRCs will be closed. DRCs will resume normal business hours the next day. Refer to NEMIS DR Info for DRC information and normal hours of operation.
11/25/20	11/30/20	2005587	REMINDER: THIRD PARTY INSPECTIONS	CASEWORK	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant's behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection. Advise the applicant to provide: The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in the Written Consent and Sharing Applicants Information. Once an acceptable Written Consent is received, request an inspection: Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.). Add the third party name and contact information into the Inspection Request Comment. Select 'Yes' in the 'Send for Inspection' comment box. Notes: For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection. Reference: Inspection Requests and Comparisons
11/25/20	11/30/20	2005587	REMINDER: THIRD PARTY INSPECTIONS	HELPLINE	Displaced applicants who are unable to meet the inspector onsite may authorize FEMA to perform a third party inspection. The third party has to be over the age of 18 in order to attend the inspection on the applicant's behalf. If the applicant is displaced and cannot be present during inspection, the applicant must submit a written consent to authorize a third party inspection. Advise the applicant to provide: The name and contact information of the person authorized to complete the third party inspection; ANDA written consent letter which meets the requirements described in the Written Consent and Sharing Applicants Information. Once an acceptable Written Consent is received, request an inspection: Select the correct inspection reason (e.g. WVO, Inaccessible, Appeal, etc.). Add the third party name and contact information into the Inspection Request Comment. Select 'Yes' in the 'Send for Inspection' comment box. Notes: For Disaster Specific guidance, review the Disaster Specific Page Inspection Guidelines and DSOP before requesting a third party inspection. Reference: Inspection Requests and Comparisons
11/25/20	11/30/20	2005588	PPM UPDATE: SPECIAL HANDLING QUERIES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Special Handling Queries. Updates include: Section II: Process Guidance regarding 45 day Registration queries; page 13 Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.

12/1/20	12/4/20	2005596	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in theHelpline NPSC Caller Services Reference Guide.
12/1/20	12/4/20	2005597	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling ProgramUpdate:CCP listings added to document for the following states:Georgia, North Carolina, South Carolina, Tennessee
12/1/20	12/4/20	2005597	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.People who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling ProgramUpdate:CCP listings added to document for the following states:Georgia, North Carolina, South Carolina, Tennessee
12/2/20	12/7/20	2005598	UPDATE: SHAREPOINT ONLINE: DISASTER SPECIFIC INFORMATION	GENERAL	The Disaster Specific Information page has migrated to SharePoint Online. During the migration several filtering processes were not carried over, which resulted in information being displayed incorrectly.Until further notice, staff will continue using thisDisaster Specific Informationpage.Notification will be provided when the SharePoint Online Disaster Specific Information page is corrected and staff can begin using the site.Update:2020 disasters have been updated and are available for use on theSharePoint OnlineDisaster Specific Informationpage.Disaster pages were modified, including:Links to other FEMA sites are now on the left side of the page, such as the Preshift (IAPN) and PPM.List item sections are in the center of the page, with Summary Information now at the top.Declared Counties section no longer includes Fair Market Rents.Fair Market Rents (FMRs) are available under the ‘FY FMRS and Utility Allowances’ excel spreadsheets.Document sections are on the right side of the page.Disaster pages prior to 2020 are still pending updates.
12/3/20	12/9/20	2005599	REMINDER: DOCUMENT REVIEW AND VERIFICATIONS	CASEWORK	A trend has been identified of incoming documents not meeting established criteria outlined in PPM guidance. Before making any inspection requests or eligibility decisions, caseworkers must review the applicable PPM guidance.Incoming documents must be verifiable and caseworkers must review all of the information in the case file. This includes:All documentation from the applicant;The Registration Status Box, paying special attention to any Fraud stamps;Comments/contacts in the NEMIS Events Log;Inspection information.If the document is missing information that can be verified verbally, perform a verification call to clarify and gather more information to assist in your decision.Please keep in mind that applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection.If agents have any questions about the legitimacy of a document, please contact the IHP Helpdesk for assistance.Reference:Fraud ReviewIdentity VerificationOccupancy VerificationIA PPM Remote InspectionsINSPECTION REQUESTS AND FAILED VERIFICATIONS

12/3/20	12/7/20	2005600	REMINDER: DR-4559-LA: DIRECT HOUSING REFERRALS	HELPLINE	Applicants that are eligible for direct housing will be contacted for a Pre-Placement Interview (PPI). Review the Events Log for a PPI (or CARS) notation in the summary line.If an applicant calls requesting the status of their direct housing and has already completed the PPI interview, send an email to the IHP Helpdesk with the information.DoNOTrefer applicants to DRCs, local officials, or emergency managers for direct housing questions.DoNOTemail the IHP Helpdesk regarding applicants that havenotreceived a PPI interview.DoNOTtransfer callers to the PPI group when applicants request the status of their direct housing, that have already completed the PPI interview.DoNOTcreate workpackets toPre-Placement Interview - External Request (unless authorized to do so).If there is no PPI information or contact from the JFO in the Events Log, use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA and encourage applicants to search online resources for rental units.Reference:Direct Housing AssistanceREMINDER: EMAIL COMMUNICATIONSUPDATE: DR-4559-LA: DIRECT HOUSING MISSIONDR-4559-LA: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLSDR-4559-LA: RENTAL RESOURCESREMINDER: WORKPACKETS (WP) CREATION
12/4/20	12/10/20	2005601	FRAUD CODES AND ELECTRONIC FUNDS TRANSFER	HELPLINE	(b) (7)(E)
12/4/20	12/10/20	2005602	REMINDER: INCORRECT TRANSFERS AND REFERRALS	HELPLINE	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first.Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue.DoNOTshare or transfer to theIHP Helpdesk numberor share theemail address.The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public.DoNOTtransfer applicants to FEMA’s internal Enterprise Service Desk (ESD).The ESD is available to assist FEMA staff, not applicants, with technological issues.DoNOTprovide applicants with the Congressional Affairs phone number.DoNOTrefer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence.DoNOTtransfer applicants tothe FEMA Finance Center (FFC) from Helpline/RI.DoNOTtransfer applicants or general public to the Industry Liaison Program.Disaster Specific phone numbers and workgroups are not to be referred to other disasters.PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES.CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the “Callout” and there will be a preshift for the callout.Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information.Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide¿REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKREMINDER: FEMA IHP HELPDESK PHONE NUMBER
12/4/20	12/10/20	2005602	REMINDER: INCORRECT TRANSFERS AND REFERRALS	RI	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first.Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue.DoNOTshare or transfer to theIHP Helpdesk numberor share theemail address.The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public.DoNOTtransfer applicants to FEMA’s internal Enterprise Service Desk (ESD).The ESD is available to assist FEMA staff, not applicants, with technological issues.DoNOTprovide applicants with the Congressional Affairs phone number.DoNOTrefer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence.DoNOTtransfer applicants tothe FEMA Finance Center (FFC) from Helpline/RI.DoNOTtransfer applicants or general public to the Industry Liaison Program.Disaster Specific phone numbers and workgroups are not to be referred to other disasters.PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES.CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the “Callout” and there will be a preshift for the callout.Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information.Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide¿REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKREMINDER: FEMA IHP HELPDESK PHONE NUMBER

12/4/20	12/10/20	2005603	WEB NEMIS SYSTEM ISSUE: INI LETTER	CASEWORK	A system issue has been identified which prevents caseworkers from adding the appropriate INI letter in WEB NEMIS.At this time,Web NEMIS will not allow caseworkers toselect the correct INI letter for the ineligible determination.The temporary workaround is:Access the case viaLegacy NEMIS.Generate the INI letter and process the case accordingly.
12/7/20	12/10/20	2005604	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4440-SD endsDecember 7, 2020DR-4441-AR endsDecember 8, 2020DR-4447-OH endsDecember 18, 2020DR-4451-MO endsJanuary 9, 2021DR-4454-TX endsJanuary 17, 2021DR-4466-TX endsApril 4, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
12/7/20	12/11/20	2005605	PPM UPDATE: SPECIAL HANDLING QUERIES SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Special Handling QueriesUpdates include:Section II: ProcessAdded language regarding 45 day Registration queries; Page 13Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/7/20	12/11/20	2005606	UPDATE: DR-4559-LA: ACCESS AND FUNCTIONAL NEEDS AUTO DIALER	HELPLINE	Update:The Immediate Disaster Case Management (IDCM) Helplineservices has been temporarily suspended.Do notrefer callers to contact the IDCM Helpline number until further notice.Previously, an auto dialer was approved for DR-4559-LA survivors with Access and Functional Needs (AFN) that notifies to contact the Immediate Disaster Case Management (IDCM) Helpline services which can provide resources that may assist with unmet disaster related needs.Message Body:“The Disaster Case Management Helpline number has been activated to assist you with disaster related unmet needs that were caused by Hurricane Laura. Staff are on hand to assess needs and refer survivors to resources, such as Voluntary Agencies, that may be available to assist with unmet disaster related needs. This service may be accessed by calling the Disaster Case Management Helpline at 1-855-424-4751”;If Helpline receives any calls regarding this outreach, please follow standard Helpline procedures when answering these types of calls and make any necessary changes.If any unmet needs are identified please provideDR-4559-LADisaster Specific available referrals.Reference:UPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS
12/7/20	12/10/20	2005607	UPDATE: SHAREPOINT ONLINE: DISASTER SPECIFIC INFORMATION	GENERAL	The Disaster Specific Information page has migrated to SharePoint Online. During the migration several filtering processes were not carried over, which resulted in information being displayed incorrectly.2020disasters have been updated and are available for use on theSharePoint OnlineDisaster Specific Informationpage.Disaster pages were modified, including:Links to other FEMA sites are now on the left side of the page, such as the Preshift (IAPN) and PPM.List item sections are in the center of the page, with Summary Information now at the top.Declared Counties section no longer includes Fair Market Rents.Fair Market Rents (FMRs) are available under the ‘FY FMRS and Utility Allowances’; excel spreadsheets.Document sections are on the right side of the page.Update:2020disaster pages:Damage Level list sections added, in preparation of the damage level charts being removed from the DSOPs. 2019disaster pages:Updated and available for use on theSharePoint OnlineDisaster Specific Informationpage.2010 - 2018disaster pages:Staff will continue using thisDisaster Specific Informationpage.Notification will be provided when these SharePoint Online Disaster Specific Information pages are available.
12/8/20	12/11/20	2005608	DR-4558-CA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4558-CA isDecember 11, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”;.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
12/8/20	12/10/20	2005609	DR-4564-FL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4564-FL applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA disaster assistance related to losses as a result of Hurricane Sally in Florida, Disaster 4564.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, contact FEMA.You have 12 months from the time of your registration date to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”;This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.
12/8/20	12/8/20	2005610	SYSTEMS DOWNTIME: DECEMBER 8, 2020	GENERAL	Some systems will be down from8:00 PM - 10:00 pm (EST) Tuesday, December 8, 2020.During this downtime, staff should useDisasterassistance.govto complete new registrations for callers.Due to Oracle patching that occurs following this, staff should continue to use disasterassistance.gov until 6:00 am (EST) December 9, 2020.The following functions will not work during the downtime:DAC Public Applicant Inquiry onwww.Disasterassistance.govDMARTSNFIRAWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

12/8/20	12/8/20	2005610	SYSTEMS DOWNTIME: DECEMBER 8, 2020	RI	Some systems will be down from 8:00 PM - 10:00 pm (EST) Tuesday, December 8, 2020. During this downtime, staff should use Disasterassistance.gov to complete new registrations for callers. Due to Oracle patching that occurs following this, staff should continue to use disasterassistance.gov until 6:00 am (EST) December 9, 2020. The following functions will not work during the downtime: DAC Public Applicant Inquiry on www.Disasterassistance.gov DMARTS NFIRA WebIFMIS. Other applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
12/8/20	12/12/20	2005611	LOUISIANA: DRC AND APPEALS CENTER	HELPLINE	DR-4559 and DR-4570 have Disaster Recovery Centers (DRCs) with drive-thru services available. Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant. The Lake Charles Civic Center location will expand their services with an Appeals Center to allow longer conversations with staff. The center features an outdoor sitting area where staff will be able to explain the appeals process, discuss documentation requirements, and provide help with writing an appeal letter. DRCs and Appeals Center operate under strict COVID-19 guidelines. Staff and visitors required to wear a mask or face covering. Social distancing is practiced. Refer to NEMIS DR Info for DRCs location information and normal hours of operation.
12/8/20	12/12/20	2005611	LOUISIANA: DRC AND APPEALS CENTER	RI	DR-4559 and DR-4570 have Disaster Recovery Centers (DRCs) with drive-thru services available. Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant. The Lake Charles Civic Center location will expand their services with an Appeals Center to allow longer conversations with staff. The center features an outdoor sitting area where staff will be able to explain the appeals process, discuss documentation requirements, and provide help with writing an appeal letter. DRCs and Appeals Center operate under strict COVID-19 guidelines. Staff and visitors required to wear a mask or face covering. Social distancing is practiced. Refer to NEMIS DR Info for DRCs location information and normal hours of operation.
12/9/20	12/14/20	2005612	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier. In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety. Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller. If applicable: Ask questions left by FEMA staff member. Provide information left by FEMA staff member. Provide additional referrals. Create a contact that includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs. Record any Access and Functional Needs (AFN), or unmet needs. If callout was an unsuccessful CARS callout, transfer caller to the appropriate work group. If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance. Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed. Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide 2.2.3: Accessing the File and Releasing Information Procedures. Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
12/9/20	12/12/20	2005613	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier. In order to determine which Callout the applicant is calling in reference to, please review the NEMIS Events log and Callout Comment/Contact in its entirety. Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller. If applicable: Ask questions left by FEMA staff member. Provide information left by FEMA staff member. Provide additional referrals. Create a contact that includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs. Record any Access and Functional Needs (AFN), or unmet needs. If callout was an unsuccessful CARS callout, transfer caller to the appropriate work group. If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance. Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed. Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide 2.2.3: Accessing the File and Releasing Information Procedures. Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
12/9/20	12/14/20	#####	CTHA HELPLINE: CASE REVIEWS	HELPLINE	The CTHA Helpline assists applicants who have questions regarding their requests for Continued Temporary Housing Assistance (CTHA). CTHA Helpline: If the CTHA Helpline has new information for SPU processing, or the applicant called with a phone number for the landlord, then email the SPU mailbox with detailed information. If the CTHA Helpline needs to request a case review, send an email to the SPU mailbox asking for a review and include a detailed explanation of the concern and why a review is being requested. Include document ID numbers for specific documents that need review. Agents should leave concise comments and contacts in NEMIS, and include their CTHA Helpline designation in the summary line.

12/9/20	12/14/20	2005615	REMINDER: CONTACTING THE IHP HELPDESK	CASEWORK	Forwarding an email to the IHP Helpdesk will not expedite the case, unless there is a critical need associated with it.Acritical needcan be defined as a condition caused by the disaster creating a need for services or items hindering the applicant's ability to recover e.g., medical equipment, blind, deaf, bed or chair bound, evicted within 24-48 hours, homeless due to the disaster or is in danger of being homeless, or an incomplete Congressional inquiry.If an applicant has an emergency need such as medical attention, police, or fire department assistance,ADVISEthe applicant to call 9-1-1.Staff should review all cases prior to emailing or calling the IHP Helpdesk. If an email does not express a valid critical need, it will be returned to the sender. If guidance is available in the PPM or preshifts, follow that guidance.Do notcontact the IHP Helpdesk if an applicant is requesting a status check. Staff should provide them with the information in the file or transfer the applicant to the FEMA Helpline.Status check phone calls directed to the IHP Helpdesk will be transferred to the FEMA Helpline.If there is a workpacket in queue, it will be addressed by assigned CSAC/SPU staff. Do notcontact the IHP Helpdesk if the applicant requests to speak with a supervisor.Onlyforward cases to the IHP Helpdesk withcritical needsrequiring escalation (i.e., Access and Functional Needs, homeless due to the disaster) or where specified by guidance.If you are unsure if the case needs escalation, contact your supervisor or Point of Contact (POC).If a document needs to beattached to an applicant file,send it to the FEMA mailroom via fax at 800-827-8112. If staff in the field do not have access to fax equipment or eFax capabilities, send documents toFEMA-IHP-MAILROOM. Sending documents to the IHP Helpdesk without a critical need will only delay the document indexing and subsequent processing.Reference:REMINDER: EMAIL COMMUNICATIONSUPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILSFEMA-IHP-HelpdeskHelpline NPSC Caller Services Reference Guide¿Congressional Inquiries
12/9/20	12/14/20	2005615	REMINDER: CONTACTING THE IHP HELPDESK	HELPLINE	Forwarding an email to the IHP Helpdesk will not expedite the case, unless there is a critical need associated with it.Acritical needcan be defined as a condition caused by the disaster creating a need for services or items hindering the applicant's ability to recover e.g., medical equipment, blind, deaf, bed or chair bound, evicted within 24-48 hours, homeless due to the disaster or is in danger of being homeless, or an incomplete Congressional inquiry.If an applicant has an emergency need such as medical attention, police, or fire department assistance,ADVISEthe applicant to call 9-1-1.Staff should review all cases prior to emailing or calling the IHP Helpdesk. If an email does not express a valid critical need, it will be returned to the sender. If guidance is available in the PPM or preshifts, follow that guidance.Do notcontact the IHP Helpdesk if an applicant is requesting a status check. Staff should provide them with the information in the file or transfer the applicant to the FEMA Helpline.Status check phone calls directed to the IHP Helpdesk will be transferred to the FEMA Helpline.If there is a workpacket in queue, it will be addressed by assigned CSAC/SPU staff. Do notcontact the IHP Helpdesk if the applicant requests to speak with a supervisor.Onlyforward cases to the IHP Helpdesk withcritical needsrequiring escalation (i.e., Access and Functional Needs, homeless due to the disaster) or where specified by guidance.If you are unsure if the case needs escalation, contact your supervisor or Point of Contact (POC).If a document needs to beattached to an applicant file,send it to the FEMA mailroom via fax at 800-827-8112. If staff in the field do not have access to fax equipment or eFax capabilities, send documents toFEMA-IHP-MAILROOM. Sending documents to the IHP Helpdesk without a critical need will only delay the document indexing and subsequent processing.Reference:REMINDER: EMAIL COMMUNICATIONSUPDATE: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILSFEMA-IHP-HelpdeskHelpline NPSC Caller Services Reference Guide¿Congressional Inquiries
12/10/20	12/13/20	2005617	PPM UPDATE: DR-4559-LA AND DR-4570-LA	PPM UPDATE	This document has been updated on the PPM and is available under the ¿Recently Updated Documents¿ section and the appropriate category of the PPM: DR-4559-LA and DR-4570-LAUpdates include:Section III: ProcessAdded language clarifying to not pay LER for dates that are same as ARC codes, and to place a clarifying call to verify responsible party; page 27Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/10/20	12/13/20	2005616	PPM UPDATE: FUNERAL ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the ¿Recently Updated Documents¿ section and the appropriate category of the PPM: Funeral AssistanceUpdates include:Table of Contents:Added Reinterment and hyperlink; page 1Section I: OverviewSeparated eligible items for interment and reinterment; pages 2 - 3Rearranged bullets so the one only for reinterment is listed last; page 4Section III: ProcessReferral to Section B: Reinterment added; page 8Section B: Reinterment added; page 10Separated eligible items for interment and reinterment; pages 11 - 12Processing steps for Web NEMIS; pages 12 - 13IOR text inserts and clarified these are inserts for the IOR letter; pages 14 - 15Joint Option section for consistency with other SOPs; pages 15 - 16Section IV: Examples and FAQs:FAQs; pages 17 - 19Section V: Definitions and Acronyms:Added SLTT and STT acronyms; page 21Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/11/20	12/16/20	2005618	DR-4573-AL: NEW IA DECLARATION	RI	Alabama has a new Individual Assistance disaster declaration. DR 4573 Alabama was declared on December10, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is October 28-29, 2020.Counties declared for IA:Clarke, Dallas, Marengo, Mobile, Perry, Washington, and Wilcox.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿

12/13/20	12/16/20	2005621	DR-4569-CA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4569-CA isDecember 16, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
12/13/20	12/16/20	2005620	DR-4570-LA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline forDR-4570-LA isDecember 16, 2020.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to theDisaster Specific Informationpages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
12/14/20	12/18/20	2005622	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:IA PPM Remote Inspections DSOPUpdates Include:Section I: OverviewAdded late application deadline and clarified late appeals timeframe; Page 7Section III: ProcessAdded late application deadline and clarified late appeals timeframe; Page 20Clarification for recoupable inspector errors; Pages 15-16Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/14/20	12/16/20	2005675	NEW JERSEY DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4574 New Jersey has been declared for Public Assistance for Tropical Storm Isaias that occurred August 4, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
12/14/20	12/18/20	2005623	PPM UPDATE: DR-4558-CA, DR-4562-OR AND DR-4569-CA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4558 CA DR 4562 OR and DR 4569 CAupdates include:Section I: OverviewDR-4558-CA: Late Applications guidance for Mendocino and Stanislaus counties only; Page 10Section III: ProcessDR-4558-CA: Late Applications guidance for Mendocino and Stanislaus counties only; Page 27Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/14/20	12/16/20	2005624	NEW JERSEY DECLARED FOR PUBLIC ASSISTANCE	RI	Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu toDisaster Declarations. Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAreregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

12/14/20	12/17/20	2005626	TREND: CASE PROCESSING TIMEFRAMES	HELPLINE	A trend has been identified of Helpline agents providing varying timeframes for how long cases will take to be processed.To ensure consistency of information, when an applicant calls FEMA Helpline requesting the status of their case, please be aware of the following:If the case is pending review in any processing queues andnot locked Under Review per PMS, Under NCT Review,orUnder Reviewin the Current Mailing Address (CMA) field or the App info Tab:&nbsp;Advise the applicant that processing times are currentlytaking up to 45 days.Address the callers questions using guidance provided in thePPMand Preshift.Review the correspondence received from the applicant to ensure all necessary documentation is in the file.&nbsp; If not, explain to the applicant what is missing, and ask them to submit the missing documentation so any potential assistance is not delayed.Agents will enter a clear and concise Contact in NEMIS explaining what was communicated to the applicant and any actions taken to assist.&nbsp;If the case islocked Under Review per PMS, Under NCT Review,orUnder Review:Do not give a timeframe for case review completion or callback.&nbsp; Use your best customer service to explain that a timeframe is currently not available.Do not discuss that the file is locked.Please review theUPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMSpreshift on how to address this scenario.Agents will enter a clear and concise Contact in NEMIS explaining what was advised to the applicant and any actions taken to assist with the concern using Web Applicant Inquiry.Reference:Helpline NPSC Caller Services Reference Guide,
12/14/20	12/17/20	2005625	UPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant cases in NEMIS may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS.&nbsp; Cases may be locked for a variety of reasons, but agents can still enter a comment or contact usingWeb Applicant Inquiry.Cases locked Under Review per PMS:Some registrations reflect &lsquo;Under Review per PMS&rsquo;;,&#39;Under NCT Review&#39;; or &lsquo;Under Review&rsquo;;in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file.The system lock will allow agents to enter Comments and Contacts through theWeb Applicant Inquirybut will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff.&nbsp;&nbsp; &nbsp; When documents from applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case.&nbsp;If a call is received through FEMA Helpline and the CMA reflects &lsquo;Under Review per PMS&rsquo;;,&#39;Under NCT Review&#39;;, &lsquo;Under Review&rsquo;;or is locked by a Program Management employee:&nbsp;Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for identity, occupancy, ownership, etc.).Using your best customer servicerespond to the inquiries butdo not discuss that the file is locked.&nbsp;In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments.Update:Do not give timeframe for review completion or callback.&nbsp; Use your best customer service to explain that a timeframe is currently not available, and do not discuss that the file is locked.If there are documents on file that meet IHP requirements that may clear the potential fraud issue, with no indication in the Events Log that an email was previously sent for review:Send an email to your Team Lead, who will review and give a recommendation letting you know if an email can be sent to Program Management. If your Team Lead agrees with your review, forward the email toFEMA-IHPHelpdesk@fema.dhs.gov. Ensure the subject line includes: DR #, Reg #, and a subject that includes &lsquo;Under Review&rsquo;; and that the body of your email includes a description of the request, document ID, and&nbsp;list of processing actions pending.&nbsp;PMS staff will review the documents and determine if the case can be unlocked and cleared for processing. The case will remain locked until PMS determines it can be processed. If the case is cleared for processing, a comment will be placed in the file indicating so.&nbsp;If documents are not on file that may clear the potential fraud issue:Agents will review the file and advise the applicant to submit any required documentation before any action can be taken in their case, (e.g., identity, occupancy, or ownership).Upon completion of the call, enter a clear and concise Contact explaining what was communicated to the applicant and any actions taken to assist with the concern.Cases locked by another user:&nbsp;Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case.Agents will accessWeb Applicant Inquiryto complete required Comments and Contacts.The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using theWeb Applicant Inquiry.&nbsp;After completing the actions, please remember to click &#39;Home&#39; to exit.&nbsp;Reference:Fraud Review&nbsp;FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONS
12/14/20	12/17/20	2005627	REMINDER: FRAUD CODES AND SPECIAL HANDLING QUERIES	CASEWORK	(b) (7)(E)
12/14/20	12/15/20	2005628	UPDATE: IHP HELPDESK HOURS OF OPERATION December 15, 2020	GENERAL	IHP Helpdesk hours of operation have been adjusted for Tuesday, December 15, 2020.Update to hours:6:30 am &ndash; 9:00 pm ESTUnavailable from 11:00 am - 12:30 pm ESTIHP Helpdesk will resume normal business hours the next day.Reference:FEMA-IHP-HelpdeskUPDATE: IHP HELPDESK HOURS OF OPERATION

12/15/20	12/17/20	2005629	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	If callers have questions about the disasterassistance.gov website, direct the caller to the 'Help' tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs).'DO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant's information including the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.Agents will only'transfer callers to IHD for technical DAC issues such as the following:Reset passwords (locked accounts)PIN resetIHD'will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA's internal Enterprise Service Desk (ESD).See'Guide for Creating an Account ' Uploading Documentsavailable in theIHP Agent Resource Toolkitto assist applicants in uploading documents to DAC. There is no need to transfer these calls.Helpline NPSC Caller Services Reference Guide will be updated.Reference:'Helpline NPSC Caller Services Reference Guide'
12/16/20	12/16/20	2005631	VSR SYSTEM DOWNTIME: DECEMBER 16, 2020	GENERAL	The IMAST will be performing required maintenance on the database server today,December 16, 20202:00 pm'- 3:30 pm (EST). We expect downtime during that window.These applications include:AutoDialer (AD)Callout and Review System (CARS)Continued Assistance Calculator (CAC)Customer Service Performance Application (CSPA)FEMA Information and Data Analysis (FIDA)IHP HelpDesk Tracking Application (IHPHD)Individual Assistance Preshift Notes (IAPN)Inspection Management Review (IMR)Inspector Suitability Tracker (STRK) Task Order Administration (TOA)Note:All times are approximate.
12/16/20	12/21/20	2005632	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR-4563-AL and DR-4573-AL DSOPNew DSOP incorporating DR-4563-AL information and new DR-4573-AL declaration.IA PPM Remote Inspections DSOPUpdates include:Section I: OverviewAll future damage level dollar amounts will be found on the applicable Disaster Specific Page; Page 3Read the entire DSOPs for additional information.'Note:The previous version will be archived in the in thePPM Archive.
12/16/20	12/20/20	2005633	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared'incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the 'Search your location' function or by clicking on 'Disasters ' Assistance' and scrolling down the menu toDisaster Declarations.'Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check'the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under 'Disaster Resources' on the mobile app.Online atFind Open Shelterstofor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.'''Note:'Do not take registrations in 6500, unless specifically instructed by 'Flash' or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC Call Center RI
12/16/20	12/21/20	2005634	CTHA: 2021 SOCIAL SECURITY INCOME INCREASE	CASEWORK	The Social Security Administration will implement a 1.3% increase for cost of living benefits, effective January 2021.An applicant willnotbe required to submit another income statement reflecting the increase of SSA benefits as long as the 2020 SSA benefits statement is present in the file.Please refer toContinued Rental AssistanceFrequently Asked Questions: 'C. Income.
12/17/20	12/20/20	2005636	UPDATE: DR-4399-FL: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, DR-4399-FL direct housing mission received an extension to the standard 18-month assistance period.Update:Due to the continued impacts of COVID- 19, FEMA is waiving FEMA THU rent collection through the current period of assistance for DR-4399-FL. The period of assistance for DR-4399-FL is currently scheduled to end on February 11, 2021.This waiver suspends rent collection only.The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Refer DR-4399-FL callers with questions regarding their direct housing to their recertification advisor at 850-914-7916.Do NOT provide this number to callers who are not currently in a DR-4399-FL FEMA THU.Memo:DR-4399-FL COVID 19 Direct Housing Rent Suspension
12/17/20	12/20/20	2005635	UPDATE: DR-4407-CA: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, DR-4407-CA received an extension to the standard 18-month assistance period.Update:Due to the continued impacts of COVID-19, FEMA is waiving FEMA THU rent collection through the current period of assistance for DR-4407-CA. The period of assistance for DR-4407-CA is currently scheduled to end on May 12, 2021.This waiver suspends rent collection only.The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Memo:DR-4407-CA COVID 19 Direct Housing Rent Suspension

12/17/20	12/20/20	2005641	UPDATE: DR-4407-CA: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, DR-4407-CA direct housing mission received an extension to the standard 18-month assistance period. Update: Due to the continued impacts of COVID-19, FEMA is waiving FEMA THU rent collection through the current period of assistance for DR-4407-CA. The period of assistance for DR-4407-CA is currently scheduled to end on May 12, 2021. This waiver suspends rent collection only. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue. Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case. Memo: DR-4407-CA COVID 19 Direct Housing Rent Suspension
12/17/20	12/21/20	2005642	UPDATE: DR-4407-CA: DIRECT HOUSING TEMPORARY SUSPENSION OF RENT COLLECTION (COVID-19) CONTINUING	HELPLINE	As of March 31, 2020, DR-4407-CA direct housing mission received an extension to the standard 18-month assistance period. Update: Due to the continued impacts of COVID-19, FEMA is waiving FEMA THU rent collection through the current period of assistance for DR-4407-CA. The period of assistance for DR-4407-CA is currently scheduled to end on May 12, 2021. This waiver suspends rent collection only. The collection of penalty fees for ineligible occupants and additional living expense payments due to a duplication of benefits with insurance, will continue. Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case. Memo: DR-4407-CA COVID 19 Direct Housing Rent Suspension
12/17/20	12/22/20	2005637	LOUISIANA CROSS DISASTER PROCESSING	CASEWORK	Staff must check the Special Tab prior to processing assistance in DR-4559 or DR-4570. When NEMIS identifies a possible cross disaster duplicate between disasters, linked registration information will be recorded in the Special Tab under the "Previous Disaster Summary" field or on the "Linked Regs" page in Web NEMIS under Previous Disaster Assistance. Louisiana applicants who received Housing Assistance in DR-4559 and have a DR-4570 registration are routed to the FEMA Special Handling queue after inspection, based on the LAURA_CDD_REV stamp. The cases with the LAURA_CDD_REV stamp will not be processed without a program review. Only designated staff will process Cross Disaster Damage with LAURA_CDD_REV stamps. If a workpacket does not exist in Special Handling, place the case On Hold - Program Review with the following comment: Summary: On Hold - Program Review Details: On hold for cross disaster check Email the FEMA-IHP-Specialized-Processing-Unit with the information. Once an initial decision is made, there is no need to place the case on hold or email SPU, please follow standard processing procedures. NOTE: If not assigned, do not process in the Special Handling queue as it is a restricted processing queue. Reference: LOUISIANA: CROSS DISASTER EVENT DR 4559 LA and DR 4570 LA
12/18/20	12/22/20	2005630	INDIVIDUAL ASSISTANCE PRESHIFT NOTES DOWNTIME: DECEMBER 22, 2020	GENERAL	Individual Assistance Preshift Notes (IAPN) will be down Tuesday, December 22, 2020 from 6:00 am to 8:00 am (EST). Note: All times are approximate.
12/21/20	12/23/20	2005639	DR-4569-CA: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4569-CA. Direct Temporary Housing Assistance is authorized in the form of Direct Lease or Commercial/Private sites with Travel Trailers for the following IA designated county: Siskiyou. Please see the Direct Temporary Housing memorandum posted on the DR-4569-CA Disaster Specific page for additional information. Reference: Direct Housing Assistance SOP
12/21/20	12/26/20	2005640	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday. DR-4570-LA: All DRCs will be closed December 24 - 26, 2020. DR-4559-LA: All DRCs will be closed December 24 - 26, 2020. DRCs will resume normal business hours the next day. Refer to NEMIS DR Info for DRC information and normal hours of operation.
12/21/20	12/23/20	2005643	DR-4569-CA: DIRECT HOUSING PRE-PLACEMENT INTERVIEW CALLS	HELPLINE	Pre-Placement Interview (PPI) calls are being made to select applicants identified by the Region and JFO. Cases meeting the criteria may be potentially eligible to receive direct housing. If an applicant states FEMA left a message, review the Events log for a PPI (or HOMES) notation in the summary line. Do not discuss Direct Housing eligibility with callers. Transfer the call to the PPI group if: The PPI call was incomplete (call attempt noted) or The interview has been completed but the caller's housing situation has changed. Before the transfer, provide the caller the PPI group phone number in case they get disconnected. The PPI group is currently available: Sunday through Saturday: 8:00 am - 8:00 pm (PST) Phone number: 800-621-0643 C3MP: Consult/transfer the call to the "PPI CA" workgroup. Applicants who have not been contacted via callout and are inquiring about the program should not be provided the PPI Group number. Use your best customer service to inform them that if they are eligible for the program, they will be contacted by FEMA. Do NOT create PPI External Request workpackets. Reference: C3MP Direct Housing Assistance SOP DR-4569-CA: DIRECT HOUSING MISSION
12/22/20	12/28/20	2005644	UPDATE: SHAREPOINT ONLINE: DISASTER SPECIFIC INFORMATION	GENERAL	The Disaster Specific Information page has migrated to SharePoint Online. During the migration several filtering processes were not carried over, which resulted in information being displayed incorrectly. 2019 & 2020 disasters have been updated and are available for use on the SharePoint Online Disaster Specific Information page. Disaster pages were modified, including: Links to other FEMA sites are now on the left side of the page, such as the Preshift (IAPN) and PPM. List item sections are in the center of the page, with Summary Information now at the top. Declared Counties section no longer includes Fair Market Rents. Fair Market Rents (FMRs) are available under the "FY FMRS and Utility Allowances" excel spreadsheets. Document sections are on the right side of the page. Update: IA Disasters: 2010 - 2018 New IA Disasters: 2010 - 2018 section added to the page. Located below the section for the IA Disaster Vault. Link provided goes to a site which houses the IA disaster pages of 2010 - 2018. Note: The previous Disaster Specific Information page is currently scheduled to become unavailable 12/31/20.
12/22/20	12/28/20	2005645	UPDATE: LOUISIANA: DRC AND APPEALS CENTER	HELPLINE	DR-4559 and DR-4570 have Disaster Recovery Centers (DRCs) with drive-thru services available. Applicants will drop-off documentation. The documents will be faxed to FEMA Mailroom and returned to the applicant. Update: Additional DRCs will expand their services with an Appeal Center to allow longer conversations with staff. Staff will be able to explain the appeals process, discuss documentation requirements, and provide help with writing an appeal letter. DRCs and Appeals Center operate under strict COVID-19 guidelines. Staff and visitors required to wear a mask or face covering. Social distancing is practiced. Refer to NEMIS DR Info for DRCs location information, services provided, and normal hours of operation.

12/23/20	12/28/20	2005646	DR-4570-LA: ADDITIONAL IA PARISHES FRN 2	RI	Additional parishes have been added for Individual Assistance in DR-4570-LA.The additional parishes are:Allen and IberiaRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
12/26/20	12/30/20	2005638	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4451-MO endsJanuary 9, 2021DR-4454-TX endsJanuary 17, 2021DR-4466-TX endsApril 4, 2021DR-4469-SD endsMay 18, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceCross Disaster Processing
12/28/20	12/31/20	2005647	DR-4570-LA: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4570-LA.Direct Temporary Housing Assistance is authorized in the form of Direct Lease, Multi-Family Lease and Repair, and Transportable Temporary Housing Units for the following IA designated parishes:Acadia, Beauregard, Calcasieu, Cameron, Jefferson Davis, Rapides, St. Landry, St. Martin, and VermillionPlease see theDirect Temporary Housingmemorandumposted on theDR-4570-LADisaster Specific page for additional information.Reference: Direct Housing Assistance
12/29/20	1/4/21	2005648	PPM UPDATE: DR-4559-LA AND DR-4570-LA	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR-4559-LA and DR-4570-LAUpdates include:Section I: OverviewDR-4570-LA: Late Application information for Allen and Iberia Parishes; Page 8Section III: ProcessDR-4570-LA: Late Application process for Allen and Iberia Parishes; Page 25Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/29/20	1/4/21	2005649	PPM UPDATE: DR-4563-AL AND DR-4573-AL	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR-4563-AL and DR-4573-AL DSOPUpdates include:Section III: ProcessChange disaster name from Delta to Zeta; Page 24Updated declaration date to 12/10/2020; Pages 28-30Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
12/30/20	1/6/21	2005650	REMINDER: TREND: INITIAL INSPECTION REQUESTS	CASEWORK	A trend has been identified of agents incorrectly selecting“Reinspect”or“Appeal”as the reason when requesting an inspection for applicants who are Ineligible Reported No Damage (IRND),Insured(INS), Non-referral (NONREF), Non-registrations (NONREG), Identity failed (IDV_FAILED), or Occupancy failed (OCCV_FAILED), and have not had an initial inspection. This is causing delays for the applicant.Agents shouldverify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Include all specific items to be addressed in the inspection requestCommentfield. Housing Inspection Services (HIS) will be unable to see any comments when performing inspections if is not recorded at the time of the request.Reference:IA PPM Remote Inspections ''Inspection Requests and ComparisonsIdentity VerificationOccupancy VerificationINSPECTION REQUESTS AND FAILED VERIFICATIONS
12/30/20	1/6/21	2005650	REMINDER: TREND: INITIAL INSPECTION REQUESTS	HELPLINE	A trend has been identified of agents incorrectly selecting“Reinspect”or“Appeal”as the reason when requesting an inspection for applicants who are Ineligible Reported No Damage (IRND),Insured(INS), Non-referral (NONREF), Non-registrations (NONREG), Identity failed (IDV_FAILED), or Occupancy failed (OCCV_FAILED), and have not had an initial inspection. This is causing delays for the applicant.Agents shouldverify the default inspection reason on the NEMIS dropdown and select“Initial”when requesting the first inspection.Include all specific items to be addressed in the inspection requestCommentfield. Housing Inspection Services (HIS) will be unable to see any comments when performing inspections if is not recorded at the time of the request.Reference:IA PPM Remote Inspections ''Inspection Requests and ComparisonsIdentity VerificationOccupancy VerificationINSPECTION REQUESTS AND FAILED VERIFICATIONS
12/31/20	1/7/21	2005651	TREND: LOUISIANA CROSS DISASTER DOUBLE DAMAGE APPEAL PROCESSING	CASEWORK	A trend has been identified where caseworkers are processing double damage appeal decisions in DR-4559-LA when the applicant also registered for DR-4570-LA.Appeals submitted in either disaster dated before or after the declaration date (10/6/2020) for DR-4570-LA will be addressed in DR-4570-LA.If the appeal documents were scanned into the DR-4559-LA file:Email the FEMA-IHP-Mailroom and request to have the documents moved to the DR-4570-LA file;Add a Comment in the DR-4559-LA file explaining the Appeal will be addressed in DR-4570-LA;Route the WP in DR-4559-LA to FEMA Complete; andProcess the appeal request in the DR-4570-LA file.Read the entireDR 4559 LA and DR 4570 LA''DSOP for additional information.Reference:LOUISIANA: CROSS DISASTER EVENTLOUISIANA CROSS DISASTER PROCESSINGREMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE
1/1/21	1/5/21	2005652	DR-4576-MS: NEW IA DECLARATION	RI	Mississippi has a new Individual Assistance disaster declaration. DR 4576 Mississippi was declared on December 31, 2020.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is October 28-29, 2020.Counties declared for IA:George, Greene, Hancock, Harrison, Jackson, and Stone Counties.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/ Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS shift for additional important information.Reference:DAC - Call Center RI'

1/5/21	1/8/21	2005653	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Callers cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.Update:Funerals: FEMA isreviewing the legislation and evaluating potential options for implementation.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
1/5/21	1/8/21	2005653	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Callers cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.Update:Funerals: FEMA isreviewing the legislation and evaluating potential options for implementation.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
1/6/21	1/11/21	2005657	PPM UPDATE: INSURANCE PROCESSING FOR HA AND PERSONAL PROPERTY	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Insurance Processing for HA and Personal PropertyUpdates include:Section IV: Examples and FAQs:Insurance matrix to separate homeowners and renters insurance; page 25.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/7/21	1/11/21	2005658	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents.In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster.Please suggest callers monitor their local news, State and County Emergency Management websites and theFEMA.govwebsite for further information about State or Federal assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu to "All Disaster Declarations". Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINEDAC - Call Center RI¿

1/8/21	1/13/21	2005663	IAPN: BROKEN LINKS	GENERAL	Due to recent SharePoint Online migration staff may find links on the Individual Assistance Preshift Notes (IAPN) page that no longer function, such as the Recovery Resources list or links within preshifts.IAPN Recovery Resources links will be updated with the next release. If a link within a preshift note is broken, please try the following to locate the desired information:Disaster Specific Information:Go to the newDisaster Specific Informationpage and select the desired disaster.Preshift:Use the “Advanced Search” function, found on the banner of the IAPN page, to locate the preshift.PPM document:Go to the newPPMsite and search for the desired documentIt is recommended that the often used sites be saved as a favorite or bookmark.Note:Links within preshifts will be updated when as they are reposted or replaced.
1/8/21	1/12/21	2005664	DR-4563-AL: DATE OF LOSS OUTSIDE OF INCIDENT	CASEWORK	On October 9, 2020, FRN 3 closed the incident period for 4563-AL. The incident period is September 14, 2020 through September 16, 2020.Some cases outside of these dates were processed for assistance prior to October 9th while the incident period was still open.If a registration shows the Date of Loss outside of the incident periodDO NOTprocess any determinations, request documents, or send for inspection.Place the case On Hold - Program Review with the following comment:Summary:DOL On Hold - Program ReviewDetails:Date of Loss (DOL) outside of incident period.Please do not place any of these registrations in pre-recoupment at this time if they were previously paid.Additional guidance is forthcoming.Reference:DR-4563-AL: INCIDENT CLOSURE
1/8/21	1/12/21	2005664	DR-4563-AL: DATE OF LOSS OUTSIDE OF INCIDENT	HELPLINE	On October 9, 2020, FRN 3 closed the incident period for 4563-AL. The incident period is September 14, 2020 through September 16, 2020.Some cases outside of these dates were processed for assistance prior to October 9th while the incident period was still open.If a registration shows the Date of Loss outside of the incident periodDO NOTprocess any determinations, request documents, or send for inspection.Place the case On Hold - Program Review with the following comment:Summary:DOL On Hold - Program ReviewDetails:Date of Loss (DOL) outside of incident period.Please do not place any of these registrations in pre-recoupment at this time if they were previously paid.Additional guidance is forthcoming.Reference:DR-4563-AL: INCIDENT CLOSURE
1/11/21	1/14/21	2005673	INSPECTION REASON FIELD LEFT BLANK	CASEWORK	Due to changes from the last NEMIS release, the Inspection Reason defaults to a blank field in Web NEMIS.Staffmustuse the dropdown to select the appropriate Inspection Reason.Not selecting an inspection reason results in the request not going to Inspections for review, causing delays for the applicant.Example:When requesting a first inspection, click the Inspection Reason dropdown to see the available list and select “Initial”.Reference:REMINDER: TREND: INITIAL INSPECTION REQUESTS
1/11/21	1/14/21	2005665	PPM UPDATE: MOVING AND STORAGE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Moving and StorageUpdates include:Section I: Overview:Roommates and boarders may be eligible for Moving and Storage Assistance; page 3.Read the entire SOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/11/21	1/14/21	2005666	INSPECTION REASON FIELD LEFT BLANK	CASEWORK	Due to a changes from the last NEMIS release, the Inspection Reason defaults to a blank field in Web NEMIS.Staffmustuse the dropdown to select the appropriate Inspection Reason.Not selecting an inspection reason results in the request not going to Inspections for review, causing delays for the applicant.Example:When requesting a first inspection, click the Inspection Reason dropdown to see the available list and select “Initial”.Reference:REMINDER: TREND: INITIAL INSPECTION REQUESTS
1/11/21	1/12/21	2005667	IAPN DOWNTIME: JANUARY 12, 2021	GENERAL	Individual Assistance Preshift Notes (IAPN) will be downTuesday,January 12, 2021 from 6:00 am to 8:00 am (EST).Note:All times are approximate.
1/12/21	1/13/21	2005668	ORACLE PATCH: JANUARY 12 - 13, 2021	GENERAL	Some systems will be down from11:00 PM (EST) Tuesday, January 12th until 6:00 AM (EST) Wednesday, January 13thfor routine Oracle PSU patching.During this downtime, staff should useDisasterassistance.govto complete new registrations for callers.Inform callers to call back after 6:00 am 01/13/21 for other inquiries.The following functions will not work during the downtime:Case Processing in NEMIS(PowerBuilder or Web)Helpline lookup in NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDAC Call Center (MW Call Center)HOMESInspection Management (IM)Mail Utility Module (MUM)IA Assistance Client ASTC WebJAVA Auto Determination (JADE)Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
1/12/21	1/13/21	2005668	ORACLE PATCH: JANUARY 12 - 13, 2021	RI	Some systems will be down from11:00 PM (EST) Tuesday, January 12th until 6:00 AM (EST) Wednesday, January 13thfor routine Oracle PSU patching.During this downtime, staff should useDisasterassistance.govto complete new registrations for callers.Inform callers to call back after 6:00 am 01/13/21 for other inquiries.The following functions will not work during the downtime:Case Processing in NEMIS(PowerBuilder or Web)Helpline lookup in NEMIS (PowerBuilder or Web)DAC Public Applicant Inquiry on Disasterassistance.govDAC Call Center (MW Call Center)HOMESInspection Management (IM)Mail Utility Module (MUM)IA Assistance Client ASTC WebJAVA Auto Determination (JADE)Other applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

1/12/21	1/15/21	2005669	DR-4577-LA: NEW IA DECLARATION	RI	Louisiana&nbsp;has a new Individual Assistance disaster declaration. DR&nbsp;4577 Louisiana&nbsp;was declared&nbsp;on January 12, 2021.When Registration Intake is available,&nbsp;Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is&nbsp;October 26-29, 2020.Parishes declared for IA:Jefferson, Lafourche, Orleans, Plaquemines, St. Bernard, and Terrebonne.Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. &nbsp;This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA&nbsp;has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review the&nbsp;REMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI
1/12/21	1/15/21	2005670	UTAH DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4578 Utah has been declared for Public Assistance for Straight-line Winds that occurred&nbsp;September 7, 2020 to September 7, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the &quot;Search your location&quot; function or by clicking on &ldquo;Disasters &amp; Assistance&rdquo; and scrolling down the menu to &quot;All Disaster Declarations&quot;.&nbsp;&nbsp;Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check&nbsp;the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.&nbsp;&nbsp;&nbsp;Note:&nbsp;Do not take IA registrations for undeclared incidents.Do not take IAregistrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
1/13/21	1/18/21	2005671	REMINDER: THREATENING PHONE CALLS	HELPLINE	Due to the nature of work at FEMA, we speak with callers that are undergoing a great deal of stress. This stress is handled differently by each caller encountered by agents.On rare occasions, a caller may seem so despondent that they may consider suicide. Suicidal thinking should be taken very seriously. Threats of hurting oneself or others are often cries for help.Guidance for handling threatening phone calls can be found inThreatening Phone Calls.All incidents must be reported to the Federal Mega Center.Notify your Supervisor/Point of Contact (POC) immediately via email, Microsoft Teams, Lync, or by signaling for assistance when you receive a threatening phone call.&nbsp;Engage the caller, stay calm, take all threats seriously, and gather as much information as possible.
1/13/21	1/18/21	2005674	GEORGIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4579 Georgia has been declared for Public Assistance for Tropical Storm Zeta that occurred&nbsp;October 29, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the &quot;Search your location&quot; function or by clicking on &ldquo;Disasters &amp; Assistance&rdquo; and scrolling down the menu to &quot;All Disaster Declarations&quot;.&nbsp;&nbsp;Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check&nbsp;the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation.&nbsp;&nbsp;&nbsp;Note:&nbsp;Do not take IA registrations for undeclared incidents.Do not take IAregistrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

1/13/21	1/18/21	2005676	CONNECTICUT DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4580 Connecticut has been declared for Public Assistance for Tropical Storm Isaias that occurred August 4, 2020. Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by using the "Search your location" function or by clicking on "Disasters & Assistance"; and scrolling down the menu to "All Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
1/13/21	1/17/21	2005677	REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS	CASEWORK	Inspections will not be requested until Identity and Occupancy is verified. Do NOT create a workpacket to request an inspection if these verifications failed. If an applicant calls to inquire about the status of their inspection, review the case to determine if the applicant is missing any identity and occupancy verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA. Applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection. If the case is in the Inspection Triage Subqueue: Do NOT process the case in this subqueue. Cases are being held in this queue prior to inspections being issued, do not attempt to access these cases in this queue. Do NOT contact the IHP Helpdesk requesting to manually release the case from the Inspection Triage subqueue. A FEMA inspector will contact the applicant once the applicable verifications are met in the file. Reference: Identity Verification Occupancy Verification REMINDER: DOCUMENT REVIEW AND VERIFICATIONS
1/13/21	1/17/21	2005677	REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS	HELPLINE	Inspections will not be requested until Identity and Occupancy is verified. Do NOT create a workpacket to request an inspection if these verifications failed. If an applicant calls to inquire about the status of their inspection, review the case to determine if the applicant is missing any identity and occupancy verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA. Applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection. If the case is in the Inspection Triage Subqueue: Do NOT process the case in this subqueue. Cases are being held in this queue prior to inspections being issued, do not attempt to access these cases in this queue. Do NOT contact the IHP Helpdesk requesting to manually release the case from the Inspection Triage subqueue. A FEMA inspector will contact the applicant once the applicable verifications are met in the file. Reference: Identity Verification Occupancy Verification REMINDER: DOCUMENT REVIEW AND VERIFICATIONS
1/13/21	1/17/21	2005678	REMINDER: NO CONTACT QUEUE	HELPLINE	When the inspection is in the No Contact queue, Inspections will perform additional contact attempts and monitor the registration for updates. Staff will no longer provide contact numbers for contractors that appear in the Helpline NPSC Caller Services Reference Guide; as those phone numbers are no longer valid. Staff will no longer send emails to IHP Helpdesk when FEMA is the contractor. When the inspection is in the No Contact queue and the applicants want to schedule an inspection: Verify the contact phone information and update when necessary. Advise applicants to monitor their phone for unfamiliar numbers and to answer. Advise applicants they may also receive a text message requesting to schedule an inspection. Helpline NPSC Caller Services Reference Guide will be updated. NOTE: If the applicant's latest inspection already received an INCI decision, they have been returned from the contractor.
1/14/21	1/19/21	2005679	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier. In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety. Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller. If applicable: Ask questions left by FEMA staff member. Provide information left by FEMA staff member. Provide additional referrals. Create a contact that includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs. Record any Access and Functional Needs (AFN), or unmet needs. If callout was an unsuccessful CARS callout, transfer caller to the appropriate work group. If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance. Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed. Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide Accessing the File and Releasing Information Procedures. Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.

1/14/21	1/19/21	2005680	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:IA PPM Remote Inspections.Updates Include:Removed the Damage Level Award charts.Section I: OverviewAdded language that DSOP applies to DR-4399-FL and forward; page 2Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/15/21	1/18/21	2005681	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday: Monday, January 18, 2021.DR-4559-LA: All DRC's will be closed.DR-4570-LA: All DRC's will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
1/15/21	1/18/21	2005681	HOLIDAY: DRC CLOSINGS	RI	Disaster Recovery Centers (DRCs) will be closed for the holiday: Monday, January 18, 2021.DR-4559-LA: All DRC's will be closed.DR-4570-LA: All DRC's will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
1/15/21	1/21/21	2005682	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Updates include:Appeal ProcessingSection II: Important InformationInstruction for Ineligible Insured No Response (IINR) letter for insured (INS) decisions; Page 8Section III: ProcessingRequirement for ADOC letter; Pages 13-18ADA appeal processing steps for Web NEMIS; Pages 34-38Section IV: Examples and FAQsFAQ #1 regarding IIDV appeals; Pages 51-52Occupancy VerificationSection I: OverviewAcceptable documentation; Page 3Appeal letter requirement for ineligible occupancy not verified (INONV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 6-7Clarification regarding applicants in temporary housing (nursing homes and hospitals); Page 10Processing procedures; Pages 11-12Created Appeals section; Pages 13-14Section IV: Examples and FAQsUpdated scenario's 1-4; Pages 15-16Ownership VerificationSection I: OverviewAppeal letter requirement for ineligible occupancy not verified (INONV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 7-8Property tax documentation must be dated for the year prior to the disaster; Page 10Clarification that a deceased applicant's estate is not eligible for IHP assistance; Page 13Processing procedures section; Pages 14-15Created Appeals section; 15-17Section IV: Examples and FAQsUpdated scenario's 1 and 3; Pages 18-19FAQ #1; Page 20Read the entire DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
1/15/21	1/21/21	2005687	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Updates include:Appeal ProcessingSection II: Important InformationInstruction for Ineligible Insured No Response (IINR) letter for insured (INS) decisions; Page 8Section III: ProcessingRequirement for ADOC letter; Pages 13-18ADA appeal processing steps for Web NEMIS; Pages 34-38Section IV: Examples and FAQsFAQ #1 regarding IIDV appeals; Pages 51-52Occupancy VerificationSection I: OverviewAcceptable documentation; Page 3Appeal letter requirement for ineligible occupancy not verified (INONV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 6-7Clarification regarding applicants in temporary housing (nursing homes and hospitals); Page 10Processing procedures; Pages 11-12Created Appeals section; Pages 13-14Section IV: Examples and FAQsUpdated scenario's 1-4; Pages 15-16Ownership VerificationSection I: OverviewAppeal letter requirement for ineligible occupancy not verified (IOWNV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 7-8Property tax documentation must be dated for the year prior to the disaster; Page 10Clarification that a deceased applicant's estate is not eligible for IHP assistance; Page 13Processing procedures section; Pages 14-15Created Appeals section; 15-17Section IV: Examples and FAQsUpdated scenario's 1 and 3; Pages 18-19FAQ #1; Page 20Read the entire DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
1/15/21	1/21/21	2005689	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Updates include:Appeal ProcessingSection II: Important InformationInstruction for Ineligible Insured No Response (IINR) letter for insured (INS) decisions; Page 8Section III: ProcessingRequirement for ADOC letter; Pages 13-18ADA appeal processing steps for Web NEMIS; Pages 34-38Section IV: Examples and FAQsFAQ #1 regarding IIDV appeals; Pages 51-52Occupancy VerificationSection I: OverviewAcceptable documentation; Page 3Appeal letter requirement for ineligible occupancy not verified (INONV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 6-7Clarification regarding applicants in temporary housing (nursing homes and hospitals); Page 10Processing procedures; Pages 11-12Created Appeals section; Pages 13-14Section IV: Examples and FAQsUpdated scenario's 1-4; Pages 15-16Ownership VerificationSection I: OverviewAppeal letter requirement for ineligible owership not verified (IOWNV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 7-8Property tax documentation must be dated for the year prior to the disaster; Page 10Clarification that a deceased applicant's estate is not eligible for IHP assistance; Page 13Processing procedures section; Pages 14-15Created Appeals section; 15-17Section IV: Examples and FAQsUpdated scenario's 1 and 3; Pages 18-19FAQ #1; Page 20Read the entire DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.

1/15/21	1/21/21	#####	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the 'Recently Updated Documents' section and the appropriate category of the PPM:Updates include:Appeal ProcessingSection II: Important InformationInstruction for Ineligible Insured No Response (IINR) letter for insured (INS) decisions; Page 8Section III: ProcessingRequirement for ADOC letter; Pages 13-18ADA appeal processing steps for Web NEMIS; Pages 34-38Section IV: Examples and FAQsFAQ #1 regarding IIDV appeals; Pages 51-52Occupancy VerificationSection I: OverviewAcceptable documentation; Page 3Appeal letter requirement for ineligible occupancy not verified (INONV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 6-7Clarification regarding applicants in temporary housing (nursing homes and hospitals); Page 10Processing procedures; Pages 11-12Created Appeals section; Pages 13-14Section IV: Examples and FAQsUpdated scenario’s 1-4; Pages 15-16Ownership VerificationSection I: OverviewAppeal letter requirement for ineligible ownership not verified (IOWNV) decision; Page 3Section III: ProcessVerification methods and acceptable documentation; Pages 7-8Property tax documentation must be dated for the year prior to the disaster; Page 10Clarification that a deceased applicant’s estate is not eligible for IHP assistance; Page 13Processing procedures section; Pages 14-15Created Appeals section; 15-17Section IV: Examples and FAQsUpdated scenario’s 1 and 3; Pages 18-19FAQ #1; Page 20Read the entire DSOPs for additional information. Note:The previous version will be archived in the in thePPM Archive.
1/16/21	1/21/21	2005790	PPM UPDATE: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION SOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Written Consent and Sharing Applicants Information¿ ¿ Updates include:Clarified the responsibility between APS and IHP Helpdesk staff regarding documents verification and updating NEMIS.Moved statements about POA/Guardianship/Conservatorship acceptability and IHP Helpdesk responsibility.Read the entire SOP for additional information.Note:The previous version will be archived in the PPM Archive.
1/18/21	1/21/21	2005683	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning January 17, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Saturday: 7:00 am to 9:00 pm (ET) Sunday: 8:00 am to 9:00 pm (ET)Reference: FEMA-IHP-Helpdesk
1/18/21	1/21/21	2005684	HOLIDAY: IHP HELPDESK HOURS OF OPERATION	GENERAL	IHP Helpdesk hours of operation have been adjusted due to the holiday.Update to hours:Monday, January 18, 20219:00 am - 6:00 pm ETIHP Helpdesk will resume normal business hours the next day.Reference: FEMA-IHP-HelpdeskUPDATE: IHP HELPDESK HOURS OF OPERATION
1/19/21	1/22/21	2005685	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4466-TX endsApril 4, 2021DR-4469-SD endsMay 18, 2021DR-4473-PR endsJuly 16, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceCross Disaster Processing
1/19/21	1/22/21	2005686	COLORADO DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4581 Colorado has been declared for Public Assistance for Wildfires that occurred September 6, 2020 to November 5, 2020.Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found onFEMA.gov, by using the "Search your location" function or by clicking on “Disasters & Assistance” and scrolling down the menu to "All Disaster Declarations". Callers can also search by address atDisasterassistance.govto determine if their address is in an area declared for individual assistance.If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.Check the2-1-1website to determine if a particular area has services prior to providing the referral.Callers can search for open shelters:Download theFEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online atFind Open Sheltersfor Red Cross shelters; staff can offer to search this site for caller.Please notify callers to call911for medical emergencies.For callers expressing emotional distress, provide theDisaster Distress Helplineinformation. Note: Do not take IA registrations for undeclared incidents.Do not take IAregistrations in 6500, unless specifically instructed by "Flash" or preshift.Reference:REMINDER: LOCATING A SHELTERREMINDER: 2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

1/20/21	1/25/21	2005692	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage of the correct disaster, or in the NEMIS DR Info tab.Select the correct disaster number to get disaster specific information.Beginning with DR-4466-TX the Disaster Specific Referrals display will be changed on the Disaster Specific Information page.The display will show a Referral section which includes a National listing and a State and Local listing.For disasters prior to DR-4466-TX the information will still be displayed in the ‘Quick Links’ section. For the Quick Links version make sure you review both tabs of the spreadsheet to provide the applicant with the most current and accurate referrals.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Disaster Referral Information link during calls to verify the most updated referral information.Reminders:Do not give out any referral information unless it is approved. Do not provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.Do not search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Do not refer non-Texas disaster survivors to the TX-ONA Helpline number.Please be aware that the 'Available Agency' referrals under the DR-Info tab in NEMIS reflect some of the national referrals available for applicants. All Disaster Recovery Center (DRC) information is posted in NEMIS under DR-Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please forward them to the IHP Helpdesk through your immediate supervisor, or POC.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.
1/20/21	1/25/21	2005693	PPM UPDATE: SPECIAL HANDLING QUERIES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Special Handling Queries¿Updates include:Section II: ProcessAdded guidance for cases with EV or VV line items in file; Page 13Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
1/21/21	1/26/21	2005694	DR-4573-AL: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4573-AL for applicants that received the NOINSP_Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fit your current situation. 1. Yes, I need an inspection2. No, I do not need an inspection Helpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
1/21/21	1/27/21	2005695	DR-4576-MS: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4576-MS for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fit your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
1/22/21	1/27/21	2005696	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage and in the NEMIS Disaster Info tab.Select the desired disaster number to get disaster specific and referral information.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Referrals link during calls to verify the most updated information.Reminders:Do NOT give out any referral information unless it is approved. DoNOTprovide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.DoNOTsearch online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Please be aware that referrals under the Disaster Info in NEMIS reflect some of the national referrals available. All Disaster Recovery Center (DRC) information is posted in NEMIS under Disaster Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please email your immediate Supervisor or POC to determine if it needs to be forwarded to the IHP Helpdesk.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov, and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.Reference:Disaster Specific Information

1/24/21	1/29/21	2005697	DISPOSED WORKPACKET: FEMA MANUAL DETERMINATION FRAUD REVIEW SUBQUEUE	CASEWORK	In order to manually review legitimate registrations more efficiently, cases with a higher potential of fraud are being routed to complete out of theFEMA Manual Determination - Fraud Reviewsub queue. The cases remaining in theFraud Reviewsub queue will be manually addressed to determine legitimacy.Helpline:If an applicant calls FEMA and a workpacket was routed to complete from theFraud Manual Determination – Fraud Reviewsub queue but appears to be a legitimate applicant, please ensure Identity and Occupancy verifications have been met.If verifications have not been met, determine if there are supporting documents in the file.If any additional information is required in the file, advise the applicant to submit the appropriate documentation to FEMA. Send an email toFEMA-IHPHelpdesk@fema.dhs.govwith a brief explanation, including the documents requested from the applicant for manual review. Ensure the subject line includes: DR #, Reg #, and the subject‘FMD-Fraud Review WP Routed to Complete’; and that the body of your email includes a description of the request, document ID (if available), and all specific information needed for review. Enter a comment or contact in NEMIS that includes in the subject line‘Email Sent to the IHP Helpdesk’; and in the text or details field explain what was communicated to the applicant and any actions taken.The Program Management Section (PMS) will follow up and review the case once documents are received.Casework:If there is a PMS comment in the file indicating the case is clear and Ok to process, please process the case.If you need clarification on whether a case has been cleared by PMS, please send an email to theIHP Helpdesk.References:FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONUPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMSFraud Review
1/24/21	1/29/21	2005697	DISPOSED WORKPACKET: FEMA MANUAL DETERMINATION FRAUD REVIEW SUBQUEUE	HELPLINE	In order to manually review legitimate registrations more efficiently, cases with a higher potential of fraud are being routed to complete out of theFEMA Manual Determination - Fraud Reviewsub queue. The cases remaining in theFraud Reviewsub queue will be manually addressed to determine legitimacy.Helpline:If an applicant calls FEMA and a workpacket was routed to complete from theFraud Manual Determination – Fraud Reviewsub queue but appears to be a legitimate applicant, please ensure Identity and Occupancy verifications have been met.If verifications have not been met, determine if there are supporting documents in the file.If any additional information is required in the file, advise the applicant to submit the appropriate documentation to FEMA. Send an email toFEMA-IHPHelpdesk@fema.dhs.govwith a brief explanation, including the documents requested from the applicant for manual review. Ensure the subject line includes: DR #, Reg #, and the subject‘FMD-Fraud Review WP Routed to Complete’; and that the body of your email includes a description of the request, document ID (if available), and all specific information needed for review. Enter a comment or contact in NEMIS that includes in the subject line‘Email Sent to the IHP Helpdesk’; and in the text or details field explain what was communicated to the applicant and any actions taken.The Program Management Section (PMS) will follow up and review the case once documents are received.Casework:If there is a PMS comment in the file indicating the case is clear and Ok to process, please process the case.If you need clarification on whether a case has been cleared by PMS, please send an email to theIHP Helpdesk.References:FEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONUPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMSFraud Review
1/25/21	1/28/21	2005698	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
1/25/21	1/29/21	2005699	REMINDER: MISCELLANEOUS OTHER ITEMS	CASEWORK	Trends have been identified by the Audit Group for staff processing Eligible Miscellaneous Other items.Prior to processing an eligible decision make sure the applicant meets all the eligibility verification requirements including:If approved for the disaster, the item must have been purchased or rented within 30 days from the incident start date or up to the last day of the incident period, whichever is greater.If the incident period is greater than 30 days, the applicant has the full incident period to purchase, rent, or lease the Misc/Other item.If the incident period is 30 days or less, the incident start date is the first day of the 30-day window to acquire these items.Assistance beyond 30 days from the incident start date can be provided if the applicant indicates a safety or sanitary need continued as a result of the disaster with a submitted statement.Read the entire SOP for additional information.Reference:Miscellaneous Other Items

1/26/21	1/29/21	2005700	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Callers cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
1/26/21	1/29/21	2005700	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Callers cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
1/26/21	1/29/21	2005702	COVID-19: FUNERAL ASSISTANCE	HELPLINE	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses as a result of the COVID-19 pandemic. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly or indirectly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Helpline:The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible. Advise callers to monitor FEMA.gov and the news for any updated information.Reference:UPDATE: COVID-19: REFERRAL INFORMATION
1/26/21	1/29/21	2005702	COVID-19: FUNERAL ASSISTANCE	RI	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses as a result of the COVID-19 pandemic. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly or indirectly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Helpline:The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible. Advise callers to monitor FEMA.gov and the news for any updated information.Reference:UPDATE: COVID-19: REFERRAL INFORMATION

1/26/21	1/29/21	2005701	DR-4573-AL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4573-AL applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text. The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Zeta in Alabama, Disaster 4573.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
1/26/21	1/29/21	2005704	UPDATE: DR-4562-OR: DIRECT HOUSING MISSION	HELPLINE	FEMA will provide direct housing assistance to DR-4562-OR. Direct Temporary Housing Assistance is authorized in the form of Direct Lease, Multi-Family Lease and Repair (MLR) and Transportable Temporary Housing Unitsfor the following IA designated counties:Jackson, Lincoln, Linn, and MarionUpdate:Additional County:LanePlease see theDirect Temporary Housingmemorandumposted on theDR-4562-ORDisaster Specific page for additional information.Reference: Direct Housing Assistance
1/27/21	2/1/21	2005703	DR-4576-MS: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4576-MS applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text. The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Zeta in Mississippi, Disaster 4576.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
1/27/21	1/30/21	2005705	PPM UPDATE: DR-4559-LA AND DR-4570-LA	PPM UPDATE	This document has been updated on the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM:DR 4559 LA and DR 4570 LA. Updates include:Section III: ProcessLanguage to refer staff to the Disaster Specific Information webpage for the Damage Level Award Amount line items; pages 17, 37, and 41Clarification to request an FCOR inspection if there is a discrepancy and removed the Task Monitor email address; page 20Appeals language to include incident period date; page 34Section VII: AppendixDeleted Damage Level Award Chart; pages 55-58Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
1/27/21	2/1/21	2005760	UPDATE: FRAUD CODES AND ELECTRONIC FUNDS TRANSFER	HELPLINE	(b) (7)(E)
1/27/21	2/1/21	2005706	UPDATE: FRAUD CODES AND ELECTRONIC FUNDS TRANSFER	HELPLINE	

1/28/21	2/1/21	2005707	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	UPDATE: COVID-19 Vaccinations Callers may go to FEMA.gov to learn more about FEMA's Coronavirus response. FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States. Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first. For information about getting a vaccination, callers should contact their state, territory or tribal health department. Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19). At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time. There is no housing (mortgage or rent) financial assistance available. Callers cannot register for disaster assistance. News Release HQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currently living in FEMA Housing Units. Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link. The following document contains referral information based on common Helpline caller inquiries. COVID-19 Referrals and Information A COVID-19 link has been added at the top of the IAPN page that links directly to the FEMA.gov's Whole of America's COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies. The following document provides a suggested script to help agents address COVID-19 caller inquiries. COVID-19 Suggested Script
1/28/21	2/1/21	2005707	UPDATE: COVID-19: REFERRAL INFORMATION	RI	UPDATE: COVID-19 Vaccinations Callers may go to FEMA.gov to learn more about FEMA's Coronavirus response. FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States. Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first. For information about getting a vaccination, callers should contact their state, territory or tribal health department. Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19). At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time. There is no housing (mortgage or rent) financial assistance available. Callers cannot register for disaster assistance. News Release HQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currently living in FEMA Housing Units. Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case. Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link. The following document contains referral information based on common Helpline caller inquiries. COVID-19 Referrals and Information A COVID-19 link has been added at the top of the IAPN page that links directly to the FEMA.gov's Whole of America's COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies. The following document provides a suggested script to help agents address COVID-19 caller inquiries. COVID-19 Suggested Script
1/29/21	2/3/21	2005708	VIRTUAL PRESHIFTS	GENERAL	A new Virtual Preshift page is now available to staff on the Individual Assistance Preshift Notes (IAPN). Virtual Preshifts enhance staff knowledge and awareness by providing information in an easily accessed presentation format in conjunction with the Individual Assistance Preshift Notes (IAPN) platform. Virtual Preshifts provide supplemental visual aids to staff on program issues and updates but are not designed to be a substitute for training. Virtual Preshift Presentations will be categorized in sections on the page similar to the Individual Assistance Preshift Notes (IAPN), for example Casework and Helpline. Currently, there is a presentation available on how to search for preshifts on the IAPN, located in the 'General' section of the Virtual Preshift page. How To Search on the Individual Assistance Preshift Notes Application Staff may review the presentation by either scrolling through the PowerPoint or watching a video. To watch the video, click 'Right click here to launch video' on the first page of the PowerPoint and select 'Open Link' from the pop-up. Note: As presentations are added, preshifts notes will be posted on the IAPN. A link to the Virtual Preshift page will be added to the IAPN, Recovery Resources list.
1/29/21	2/3/21	2005710	DR-4577-LA: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4577-LA for applicants that received the NOINSP Triage Level 1 No Inspection letter. The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body: You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fit your current situation. 1. Yes, I need an inspection 2. No, I do not need an inspection Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant. Before requesting an inspection, ensure Identity and Occupancy verifications have been met. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS

2/1/21	2/4/21	2005709	PPM UPDATE: DR-4563-AL AND DR-4573-AL	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4563 AL and DR 4573 ALUpdates include:Section I: OverviewChange the stamp name from SALLY_CDD_REV toDD_AL; Page 3Section II: Important InformationChange the stamp name from SALLY_CDD_REV toDD_AL; Page 11Section III: ProcessAdded link to the Disaster Specific Information webpage; Pages 13, 30, and 35Change the stamp name from SALLY_CDD_REV toDD_AL; Page 19Section IV: Related GuidanceRemoved Citizenship Status and Eligibility for Disaster Assistance Fact Sheet; Page 48Read the entire DSOP for additional information.Note:The previous version will be archived in the in thePPM Archive.
2/2/21	2/5/21	2005711	PPM UPDATE: SPECIAL HANDLING QUERIES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Special Handling Queries¿Updates include:Section II: ProcessDeleted green note box regarding workaround for adding/deleting PND lines. This action can now be performed in Special Handling in Web NEMIS; Page 5Updated 45-day Registration queries to include FVL greater than \$10K; Page 11Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/2/21	2/5/21	2005712	REMINDER: 45 DAY REGISTRATION AND HA MAX SPECIAL HANDLING QUERY	CASEWORK	A Special Handling (SH) Query is in place to identify cases where applicants completed a registration 45 days or later after the declaration date and through a Remote Inspection have been determined to have Real Property FEMA Verified Loss (FVL) of \$10,000 or more;ORapplicants who received the HA MAX or a real property FVL of \$10,000 or more as a result of the initial inspection, regardless of the date of their registration.This SH query is in place for disasters DR-4557-IA and forward (with the exception of DR-4558-CA, DR-4562-OR, and DR-4569-CA), and any new declarations from November 19, 2020 and forward.The Events Log for these cases will have one of these SH Review Reasons:45 Day Registration,HA MAX, orFVL Greater Than 10kStaff assigned to the Special Handling queue will review the file and issue the case for a reinspection. Housing Inspection Services (HIS) will contact the applicant and perform an exterior validation.Once the reinspection returns, process the case following posted guidance.References:Special Handling Queries¿PPM UPDATE: SPECIAL HANDLING QUERIES
2/2/21	2/5/21	2005713	DR-4570-LA: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4570-LA applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Hurricane Delta in Louisiana, Disaster 4570.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
2/2/21	2/5/21	2005715	REMINDER: FEMA FUNDS AND THE IRS	HELPLINE	During Income Tax Season, Helpline may receive calls with questions related to the funds they received from FEMA and any implications for filing their income taxes.If staff receives a call of this nature:Applicants may be advised to call the IRS at 1-800-829-1040 for further information.Please advise callers to access the IRS website ofhttp://www.irs.gov/and search “disaster” for additional information.The FEMA Helpline may also have an increase in calls regarding garnishments or checks that have been intercepted by the Internal Revenue Service.If an applicant contacts Helpline with questions about a Treasury/IRS garnishment or recoupment of FEMA funds, please transfer them to the Recoup Helpline workgroup.Staff should not engage in any discussion with the applicant regarding garnishment, debt forgiveness, or any other actions regarding the debt.Recoupment Helpline:Please review the file to see if the applicant was recouped for any prior disaster assistance, including all possible disasters the applicant may have received funds.If the applicant didntreceive a recoupment letter in any prior disasters, please advise the applicant to contact the IRS or any numbers they may have received in regard to the collection action.If the applicant was recouped in a disaster and received a letter regarding any garnishment or action, please ask the caller if the Recoupment or Collection of Debt letter came from theDepartment of the Treasury.If the letter is from the Treasury, it will be printed on Treasury letterhead. There will not be a copy of this letter in NEMIS.These callers should be referred toTreasury Debt Management Services at 888-826-3127; they should not be transferred to the FEMA Finance Center (FFC).Staff should not engage in any discussion with the applicant regarding garnishment, debt forgiveness, or any other actions regarding the debt.If the applicant wishes to appeal or dispute the debt:Applicant should be advised to contact Treasury to request instructions on how to submit the information and any supporting documentation to Treasury.Please advise applicant to notify Treasury if they had not received prior notice.FFC will continue to transfer calls to agents regarding recoupment and non-receipt of their notices.Reference:Recoupment Helpline User's GuideUPDATE: RECOUPMENT HELPLINE: WHEN TO REFER TO FEMA FINANCE

2/2/21	2/5/21	2005714	UPDATE: RECOUPMENT HELPLINE: WHEN TO REFER TO FEMA FINANCE	HELPLINE	Helpline staff should consult/transfer all recoupment related calls to the Recoupment Helpline. Recoupment Helpline: A file has been transferred to FEMA Finance for collection if the file includes any of the following: The Comment &quot;Debt Certified&quot; in the events log indicates the file is with FEMA Finance; The Comment &quot;TREASURY DEBT&quot; 888-826-3127 in the events log indicates the file is at Treasury for collection; A Certification date in the Finance tab represented in the top frame of the Eligible Payments screen. Only if the file indicates the debt is currently certified should applicants be transferred or advised to contact FEMA Finance Center (FFC). Before transferring to the &ldquo;FFC Recoupment&rdquo; workgroup, provide the debt collection phone number to the applicant: &nbsp;1-866-804-2469. &nbsp;This phone number is printed on all new FFC recoupment/debt collection letters. DO NOT transfer applicants seeking payment plans before receiving their final Debt Notification Letter (NDL) and prior to the case being certified. &nbsp;FFC will refer these applicants back to Recoupment Helpline. Reminders: An applicant has 60 days in which to submit an appeal from the date listed on the Notice of Potential Debt Letter (NPD). &nbsp;A debt is not final until FEMA Finance mails the final Notice of Debt Letter (NDL). Exhaust all means in providing applicants information about acceptable documentation that may be submitted in order to resolve potential debts. Reference: Recoupment Helpline User&#39;s Guide Recoupment Documentation
2/2/21	2/8/21	2005716	TREND: DAMAGE LEVEL AWARD	CASEWORK	A trend has been identified where caseworkers are not processing the next Damage Level when the appeal inspection returns. When a remote appeal inspection returns, review and compare the Damage Level Award line items recorded by the inspector. If the remote appeal inspection returns with the same level of damage or lower level than the initial inspection, the applicant will still receive the next Damage Level Award, less any previous Damage Level Award, to ensure consistency in the appeal process. Example: See scenario 4, page 44 of the IA PPM Remote Inspections. If the remote appeal inspection returns with a higher level of damage than the initial inspection, the applicant will receive the Damage Level Award recorded, less any previous Damage Level Award. Read the entire DSOPs for additional information. Reference: DR-4559-LA and DR-4570-LADR-4563-AL and DR-4573-ALDR-4560-PR and DR-4571-PRDR-4558-CA, DR-4562-OR, and DR-4569-CA
2/3/21	2/8/21	2005717	PPM UPDATE: CONTINUED RENTAL ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the &#39;Recently Updated Documents&#39; section and the appropriate category of the PPM: &nbsp;Continued Rental Assistance Updates include: Removed all Legacy NEMIS guidance Section III. Process: ECBRA eligibility code; Pages 7, 10, and 12 Guidance for increased FMR to reflect Web NEMIS processing; Pages 29 and 30 Section IV. Examples and FAQs: ECBRA eligibility code; Pages 46, 53, and 54 Removed Scenarios 1 through 4 Section V. Definitions and Acronyms: ECBRA eligibility code; Page 62 Read the entire SOP for additional information. Note: The previous version and the Continued Rental Assistance Calculator Job Aid will be archived in the in the PPM Archive.
2/3/21	2/8/21	2005718	PPM UPDATE: MISCELLANEOUS OTHER ITEMS	PPM UPDATE	This document has been updated on the PPM and is available under the &#39;Recently Updated Documents&#39; section and the appropriate category of the PPM: &nbsp;Miscellaneous Other Items Updates include: Section IV: Examples and FAQs: Added scenario for multiple Miscellaneous Other Items added at the time of inspection; Page 20 Read the entire SOP for additional information. Note: The previous version will be archived in the in the PPM Archive.
2/4/21	2/6/21	2005720	MARYLAND DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4583 Maryland has been declared for Public Assistance for Tropical Storm Isaias that occurred&nbsp;August 3 - 4, 2020. Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by using the &quot;Search your location&quot; function or by clicking on &ldquo;Disasters &amp; Assistance&rdquo; and scrolling down the menu to &quot;All Disaster Declarations&quot;. &nbsp;&nbsp;&nbsp;Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check&nbsp;the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. &nbsp;&nbsp;&nbsp;Note: &nbsp;Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
2/4/21	2/9/21	2005721	WASHINGTON DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4584 Washington has been declared for Public Assistance for Wildfires and Straight-line Winds that occurred&nbsp;September 1 - 19, 2020. Please suggest callers to monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by using the &quot;Search your location&quot; function or by clicking on &ldquo;Disasters &amp; Assistance&rdquo; and scrolling down the menu to &quot;All Disaster Declarations&quot;. &nbsp;&nbsp;&nbsp;Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check&nbsp;the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under &lsquo;Disaster Resources&rsquo; on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. &nbsp;&nbsp;&nbsp;Note: &nbsp;Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by &quot;Flash&quot; or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE

2/8/21	2/8/21	2005719	SYSTEMS DOWNTIME: FEBRUARY 8, 2021	RI	Some systems will be down from9:00 pm - 11:00 pm (EST) Monday, February 8, 2021.NEMIS Legacy (PowerBuilder) will not be impacted.For staff that are not trained on NEMIS Legacy, inform callers to call back after 6:00 am 2/9/21 for inquiries.During this downtime, staff should useDisasterassistance.govto complete new registrations for callers.The following functions will not work during the downtime:Case Processing in Web NEMIS.Helpline lookup in Web NEMIS.DMARTSRegistration PortalIHP Helpdesk Tracking database (NCTTA)HOMESInspection Management (IM)Mail Utility Module (MUM)IA Assistance Client ASTC WebJAVA Auto Determination (JADE) NFIRAOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
2/8/21	2/11/21	2005728	PPM UPDATE: OWNERSHIP VERIFICATION	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Ownership VerificationUpdates include: Section I: OverviewRemoved IAPPG 1.1 language referring to ownership eligibility for Limited Liability Company (LLC); Page 5Section III: ProcessGuidance for Major Maintenance/Significant Repairs Receipts; Page 12Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/8/21	2/12/21	2005729	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ¿ 'Accessing the File and Releasing Information Procedures'.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
2/10/21	2/15/21	2005730	PPM UPDATE: GENERATOR	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: GeneratorUpdates include:Section III: ProcessClarification regarding conditions of eligibility for purchase of a generator; Pages 8 and 11Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/10/21	2/15/21	2005731	REMINDER: INSPECTION REASON FIELD LEFT BLANK	CASEWORK	Due to changes from the last NEMIS release, the Inspection Reason defaults to a blank field in Web NEMIS.Staffmustuse the dropdown to select the appropriate Inspection Reason.Not selecting an inspection reason results in the request not going to Inspections for review, causing delays for the applicant.Example:When requesting a first inspection, click the Inspection Reason dropdown to see the available list and select “Initial”.Reference:REMINDER: TREND: INITIAL INSPECTION REQUESTS
2/10/21	2/16/21	2005732	DR-4558-CA and DR-4569-CA: HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4558-CA or DR-4569-CA. The PPI group is no longer accepting calls for DR-4558-CA or DR-4569-CA. Do notcreate Pre-Placement Interview External Request work packets.No new requests for MHUs are being accepted.Reminders:Verify the applicants current location in NEMIS and make any necessary updates. If there is still a housing need, provide applicableDR-4558-CAorDR-4569-CADisaster Specific Referrals.If an applicant calls regarding THU maintenance issues, the maintenance number is typically found on a magnet on the refrigerator.If the applicant is aP-4(eligible for Direct Housing)with concerns other than maintenance issues, send an email through your Point of Contact to the IHP Helpdesk with the applicant’s specific information. Reference:DR-4558-CA: DIRECT HOUSING MISSIONDR-4569-CA: DIRECT HOUSING MISSION
2/10/21	2/11/21	2005733	DMARTS: DOWNTIME FEBRUARY 11, 2021	GENERAL	DMARTS will be down from5:00 am - 7:00 am (EST)Thursday, February 11, 2021.During this time, all DMARTS Indexing and NEMIS document imaging will be unavailable. Visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

2/10/21	2/15/21	2005734	FEMA MANUAL: FRAUD STAMP CRITERIA UPDATES AND REMOVAL	CASEWORK	(b) (7)(E)
2/11/21	2/15/21	2005723	HOLIDAY: DRC CLOSINGS	HELPLINE	Disaster Recovery Centers (DRCs) will be closed for the holiday: Monday, February 15, 2021.DR-4559-LA: All DRC's will be closed.DR-4570-LA: All DRC's will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
2/11/21	2/15/21	2005723	HOLIDAY: DRC CLOSINGS	RI	Disaster Recovery Centers (DRCs) will be closed for the holiday: Monday, February 15, 2021.DR-4559-LA: All DRC's will be closed.DR-4570-LA: All DRC's will be closed.DRCs will resume normal business hours the next day.Refer to NEMIS DR Info for DRC information and normal hours of operation.
2/11/21	2/26/21	2005736	COVID-19: FUNERAL ASSISTANCE	COVID 19	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses as a result of the COVID-19 pandemic. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly or indirectly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Helpline:The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible. Advise callers to monitor FEMA.gov and the news for any updated information.Reference:UPDATE: COVID-19: REFERRAL INFORMATION
2/11/21	2/26/21	2005735	UPDATE: COVID-19: REFERRAL INFORMATION	COVID 19	UPDATE: COVID-19 VaccinationsCallers may go toFEMA.govto learn more about FEMA's Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, callers should contact theirstate, territory or tribal health department. Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Callers cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.Update:COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov's;Whole of America's; COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 caller inquiries.COVID-19 Suggested Script
2/11/21	2/17/21	2005738	SYSTEM ISSUE: STOP PAYMENT REQUESTS	HELPLINE	A system issue has been identified where NEMIS is not transferring the Stop Payment Non-Receipt requests to FEMA Finance Center (FFC). FFC codes can help in advising applicants regarding missing funds and appear within theAssistancetab on theFinancelink.When an 'Initiate Non-Receipt' is generated and the request is transferred to the finance system, Treasury codesI: InitiateandF: Fiscalpopulate in theTreasury Request Historyframe on the Finance link. Once the Non-Receipt request is received in the finance system, a Treasury codeA: Acknowledgementpopulates in theTreasury Request Historyframe.If an applicant calls to verify status on a reissue request and the Initiate Non-Receipt request is dated more than 3 business days, please verify theAccounts Receivableframe in the Finance tab for reissue or funds returned in the Accounts Receivable frame.If the Treasury codeA: Acknowledgmentis still missing after 3 business days and the money was not returned or the check wasn't canceled:Create a workpacket toFEMA Supervisor Review ‐ Reissuewith the following comment: Summary:NON-RECEIPT REISSUEDetails:Please review for non-receipt. DoNOTcreate a workpacket to FEMA Supervisor Review - Reissue if one already exists in that queue.DoNOTprocess these cases in FEMA Supervisor Review - Reissue unless you have been assigned to do so.Reference:Return - Reissue of IHP Financial Assistance

2/12/21	2/15/21	2005740	DR-4573-AL: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4573-AL applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text. The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Zeta in Alabama, Disaster 4573.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
2/12/21	2/17/21	2005739	PPM UPDATE: CODES VERIFICATION REQUEST LETTERS AND ASSISTANCE TYPE	PPM UPDATE	This document has been updated on the PPM and is available under the “Recently Updated Documents” section and the appropriate category of the PPM: Codes Verification Request Letters and Assistance TypesUpdates include:Section III: ProcessRemoved Ownership as a Verification Requirement for LER; Pages 14 and 15.Clarification for setting a verification status; Pages 15 and 16.Removed Legacy NEMIS guidance throughout.Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/16/21	2/19/21	2005737	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4466-TX endsApril 4, 2021DR-4469-SD endsMay 18, 2021DR-4473-PR endsJuly 16, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceCross Disaster Processing
2/17/21	2/22/21	2005761	DR-4570-LA HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4570-LA. The PPI group is no longer accepting calls for DR-4570-LA.Do not create Pre-Placement Interview External Request work packets.No new requests for MHUs are being accepted.Reminders:Verify the applicant’s current location in NEMIS and make any necessary updates. If there is still a housing need, provide applicableDR-4570-LADisaster Specific Referrals.If an applicant calls regarding THU maintenance issues, the maintenance number is typically found on a magnet on the refrigerator.If the applicant is aP-4(eligible for Direct Housing)with concerns other than maintenance issues, send an email through your Point of Contact to the IHP Helpdesk with the applicant’s specific information. Reference:DR-4570-LA: DIRECT HOUSING MISSION
2/17/21	2/22/21	2005741	DR-4570-LA HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4570-LA. The PPI group is no longer accepting calls for DR-4570-LA.Do not create Pre-Placement Interview External Request work packets.No new requests for MHUs are being accepted.Reminders:Verify the applicant’s current location in NEMIS and make any necessary updates. If there is still a housing need, provide applicableDR-4570-LADisaster Specific Referrals.If an applicant calls regarding THU maintenance issues, the maintenance number is typically found on a magnet on the refrigerator.If the applicant is aP-4(eligible for Direct Housing)with concerns other than maintenance issues, send an email through your Point of Contact to the IHP Helpdesk with the applicant’s specific information. Reference:DR-4570-LA: DIRECT HOUSING MISSION
2/17/21	2/22/21	2005743	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant’s mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide
2/17/21	2/22/21	2005743	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant’s mail or fax indexed into the wrong file,email the FEMA MailroomatFEMA-IHP-MAILROOMwith the Subject Line,FACILITY # (NPSC#)DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file. Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Comment to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary:FACILITY#(NPSC#) DOC INDEXED INTO WRONG FILEDetails:Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide

2/18/21	2/23/21	2005745	REMINDER: 2-1-1 REFERRAL SERVICE	RI	2-1-1 is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support. Agents are reminded to review http://www.211.org/ to determine if a particular area has 2-1-1 services, including a specific referral an applicant is requesting. 3-1-1 may be available in some metropolitan areas of the country. Please notify callers to call 911 for medical emergencies.
2/18/21	2/23/21	2005748	REMINDER: UNDECLARED DISASTERS/ INCIDENTS	RI	Do not take registrations for undeclared incidents. In the event that agents receive inquiries from callers requesting assistance for an undeclared incident due to recent disaster activity, please explain that the incident that caused their damage has not been declared a major disaster. Please suggest callers monitor their local news, State and County Emergency Management websites and the FEMA.gov website for further information about State or Federal assistance. Information regarding disaster declarations can be found on FEMA.gov, by using the "Search your location" function or by clicking on "Disasters & Assistance" and scrolling down the menu to "All Disaster Declarations". Callers can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the caller has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. Check the 2-1-1 website to determine if a particular area has services prior to providing the referral. Callers can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site for caller. Please notify callers to call 911 for medical emergencies. For callers expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER REMINDER: 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE DAC - Call Center RI
2/18/21	2/22/21	2005749	REMINDER: SOCIAL MEDIA RUMORS	HELPLINE	FEMA is often the subject of rumors and posts on various social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, throughout the year Helpline may receive inquiries related to "internet gossip". If staff receive calls regarding incorrect information being reported through online communities on FEMA related topics and feel it should be brought to the agency's attention, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the name of the Media Outlet and the telephone number given or social media URL site link so we may track these rumors. The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect errors in social media networks, articles and blogs. If staff receive calls about network news stories or social media stories mentioning FEMA, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the subject of the story, the name of the Media Outlet, or a URL site link. This ensures FEMA is aware of potential situations in the news. Staff should use their best customer service and advise callers appropriately in regards to FEMA programs. Staff may also suggest that callers visit www.fema.gov and disasterassistance.gov for additional information on available FEMA programs. Please also check FEMA's Coronavirus Rumor Control page to see if a rumor was already reported and addressed, such as: FEMA offering hazard payment to employees who work during the COVID-19 pandemic. Note: CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS
2/18/21	2/22/21	2005749	REMINDER: SOCIAL MEDIA RUMORS	RI	FEMA is often the subject of rumors and posts on various social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, throughout the year Helpline may receive inquiries related to "internet gossip". If staff receive calls regarding incorrect information being reported through online communities on FEMA related topics and feel it should be brought to the agency's attention, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the name of the Media Outlet and the telephone number given or social media URL site link so we may track these rumors. The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect errors in social media networks, articles and blogs. If staff receive calls about network news stories or social media stories mentioning FEMA, an email can be sent to IAStratCommsiastratcomms@fema.dhs.gov with the subject of the story, the name of the Media Outlet, or a URL site link. This ensures FEMA is aware of potential situations in the news. Staff should use their best customer service and advise callers appropriately in regards to FEMA programs. Staff may also suggest that callers visit www.fema.gov and disasterassistance.gov for additional information on available FEMA programs. Please also check FEMA's Coronavirus Rumor Control page to see if a rumor was already reported and addressed, such as: FEMA offering hazard payment to employees who work during the COVID-19 pandemic. Note: CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS

2/19/21	2/23/21	2005752	DR-4586-TX: NEW IA DECLARATION	RI	Texas has a new Individual Assistance disaster declaration. DR 4586 Texas was declared on February 19, 2021.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is February 11, 2021, and continuing.Counties declared for IA:Angelina, Aransas, Bastrop, Bee, Bell, Bexar, Blanco, Brazoria, Brazos, Brown, Burleson, Caldwell, Calhoun, Cameron, Chambers, Collin, Comal, Comanche, Cooke, Coryell, Dallas, Denton, DeWitt, Ellis, Falls, Fort Bend, Galveston, Gillespie, Grimes, Guadalupe, Hardin, Harris, Hays, Henderson, Hidalgo, Hood, Jasper, Jefferson, Johnson, Kaufman, Kendall, Lavaca, Liberty, Madison, Matagorda, Maverick, McLennan, Montague, Montgomery, Nacogdoches, Nueces, Orange, Palo Pinto, Panola, Parker, Polk, Rockwall, Sabine, San Jacinto, San Patricio, Scurry, Shelby, Smith, Stephens, Tarrant, Travis, Tyler, Upshur, Van Zandt, Victoria, Walker, Waller, Wharton, Wichita, Williamson, Wilson, and Wise Counties. Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿
2/19/21	2/24/21	2005750	UPDATE: LEASE TO OWN DOCUMENTS	CASEWORK	Applicants may submit a variety of documents for ownership verification; therefore, it is very important that documents are reviewed carefully. Contractual agreements such as “Lease to Purchase”, “Rent to Own”, or “Option to Buy” may be accepted as proof of ownership when:The applicant supplies pre-disaster supporting documentation showing the applicant or co-applicant is responsible for major/significant repairs and/or taxes of the property.Please note the SOP does not contain all possible items that an applicant may submit as acceptable proof of ownership. Applicants may provide ownership documentation not identified within the SOP. Documentation will be reviewed and accepted as valid proof of ownership if it is in accordance with the criteria noted in the CFR definition for “Owner-Occupied”.If unable or unsure about whether documentation is sufficient to verify ownership, please contact theIHP Helpdesk.Note:The registration status code of “OWNV_PASS” is sufficient to prove ownership without further means of verification unless there is conflicting information in the file.Review inspection comments for any conflicting or supporting information.Reference:Ownership Verification
2/19/21	2/24/21	2005751	RUMOR CONTROL: FEMA PAYING FOR HOTELS IN TEXAS	GENERAL	A social media rumor posted the DAC Internet Helpdesk number and directed people affected by the Texas winter storm to call for hotel assistance.Texas has a new Individual Assistance disaster declaration. DR 4586 Texas was declared on February 19, 2021.Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory.Reference:DAC - Call Center RI¿DR-4586-TX: NEW IA DECLARATION
2/19/21	2/24/21	2005751	RUMOR CONTROL: FEMA PAYING FOR HOTELS IN TEXAS	HELPLINE	A social media rumor posted the DAC Internet Helpdesk number and directed people affected by the Texas winter storm to call for hotel assistance.Texas has a new Individual Assistance disaster declaration. DR 4586 Texas was declared on February 19, 2021.Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory.Reference:DAC - Call Center RI¿DR-4586-TX: NEW IA DECLARATION
2/20/21	2/24/21	2005753	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	CASEWORK	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/20/21	2/24/21	2005753	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Helpline:If agents receive a Helpline call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/20/21	2/24/21	2005754	DR-4586-TX: ERU PAYMENTS ROUTED TO SPECIAL HANDLING QUEUE	CASEWORK	Rental Assistance for Utilities Out (ERU) payments awarded in DR-4586-TX will be routed to the Special Handling queue.Staff should not process any ERU cases for this disaster until further notice regardless of the queue the pending ERU is found.Reference:DR-4586-TX: NEW IA DECLARATION

2/21/21	2/24/21	2005755	UPDATE: C3MP: CALLBACK FEATURE ACTIVATED FOR RI AND HELPLINE	HELPLINE	The C3MP Callback feature has been activated today, Sunday, February 21, 2021.This feature allows callers the option to leave their phone number with the system, and it will hold their place in the queue for the next available agent.An agent will call the applicant to address their needs for disaster assistance. If the applicant is not comfortable providing the necessary information, the agent will advise the applicant it will be necessary to call 800-621-3362 for FEMA assistance. Please utilize your best customer service skills and provide referrals for inquires the caller may have.NOTE:Agents should treat callbacks as outbound phone calls and ensure that they follow theOutbound Calls and Third Party VerificationsSOPReferences:C3MP Callback Briefing Job Aid
2/21/21	2/24/21	2005755	UPDATE: C3MP: CALLBACK FEATURE ACTIVATED FOR RI AND HELPLINE	RI	The C3MP Callback feature has been activated today, Sunday, February 21, 2021.This feature allows callers the option to leave their phone number with the system, and it will hold their place in the queue for the next available agent.An agent will call the applicant to address their needs for disaster assistance. If the applicant is not comfortable providing the necessary information, the agent will advise the applicant it will be necessary to call 800-621-3362 for FEMA assistance. Please utilize your best customer service skills and provide referrals for inquires the caller may have.NOTE:Agents should treat callbacks as outbound phone calls and ensure that they follow theOutbound Calls and Third Party VerificationsSOPReferences:C3MP Callback Briefing Job Aid
2/21/21	2/25/21	2005756	DR-4586-TX: APPROVED COD IS SNOW/ICE	RI	The DR-4586-TX declaration notes Severe Winter storms. Currently, flood and power surge are not part of the declaration and registrations are determined as “non-referral” if the incorrect Cause of Damage (COD) is selected.Reminder:Snow/Iceis the only approved COD for this disaster in NEMIS.Flood and power surge are NOT an approved COD for this disaster.During an onsite or remote inspection, inspectors are instructed to record all damage and all CODs.For approved Incident Types, please refer to Disaster Specific InformationIf applicants indicate power outage due to the Winter storm, please select ‘Snow/Ice’ as the COD. Reference:DR-4586-TX: NEW IA DECLARATION
2/21/21	2/24/21	2005757	DR-4586-TX: ELIGIBILITY FOR APPLICANTS REPORTING UTILITIES OUT ONLY	CASEWORK	Recent ice storms in Texas have impacted the utilities for millions of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages and others experienced a complete loss of power and/or water.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has determined that Rental Assistance for Utilities Out (ERU) will not be provided for applicants who report no home damage but experienced a temporary loss of utilities.In addition, applicants who receive an inspection and are determined ineligible for real property or personal property damages will not receive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.This change does not impact eligibility for other forms of IHP assistance.Reference:DR-4586-TX Utilities Out Rental Assistance Amendment Memo
2/21/21	2/24/21	2005757	DR-4586-TX: ELIGIBILITY FOR APPLICANTS REPORTING UTILITIES OUT ONLY	HELPLINE	Recent ice storms in Texas have impacted the utilities for millions of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages and others experienced a complete loss of power and/or water.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has determined that Rental Assistance for Utilities Out (ERU) will not be provided for applicants who report no home damage but experienced a temporary loss of utilities.In addition, applicants who receive an inspection and are determined ineligible for real property or personal property damages will not receive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.This change does not impact eligibility for other forms of IHP assistance.Reference:DR-4586-TX Utilities Out Rental Assistance Amendment Memo
2/22/21	2/25/21	2005774	DR-4586-TX: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4586-TX.The additional counties in Texas are :Anderson, Austin, Bosque, Bowie, Burnet, Cherokee, Colorado, Erath, Fannin, Freestone, Gonzalez, Grayson, Gregg, Harrison, Hill, Houston, Hunt, Jackson, Jim Wells, Jones, Limestone, Lubbock, Medina, Milam, Navarro, Rusk, Taylor, Tom Green, Val Verde, Washington, and Wood CountiesRI agents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
2/22/21	2/25/21	2005777	DR-4586-TX: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4586-TX.The additional counties in Texas are :Anderson, Austin, Bosque, Bowie, Burnet, Cherokee, Colorado, Erath, Fannin, Freestone, Gonzalez, Grayson, Gregg, Harrison, Hill, Houston, Hunt, Jackson, Jim Wells, Jones, Limestone, Lubbock, Medina, Milam, Navarro, Rusk, Taylor, Tom Green, Val Verde, Washington, and Wood CountiesAgents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS

2/22/21	2/25/21	2005758	REMINDER: TEXAS ONA HELPLINE	HELPLINE	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistanceprocessing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Transportation, GFIP).Note regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Helpline agents should verify a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
2/22/21	2/26/21	2005759	REMINDER: DISASTER SPECIFIC REFERRALS	HELPLINE	Approved referral information is listed on theDisaster Specific Informationpage and in the NEMIS Disaster Info tab.Select the desired disaster number to get disaster specific and referral information.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Referrals link during calls to verify the most updated information.Reminders:Do NOT give out any referral information unless it is approved. DoNOTprovide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.DoNOTsearch online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Please be aware that referrals under the Disaster Info in NEMIS reflect some of the national referrals available. All Disaster Recovery Center (DRC) information is posted in NEMIS under Disaster Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please email your immediate Supervisor or POC to determine if it needs to be forwarded to the IHP Helpdesk.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov, and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.Reference:Disaster Specific Information
2/22/21	2/26/21	2005759	REMINDER: DISASTER SPECIFIC REFERRALS	RI	Approved referral information is listed on theDisaster Specific Informationpage and in the NEMIS Disaster Info tab.Select the desired disaster number to get disaster specific and referral information.The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Referrals link during calls to verify the most updated information.Reminders:Do NOT give out any referral information unless it is approved. DoNOTprovide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue.DoNOTsearch online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants.You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service.Please be aware that referrals under the Disaster Info in NEMIS reflect some of the national referrals available. All Disaster Recovery Center (DRC) information is posted in NEMIS under Disaster Info. If no information is posted, the DRC is not available.If additional referrals are identified as a trend, please email your immediate Supervisor or POC to determine if it needs to be forwarded to the IHP Helpdesk.STATE AND REGIONAL OFFICES:Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov, and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns.Reference:Disaster Specific Information
2/22/21	2/26/21	2005763	DR-4586-TX: POTENTIAL SUSPECT BANK ROUTING (PSBR) LETTER	HELPLINE	Applicants in DR-4586-TX with a HRP_IDD_CD stamp in their Registration Status screen are being removed from the inspection queue pending confirmation of their registration information.If the applicant calls regarding the Potential Suspect Bank Routing (PSBR) Letter and confirms their registration is legitimate:Verifyall necessary information;Ensure the applicant has passed identity and occupancy verifications, and issue for inspection if needed.If additional information is needed to verify identity and/or occupancy, please provide the applicant with instructions for document(s) submission. Reference:Fraud Review IA PPM Remote Inspections¿¿UPDATE: FRAUD CODES AND ELECTRONIC FUNDS TRANSFER REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
2/22/21	2/25/21	2005762	TREND: DR-4586-TX: INCOMPLETE REGISTRATIONS DUE TO INSURANCE TYPE	RI	A trend has been identified of staff incorrectly saving registrations as incomplete when the type of insurance is not available in the Registration Intake Insurance screen.Agents shouldverify the type of insurance, and if the type of insurance is unavailable in the options for the disaster, selectNo Insurance, enter a Comment, and continue the registration.If the applicant states they have “Flood Insurance Only”, then select “NO INSURANCE” and enter a comment “FLOOD INSURANCE ONLY”Reference:DAC - Call Center RI¿
2/22/21	2/25/21	2005764	DR-4586-TX: ADDITIONAL IA COUNTIES FRN 1	RI	Additional counties have been added for Individual Assistance in DR-4586-TX.The additional counties in Texas are :Anderson, Austin, Bosque, Bowie, Burnet, Cherokee, Colorado, Erath, Fannin, Freestone, Gonzalez, Grayson, Gregg, Harrison, Hill, Houston, Hunt, Jackson, Jim Wells, Jones, Limestone, Lubbock, Medina, Milam, Navarro, Rusk, Taylor, Tom Green, Val Verde, Washington, and Wood CountiesRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state or territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS

2/23/21	2/26/21	2005765	DR-4562-OR HOMES PRE-PLACEMENT INTERVIEW CALLS COMPLETE	HELPLINE	Pre-Placement Interview (PPI) calls are no longer being made to applicants in DR-4562-OR. The PPI group is no longer accepting calls for DR-4562-OR.Do notcreate Pre-Placement Interview External Request workpackets.No new requests for MHUs are being accepted.Reminders:Verify the applicant's current location in NEMIS and make any necessary updates. If there is still a housing need, provide applicableDR-4562-ORDisaster Specific Referrals.If an applicant calls regarding THU maintenance issues, the maintenance number is typically found on a magnet on the refrigerator.If the applicant is aP-4(eligible for Direct Housing)with concerns other than maintenance issues, send an email through your Point of Contact to the IHP Helpdesk with the applicant's specific information. Reference:UPDATE: DR-4562-OR: DIRECT HOUSING MISSION
2/23/21	2/26/21	2005766	PPM UPDATE: DR-4586-TX DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:DR 4586 - TXRead the entire DSOP for additional information.The DSOP includes guidance for:Remote InspectionsRental Assistance ‐ Utilities OutInsurance processing Note:Standard guidance applies unless Disaster Specific Guidance is available.
2/23/21	2/26/21	2005769	REMINDER: PROVIDING ELIGIBILITY STATUS	HELPLINE	Before providing survivors with eligibility status or award information, review if the decision has been approved.Cases with active workpackets in Duplicate Resolution or Special Handling may look like they have been approved, but the decision may change after the case is reviewed by a caseworker.Remember to review the Finance tab prior to advising an applicant about the EFT/Direct Deposit amount. Awards issued from Treasury will show a Schedule Date and Schedule Number in the Finance Tab; there will not always be a disbursement date. The lack of a disbursement date is not an indicator the payment has not been sent.Check: If the Schedule number begins withNCthe award was sent as a check.It may take up to 14 days to receive the check.EFT/Direct Deposit: If the Schedule number begins withNEthe award was sent by EFT/Direct Deposit to the applicant's bank account.It may take up to 48 hours for the funds to appear in the applicant's bank account.Do not provide an award amount or eligibility decision unless the payment has a schedule date and number.An approved date does not necessarily mean processed for payment. Until the payment has a schedule date and schedule number the check/EFT has not been processed.The Finance tab now shows the Integrated Financial Management Information System (IFMIS) Status. An issue has been identified that in some cases the tab is showing a 'No funding' status. Do not provide this information to the applicant.Please refer to Section A.5 in the Helpline NPSC Caller Services Reference Guide, for providing applicants with eligibility status information.
2/23/21	2/26/21	2005767	UPDATE: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant cases in NEMIS may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but agents can still enter a comment or contact usingWeb Applicant Inquiry.Cases locked Under Review per PMS:Some registrations reflect 'Under Review per PMS', 'Under NCT Review', or 'Under Review'in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file.The system lock will allow agents to enter Comments and Contacts through theWeb Applicant Inquirybut will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects 'Under Review per PMS', 'Under NCT Review', 'Under Review', or is locked by a Program Management employee: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for identity, occupancy, ownership, etc.).Using your best customer servicerespond to the inquiries butdo not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments.Update:Do not give timeframe for review completion or callback. Use your best customer service to explain that a timeframe is currently not available, and do not discuss that the file is locked.If there are documents on file that meet IHP requirements that may clear the potential fraud issue, with no indication in the Events Log that an email was previously sent for review:Send an email to your Team Lead, who will review and give a recommendation letting you know if an email can be sent to Program Management. If your Team Lead agrees with your review, forward the email toFEMA-IHPHelpdesk@fema.dhs.gov. Ensure the subject line includes: DR #, Reg #, and a subject that includes 'Under Review'; and that the body of your email includes a description of the request, document ID, and list of processing actions pending. PMS staff will review the documents and determine if the case can be unlocked and cleared for processing. The case will remain locked until PMS determines it can be processed. If the case is cleared for processing, a comment will be placed in the file indicating so. If documents are not on file that may clear the potential fraud issue:Agents will review the file and advise the applicant to submit any required documentation before any action can be taken in their case, (e.g., identity, occupancy, or ownership).Upon completion of the call, enter a clear and concise Contact explaining what was communicated to the applicant and any actions taken to assist with the concern.Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case.Agents will accessWeb Applicant Inquiryto complete required Comments and Contacts.The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using theWeb Applicant Inquiry. After completing the actions, please remember to click 'Home'; to exit. Reference:Fraud ReviewFEMA-IHP-HelpdeskREMINDER: EMAIL COMMUNICATIONS

2/23/21	3/1/21	2005768	REMINDER: MINOR CHILD REGISTRATION	RI	An undocumented resident without a Social Security Number can register using the Social Security Number of a minor dependent child who is a US citizen, non-citizen national, or Qualified Alien. When an individual that is not a U.S. Citizen, Non-Citizen National, or a Qualified Alien calls to register on behalf of their minor dependent child, RI agents will: Use the child's information by itself in all of the Applicant/Registrant fields, including First and Last Name, Social Security Number, and Date of Birth. List the dependent child's parent or legal guardian as the co-applicant. Parent or legal guardian must be over the age of 18 years. Dependent child must reside in the same household as the parent or legal guardian. If assistance is paid by check, the check will be made out to the Registrant (minor child). Banking facilities have processes in place for parents/guardians to cash/deposit checks for minors. Please review the DAC - Call Center RI for additional information.
2/23/21	3/1/21	2005770	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	HELPLINE	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee. Staff should never check their own case via NEMIS. Registration Intake/ Helpline: If agents receive a call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability. Casework: Never process your own application or the application of someone you know. Place the case on hold "Any User" with a comment that notes: Possible conflict of interest. Send an email to your supervisor or POC to request another caseworker review the case. Reminder: Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/23/21	3/1/21	2005770	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	RI	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee. Staff should never check their own case via NEMIS. Registration Intake/ Helpline: If agents receive a call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability. Casework: Never process your own application or the application of someone you know. Place the case on hold "Any User" with a comment that notes: Possible conflict of interest. Send an email to your supervisor or POC to request another caseworker review the case. Reminder: Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
2/23/21	3/1/21	2005771	REMINDER: CURRENT LOCATION INFORMATION	CASEWORK	Agents are reminded to verify the applicant's "Current Location" information and update if the location has changed, which is a standard action for all active disasters. In order to ensure disaster survivors are reviewed for all possible assistance available to them, if an applicant calls the Helpline and or is contacted by a caseworker, please verify/update their Current Location. The information related to an applicant's current location is used in various reports and for consideration of specific programs. Current Location is found under: App Info in NEMIS Power-builder Registrant Info in Web NEMIS. To see the selections use the up/down arrow keys, or use scroll, or enter first letter of selection. From the drop-down list, SELECT the type of housing where the applicant is currently living. If no other option is available, SELECT My Home and enter an explanation. Reference: Helpline NPSC Caller Services Reference Guide.
2/23/21	3/1/21	2005771	REMINDER: CURRENT LOCATION INFORMATION	HELPLINE	Agents are reminded to verify the applicant's "Current Location" information and update if the location has changed, which is a standard action for all active disasters. In order to ensure disaster survivors are reviewed for all possible assistance available to them, if an applicant calls the Helpline and or is contacted by a caseworker, please verify/update their Current Location. The information related to an applicant's current location is used in various reports and for consideration of specific programs. Current Location is found under: App Info in NEMIS Power-builder Registrant Info in Web NEMIS. To see the selections use the up/down arrow keys, or use scroll, or enter first letter of selection. From the drop-down list, SELECT the type of housing where the applicant is currently living. If no other option is available, SELECT My Home and enter an explanation. Reference: Helpline NPSC Caller Services Reference Guide.
2/25/21	3/2/21	2005782	PPM UPDATE: LODGING EXPENSES REIMBURSEMENT	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Lodging Expense Reimbursement. Updates include: Section I. Overview ECBRA code; Page 3 Section II. Important Information ECBRA code; Page 4 Section III: Process ECBRA code; Page 7 Read the entire SOP for additional information. Note: The previous version will be archived in the PPM Archive.
2/25/21	3/3/21	2005772	REPORTING POTENTIAL IDENTITY THEFT: PSBR LETTER CLARIFICATION	HELPLINE	Please follow the guidance in the Fraud Review for reporting possible identity theft. If an applicant received the PSBR Letter and indicates their registration is valid, no further action is required. DO NOT send an email to FEMA-IHP-ID Review or FEMA-IHP-Helpdesk. DO NOT ask the applicant to send Identity Documents. Simply enter the Contact/Comment in the Events Log that the registration is Valid. If an applicant indicates they did not register and they do not wish to apply, send an email to FEMA-IHP-ID Review explaining the circumstance. DO NOT ask the applicant to send identity verification documents. If an applicant is unable to register due to identity theft and wishes to apply, send an email to the FEMA-IHP-ID Review mailbox explaining the circumstance and ask the applicant to fax Identity Documents to 540-504-2266. When sending an email to FEMA-IHP-ID Review, please explain the circumstance, i.e. applicant indicates they did not create the registration and wishes to apply. Include the following information: Disaster number Existing Registration number Applicant name Applicant contact information Circumstance Only email the FEMA-IHP-Helpdesk if you find a valid registration that has been locked. DO NOT copy the FEMA-IHP-Helpdesk on emails sent to the FEMA-IHP-ID Review mailbox. DO NOT send any emails to the FEMA-OC SO-Tipline mailbox. Reference: IDENTITY REVIEW HELPLINE DISCONNECTED

2/25/21	3/2/21	2005773	DAMAGED PHONE: LINKED APPLICATIONS	RI	There is a trend identified where agents are adding phone numbers that link multiple registrations together.Damaged Phone Field:Enter the damaged phone number used at the time of the disaster,even if it is not working.If no phone, enter a cell phone number or current contact number.Make a comment this is not the DD phone numberNote:If the applicant states that there isabsolutely no phone number available, enter 111-111-1111. A phone number is required for a complete registration.Use this entryONLYif applicants cannot providea number for the damaged dwelling phone field.Comment is required.Reference:DAC - Call Center RI¿
2/25/21	3/2/21	2005775	BRaille AND LARGE PRINT LETTERS	HELPLINE	Visually impaired individuals use a variety of means to read written communication.There is no single method which suits everyone. Even the same person will use different methods at different times and under different circumstances.If you receive a call from a visually impaired applicant, please offer to read them correspondence they have received from FEMA.If the applicant requests that FEMA send them their correspondence in Braille or in larger print, inform the caller you will submit a request to have their letter mailed to them in Braille or large print. The new letters should arrive in the mail in the few days.Send an email to theFEMA-IHP-MAILROOMwith Braille Letter Request or Large Print Letter Request on the subject line.Include the applicant's DR, registration ID and the exact letters that need to be in large print or translated to Braille.In your NEMIS Contact, note that you have submitted a request for Braille/ large print letter(s) to the mailroom.
2/25/21	3/2/21	2005776	DR-4587-OK: NEW IA DECLARATION	RI	Oklahoma has a new Individual Assistance disaster declaration. DR4587 Oklahomawas declaredon February 24, 2021.Agents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster isFebruary 8 - 20, 2021.Counties declared for IA:Canadian, Carter, Cherokee, Comanche, Cotton, Hughes, Jefferson, Le Flore, McIntosh, Oklahoma, Okmulgee, Osage, Pittsburg, Stephens, Tulsa, and Wagoner; Visit theDisaster Specificpage and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMAhas implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review theREMINDER: UNDECLARED DISASTERS/INCIDENTSpreshift for additional important information.Reference:DAC - Call Center RI¿
2/25/21	3/2/21	2005778	PPM UPDATE: CODES VERIFICATION REQUEST LETTERS AND ASSISTANCE TYPE	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM: Codes Verification Request Letters and Assistance TypesUpdates include:Section III: ProcessingDeleted Legacy NEMIS instructions; Pages 9, 24, and 25Deleted processing instruction for second IIDV decisions in FEMA Manual without an appeal letter; Page 11Guidance regarding INS decisions with IINR letter; Page 23Deleted IIDV from Status Code chart and added instruction for IINR letter for INS decisions; Page 23Deleted guidance about not changing the font when creating free text IOR letters. Note: This is not possible in Web NEMIS; Pages 24-25Web NEMIS guidance added to Joint Option Disaster section for consistency with other SOPs; Page 36Section IV: Examples and FAQsDeleted scenarios 6 and 7. Scenarios 8-10 are now Scenarios 6-8; Pages 39-41Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/25/21	3/2/21	2005779	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide¿Updates include:Section A: Helpline BasicsChanging the SSN without an appeal letter or supporting documents; Page 9Changing DDA, previous INONV on file without appeal and supporting documents; Page 23Changing DDA, previous INONV on file with appeal letter and supporting documents; Pages 23-24Changing DDA, NO previous INONV on file; Pages 24-25Changing SSN, more than 3 digits, NO previous IIDV on file; Page 29Changing SSN, 1-3 digits, NO previous IIDV on file; Pages 29-30Changing SSN, previous IIDV on file without appeal and supporting documents; Page 30Changing SSN, previous IIDV on file with appeal and supporting documents; Pages 30-31Changing/Removing Applicant/Co-Applicant, NO previous INONV on file; Page 31Changing/Removing Applicant/Co-Applicant, change complete name, previous INONV on file; Pages 31-32Changing/ Removing Applicant/Co-Applicant, deceased applicant; Pages 32-33Section C: VerificationsIDV_ FAILED applicants without an appeal and supporting documents on file, and for IDV_ FAILED applicants with an appeal and supporting documents on file; Pages 75-76How to prove ownership and occupancy of DD section updated to clarify an appeal letter is required; Pages 112-114Section F: Temporary Housing AssistanceAdded ECBRA code; Pages 124 and 129Section G: FundsGuidance on how to confirm if a payment has been returned to FEMA; Page 131Guidance for processing stop payment requests; Pages 131-138Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/25/21	3/2/21	2005780	PPM UPDATE: IA PPM REMOTE INSPECTIONS DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the Recently Updated Documents section and the appropriate category of the PPM: IA PPM Remote InspectionsUpdates include:Section III: ProcessAppeal guidance for Retaining Wall; Page 42Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.

2/25/21	3/2/21	2005781	PPM UPDATE: IDENTITY VERIFICATION	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Identity Verification¿Updates include:Section I: OverviewInformation regarding appeal letter being required for IIDV decisions; Page 3Section III: ProcessVerification methods; Pages 7-8Deleted Basic Data Changes for IDV section; Pages 8-9Setting Verifications; Pages 8-9Processing Procedures section; Page 11Web NEMIS guidance added to Joint Option Disaster section for consistency with other SOPs; Pages 11-12Section IV: Examples and FAQsDeleted scenario 1. Scenarios 2-4 are now 1-3; Pages 15-16Section V: Definitions and AcronymsDefinition for signature; Page 17Read the entire SOP for additional information. Note:The previous version will be archived in thePPM Archive.
2/25/21	3/2/21	2005791	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide¿¿Updates include:Section A: Helpline BasicsChanging the SSN without an appeal letter or supporting documents; Page 9Changing DDA, previous INONV on file without appeal and supporting documents; Page 23Changing DDA, previous INONV on file with appeal letter and supporting documents; Pages 23-24Changing DDA, NO previous INONV on file; Pages 24-25Changing SSN, more than 3 digits, NO previous IIDV on file; Page 29Changing SSN, 1-3 digits, NO previous IIDV on file; Pages 29-30Changing SSN, previous IIDV on file without appeal and supporting documents; Page 30Changing SSN, previous IIDV on file with appeal and supporting documents; Pages 30-31Changing/Removing Applicant/Co-Applicant, NO previous INONV on file; Page 31Changing/Removing Applicant/Co-Applicant, change complete name, previous INONV on file; Pages 31-32Changing/Removing Applicant/Co-Applicant, deceased applicant; Pages 32-33Section C: VerificationsIDV_FAILED applicants without an appeal and supporting documents on file, and for IDV_FAILED applicants with an appeal and supporting documents on file; Pages 75-76How to prove ownership and occupancy of DD section updated to clarify an appeal letter is required; Pages 76-77Section F: Temporary Housing AssistanceAdded ECBRA code; Pages 124 and 129Section G: FundsGuidance on how to confirm if a payment has been returned to FEMA; Page 131Guidance for processing stop payment requests; Pages 131-138Read the entire SOP for additional information. Note:The previous version will be archived in thePPM Archive.
2/25/21	3/2/21	2005783	PPM UPDATE: RETURN - REISSUE OF IHP FINANCIAL ASSISTANCE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Return - Reissue of IHP Financial AssistanceUpdates include:Section III: ProcessStop payment processing guidance to check the Accounts Receivable frame prior to generating a Stop Payment Letter; Page 8Web NEMIS processing added to the Joint Option Disaster Information section; Page 17Section IV: Examples and FAQsStop payment processing guidance to check the Accounts Receivable frame prior to generating a Stop Payment Letter; Page 19Section V: Definitions and AcronymsDefinition for Business Day; Page 21Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
2/26/21	3/4/21	2005784	DR-4576-MS: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4576-MS is March 1, 2021.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
2/26/21	3/4/21	2005785	DR-4586-TX: ADDITIONAL IA COUNTIES FRN 2	RI	Additional counties have been added for Individual Assistance in DR-4586-TX.The additional counties in Texas are :Atascosa, Bandera, Brooks, Duval, Eastland, Ector, Goliad, Howard, Jim Hogg, Karnes, Kleberg, Leon, Llano, Newton, Robertson, Trinity, Webb, and Willacy Counties.Agents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
2/26/21	3/4/21	2005786	SYSTEM ISSUE: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	CASEWORK	A system issue has been identified with the Ineligible Reported No Damage (IRND) letter in DR-4586-TX. When an initial inspection is manually requested after the IRND letter was sent, NEMIS Auto-Determination is removing the inspection and issuing an additional IRND letter to the applicant.The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:When an applicant asks about the status of their inspection or indicates they received an additional IRND letter, review the events log, and confirm if a previous inspection request was deleted by NEMIS. Ask the applicant to disregard the additional IRND and explain that FEMA is working to issue the inspection to assess their damage.Casework:For inspection requests in DR-4586-TX, where the initial determination is IRND.Place the case On Hold - Program Review with the following comment:Summary:IRND On Hold Program ReviewDetails:Inspection Request for IRNDAdditional guidance is forthcoming.
2/26/21	3/4/21	2005786	SYSTEM ISSUE: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	HELPLINE	A system issue has been identified with the Ineligible Reported No Damage (IRND) letter in DR-4586-TX. When an initial inspection is manually requested after the IRND letter was sent, NEMIS Auto-Determination is removing the inspection and issuing an additional IRND letter to the applicant.The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:When an applicant asks about the status of their inspection or indicates they received an additional IRND letter, review the events log, and confirm if a previous inspection request was deleted by NEMIS. Ask the applicant to disregard the additional IRND and explain that FEMA is working to issue the inspection to assess their damage.Casework:For inspection requests in DR-4586-TX, where the initial determination is IRND.Place the case On Hold - Program Review with the following comment:Summary:IRND On Hold Program ReviewDetails:Inspection Request for IRNDAdditional guidance is forthcoming.

3/2/21	3/5/21	2005792	PPM UPDATE: DR-4586-TX DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4586 - TXUpdates include:Section I: OverviewApproved LER waiver for utilities out only; Page 5Clarified ONA processing for medically required generators is ONLY performed by the state; Pages 6-7Section III: ProcessApproved LER waiver for utilities out only; Page 11Clarified ONA processing for medically required generators is ONLY performed by the state; Page 16Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.
3/2/21	3/16/21	2005793	BRILLE AND LARGE PRINT LETTERS	GENERAL	Visually impaired individuals use a variety of means to read written communication.There is no single method which suits everyone. Even the same person will use different methods at different times and under different circumstances.If you receive a call from a visually impaired applicant, please offer to read them correspondence they have received from FEMA.If the applicant requests that FEMA send them their correspondence in Braille or in larger print, inform the caller you will submit a request to have their letter mailed to them in Braille or large print. The new letters should arrive in the mail in the few days.Send an email to theFEMA-IHP-MAILROOMwith Braille Letter Request or Large Print Letter Request on the subject line.Include the applicant's DR, registration ID and the exact letters that need to be in large print or translated to Braille.In your NEMIS Contact, note that you have submitted a request for Braille/ large print letter(s) to the mailroom.
3/2/21	3/16/21	2005795	COVID-19: FUNERAL ASSISTANCE	GENERAL	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses as a result of the COVID-19 pandemic. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly or indirectly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Helpline:The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible. Advise individuals to monitor FEMA.gov and the news for any updated information.
3/2/21	3/16/21	2005797	REMINDER: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	GENERAL	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison (s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).The following document contains CCP referral information.COVID-19 Crisis Counseling Program
3/2/21	3/16/21	2005794	reminder: COVID-19: REFERRAL INFORMATION	GENERAL	COVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department. Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.The following document contains referral information based on common Helpline caller inquiries.Update:COVID-19 Referrals and InformationA COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested Script

3/2/21	3/16/21	2005798	REMINDER: CURRENT LOCATION INFORMATION	GENERAL	Agents are reminded to verify the applicant's Current Location information and update if the location has changed, which is a standard action for all active disasters. In order to ensure disaster survivors are reviewed for all possible assistance available to them, if an applicant calls the Helpline and or is contacted by a caseworker, please verify/update their Current Location. The information related to an applicant's current location is used in various reports and for consideration of specific programs. Current Location is found under: App Info in NEMIS Power-builder Registrant Info in Web NEMIS. To see the selections use the up/down arrow keys, or use scroll, or enter first letter of selection. From the drop-down list, SELECT the type of housing where the applicant is currently living. If no other option is available, SELECT My Home and enter an explanation. Reference: Helpline NPSC Caller Services Reference Guide
3/2/21	3/16/21	2005796	REMINDER: PROVIDING ELIGIBILITY STATUS	GENERAL	Before providing individuals with eligibility status or award information, review if the decision has been approved. Cases with active workpackets in Duplicate Resolution or Special Handling may look like they have been approved, but the decision may change after the case is reviewed by a caseworker. Remember to review the Finance tab prior to advising an applicant about the EFT/Direct Deposit amount. Awards issued from Treasury will show a Schedule Date and Schedule Number in the Finance Tab; there will not always be a disbursement date. The lack of a disbursement date is not an indicator the payment has not been sent. Check: If the Schedule number begins with NC the award was sent as a check. It may take up to 14 days to receive the check. EFT/Direct Deposit: If the Schedule number begins with NE the award was sent by EFT/Direct Deposit to the applicant's bank account. It may take up to 48 hours for the funds to appear in the applicant's bank account. Do not provide an award amount or eligibility decision unless the payment has a schedule date and number. An approved date does not necessarily mean processed for payment. Until the payment has a schedule date and schedule number the check/EFT has not been processed. The Finance tab now shows the Integrated Financial Management Information System (IFMIS) Status. An issue has been identified that in some cases the tab is showing a "No funding" status. Do not provide this information to the applicant. Please refer to Section A.5 in the Helpline NPSC Caller Services Reference Guide, for providing applicants with eligibility status information.
3/2/21	3/16/21	2005799	REMINDER: DISASTER SPECIFIC REFERRALS	GENERAL	Approved referral information is listed on the Disaster Specific Information page and in the NEMIS Disaster Info tab. Select the desired disaster number to get disaster specific and referral information. The Disaster Specific Information pages are updated on a regular basis. Agents assigned to Registration Intake and Helpline should access the Referrals link during calls to verify the most updated information. Reminders: Do NOT give out any referral information unless it is approved. Do NOT provide regional office locations, as they are not staffed to assist individual disaster applicants, and this could be a security issue. Do NOT search online for additional phone numbers to provide. These phone numbers are not staffed to assist disaster applicants. You can refer callers to FEMA.gov or DisasterAssistance.gov for self-service. Please be aware that referrals under the Disaster Info in NEMIS reflect some of the national referrals available. All Disaster Recovery Center (DRC) information is posted in NEMIS under Disaster Info. If no information is posted, the DRC is not available. If additional referrals are identified as a trend, please email your immediate Supervisor or POC to determine if it needs to be forwarded to the IHP Helpdesk. STATE AND REGIONAL OFFICES: Do not refer applicants to the FEMA JFO offices or State Emergency Management Offices. Many of these phone numbers are listed on fema.gov, dhs.gov, and on the internet. These offices are not staffed to take general Helpline calls or answer questions about IA processing concerns. Reference: Disaster Specific Information
3/2/21	3/16/21	2005800	DR-4586-TX: APPROVED COD IS SNOW/ICE	GENERAL	The DR-4586-TX declaration notes Severe Winter storms. Currently, flood and power surge are not part of the declaration and registrations are determined as "non-referral" if the incorrect Cause of Damage (COD) is selected. Reminder: Snow/Ice is the only approved COD for this disaster in NEMIS. Flood and power surge are NOT an approved COD for this disaster. During an onsite or remote inspection, inspectors are instructed to record all damage and all CODs. For approved Incident Types, please refer to Disaster Specific Information. If applicants indicate power outage due to the Winter storm, please select "Snow/Ice" as the COD. Reference: DR-4586-TX: NEW IA DECLARATION
3/2/21	3/16/21	2005802	REMINDER: 2-1-1 REFERRAL SERVICE	GENERAL	2-1-1 is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support. Agents are reminded to review http://www.211.org/ to determine if a particular area has 2-1-1 services, including a specific referral and individual is requesting. 3-1-1 may be available in some metropolitan areas of the country. Please notify individuals to call 911 for medical emergencies.
3/2/21	3/16/21	2005801	UPDATE: FACILITY IDENTIFIERS: SURGE, LOCAL HIRES, and TEMPORARY EMPLOYEES	GENERAL	Various categories of surge staff are assisting FEMA with registration intake, applicant status checks, and other survivor services. Staff will identify their comments and contacts with the following alpha-numeric identifier on their summary line. Please use the Site Code for the location you are working from followed by a letter indicating the surge type: Facilities: 91 = FEMA's Texas NPSC 92 = FEMA's Maryland NPSC 93 = FEMA's Virginia NPSC 94 = FEMA's Puerto Rico Satellite Contact Center/ Hub 95 = DSA staff in the field (use 95 DSA) 98 = External contracted OC3 Call Center Locations (any state) 99 = All other locations Surge Staffing Type: S = SWATR = Reservist L = Local Hire T = External Contractor (Temp/OC3) D = DHS Surge I = IR Examples: Reservist in TX NPSC = 91 R Local Hire in Maryland NPSC = 92 L IRS Location = 99 I External Contractor = 98 TPFT/CORE NPSC employees do not need to make any changes and should continue to use the codes you always have.

3/2/21	3/16/21	2005804	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	GENERAL	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Registration Intake/Hotline:If agents receive a call from someone they know, explain to the caller that a conflict of interest exists and request they call back to get a different agent or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
3/2/21	3/16/21	2005805	CONFLICT OF INTEREST: DO NOT REVIEW OR PROCESS FRIENDS OR FAMILY MEMBERS CASES	GENERAL	There may be times FEMA employees or family and friends of FEMA employees are affected by a declared disaster. Anyone affected by a disaster is encouraged to apply for FEMA assistance. If you create a DAC account, access it only on your off time and not when functioning as a FEMA employee.Staff should never check their own case via NEMIS.Registration Intake/Hotline:If agents receive an inquiry from someone they know, explain to the individual that a conflict of interest exists.Request they speak to a different agent, callers may call back or transfer the call if you have that capability.Casework:Never process your own application or the application of someone you know.Place the case on hold “Any User” with a comment that notes: Possible conflict of interest.Send an email to your supervisor or POC to request another caseworker review the case.Reminder:Always notify your supervisor or point of contact if a conflict of interest arises to ensure transparency.
3/2/21	3/16/21	2005803	REMINDER: MINOR CHILD REGISTRATION	GENERAL	An undocumented resident without a Social Security Number can register using the Social Security Number of a minor dependent child who is a US citizen, non-citizen national, or Qualified Alien.When an individual that is not a U.S. Citizen, Non-Citizen National, or a Qualified Alien calls to register on behalf of their minor dependent child, RI agents will:Use the child's information by itself in all of the Applicant/Registrant fields, including First and Last Name, Social Security Number, and Date of Birth.List the dependent child’s parent or legal guardian as the co-applicant.Parent or legal guardian must be over the age of 18 years.Dependent child must reside in the same household as the parent or legal guardian.If assistance is paid by check, the check will be made out to the Registrant (minor child). Banking facilities have processes in place for parents/ guardians to cash/deposit checks for minors.Please review theDAC - Call Center RI÷for additional information.
3/2/21	3/5/21	2005806	CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS	HELPLINE	Staff should not respond to any requests for information or comment from the media, state, or local organizations.If the inquiry is from the media, state, or local organizations say:"You have reached the FEMA Applicant Assistance line. Please let me refer you to our FEMA Office of External Affairs. The phone number is (202) 646-3272. The email address isFEMA-News-Desk@fema.dhs.gov,which is the preferred method for requests. They will be able to provide answers to your questions.Thank you for your understanding."Reference:Hotline NPSC Caller Services Reference Guide ÷
3/2/21	3/5/21	2005806	CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS	RI	Staff should not respond to any requests for information or comment from the media, state, or local organizations.If the inquiry is from the media, state, or local organizations say:"You have reached the FEMA Applicant Assistance line. Please let me refer you to our FEMA Office of External Affairs. The phone number is (202) 646-3272. The email address isFEMA-News-Desk@fema.dhs.gov,which is the preferred method for requests. They will be able to provide answers to your questions.Thank you for your understanding."Reference:Hotline NPSC Caller Services Reference Guide ÷
3/2/21	3/5/21	2005807	DR-4586-TX: LODGING EXPENSE REIMBURSEMENT MEMO	HELPLINE	A Lodging Expense Reimbursement (LER) Amendment Memorandum has been approved for DR-4586-TX, authorizing LER for applicants that were able to leave their homes and incurred uninsured temporary lodging costs.LER amendments include:If an applicant has NO Real Property (RP) or Personal Property (PP) damage and requests LER due to utilities out only, they willNOTbe required to submit proof of their utility outage;Habitability repairs (HRR = Yes) willNOTbe required.These applicants will only be eligible for LER fromFebruary 11, 2021 to February 28, 2021.All other standard eligibility requirements for LER apply.Note:The Authorization Memorandum is located on the4586-TXDisaster Specific Page. Reference:DR 4586 - TXDSOPLodging Expense Reimbursement
3/2/21	3/16/21	2005808	REMINDER: NEWS AND SOCIAL MEDIA RUMORS	GENERAL	FEMA is often the subject of rumors and posts on various news or social media sites in regard to the type of assistance or available commodities for individuals or groups. As a result, staff may receive inquiries related to information being provided by news or social media.News Media:If staff receive inquiries about network news stories mentioning FEMA and feel it should be brought to the agency's attention, an email can be sent to:IAStratComms (iastratcomms@fema.dhs.gov)Include the subject of the story, the name of the News Media Outlet, or a URL site link. This ensures FEMA is aware of potential situations in the news and track rumors.Social Media:If staff receive inquiries regarding incorrect information being reported through online social media communities on FEMA related topics and feel it should be brought to the agency's attention, an email can be sent to:IAStratComms (iastratcomms@fema.dhs.gov)Include the name of the Social Media Outlet and the telephone number given or social media URL site link. This ensures FEMA may track these rumors.The IA Strategic Communications team will coordinate appropriately with FEMA Public Affairs, who have experience in correcting information as it comes to their attention and specializes in conducting rapid responses to incorrect information in social media networks, articles, and blogs.Staff should use their best customer service and advise individuals appropriately in regard to FEMA programs. Staff may also suggest that individuals visitwww.fema.govanddisasterassistance.govfor additional information on available FEMA programs.Coronavirus Rumor:Prior to sending an email, please check FEMA’sCoronavirus Rumor Controlpage to see if a rumor was already reported and addressed, such as:FEMA offering hazard payment to employees who work during the COVID-19 pandemic.Reference:CALLS FROM THE MEDIA, STATE, OR LOCAL ORGANIZATIONS

3/2/21	3/16/21	2005809	REMINDER: TEXAS ONA HELPLINE	GENERAL	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.Do not refer individuals to the ONA Helpline to complete a registration.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistance(HA)processing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Transportation, GFIP).ouchNote regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Agents should verify if a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
3/2/21	3/8/21	2005810	PPM UPDATE: DR-4587-OK DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4587-OKUpdates include:Section I: OverviewRental Assistance – Utilities Out (ERU); Pages 4-5Lodging Expense Reimbursement (LER) waiver for utilities out; Page 5Section III: ProcessLodging Expense Reimbursement (LER) waiver for utilities out; Page 11Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.
3/2/21	3/5/21	2005811	GENERAL TAB PRESHIFTS	CASEWORK	Due to the volume of new staff onboarding to FEMA, a request was received to repost multiple preshifts under a single tab for an extended timeframe.TheGeneraltab will be utilized to accommodate this request.These are reposts of existing preshifts for new staff to review without having to search between tabs.Note:A Virtual Preshift presentation is available on how to search the Individual Assistance Preshift Notes (IAPN) application for preshifts.How To Search on the Individual Assistance Preshift Notes ApplicationStaff may review the presentation by either scrolling through the PowerPoint or watching a video.To watch the video, click “Right click here to launch video” on the first page of the PowerPoint and select “Open Link” from the pop-up.
3/2/21	3/5/21	2005811	GENERAL TAB PRESHIFTS	GENERAL	Due to the volume of new staff onboarding to FEMA, a request was received to repost multiple preshifts under a single tab for an extended timeframe.TheGeneraltab will be utilized to accommodate this request.These are reposts of existing preshifts for new staff to review without having to search between tabs.Note:A Virtual Preshift presentation is available on how to search the Individual Assistance Preshift Notes (IAPN) application for preshifts.How To Search on the Individual Assistance Preshift Notes ApplicationStaff may review the presentation by either scrolling through the PowerPoint or watching a video.To watch the video, click “Right click here to launch video” on the first page of the PowerPoint and select “Open Link” from the pop-up.
3/2/21	3/5/21	2005811	GENERAL TAB PRESHIFTS	HELPLINE	Due to the volume of new staff onboarding to FEMA, a request was received to repost multiple preshifts under a single tab for an extended timeframe.TheGeneraltab will be utilized to accommodate this request.These are reposts of existing preshifts for new staff to review without having to search between tabs.Note:A Virtual Preshift presentation is available on how to search the Individual Assistance Preshift Notes (IAPN) application for preshifts.How To Search on the Individual Assistance Preshift Notes ApplicationStaff may review the presentation by either scrolling through the PowerPoint or watching a video.To watch the video, click “Right click here to launch video” on the first page of the PowerPoint and select “Open Link” from the pop-up.
3/2/21	3/5/21	2005811	GENERAL TAB PRESHIFTS	RI	Due to the volume of new staff onboarding to FEMA, a request was received to repost multiple preshifts under a single tab for an extended timeframe.TheGeneraltab will be utilized to accommodate this request.These are reposts of existing preshifts for new staff to review without having to search between tabs.Note:A Virtual Preshift presentation is available on how to search the Individual Assistance Preshift Notes (IAPN) application for preshifts.How To Search on the Individual Assistance Preshift Notes ApplicationStaff may review the presentation by either scrolling through the PowerPoint or watching a video.To watch the video, click “Right click here to launch video” on the first page of the PowerPoint and select “Open Link” from the pop-up.
3/3/21	3/6/21	2005812	DR-4587-OK: RENT AND LODGING EXPENSE REIMBURSEMENT MEMO	CASEWORK	Recent ice storms in Oklahoma have impacted the utilities for thousands of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages. In most instances the lack of utilities continued for several days and in some areas may have continued for five days or more.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has approved the following disaster specific Rental Assistance and Lodging Expense Reimbursement (LER) guidance:Rental Assistance amendments include:Rental Assistance for Utilities Out (ERU) willNOTbe provided for applicants who report no home damage but experienced a temporary loss of utilities.Applicants who receive an inspection and are determined ineligible for real property or personal property damages willNOTreceive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.LER amendments include:If an applicant hasNOReal Property (RP) or Personal Property (PP) damage and requests LER due to utilities out only, they willNOTbe required to submit proof of their utility outage.Habitability repairs (HRR = Yes) willNOTbe required.These applicants will only be eligible for LER fromFebruary 8, 2021 to February 28, 2021.All other standard eligibility requirements for LER apply.Note:These changes do not impact eligibility for other forms of IHP assistance.The Authorization Memorandum is located on the4587-OKDisaster Specific Page. Reference:DR 4587-OKLodging Expense ReimbursementRental Assistance

3/5/21	3/8/21	2005822	RESOLUTION DELAY: SYSTEM ISSUE: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	CASEWORK	Update:The resolution for this issue has been delayed.Please continue to follow the below guidance and to check preshift for further updates. A system issue has been identified with the Ineligible Reported No Damage (IRND) letter in DR-4586-TX. When an initial inspection is manually requested after the IRND letter was sent, NEMIS Auto-Determination is removing the inspection and issuing an additional IRND letter to the applicant.The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are still working on a solution to address this issue.Helpline:When an applicant asks about the status of their inspection or indicates they received an additional IRND letter, review the events log, and confirm if a previous inspection request was deleted by NEMIS. Ask the applicant to disregard the additional IRND and explain that FEMA is working to issue the inspection to assess their damage.Casework:For inspection requests in DR-4586-TX, where the initial determination is IRND:Place the case On Hold - Program Review with the following comment:Summary:IRND On Hold Program ReviewDetails:Inspection Request for IRNDAdditional guidance is forthcoming.
3/5/21	3/8/21	2005822	RESOLUTION DELAY: SYSTEM ISSUE: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	HELPLINE	Update:The resolution for this issue has been delayed.Please continue to follow the below guidance and to check preshift for further updates. A system issue has been identified with the Ineligible Reported No Damage (IRND) letter in DR-4586-TX. When an initial inspection is manually requested after the IRND letter was sent, NEMIS Auto-Determination is removing the inspection and issuing an additional IRND letter to the applicant.The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are still working on a solution to address this issue.Helpline:When an applicant asks about the status of their inspection or indicates they received an additional IRND letter, review the events log, and confirm if a previous inspection request was deleted by NEMIS. Ask the applicant to disregard the additional IRND and explain that FEMA is working to issue the inspection to assess their damage.Casework:For inspection requests in DR-4586-TX, where the initial determination is IRND:Place the case On Hold - Program Review with the following comment:Summary:IRND On Hold Program ReviewDetails:Inspection Request for IRNDAdditional guidance is forthcoming.
3/5/21	3/9/21	2005823	UPDATE: IHP HELPDESK HOURS OF OPERATION	CASEWORK	Beginning March 5, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Saturday: 7:00 am to 11:00 pm (ET) Sunday: 8:00 am to 11:00 pm (ET)Reference: FEMA-IHP-Helpdesk
3/5/21	3/9/21	2005823	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning March 5, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Saturday: 7:00 am to 11:00 pm (ET) Sunday: 8:00 am to 11:00 pm (ET)Reference: FEMA-IHP-Helpdesk
3/5/21	3/9/21	2005823	UPDATE: IHP HELPDESK HOURS OF OPERATION	HELPLINE	Beginning March 5, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Saturday: 7:00 am to 11:00 pm (ET) Sunday: 8:00 am to 11:00 pm (ET)Reference: FEMA-IHP-Helpdesk
3/5/21	3/9/21	2005823	UPDATE: IHP HELPDESK HOURS OF OPERATION	RI	Beginning March 5, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Saturday: 7:00 am to 11:00 pm (ET) Sunday: 8:00 am to 11:00 pm (ET)Reference: FEMA-IHP-Helpdesk
3/5/21	3/9/21	2005824	DR-4586-TX: DATE OF LOSS OUTSIDE OF INCIDENT	CASEWORK	On March 4, 2021, FRN 3 retroactively closed the incident period for 4586-TX. The incident period is February 11, 2021 through February 21, 2021.Some cases outside of these dates were processed for assistance prior to March 4, 2021 while the incident period was still open.If a registration shows the Date of Loss outside of the incident periodDO NOTprocess any determinations, request documents, or send for inspection.Place the case On Hold - Program Review with the following comment:Summary:DOL On Hold - Program ReviewDetails:Date of Loss (DOL) outside of incident period.Please do not place any of these registrations in pre-recoupment at this time if they were previously paid.Additional guidance is forthcoming.References:DR 4586 - TXDSOPDR-4586-TX: INCIDENT CLOSURE
3/6/21	3/16/21	2005814	GENERAL TAB PRESHIFTS	GENERAL	Due to the volume of new staff onboarding to FEMA, a request was received to repost multiple preshifts under a single tab for an extended timeframe.TheGeneraltab will be utilized to accommodate this request.These are reposts of existing preshifts for new staff to review without having to search between tabs.Note:A Virtual Preshift presentation is available on how to search the Individual Assistance Preshift Notes (IAPN) application for preshifts.How To Search on the Individual Assistance Preshift Notes ApplicationStaff may review the presentation by either scrolling through the PowerPoint or watching a video.To watch the video, click “Right click here to launch video” on the first page of the PowerPoint and select “Open Link” from the pop-up.
3/8/21	3/11/21	2005825	REMINDER: RETIRED INELIGIBLE LETTERS	CASEWORK	Do not use INDM decision letters for initial or appeal decisions. INDM will no longer be used for any decisions.Do not useIISSdecision letters for initial or appeal decisions except for generator processing.IISS has been replaced with INSS,(Ineligible Insufficient Documents or No Documents Submitted) for ONA. This insert will describe if a person is missing some or all of the required information listed in the RFI. IISS may be used for Misc/Other Generatorineligible processing, per PPMGeneratorSOP.References: LETTERS: NEMIS TEMPLATES AND INSERTSAppeals Processing
3/8/21	3/10/21	2005827	2-1-1 REFERRAL SERVICE	HELPLINE	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.http://www.211.org/ 3-1-1 may be available in some metropolitan areas of the country.Please notify individuals to call 911 for medical emergencies.
3/8/21	3/10/21	2005827	2-1-1 REFERRAL SERVICE	RI	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.http://www.211.org/ 3-1-1 may be available in some metropolitan areas of the country.Please notify individuals to call 911 for medical emergencies.
3/8/21	3/16/21	2005826	2-1-1 REFERRAL SERVICE	GENERAL	2-1-1is a statewide referral service available 24 hours a day by dialing 2-1-1 from a home or cellular telephone for local information and support.http://www.211.org/ 3-1-1 may be available in some metropolitan areas of the country.Please notify individuals to call 911 for medical emergencies.
3/8/21	3/10/21	2005828	RESOLVED: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	CASEWORK	The system issue resulting in NEMIS Auto-Determination removing the inspection request and issuing an additional IRND letter to the applicant has been resolved.A script will be implemented to identify the cases in queue requiring an inspection and issue the inspection automatically.Staff may resume normal processing.Do notplace these inspection requests on hold.

3/8/21	3/10/21	2005828	RESOLVED: DR-4586-TX: IRND LETTER AND INITIAL INSPECTION REQUESTS	HELPLINE	The system issue resulting in NEMIS Auto-Determination removing the inspection request and issuing an additional IRND letter to the applicant has been resolved.A script will be implemented to identify the cases in queue requiring an inspection and issue the inspection automatically.Staff may resume normal processing.Do notplace these inspection requests on hold.
3/8/21	3/11/21	2005829	REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS	CASEWORK	Inspections will not be requested until Identity and Occupancy are verified.Do NOTcreate a workpacket to request an inspection if these verifications failed.If an applicant calls to inquire about the status of their inspection, review the case to determine if the applicant is missing any identity and occupancy verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA.Applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection.OCCV_PASSin the Registration Status Screen is sufficient to prove occupancy without further means of verification, unless conflicting information is in the file.IDV_PASSin the Registration Status Screen is sufficient to prove identity without further means of verification, unless conflicting information is in the file.Note:Proof of ownership isNOTrequired to request the Initial Inspection.If the case is in the Inspection Triage Subqueue:Do NOTaccess or process the case in this subqueue. Cases are being held in this queue prior to inspections being issued.Do NOT contact the IHP Helpdesk requesting to manually release the case from the Inspection Triage subqueue.A FEMA inspector will contact the applicant once the applicable verifications are met.Reference:IA PPM Remote Inspections;Identity VerificationOccupancy VerificationREMINDER: DOCUMENT REVIEW AND VERIFICATIONS
3/8/21	3/11/21	2005829	REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS	HELPLINE	Inspections will not be requested until Identity and Occupancy are verified.Do NOTcreate a workpacket to request an inspection if these verifications failed.If an applicant calls to inquire about the status of their inspection, review the case to determine if the applicant is missing any identity and occupancy verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA.Applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection.OCCV_PASSin the Registration Status Screen is sufficient to prove occupancy without further means of verification, unless conflicting information is in the file.IDV_PASSin the Registration Status Screen is sufficient to prove identity without further means of verification, unless conflicting information is in the file.Note:Proof of ownership isNOTrequired to request the Initial Inspection.If the case is in the Inspection Triage Subqueue:Do NOTaccess or process the case in this subqueue. Cases are being held in this queue prior to inspections being issued.Do NOT contact the IHP Helpdesk requesting to manually release the case from the Inspection Triage subqueue.A FEMA inspector will contact the applicant once the applicable verifications are met.Reference:IA PPM Remote Inspections;Identity VerificationOccupancy VerificationREMINDER: DOCUMENT REVIEW AND VERIFICATIONS
3/8/21	3/13/21	2005830	REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS	GENERAL	Inspections will not be requested until Identity and Occupancy are verified.Do NOTcreate a workpacket to request an inspection if these verifications failed.If an applicant calls to inquire about the status of their inspection, review the case to determine if the applicant is missing any identity and occupancy verification requirements. If so, please advise the applicant to submit the applicable documents to FEMA.Applicants that are OCCV_FAILED or IDV_FAILED must submit documentation to verify their occupancy or identity prior to receiving an Initial inspection.OCCV_PASSin the Registration Status Screen is sufficient to prove occupancy without further means of verification, unless conflicting information is in the file.IDV_PASSin the Registration Status Screen is sufficient to prove identity without further means of verification, unless conflicting information is in the file.Note:Proof of ownership isNOTrequired to request the Initial Inspection.If the case is in the Inspection Triage Subqueue:Do NOTaccess or process the case in this subqueue. Cases are being held in this queue prior to inspections being issued.Do NOT contact the IHP Helpdesk requesting to manually release the case from the Inspection Triage subqueue.A FEMA inspector will contact the applicant once the applicable verifications are met.Reference:IA PPM Remote Inspections;Identity VerificationOccupancy VerificationREMINDER: DOCUMENT REVIEW AND VERIFICATIONS
3/9/21	3/12/21	2005831	PPM UPDATE: DR-4586-TX DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4586 - TXUpdates include:Section III: ProcessGuidance for appeal processing; Pages 17-23Section IV: Appeal ExamplesAppeal scenarios; Pages 24-25Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.

3/9/21	3/15/21	2005832	REMINDER: INCORRECT TRANSFERS AND REFERRALS	GENERAL	Agents (this includes anyone taking calls for FEMA) who are unsure when or how to transfer a caller must speak with a Supervisor or Point of Contact first. Transferring callers or referring them to an incorrect line of business delays their recovery process and adds to their frustration. Incorrect transfers and referrals will interfere with daily business requirements, and the callers will end up re-directed back to the FEMA Helpline where they go back into the queue. Do NOT share or transfer to the IHP Helpdesk number or share the email address. The IHP Helpdesk is a resource for staff who have questions related to procedure, processes and guidelines. This is not a resource for the public. Do NOT transfer applicants to FEMA's internal Enterprise Service Desk (ESD). The ESD is available to assist FEMA staff, not applicants, with technological issues. Do NOT provide applicants with the Congressional Affairs phone number. Do NOT refer applicants to Treasury. Applicants in Recoupment will be provided applicable phone numbers through correspondence. Do NOT transfer applicants to the FEMA Finance Center (FFC) from Helpline/RI. Do NOT transfer applicants or general public to the Industry Liaison Program. Disaster Specific phone numbers and workgroups are not to be referred to other disasters. PPI Callouts: PPI callback numbers are only for applicants who are involved in the PPI process. There will be an Events Log notation for PPI or HOMES. CARS Callouts: There may be various callback numbers for CARS callout scripts. If a message is left for the applicant, there will be an Events Log notation for the "Callout" and there will be a preshift for the callout. Callouts or Auto Dialers: There are disaster specific callouts or auto dialers that will have various call back numbers based on locations. There will be either an Events Log notation or preshift with the disaster specific information. Agents are required to use posted guidelines, preshifts, and approved disaster related referrals. Supervisors should ensure agents have enough time to read preshifts and guidance. There are many callouts being conducted and agents must give applicants the correct information. Reference: Helpline NPSC Caller Services Reference Guide REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK REMINDER: FEMA IHP HELPDESK PHONE NUMBER
3/9/21	3/12/21	2005833	DR-4590-LA: NEW IA DECLARATION	RI	Louisiana has a new Individual Assistance disaster declaration. DR-4590 Louisiana was declared on March 9, 2021. Agents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. DR-4577-LA also has an open application period for Hurricane Zeta, ensure the registration is taken in the correct disaster. The incident period for this disaster is February 11 - 19, 2021. Parishes declared for IA: Avoyelles, Bienville, Bossier, Caddo, Calcasieu, Catahoula, Claiborne, Concordia, DeSoto, East Baton Rouge, Franklin, Grant, LaSalle, Madison, Natchitoches, Ouachita, Rapides, Red River, Richland, Sabine, Webster, West Carroll, and Winn. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI
3/9/21	3/15/21	2005834	DR-4590-LA: NEW IA DECLARATION	GENERAL	Louisiana has a new Individual Assistance disaster declaration. DR-4590 Louisiana was declared on March 9, 2021. Agents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. DR-4577-LA also has an open application period for Hurricane Zeta, ensure the registration is taken in the correct disaster. The incident period for this disaster is February 11 - 19, 2021. Parishes declared for IA: Avoyelles, Bienville, Bossier, Caddo, Calcasieu, Catahoula, Claiborne, Concordia, DeSoto, East Baton Rouge, Franklin, Grant, LaSalle, Madison, Natchitoches, Ouachita, Rapides, Red River, Richland, Sabine, Webster, West Carroll, and Winn. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI
3/10/21	3/15/21	2005835	TREND: FEMA MANUAL DETERMINATION INELIGIBILITY REVIEW	CASEWORK	A trend has been identified of staff incorrectly routing or creating workpackets (WPs) to FEMA Manual Determination, Ineligibility Reviews sub-queue. Do NOT route cases with pending lines or eligible lines into this queue, as most cases cannot be worked in this queue. This queue is not for cases that need an inspection. An inspection cannot be requested from this queue. This queue is not for cases that previously received an ineligible determination. Creating WPs unnecessarily or routing to the wrong queue places an undue burden on processing staff and may cause a delay in the processing of assistance for applicants. Reference: REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
3/11/21	3/15/21	2005850	PPM UPDATE: DR-4587-OK AND DR-4590-LA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: DR 4587-OK and DR 4590-LA DSOP. Updates include: Added DR-4590-LA throughout the document. Section II: Important Information. Cross Disaster Information; Pages 9-10. Section III: Process. Cross Disaster Processing; Pages 15-16. Appeals guidance; Pages 19-24. Section IV: Appeal Examples. Appeals scenarios; Pages 26-27. Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.

3/11/21	3/16/21	2005836	PPM UPDATE: DR-4587-OK AND DR-4590-LA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: DR 4587-OK and DR 4590-LA DSOPUpdates include:Added DR-4590-LA throughout the documentSection II: Important InformationCross Disaster Information; Pages 9-10Section III: ProcessCross Disaster Processing; Pages 15-16Appeals guidance; Pages 19-24Section IV: Appeal ExamplesAppeals scenarios; Pages 26-27Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.
3/11/21	3/16/21	2005837	REMINDER: INSPECTORS DO NOT DETERMINE ELIGIBILITY	HELPLINE	FEMA assistance is provided to eligible applicants in accordance with the Stafford Act, the Code of Federal Regulations (CFR), and FEMA policy.Although the inspector records disaster caused damage, an eligibility decision is determined by our regulations and policies. If an applicant is ineligible for disaster assistance, it is accurate to say 'FEMA is unable to verify the damage to your home or property was caused by the disaster'.We have received reports of upset applicants contacting individual inspectors, and in some cases making harassing and threatening statements, after speaking to Helpline agents. It is important for all agents to provideteam-focusedresponses to applicants regarding their damage and eligibility determinations.Do notprovide callers with identifying information about the inspector or the name of the inspection contractor.All applicants have the right to appeal if they don’t agree with their FEMA eligibility decision. Agents should be prepared to explain the appeal procedures. Please remember that an Appeal and an Inspector Complaint are two different things and one does not automatically lead to the other.If an applicant calls to report a complaint about an inspector, please follow the procedures to escalate the concern, identified in the Helpline NPSC Caller Services Reference Guide .
3/11/21	3/15/21	2005838	REMINDER: NO CONTACT QUEUE	GENERAL	When the inspection is in the No Contact queue, Inspections will perform additional contact attempts and monitor the registration for updates. Staff will no longer provide contact numbers for contractors that appear in the Helpline NPSC Caller Services Reference Guide as those phone numbers are no longer valid.Staff will no longer send emails to IHP Helpdesk when FEMA is the contractor.When the inspection is in the No Contact queue and the applicant wants to schedule an inspection:Verify the contact phone information and update when necessary.Advise applicants to monitor their phone for unfamiliar numbers and to answer. Advise applicants they may also receive a text message requesting to schedule an inspection.Helpline NPSC Caller Services Reference Guide will be updated.NOTE:If the applicant’s latest inspection already received an INCI decision, they have been returned from the contractor.
3/11/21	3/15/21	2005838	REMINDER: NO CONTACT QUEUE	HELPLINE	When the inspection is in the No Contact queue, Inspections will perform additional contact attempts and monitor the registration for updates. Staff will no longer provide contact numbers for contractors that appear in the Helpline NPSC Caller Services Reference Guide as those phone numbers are no longer valid.Staff will no longer send emails to IHP Helpdesk when FEMA is the contractor.When the inspection is in the No Contact queue and the applicant wants to schedule an inspection:Verify the contact phone information and update when necessary.Advise applicants to monitor their phone for unfamiliar numbers and to answer. Advise applicants they may also receive a text message requesting to schedule an inspection.Helpline NPSC Caller Services Reference Guide will be updated.NOTE:If the applicant’s latest inspection already received an INCI decision, they have been returned from the contractor.
3/11/21	3/15/21	2005839	TX NPSC: NEW REGISTRATION INTAKE SITE	RI	There is a new registration site available for Call Centers Registration Intake.Although implementation and testing were successful, use of the new site for live registrations is currently restricted.ONLY TX NPSCstaff are to use the new site for Registration Intake at this time. https://sso.fema.net/RgsnIntake/ All other staff are to continue to use their standard site for Registration Intake.The preshift will be updated when the new site becomes available for all staff.
3/11/21	3/15/21	2005840	UPDATE: IHP HELPDESK HOURS OF OPERATION	CASEWORK	Beginning March 14, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Sunday: 7:00 am to 11:00 pm (ET) Reference: FEMA-IHP-Helpdesk
3/11/21	3/15/21	2005840	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning March 14, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Sunday: 7:00 am to 11:00 pm (ET) Reference: FEMA-IHP-Helpdesk
3/11/21	3/15/21	2005840	UPDATE: IHP HELPDESK HOURS OF OPERATION	HELPLINE	Beginning March 14, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Sunday: 7:00 am to 11:00 pm (ET) Reference: FEMA-IHP-Helpdesk
3/11/21	3/15/21	2005840	UPDATE: IHP HELPDESK HOURS OF OPERATION	RI	Beginning March 14, 2021 the hours of operation for the IHP Helpdesk have been adjusted.Monday through Sunday: 7:00 am to 11:00 pm (ET) Reference: FEMA-IHP-Helpdesk
3/12/21	3/17/21	2005841	DR-4577-LA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4577-LA is March 15, 2021.The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster.If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED

3/12/21	3/17/21	2005842	DR-4586-TX: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4586-TX for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
3/12/21	3/19/21	2005844	MULTIPLE DISASTERS: APPROVED COD IS SNOW/ICE	RI	DR-4586-TX, DR-4587-OK, and DR-4590-LA declarations note Severe Winter storms. Currently, flood and power surge are not part of the declarations and registrations are determined as “non-referral” if the incorrect Cause of Damage (COD) is selected.Reminder:Snow/Iceis the only approved COD for these disasters in NEMIS.Flood and power surge are NOT an approved COD for these disasters.During an onsite or remote inspection, inspectors are instructed to record all damage and all CODs.For approved Incident Types, please refer to Disaster Specific InformationIf an individual indicates power outage or burst pipes due to the Winter storm in these disasters, please select ‘Snow/Ice’ as the COD.Reference:DR-4586-TX: NEW IA DECLARATIONDR-4587-OK: NEW IA DECLARATIONDR-4590-LA: NEW IA DECLARATION
3/12/21	3/26/21	2005843	MULTIPLE DISASTERS: APPROVED COD IS SNOW/ICE	GENERAL	DR-4586-TX, DR-4587-OK, and DR-4590-LA declarations note Severe Winter storms. Currently, flood and power surge are not part of the declarations and registrations are determined as “non-referral” if the incorrect Cause of Damage (COD) is selected.Reminder:Snow/Iceis the only approved COD for these disasters in NEMIS.Flood and power surge are NOT an approved COD for these disasters.During an onsite or remote inspection, inspectors are instructed to record all damage and all CODs.For approved Incident Types, please refer to Disaster Specific InformationIf an individual indicates power outage or burst pipes due to the Winter storm in these disasters, please select ‘Snow/Ice’ as the COD.Reference:DR-4586-TX: NEW IA DECLARATIONDR-4587-OK: NEW IA DECLARATIONDR-4590-LA: NEW IA DECLARATION
3/13/21	3/18/21	2005845	DR-4586-TX: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4586-TX for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
3/13/21	3/18/21	2005845	DR-4586-TX: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4586-TX for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS

3/15/21	3/18/21	2005846	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ¿ #39;Accessing the File and Releasing Information Procedures #39;.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
3/15/21	3/18/21	2005848	DR-4590-LA: RENT AND LODGING EXPENSE REIMBURSEMENT MEMO	CASEWORK	Recent ice storms and record low temperatures in Louisiana have impacted the utilities for thousands of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages. In most instances, the lack of utilities continued for several days and in some areas may have continued for five days or more.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has approved the following disaster specific Rental Assistance and Lodging Expense Reimbursement (LER) guidance:Rental Assistance amendments include:Rental Assistance for Utilities Out (ERU) willNOTbe provided for applicants who report no home damage but experienced a temporary loss of utilities.Applicants who receive an inspection and are determined ineligible for real property or personal property damages willNOTreceive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.LER amendments include:If an applicant hasNOReal Property (RP) or Personal Property (PP) damage and requests LER due to utilities out only, they willNOTbe required to submit proof of their utility outage.Habitability repairs (HRR = Yes) willNOTbe required.These applicants will only be eligible for LER from February 11, 2021 to February 28, 2021.All other standard eligibility requirements for LER apply.Note:These changes do not impact eligibility for other forms of IHP assistance.The Authorization Memorandum is located on the4590-LADisaster Specific Page. Reference:DR 4587-OK and DR 4590-LA DSOPLodging Expense ReimbursementRental Assistance
3/15/21	3/18/21	2005848	DR-4590-LA: RENT AND LODGING EXPENSE REIMBURSEMENT MEMO	HELPLINE	Recent ice storms and record low temperatures in Louisiana have impacted the utilities for thousands of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages. In most instances, the lack of utilities continued for several days and in some areas may have continued for five days or more.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has approved the following disaster specific Rental Assistance and Lodging Expense Reimbursement (LER) guidance:Rental Assistance amendments include:Rental Assistance for Utilities Out (ERU) willNOTbe provided for applicants who report no home damage but experienced a temporary loss of utilities.Applicants who receive an inspection and are determined ineligible for real property or personal property damages willNOTreceive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.LER amendments include:If an applicant hasNOReal Property (RP) or Personal Property (PP) damage and requests LER due to utilities out only, they willNOTbe required to submit proof of their utility outage.Habitability repairs (HRR = Yes) willNOTbe required.These applicants will only be eligible for LER from February 11, 2021 to February 28, 2021.All other standard eligibility requirements for LER apply.Note:These changes do not impact eligibility for other forms of IHP assistance.The Authorization Memorandum is located on the4590-LADisaster Specific Page. Reference:DR 4587-OK and DR 4590-LA DSOPLodging Expense ReimbursementRental Assistance
3/15/21	3/18/21	2005847	PPM UPDATE: DR-4587-OK AND DR-4590-LA DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents #39; section and the appropriate category of the PPM: DR 4587-OK and DR 4590-LA DSOPUpdates include:Section I: OverviewRental Assistance – Utilities Out (ERU) and Lodging Expense Reimbursement (LER) waiver for utilities out guidance to include DR-4590-LA; Pages 4-5Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.

3/15/21	3/20/21	2005849	DR-4590-LA: RENT AND LODGING EXPENSE REIMBURSEMENT MEMO	GENERAL	Recent ice storms and record low temperatures in Louisiana have impacted the utilities for thousands of households in the state. Most experienced rolling blackouts with limited hours of power and temporary water outages. In most instances, the lack of utilities continued for several days and in some areas may have continued for five days or more.Due to the unique nature of ice storms, which result in significant but temporary utility service disruption and minimal home damage, FEMA has approved the following disaster specific Rental Assistance and Lodging Expense Reimbursement (LER) guidance:Rental Assistance amendments include:Rental Assistance for Utilities Out (ERU) willNOTbe provided for applicants who report no home damage but experienced a temporary loss of utilities.Applicants who receive an inspection and are determined ineligible for real property or personal property damages willNOTreceive ERU.Applicants will be notified that they are not eligible for ERU because they did not receive damage to their home or personal property.LER amendments include:If an applicant hasNOREal Property (RP) or Personal Property (PP) damage and requests LER due to utilities out only, they willNOTbe required to submit proof of their utility outage.Habitability repairs (HRR = Yes) willNOTbe required.These applicants will only be eligible for LER from February 11, 2021 to February 28, 2021.All other standard eligibility requirements for LER apply.Note:These changes do not impact eligibility for other forms of IHP assistance.The Authorization Memorandum is located on the4590-LADisaster Specific Page. Reference:DR 4587-OK and DR 4590-LA DSOPLodging Expense ReimbursementRental Assistance
3/17/21	3/24/21	2005851	COVID-19: FUNERAL ASSISTANCE	COVID 19	Reminder- The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible.In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Advise individuals to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/17/21	3/24/21	2005851	COVID-19: FUNERAL ASSISTANCE	GENERAL	Reminder- The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible.In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Advise individuals to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/17/21	3/24/21	2005851	COVID-19: FUNERAL ASSISTANCE	HELPLINE	Reminder- The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible.In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Advise individuals to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/17/21	3/24/21	2005851	COVID-19: FUNERAL ASSISTANCE	RI	Reminder- The application process for COVID-19 funeral assistance is not yet available. FEMA is working to implement this assistance as soon as possible.In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Funeral assistance is financial assistance for individuals who have incurred expenses for the funeral of a person whose death is attributed directly to COVID-19.Funeral assistance may not duplicate benefits received from burial insurance or financial assistance received from voluntary agencies, government programs or agencies, or other sources.FEMA is evaluating implementation mechanisms in order to deliver the aid as quickly as possible.Advise individuals to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/17/21	3/22/21	2005852	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	GENERAL	Do notshare theIHP Helpdesk numberoremail addresswith applicants and/or general public. These are internal communication resources that are intended for FEMA staff only.FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance.Staff shouldnottransfer applicants directly to the IHP Helpdesk.If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362.Reference: FEMA-IHP-Helpdesk

3/17/21	3/22/21	2005852	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	HELPLINE	Do not share the IHP Helpdesk number or email address with applicants and/or general public. These are internal communication resources that are intended for FEMA staff only. FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance. Staff should not transfer applicants directly to the IHP Helpdesk. If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362. Reference: FEMA-IHP-Helpdesk
3/17/21	3/22/21	2005852	REMINDER: FEMA IHP HELPDESK PHONE NUMBER	RI	Do not share the IHP Helpdesk number or email address with applicants and/or general public. These are internal communication resources that are intended for FEMA staff only. FEMA staff can contact the IHP Helpdesk to answer questions/ concerns they may have when assisting disaster survivors and to expedite assistance. Staff should not transfer applicants directly to the IHP Helpdesk. If applicants wish to speak to FEMA, they should call the FEMA Helpline at 800-621-3362. Reference: FEMA-IHP-Helpdesk
3/18/21	3/21/21	2005855	ORACLE PATCH: March 18 - 19, 2021	CASEWORK	Some systems will be down from 11:00 PM (EDT) Thursday, March 18th until 6:00 AM (EDT) Friday, March 19th for routine Oracle PSU patching. During this downtime, staff should use Disasterassistance.gov to complete new registrations for callers. Inform callers to call back after 6:00 am 03/19/21 for other inquiries. The following functions will not work during the downtime: Case Processing in NEMIS (PowerBuilder or Web) Helpline lookup in NEMIS (PowerBuilder or Web) DAC Public Applicant Inquiry on Disasterassistance.gov DAC Call Center (MW Call Center) HOMES / DARAC - Direct Assistance Replacement Assistance Consideration Inspection Management (IM) Mail Utility Module (MUM) IA Assistance Client ASTC Web JAVA Auto Determination (JADE) Other applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
3/18/21	3/21/21	2005855	ORACLE PATCH: March 18 - 19, 2021	GENERAL	Some systems will be down from 11:00 PM (EDT) Thursday, March 18th until 6:00 AM (EDT) Friday, March 19th for routine Oracle PSU patching. During this downtime, staff should use Disasterassistance.gov to complete new registrations for callers. Inform callers to call back after 6:00 am 03/19/21 for other inquiries. The following functions will not work during the downtime: Case Processing in NEMIS (PowerBuilder or Web) Helpline lookup in NEMIS (PowerBuilder or Web) DAC Public Applicant Inquiry on Disasterassistance.gov DAC Call Center (MW Call Center) HOMES / DARAC - Direct Assistance Replacement Assistance Consideration Inspection Management (IM) Mail Utility Module (MUM) IA Assistance Client ASTC Web JAVA Auto Determination (JADE) Other applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
3/18/21	3/21/21	2005855	ORACLE PATCH: March 18 - 19, 2021	HELPLINE	Some systems will be down from 11:00 PM (EDT) Thursday, March 18th until 6:00 AM (EDT) Friday, March 19th for routine Oracle PSU patching. During this downtime, staff should use Disasterassistance.gov to complete new registrations for callers. Inform callers to call back after 6:00 am 03/19/21 for other inquiries. The following functions will not work during the downtime: Case Processing in NEMIS (PowerBuilder or Web) Helpline lookup in NEMIS (PowerBuilder or Web) DAC Public Applicant Inquiry on Disasterassistance.gov DAC Call Center (MW Call Center) HOMES / DARAC - Direct Assistance Replacement Assistance Consideration Inspection Management (IM) Mail Utility Module (MUM) IA Assistance Client ASTC Web JAVA Auto Determination (JADE) Other applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
3/18/21	3/21/21	2005855	ORACLE PATCH: March 18 - 19, 2021	RI	Some systems will be down from 11:00 PM (EDT) Thursday, March 18th until 6:00 AM (EDT) Friday, March 19th for routine Oracle PSU patching. During this downtime, staff should use Disasterassistance.gov to complete new registrations for callers. Inform callers to call back after 6:00 am 03/19/21 for other inquiries. The following functions will not work during the downtime: Case Processing in NEMIS (PowerBuilder or Web) Helpline lookup in NEMIS (PowerBuilder or Web) DAC Public Applicant Inquiry on Disasterassistance.gov DAC Call Center (MW Call Center) HOMES / DARAC - Direct Assistance Replacement Assistance Consideration Inspection Management (IM) Mail Utility Module (MUM) IA Assistance Client ASTC Web JAVA Auto Determination (JADE) Other applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications. Note: All times are approximate.
3/18/21	3/23/21	2005853	TEXAS OWNERSHIP: AFFIDAVIT OF HEIRSHIP	CASEWORK	The state of Texas has verified that an Affidavit of Heirship is sufficient to prove ownership. Should an applicant submit an Affidavit of Heirship to prove ownership: Review the document to ensure it meets the Affidavit of Heirship guidelines established in the Ownership Verification SOP. If the document meets guidelines, accept the document as proof of ownership and process the case using standard SOP and DSOP guidance. If the document does NOT meet the guidelines, the applicant will be required to submit additional documents to prove ownership. There is no need to send an email to the IHP Helpdesk to verify the document. This guidance applies to Texas disasters only. References: Ownership Verification DR 4586 - TX, DR 4466 - TX
3/18/21	3/23/21	2005853	TEXAS OWNERSHIP: AFFIDAVIT OF HEIRSHIP	HELPLINE	The state of Texas has verified that an Affidavit of Heirship is sufficient to prove ownership. Should an applicant submit an Affidavit of Heirship to prove ownership: Review the document to ensure it meets the Affidavit of Heirship guidelines established in the Ownership Verification SOP. If the document meets guidelines, accept the document as proof of ownership and process the case using standard SOP and DSOP guidance. If the document does NOT meet the guidelines, the applicant will be required to submit additional documents to prove ownership. There is no need to send an email to the IHP Helpdesk to verify the document. This guidance applies to Texas disasters only. References: Ownership Verification DR 4586 - TX, DR 4466 - TX
3/18/21	3/24/21	2005854	TEXAS OWNERSHIP: AFFIDAVIT OF HEIRSHIP	GENERAL	The state of Texas has verified that an Affidavit of Heirship is sufficient to prove ownership. Should an applicant submit an Affidavit of Heirship to prove ownership: Review the document to ensure it meets the Affidavit of Heirship guidelines established in the Ownership Verification SOP. If the document meets guidelines, accept the document as proof of ownership and process the case using standard SOP and DSOP guidance. If the document does NOT meet the guidelines, the applicant will be required to submit additional documents to prove ownership. There is no need to send an email to the IHP Helpdesk to verify the document. This guidance applies to Texas disasters only. References: Ownership Verification DR 4586 - TX, DR 4466 - TX

3/19/21	3/24/21	2005916	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4466-TX endsApril 4, 2021DR-4469-SD endsMay 18, 2021DR-4473-PR endsJuly 16, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
3/19/21	3/24/21	2005856	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4466-TX endsApril 4, 2021DR-4469-SD endsMay 18, 2021DR-4473-PR endsJuly 16, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceCross Disaster Processing
3/19/21	3/23/21	2005857	PPM UPDATE: APPEALS PROCESSING	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Appeals ProcessingUpdates include:Section III: ProcessClarification that an ADOC and an ineligible decision are not processed at the same time; Pages 13, 15-16Section IV: Examples and FAQsFAQs 18 - 28 for clarity; Pages 56-61FAQs 31 - 35 for clarity; Pages 62-63Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
3/19/21	3/23/21	2005858	PPM UPDATE: HELPLINE NPSC CALLER SERVICES REFERENCE GUIDE	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Helpline NPSC Caller Services Reference Guide¿¿Updates include:Section A: Helpline BasicsAdded new section to update the DDA when there has not been an INONV decision and no inspection requested; Pages 24-25Section D: InspectionsRemoved language regarding no contact letters being sent out; Pages 80-81Section E: Information Request / Adding ReferralsRemoved requirement for setting a Timer; Page 107Changed “Disbursed” to “Scheduled”; Page 112Section O: Frequently Asked QuestionsProvided “unverifiable” as alternate language for accusatory terminology; Page 191Read the entire SOP for additional information. Note:The previous version will be archived in thePPM Archive.
3/22/21	3/25/21	2005860	PPM UPDATE: RECOUPMENT	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Recoupment¿Updates include:Section II. Important InformationInstruction regarding fraud in NEMIS Comments and Contacts; Page 5Section III. ProcessStandard Comment word changedfrom “investigate” to “review”; Page 6Changed email from OIG to StopFEMAFraud; Page 6Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
3/22/21	3/25/21	2005863	SPECIALIZED HELPLINE (TIER 2): CALL TRANSFER	HELPLINE	There have been instances in which FEMA Specialized Helpline (Tier 2) agents are incorrectly refusing calls from Basic Helpline (Tier 1) agents. Basic Helpline call traffic is typically handled by agents who have limited transfer options available to them. As such, they cannot transfer calls to Recoup Helpline, Continued Temporary Housing Assistance (CTHA) Helpline, and Transitional Sheltering Assistance (TSA) Line (when activated).Specialized Helpline agents:DoNOT refuse the call, as this does not help the applicant. Do NOT attempt to coach Basic Helpline agents making transfers.The Specialized Helpline agent should accept the transfer, review the file, and transfer the call to the appropriate C3MP workgroup when needed.Reference:Agent Resource ToolkitIHP Contact Center Tiered Helpline
3/22/21	3/25/21	2005862	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	COVID 19	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Update:The following document contains updated CCP referral information. Additional referrals may be added as they are received.COVID-19 Crisis Counseling Program

3/22/21	3/25/21	2005862	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Update:The following document contains updated CCP referral information. Additional referrals may be added as they are received.COVID-19 Crisis Counseling Program
3/22/21	3/25/21	2005862	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Update:The following document contains updated CCP referral information. Additional referrals may be added as they are received.COVID-19 Crisis Counseling Program
3/22/21	3/27/21	2005861	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	GENERAL	The mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Update:The following document contains updated CCP referral information. Additional referrals may be added as they are received.COVID-19 Crisis Counseling Program
3/23/21	3/26/21	2005859	DR-4586-TX: INCIDENT PERIOD CLOSURE AUTO DIALER	GENERAL	On March 4, 2021, FRN 3 retroactively closed the incident period for 4586-TX. An auto dialer has been approved for DR-4586-TX for applicants who applied for assistance prior to March 4th and have a date of loss outside the incident period.The purpose of this auto dialer is to request that applicants contact FEMA to verify their date of loss.Message Body:Someone giving this phone number applied for FEMA assistance due to losses as a result of the Severe Winter Storms in Texas. FEMA recently closed the incident period for this disaster. We are requesting that you call FEMA’s Helpline at 1-800-621-3362 to speak with an agent and verify the date your losses occurred.Helpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their date of loss is incorrect, update the date of loss.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSDR-4586-TX: DATE OF LOSS OUTSIDE OF INCIDENT
3/23/21	3/26/21	2005859	DR-4586-TX: INCIDENT PERIOD CLOSURE AUTO DIALER	HELPLINE	On March 4, 2021, FRN 3 retroactively closed the incident period for 4586-TX. An auto dialer has been approved for DR-4586-TX for applicants who applied for assistance prior to March 4th and have a date of loss outside the incident period.The purpose of this auto dialer is to request that applicants contact FEMA to verify their date of loss.Message Body:Someone giving this phone number applied for FEMA assistance due to losses as a result of the Severe Winter Storms in Texas. FEMA recently closed the incident period for this disaster. We are requesting that you call FEMA’s Helpline at 1-800-621-3362 to speak with an agent and verify the date your losses occurred.Helpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their date of loss is incorrect, update the date of loss.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSDR-4586-TX: DATE OF LOSS OUTSIDE OF INCIDENT

3/23/21	3/28/21	2005864	UPDATE: COVID-19: FUNERAL ASSISTANCE	COVID 19	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19.&nbsp; Update: RegistrationThe application process for COVID-19 Funeral Assistance is not yet available. &nbsp; A dedicated phone number for COVID-19 Funeral registrations will be published in the next few weeks and FEMA is working to implement this assistance as soon as possible.Online registrations will not be taken for COVID-19 Funeral Assistance.Update: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance.If individuals ask, please share the following information so they can begin gathering the documents.Documentation required for COVID-19 Funeral Assistance consideration:Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:The applicant&rsquo;s name indicated as the responsible party for the expenses;The total amount of the funeral expenses;The decedent&rsquo;s name; andThe date funeral expenses were incurred.Insurance or other funeral benefits: &nbsp; If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file.Advise to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/23/21	3/28/21	2005864	UPDATE: COVID-19: FUNERAL ASSISTANCE	GENERAL	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19.&nbsp; Update: RegistrationThe application process for COVID-19 Funeral Assistance is not yet available. &nbsp; A dedicated phone number for COVID-19 Funeral registrations will be published in the next few weeks and FEMA is working to implement this assistance as soon as possible.Online registrations will not be taken for COVID-19 Funeral Assistance.Update: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance.If individuals ask, please share the following information so they can begin gathering the documents.Documentation required for COVID-19 Funeral Assistance consideration:Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:The applicant&rsquo;s name indicated as the responsible party for the expenses;The total amount of the funeral expenses;The decedent&rsquo;s name; andThe date funeral expenses were incurred.Insurance or other funeral benefits: &nbsp; If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file.Advise to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/23/21	3/28/21	2005864	UPDATE: COVID-19: FUNERAL ASSISTANCE	HELPLINE	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19.&nbsp; Update: RegistrationThe application process for COVID-19 Funeral Assistance is not yet available. &nbsp; A dedicated phone number for COVID-19 Funeral registrations will be published in the next few weeks and FEMA is working to implement this assistance as soon as possible.Online registrations will not be taken for COVID-19 Funeral Assistance.Update: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance.If individuals ask, please share the following information so they can begin gathering the documents.Documentation required for COVID-19 Funeral Assistance consideration:Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:The applicant&rsquo;s name indicated as the responsible party for the expenses;The total amount of the funeral expenses;The decedent&rsquo;s name; andThe date funeral expenses were incurred.Insurance or other funeral benefits: &nbsp; If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file.Advise to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be forthcoming as FEMA moves closer to implementing COVID-19 Funeral Assistance.

3/23/21	3/26/21	2005866	REMINDER: INSPECTION REASON FIELD LEFT BLANK	CASEWORK	Due to changes from the last NEMIS release, the Inspection Reason defaults to a blank field in Web NEMIS.Staffmustuse the dropdown to select the appropriate Inspection Reason.Not selecting an inspection reason results in the request not going to Inspections for review, causing delays for the applicant.Example:When requesting a first inspection, click the Inspection Reason dropdown to see the available list and select “Initial”.Reference:REMINDER: TREND: INITIAL INSPECTION REQUESTS
3/23/21	3/26/21	2005866	REMINDER: INSPECTION REASON FIELD LEFT BLANK	GENERAL	Due to changes from the last NEMIS release, the Inspection Reason defaults to a blank field in Web NEMIS.Staffmustuse the dropdown to select the appropriate Inspection Reason.Not selecting an inspection reason results in the request not going to Inspections for review, causing delays for the applicant.Example:When requesting a first inspection, click the Inspection Reason dropdown to see the available list and select “Initial”.Reference:REMINDER: TREND: INITIAL INSPECTION REQUESTS
3/23/21	3/26/21	2005865	REMINDER: INSPECTIONS AND MINOR DAMAGE REPORTED AT RI	GENERAL	Applicants that self-report minimal damage and state they are able to live in their home at Registration Intake (RI) will not be automatically issued an inspection and will receive theNOINSP _ Triage Level 1 No Inspectionletter.These cases will be stamped with Registration Status codeTRG_INELG. If the applicant indicates they had minimal damage but are able to live in the home, anIRND - Ineligible Reported No Damagewill be auto-determined.IRNDIs NOT an eligibility determination.TheNOINSP _ Triage Level 1 No Inspectionletter will advise the applicant to call Helpline if their housing situation changes.Helpline:If an applicant calls reporting their situation has changed, such as an increase to damage or unable to live in home, and they need an inspection:Confirm Occupancy and Identity verifications have been met.Accept the verbal request and request an initial inspection. FEMA will contact the applicant.If the applicant only reports Personal Property (PP) damage, an initial Inspection should be requested, regardless of damage to the home. Joint Option disasters: The state processes Other Needs Assistance (ONA),refer applicant to contactthe appropriate State ONA Helpline.Applicants will have 15 days after the Registration Period closes to call Helpline before receiving an Ineligible-Home is Safe to Occupy (IID) determination.Applicants doNOThave to submit a written appeal when requesting an inspection prior to receiving the IID determination.After the IID determination is provided, applicants are required to submit a written appeal.If the applicant reports additional home or personal property damageafterreceiving the IID letter, doNOTaccept a verbal request. From that point forward, the applicant must submit a written appeal to receive an inspection.Reference:¿IA PPM Remote InspectionsREMINDER: TREND: INITIAL INSPECTION REQUESTSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONSREMINDER: TEXAS ONA HELPLINE
3/23/21	3/26/21	2005865	REMINDER: INSPECTIONS AND MINOR DAMAGE REPORTED AT RI	HELPLINE	Applicants that self-report minimal damage and state they are able to live in their home at Registration Intake (RI) will not be automatically issued an inspection and will receive theNOINSP _ Triage Level 1 No Inspectionletter.These cases will be stamped with Registration Status codeTRG_INELG. If the applicant indicates they had minimal damage but are able to live in the home, anIRND - Ineligible Reported No Damagewill be auto-determined.IRNDIs NOT an eligibility determination.TheNOINSP _ Triage Level 1 No Inspectionletter will advise the applicant to call Helpline if their housing situation changes.Helpline:If an applicant calls reporting their situation has changed, such as an increase to damage or unable to live in home, and they need an inspection:Confirm Occupancy and Identity verifications have been met.Accept the verbal request and request an initial inspection. FEMA will contact the applicant.If the applicant only reports Personal Property (PP) damage, an initial Inspection should be requested, regardless of damage to the home. Joint Option disasters: The state processes Other Needs Assistance (ONA),refer applicant to contactthe appropriate State ONA Helpline.Applicants will have 15 days after the Registration Period closes to call Helpline before receiving an Ineligible-Home is Safe to Occupy (IID) determination.Applicants doNOThave to submit a written appeal when requesting an inspection prior to receiving the IID determination.After the IID determination is provided, applicants are required to submit a written appeal.If the applicant reports additional home or personal property damageafterreceiving the IID letter, doNOTaccept a verbal request. From that point forward, the applicant must submit a written appeal to receive an inspection.Reference:¿IA PPM Remote InspectionsREMINDER: TREND: INITIAL INSPECTION REQUESTSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONSREMINDER: TEXAS ONA HELPLINE
3/23/21	3/26/21	2005867	ORACLE PSU AND OS PATCH: March 23 - 24, 2021	CASEWORK	Some systems will be down from11:00 PM (EDT) Tuesday, March 23rd until 6:00 AM (EDT) Wednesday, March 24thfor Oracle PSU and OS patching.This is for the MW environment only.The following functions will not work during the downtime:All SOA interfaces - this will affect any application that has an interface with SOADisasterassistance.gov – Internet Registration Intake -MW ONLYMail Utility Module (MUM)DMARTS - IATACDRC ManagerTravel Trailer TrackerCall Center Case Management SystemWeb Indexing ServiceCorrespondence DatabaselA Action TrackerWebIFMISOOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
3/23/21	3/26/21	2005867	ORACLE PSU AND OS PATCH: March 23 - 24, 2021	GENERAL	Some systems will be down from11:00 PM (EDT) Tuesday, March 23rd until 6:00 AM (EDT) Wednesday, March 24thfor Oracle PSU and OS patching.This is for the MW environment only.The following functions will not work during the downtime:All SOA interfaces - this will affect any application that has an interface with SOADisasterassistance.gov – Internet Registration Intake -MW ONLYMail Utility Module (MUM)DMARTS - IATACDRC ManagerTravel Trailer TrackerCall Center Case Management SystemWeb Indexing ServiceCorrespondence DatabaselA Action TrackerWebIFMISOOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.

3/23/21	3/26/21	2005867	ORACLE PSU AND OS PATCH: March 23 - 24, 2021	HELPLINE	Some systems will be down from11:00 PM (EDT) Tuesday, March 23rd until 6:00 AM (EDT) Wednesday, March 24thfor Oracle PSU and OS patching.This is for the MW environment only.The following functions will not work during the downtime:All SOA interfaces - this will affect any application that has an interface with SOADisasterassistance.gov – Internet Registration Intake -MW ONLYMail Utility Module (MUM)DMARTS - IATACDRC ManagerTravel Trailer TrackerCall Center Case Management SystemWeb Indexing ServiceCorrespondence DatabaselA Action TrackerWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
3/23/21	3/26/21	2005867	ORACLE PSU AND OS PATCH: March 23 - 24, 2021	RI	Some systems will be down from11:00 PM (EDT) Tuesday, March 23rd until 6:00 AM (EDT) Wednesday, March 24thfor Oracle PSU and OS patching.This is for the MW environment only.The following functions will not work during the downtime:All SOA interfaces - this will affect any application that has an interface with SOADisasterassistance.gov – Internet Registration Intake -MW ONLYMail Utility Module (MUM)DMARTS - IATACDRC ManagerTravel Trailer TrackerCall Center Case Management SystemWeb Indexing ServiceCorrespondence DatabaselA Action TrackerWebIFMISOther applications may also be affected,visit theEnterprise Service Deskwebsite for alert and outage notifications.Note:All times are approximate.
3/24/21	3/27/21	2005868	SMS TEXT MESSAGING TEMPORARILY UNAVAILABLE	HELPLINE	Effective Friday, March 19, SMS Text Messaging is temporarily unavailable.During this temporary outage:SMS data collection is disabled for Registration Intake.A message has been added in NEMIS in the SMS preference dialog box indicating “SMS is disabled for this disaster”.A banner announcement has been added onDisasterAssistance.gov indicating “Our text messaging service (SMS) is temporarily unavailable. During this time, you may continue to receive status updates by email or regular mail. Please log into your DisasterAssistance.gov account for status updates on your application.”Individuals that previously signed up for SMS alerts may still receive notifications regarding updates to their account.A Preshift will be posted once SMS Text Messaging is restored.
3/24/21	3/27/21	2005868	SMS TEXT MESSAGING TEMPORARILY UNAVAILABLE	RI	Effective Friday, March 19, SMS Text Messaging is temporarily unavailable.During this temporary outage:SMS data collection is disabled for Registration Intake.A message has been added in NEMIS in the SMS preference dialog box indicating “SMS is disabled for this disaster”.A banner announcement has been added onDisasterAssistance.gov indicating “Our text messaging service (SMS) is temporarily unavailable. During this time, you may continue to receive status updates by email or regular mail. Please log into your DisasterAssistance.gov account for status updates on your application.”Individuals that previously signed up for SMS alerts may still receive notifications regarding updates to their account.A Preshift will be posted once SMS Text Messaging is restored.
3/24/21	3/30/21	2005869	SMS TEXT MESSAGING TEMPORARILY UNAVAILABLE	GENERAL	Effective Friday, March 19, SMS Text Messaging is temporarily unavailable.During this temporary outage:SMS data collection is disabled for Registration Intake.A message has been added in NEMIS in the SMS preference dialog box indicating “SMS is disabled for this disaster”.A banner announcement has been added onDisasterAssistance.gov indicating “Our text messaging service (SMS) is temporarily unavailable. During this time, you may continue to receive status updates by email or regular mail. Please log into your DisasterAssistance.gov account for status updates on your application.”Individuals that previously signed up for SMS alerts may still receive notifications regarding updates to their account.A Preshift will be posted once SMS Text Messaging is restored.
3/25/21	3/29/21	2005870	DR-4587-OK: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4587-OK for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONSREMINDER: INSPECTIONS AND MINOR DAMAGE REPORTED AT RI
3/25/21	3/31/21	2005871	DR-4587-OK: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4587-OK for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONSREMINDER: INSPECTIONS AND MINOR DAMAGE REPORTED AT RI

3/25/21	3/30/21	2005872	UPDATE: DR-4407-CA: DIRECT HOUSING EXTENSION	HELPLINE	The DR-4407-CA Direct Housing Program received an additional extension to the standard 18-month assistance period.Extension Date:DR-4407-CA Direct Housing has been extended throughSeptember 12, 2021 for eligible individuals and households.This applies to FEMA Direct Housing only; no other FEMA programs have been extended at this time.All eligible applicants who remain in FEMA TTHUs will be charged rent beginningJune 1, 2021during the extension period.At the end of the extended period of assistance, all occupants must return the TTHU to FEMA.Please see the extension memorandumposted on theDR-4407-CADisaster Specific page for additional information.
3/25/21	3/30/21	2005873	GETTING READY: DISASTER PREPARATION	HELPLINE	It is that time of year again when people consider how they will prepare for floods, storms, tornadoes, and earthquakes, among other disasters that may occur. FEMA and partners have created a helpful page atReady.gov: Severe Weatherwith information about preparing for severe weather.Volunteers can become members of aCommunity Emergency Response Team.FEMA strongly encourages homeowners and communities to buildsafe roomsfor protection in extreme weather events.
3/25/21	3/30/21	2005874	DR-4473-PR: ADDITIONAL IA COUNTIES FRN 9	RI	Additional municipality has been added for Individual Assistance in DR-4473-PR.The additional municipality in Puerto Rico is:RincónRI Agents are reminded to take all registrations regardless of eligibility for callers with reported damages in the declared state.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATES
3/26/21	3/30/21	2005877	UPDATE: COVID-19: REFERRAL INFORMATION	COVID 19	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested ScriptReference:UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)
3/26/21	3/30/21	2005877	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested ScriptReference:UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)

3/26/21	3/30/21	2005877	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov’sWhole of America’s COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the ‘How to Help’; includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested ScriptReference:UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)
3/26/21	3/31/21	2005875	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	COVID 19	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’s homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Reference:UPDATE: COVID-19: REFERRAL INFORMATION
3/26/21	3/31/21	2005875	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’s homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Reference:UPDATE: COVID-19: REFERRAL INFORMATION

3/26/21	3/31/21	2005875	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Reference:UPDATE: COVID-19: REFERRAL INFORMATION
3/26/21	4/2/21	2005876	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	GENERAL	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).Reference:UPDATE: COVID-19: REFERRAL INFORMATION
3/26/21	4/2/21	2005878	UPDATE: COVID-19: REFERRAL INFORMATION	GENERAL	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19).Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs.FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance.News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov’s Whole of America’s COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance,News Releases, and Fact Sheets.The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the ‘How to Help’; includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested ScriptReference:UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)
3/29/21	4/1/21	2005879	PPM UPDATE: DR-4473-PR DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the ‘Recently Updated Documents’ section and the appropriate category of the PPM: DR 4473 - PRUpdates include:Section I. OverviewLanguage for Late Applications – Rincón Municipality; Page 10Read the entire DSOP for additional information.Note:The previous version will be archived in thePPM Archive.

3/30/21	4/2/21	2005880	PROCESSING PROCEDURES MANUAL - PPM WEB PAGE ENHANCEMENTS	GENERAL	On February 8, 2021, the IHP Processing Procedures Team (PPT) introduced the search feature enhancement to the Processing Procedures Manual (PPM) Web Page. Program Management is excited to announce additional enhancements such as an important information banner, topic pages, top ten most viewed SOPs, and a realignment of the current SOP/DSOP categories.A training video introducing you to these enhancements can be located athttps://fema.connectsolutions.com/ppm-enhancement/.The video also can be located at the IA Training Virtual Classroom pagehttps://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/ia_programs/Pages/ProcessingTraining.aspx,under the namePPM Enhancement Videoon the eLearning tab.The new PPM Web Page is available as of March 30, 2021. The link to the new PPM Web Page is:https://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/npscs/applicant_processing/SitePages/PPM%20Web%20Page.aspxThe page can also be accessed from the Applicant Processing page.If previously saved as a favorite or bookmarked, staff should immediately delete the old favorite link and save the new URL.Reference:PPM UPDATE: NEW SEARCH FUNCTION
3/30/21	4/2/21	2005880	PROCESSING PROCEDURES MANUAL - PPM WEB PAGE ENHANCEMENTS	PPM UPDATE	On February 8, 2021, the IHP Processing Procedures Team (PPT) introduced the search feature enhancement to the Processing Procedures Manual (PPM) Web Page. Program Management is excited to announce additional enhancements such as an important information banner, topic pages, top ten most viewed SOPs, and a realignment of the current SOP/DSOP categories.A training video introducing you to these enhancements can be located athttps://fema.connectsolutions.com/ppm-enhancement/.The video also can be located at the IA Training Virtual Classroom pagehttps://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/ia_programs/Pages/ProcessingTraining.aspx,under the namePPM Enhancement Videoon the eLearning tab.The new PPM Web Page is available as of March 30, 2021. The link to the new PPM Web Page is:https://usfema.sharepoint.com/sites/ORR/orr_programs/recovery_programs/npscs/applicant_processing/SitePages/PPM%20Web%20Page.aspxThe page can also be accessed from the Applicant Processing page.If previously saved as a favorite or bookmarked, staff should immediately delete the old favorite link and save the new URL.Reference:PPM UPDATE: NEW SEARCH FUNCTION
3/31/21	4/3/21	2005881	DR-4587-OK: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4587-OK applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Severe Winter Storms in Oklahoma, Disaster 4587.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
3/31/21	4/5/21	2005882	DR-4587-OK: INSURANCE AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4587-OK applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“Someone giving this phone number applied for FEMA assistance due to losses as a result of Severe Winter Storms in Oklahoma, Disaster 4587.FEMA determined this household has insurance which should cover the disaster-caused losses.If you received an insurance settlement, denial, exclusion or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance or additional information, please contact FEMA.You have up to 12 months from the date of your registration to send an insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782.For any questions regarding this call, please contact FEMA at 800-621-3362.Thank you”This may increase calls to FEMA Helpline when applicants have questions about insurance. Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATE
3/31/21	4/5/21	2005883	REMINDER: INSURANCE VERIFICATIONS FOR PROCESSING	CASEWORK	Prior to issuing an initial inspection for insured applicants, review the reported cause of damage (COD).When processing assistance related to insurance, agents are reminded to check if an insurance settlement or denial is on file for any insured line items.If insurance documents have been submitted but there is no insurance determination on file, a call to theinsurance company is requiredto verify if a claim was filed, finalized and verify any determination.Verbal statements from applicants cannot be accepted as verification of an insurance ALE, Structure or Contents denial or settlement.In order to process related assistance, one of the following items must be verified or completed:Verbal Verification with the Insurance CompanySubmitted Insurance Denial or Settlement lettersA written statement is required for the removal of an insurance typelf there is the indication of a mandatory (forced) payoff, call themortgage companyto verify terms of payoff and if funds were received by applicant after payoff.Claim Date of Loss:Applicants may have been affected by more than one storm. Please verify that the insurance settlement or denial claim date of loss is within the incident period of the specific disaster being reviewed.Reference:Insurance Processing for HA and Personal Property SOPInspection Requests and Comparisons SOP

3/31/21	4/5/21	2005883	REMINDER: INSURANCE VERIFICATIONS FOR PROCESSING	GENERAL	Prior to issuing an initial inspection for insured applicants, review the reported cause of damage (COD).When processing assistance related to insurance, agents are reminded to check if an insurance settlement or denial is on file for any insured line items.If insurance documents have been submitted but there is no insurance determination on file, a call to theinsurance company is requiredto verify if a claim was filed, finalized and verify any determination.Verbal statements from applicants cannot be accepted as verification of an insurance ALE, Structure or Contents denial or settlement.In order to process related assistance, one of the following items must be verified or completed:Verbal Verification with the Insurance CompanySubmitted Insurance Denial or Settlement lettersA written statement is required for the removal of an insurance typelf there is the indication of a mandatory (forced) payoff, call themortgage companyto verify terms of payoff and if funds were received by applicant after payoff.Claim Date of Loss:Applicants may have been affected by more than one storm. Please verify that the insurance settlement or denial claim date of loss is within the incident period of the specific disaster being reviewed.Reference:Insurance Processing for HA and Personal Property SOPInspection Requests and Comparisons SOP
3/31/21	4/5/21	2005884	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	COVID 19	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).
3/31/21	4/5/21	2005884	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	GENERAL	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).
3/31/21	4/5/21	2005884	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	HELPLINE	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).

3/31/21	4/5/21	2005884	UPDATE: COVID-19: CRISIS COUNSELING PROGRAM (CCP)	RI	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsThe mission of the Crisis Counseling Program (CCP) is to assist individuals and communities recover from the psychological effects of disasters through community-based outreach and educational services. The CCP supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging linkage with other individuals and agencies who may help survivors in their recovery process.CCP also allows for the inclusion of a Child Coordinator or Children’s Liaison(s) to ensure that the emotional needs of children and youth are being addressed.Individuals who seek help through the program remain anonymous. Crisis counselors do not keep individual records or case files and avoid classifying, labeling, or diagnosing individuals in any way.Services are provided at no cost and are available to any survivor who has been impacted in the designated geographic disaster areas, whether they live in the area or were in the area at the time of the incident.Under normal circumstances, these services are delivered in survivors’ homes, shelters, in community locations, including places of worship and schools. Due to the COVID-19 nationwide emergency and the need to protect the safety and health of all Americans, the crisis counseling may be delivered by phone, internet, and the media (including social media).
3/31/21	4/5/21	2005885	UPDATE: COVID-19: REFERRAL INFORMATION	COVID 19	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19).Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs.FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance.News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov’s Whole of America’s COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets.The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the ‘How to Help’; includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested Script
3/31/21	4/5/21	2005885	UPDATE: COVID-19: REFERRAL INFORMATION	GENERAL	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19).Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs.FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance.News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov’s Whole of America’s COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets.The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the ‘How to Help’; includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested Script

3/31/21	4/5/21	2005885	UPDATE: COVID-19: REFERRAL INFORMATION	HELPLINE	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested Script
3/31/21	4/5/21	2005885	UPDATE: COVID-19: REFERRAL INFORMATION	RI	Update:COVID-19 and CCP Referrals have been combined into one document.Please be sure to review boththe COVID-19 and the CCP worksheetsaccordingly.The CCP worksheet lists available entries alphabetically by State.Additional referrals may be added as they are received.COVID-19 ReferralsCOVID-19 VaccinationsIndividuals may go toFEMA.govto learn more about FEMA’s Coronavirus response.FEMA is working with federal, state, local, tribal and territorial partners to assist, augment and expedite vaccinations in the United States.Each state, territory and tribe has its own plan for deciding which groups of people will be vaccinated first.For information about getting a vaccination, individuals should contact theirstate, territory or tribal health department.Staff may receive calls regarding various types of assistance and programs being impacted by Coronavirus (COVID-19).At this time, all States and Territories have been declared for Public Assistance (PA) related to the Coronavirus (COVID-19). Some States and Territories have been declared for Individual Assistance (IA) and limited to specific programs. FEMA is not providing direct financial assistance to Individuals and Households at this time.There is no housing (mortgage or rent) financial assistance available.Individuals cannot register for disaster assistance. News ReleaseHQ-20-091 dated April 9, 2020 on FEMA.gov about rent suspension is only in regards to disaster survivors currentlyliving in FEMA HousingUnits.Disaster survivors should check with their Direct Housing recertification advisor to determine if the rent suspension applies to their case.Do not provide the contact information of FEMA employees or any referrals not available through FEMA.gov, preshift, or the National Referrals link.A COVID-19 link has been added at the top of the IAPN page that links directly to theFEMA.gov'Whole of America' COVID-19 Response. This page includes information and links to Health and Human Services (HHS), U.S. Department of Agriculture (USDA), Center for Disease Control (CDC) guidance, News Releases, and Fact Sheets. The Frequently Asked Questions (FAQs) include Small Business Administration (SBA) information about assistance for businesses, and the 'How to Help' includes information on donating, volunteering or providing critical supplies.The following document provides a suggested script to help agents address COVID-19 inquiries.COVID-19 Suggested Script
3/31/21	4/5/21	2005886	DR-4473-PR: RINCON REGISTRATION PERIOD	HELPLINE	The Registration Period for DR-4473-PR has been re-opened:The re-opened registration period isMarch 25, 2021 through May 24, 2021.This will be the “registration period” for Rincon municipality, for the purpose of all FEMA regulations and policies.Staff are reminded to take all registrations regardless of eligibility for individuals with reported damages due to the incident in the declared territory, regardless of the municipality.NEMIS will designate all applications received during this timeframe as occurring in the late registration period.Rincon applicants will initially be designated as “late” however, FEMA will process them normally and willNOTrequire justification for the “late application.”The automatedNLATEletter that an applicant would normally receive in response to a late application request has been placed on hold in the mailroom. However, applicants may still receive this letter if they opted for e-correspondence.Beginning May 25, 2021, new Rincon applications will be considered late and will be required to provide suitable documentation justifying their late registration. Applicants from other municipalities who apply during this timeframe will receive a denial and their applications will not be reviewed. The authorization memorandum is located on theDR-4473-PRDisaster Specific Information page. Reminder:The incident period for the DR-4473-PR Earthquake is December 28, 2019 through July, 3 2020.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATESDR-4473-PR: ADDITIONAL IA COUNTIES FRN 9DR 447¿3 - PR

3/31/21	4/5/21	2005886	DR-4473-PR: RINCON REGISTRATION PERIOD	RI	The Registration Period for DR-4473-PR has been re-opened:The re-opened registration period isMarch 25, 2021 through May 24, 2021.This will be the “registration period” for Rincon municipality, for the purpose of all FEMA regulations and policies.Staff are reminded to take all registrations regardless of eligibility for individuals with reported damages due to the incident in the declared territory, regardless of the municipality.NEMIS will designate all applications received during this timeframe as occurring in the late registration period.Rincon applicants will initially be designated as “late”; however, FEMA will process them normally and willNOTrequire justification for the “late application.”The automatedNLATEletter that an applicant would normally receive in response to a late application request has been placed on hold in the mailroom. However, applicants may still receive this letter if they opted for e-correspondence.Beginning May 25, 2021, new Rincon applications will be considered late and will be required to provide suitable documentation justifying their late registration. Applicants from other municipalities who apply during this timeframe will receive a denial and their applications will not be reviewed. The authorization memorandum is located on theDR-4473-PRDisaster Specific Information page. Reminder:The incident period for the DR-4473-PR Earthquake is December 28, 2019 through July, 3 2020.Reference: REMINDER: TAKE ALL REGISTRATIONS IN DECLARED STATESDR-4473-PR: ADDITIONAL IA COUNTIES FRN 9DR 447¿3 - PR
3/31/21	4/5/21	2005887	UPDATE: COVID-19: FUNERAL ASSISTANCE	COVID 19	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Update: RegistrationThe application process for COVID-19 Funeral Assistance is set to go live April 12, 2021. 1. Applications will only be taken through the COVID-19 Funeral Assistance Helpline.2. Online registrations will not be taken for COVID-19 Funeral Assistance.Reminder: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can begin gathering the documents.Documentation required for COVID-19 Funeral Assistance consideration:1.Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.2.Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:a. The applicant’s name indicated as the responsible party for the expenses;b. The total amount of the funeral expenses;c.The decedent’s name; andd.The date funeral expenses were incurred. 3.Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:1. Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file.2. Advise to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be available in preshifts as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/31/21	4/5/21	2005887	UPDATE: COVID-19: FUNERAL ASSISTANCE	GENERAL	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Update: RegistrationThe application process for COVID-19 Funeral Assistance is set to go live April 12, 2021. 1. Applications will only be taken through the COVID-19 Funeral Assistance Helpline.2. Online registrations will not be taken for COVID-19 Funeral Assistance.Reminder: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can begin gathering the documents.Documentation required for COVID-19 Funeral Assistance consideration:1.Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.2.Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:a. The applicant’s name indicated as the responsible party for the expenses;b. The total amount of the funeral expenses;c.The decedent’s name; andd.The date funeral expenses were incurred. 3.Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:1. Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file.2. Advise to monitorCOVID-19 Funeral Assistance FEMA.govfor updated information.Additional information will be available in preshifts as FEMA moves closer to implementing COVID-19 Funeral Assistance.

3/31/21	4/5/21	2005887	UPDATE: COVID-19: FUNERAL ASSISTANCE	HELPLINE	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Update: RegistrationThe application process for COVID-19 Funeral Assistance is set to go live April 12, 2021. 1. Applications will only be taken through the COVID-19 Funeral Assistance Helpline. 2. Online registrations will not be taken for COVID-19 Funeral Assistance. Reminder: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can begin gathering the documents. Documentation required for COVID-19 Funeral Assistance consideration: 1. Death certificate: An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19. 2. Proof of funeral expenses: Documentation, such as receipts or funeral home contract, must include all of the following information: a. The applicant's name indicated as the responsible party for the expenses; b. The total amount of the funeral expenses; c. The decedent's name; and d. The date funeral expenses were incurred. 3. Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA. a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit. Reminders for individuals: 1. Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file. 2. Advise to monitor COVID-19 Funeral Assistance FEMA.gov for updated information. Additional information will be available in preshifts as FEMA moves closer to implementing COVID-19 Funeral Assistance.
3/31/21	4/5/21	2005887	UPDATE: COVID-19: FUNERAL ASSISTANCE	RI	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. Update: RegistrationThe application process for COVID-19 Funeral Assistance is set to go live April 12, 2021. 1. Applications will only be taken through the COVID-19 Funeral Assistance Helpline. 2. Online registrations will not be taken for COVID-19 Funeral Assistance. Reminder: DocumentationFEMA has released information regarding what documentation will be required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can begin gathering the documents. Documentation required for COVID-19 Funeral Assistance consideration: 1. Death certificate: An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19. 2. Proof of funeral expenses: Documentation, such as receipts or funeral home contract, must include all of the following information: a. The applicant's name indicated as the responsible party for the expenses; b. The total amount of the funeral expenses; c. The decedent's name; and d. The date funeral expenses were incurred. 3. Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA. a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit. Reminders for individuals: 1. Currently, they can only gather the documentation and as soon as they are able to register, they can submit the documentation to be uploaded into their file. 2. Advise to monitor COVID-19 Funeral Assistance FEMA.gov for updated information. Additional information will be available in preshifts as FEMA moves closer to implementing COVID-19 Funeral Assistance.
4/1/21	4/5/21	2005888	KENTUCKY DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4592 Kentucky has been declared for Public Assistance for Severe Winter Storms, Landslides, and Mudslides that occurred February 8 - 19, 2021. Please suggest individuals monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov, by using the "Search your location" function or by clicking on "Disasters & Assistance"; and scrolling down the menu to "All Disaster Declarations". Individuals can also search by address at Disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the individual has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. http://www.211.org/3-1-1 may be available in some metropolitan areas of the country. Individuals can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources"; on the mobile app. Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site. Please notify individuals to call 911 for medical emergencies. For individuals expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE

4/1/21	4/9/21	2005889	COVID-19 FUNERAL ASSISTANCE HELPLINE	COVID 19	The COVID-19 Funeral Assistance Helpline is set to go live on April 12, 2021andis a dedicated phone number to address all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline: 1-844-684-6333(this number will not be active until 4/12/21)Hours of Operation:Monday - Friday: 9 am - 9 pm Eastern TimeUntil April 12, 2021, an IVR message has been placed on the COVID-19 Funeral Helpline informing callers:You have reached FEMA’s COVID-19 Funeral Assistance Helpline. We will begin accepting applications for COVID-19 Funeral Assistance on April 12th. Applications will be accepted Monday through Friday from 9am to 9pm Eastern Time. During the month of April, we expect our phone lines to be very busy, however, there is no deadline to apply for COVID 19 Funeral Assistance at this time.When you call back to apply, please have the following information available: Your Social Security Number and date of birth;Your current mailing address and phone numbers;Your routing and account number for your checking or savings account if you want to receive a direct deposit;The Social Security Number and date of birth of the deceased individual;Location or address where the deceased individual passed away; The date the funeral expenses were incurred; andIf applicable, any funeral assistance received from other sources including burial or funeral insurance information for the deceased individual. Also, please remember that you should not provide personal information to anyone who calls claiming to be a FEMA representative and offers to register you for FEMA COVID-19 Funeral Assistance. FEMA will not contact you prior to you applying for assistance.Please call back when you have all of your information to apply on or after April 12th. Thank you.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE
4/1/21	4/9/21	2005889	COVID-19 FUNERAL ASSISTANCE HELPLINE	GENERAL	The COVID-19 Funeral Assistance Helpline is set to go live on April 12, 2021andis a dedicated phone number to address all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline: 1-844-684-6333(this number will not be active until 4/12/21)Hours of Operation:Monday - Friday: 9 am - 9 pm Eastern TimeUntil April 12, 2021, an IVR message has been placed on the COVID-19 Funeral Helpline informing callers:You have reached FEMA’s COVID-19 Funeral Assistance Helpline. We will begin accepting applications for COVID-19 Funeral Assistance on April 12th. Applications will be accepted Monday through Friday from 9am to 9pm Eastern Time. During the month of April, we expect our phone lines to be very busy, however, there is no deadline to apply for COVID 19 Funeral Assistance at this time.When you call back to apply, please have the following information available: Your Social Security Number and date of birth;Your current mailing address and phone numbers;Your routing and account number for your checking or savings account if you want to receive a direct deposit;The Social Security Number and date of birth of the deceased individual;Location or address where the deceased individual passed away; The date the funeral expenses were incurred; andIf applicable, any funeral assistance received from other sources including burial or funeral insurance information for the deceased individual. Also, please remember that you should not provide personal information to anyone who calls claiming to be a FEMA representative and offers to register you for FEMA COVID-19 Funeral Assistance. FEMA will not contact you prior to you applying for assistance.Please call back when you have all of your information to apply on or after April 12th. Thank you.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE
4/1/21	4/9/21	2005889	COVID-19 FUNERAL ASSISTANCE HELPLINE	HELPLINE	The COVID-19 Funeral Assistance Helpline is set to go live on April 12, 2021andis a dedicated phone number to address all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline: 1-844-684-6333(this number will not be active until 4/12/21)Hours of Operation:Monday - Friday: 9 am - 9 pm Eastern TimeUntil April 12, 2021, an IVR message has been placed on the COVID-19 Funeral Helpline informing callers:You have reached FEMA’s COVID-19 Funeral Assistance Helpline. We will begin accepting applications for COVID-19 Funeral Assistance on April 12th. Applications will be accepted Monday through Friday from 9am to 9pm Eastern Time. During the month of April, we expect our phone lines to be very busy, however, there is no deadline to apply for COVID 19 Funeral Assistance at this time.When you call back to apply, please have the following information available: Your Social Security Number and date of birth;Your current mailing address and phone numbers;Your routing and account number for your checking or savings account if you want to receive a direct deposit;The Social Security Number and date of birth of the deceased individual;Location or address where the deceased individual passed away; The date the funeral expenses were incurred; andIf applicable, any funeral assistance received from other sources including burial or funeral insurance information for the deceased individual. Also, please remember that you should not provide personal information to anyone who calls claiming to be a FEMA representative and offers to register you for FEMA COVID-19 Funeral Assistance. FEMA will not contact you prior to you applying for assistance.Please call back when you have all of your information to apply on or after April 12th. Thank you.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE

4/1/21	4/9/21	2005889	COVID-19 FUNERAL ASSISTANCE HELPLINE	RI	The COVID-19 Funeral Assistance Helpline is set to go live on April 12, 2021 and is a dedicated phone number to address all COVID-19 Funeral Assistance applications and inquiries. COVID-19 Funeral Assistance Helpline: 1-844-684-6333 (this number will not be active until 4/12/21). Hours of Operation: Monday - Friday: 9 am - 9 pm Eastern Time. Until April 12, 2021, an IVR message has been placed on the COVID-19 Funeral Helpline informing callers: You have reached FEMA's COVID-19 Funeral Assistance Helpline. We will begin accepting applications for COVID-19 Funeral Assistance on April 12th. Applications will be accepted Monday through Friday from 9 am to 9 pm Eastern Time. During the month of April, we expect our phone lines to be very busy, however, there is no deadline to apply for COVID 19 Funeral Assistance at this time. When you call back to apply, please have the following information available: Your Social Security Number and date of birth; Your current mailing address and phone numbers; Your routing and account number for your checking or savings account if you want to receive a direct deposit; The Social Security Number and date of birth of the deceased individual; Location or address where the deceased individual passed away; The date the funeral expenses were incurred; and if applicable, any funeral assistance received from other sources including burial or funeral insurance information for the deceased individual. Also, please remember that you should not provide personal information to anyone who calls claiming to be a FEMA representative and offers to register you for FEMA COVID-19 Funeral Assistance. FEMA will not contact you prior to you applying for assistance. Please call back when you have all of your information to apply on or after April 12th. Thank you. Reference: UPDATE: COVID-19: FUNERAL ASSISTANCE
4/2/21	4/6/21	2005890	DR-4590-LA: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4590-LA for applicants that received the NOINSP Triage Level 1 No Inspection letter. The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body: You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection 2. No, I do not need an inspection Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant. Before requesting an inspection, ensure Identity and Occupancy verifications have been met. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
4/2/21	4/7/21	2005891	DR-4590-LA: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4590-LA for applicants that received the NOINSP Triage Level 1 No Inspection letter. The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake. Message Body: You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home. Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection 2. No, I do not need an inspection Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection: Request the inspection as normal and FEMA will contact the applicant. Before requesting an inspection, ensure Identity and Occupancy verifications have been met. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS REMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
4/5/21	4/9/21	2005892	REMINDER: ONLINE DAC: INSPECTION REQUESTS	CASEWORK	Applicants have the ability to request an inspection through their online DAC Account (DACAI) if they received an initial decision of ineligible due to inaccessible, withdrawn (WVO), no contact (INCI), or missed inspection (IMI). Applicants are restricted to only making one online inspection request per disaster as they would do by calling helpline. Casework: For these type of scenarios, if an inspection is returned by Inspections (RTS), staff should make one courtesy call attempt to the applicant to clarify the inspection request and then address appropriately. Reference: Helpline NPSC Caller Services Reference Guide Inspection Requests and Comparisons REMINDER: NO CONTACT QUEUE
4/5/21	4/9/21	2005892	REMINDER: ONLINE DAC: INSPECTION REQUESTS	GENERAL	Applicants have the ability to request an inspection through their online DAC Account (DACAI) if they received an initial decision of ineligible due to inaccessible, withdrawn (WVO), no contact (INCI), or missed inspection (IMI). Applicants are restricted to only making one online inspection request per disaster as they would do by calling helpline. Casework: For these type of scenarios, if an inspection is returned by Inspections (RTS), staff should make one courtesy call attempt to the applicant to clarify the inspection request and then address appropriately. Reference: Helpline NPSC Caller Services Reference Guide Inspection Requests and Comparisons REMINDER: NO CONTACT QUEUE
4/5/21	4/9/21	2005892	REMINDER: ONLINE DAC: INSPECTION REQUESTS	HELPLINE	Applicants have the ability to request an inspection through their online DAC Account (DACAI) if they received an initial decision of ineligible due to inaccessible, withdrawn (WVO), no contact (INCI), or missed inspection (IMI). Applicants are restricted to only making one online inspection request per disaster as they would do by calling helpline. Casework: For these type of scenarios, if an inspection is returned by Inspections (RTS), staff should make one courtesy call attempt to the applicant to clarify the inspection request and then address appropriately. Reference: Helpline NPSC Caller Services Reference Guide Inspection Requests and Comparisons REMINDER: NO CONTACT QUEUE
4/6/21	4/8/21	2005893	IAPN DOWNTIME: APRIL 8, 2021	GENERAL	Individual Assistance Preshift Notes (IAPN) will be down Thursday, April 8, 2021 from 6:00 am to 7:30 am (ET). Note: All times are approximate.
4/6/21	4/8/21	2005893	IAPN DOWNTIME: APRIL 8, 2021	HELPLINE	Individual Assistance Preshift Notes (IAPN) will be down Thursday, April 8, 2021 from 6:00 am to 7:30 am (ET). Note: All times are approximate.
4/6/21	4/8/21	2005893	IAPN DOWNTIME: APRIL 8, 2021	RI	Individual Assistance Preshift Notes (IAPN) will be down Thursday, April 8, 2021 from 6:00 am to 7:30 am (ET). Note: All times are approximate.

4/8/21	4/12/21	2005900	SYSTEM MAINTENANCE: APRIL 8 - 9, 2021	HELPLINE	Some systems will be down from 11:00 PM (EDT) Thursday, April 8 until 6:00 AM (EDT) Friday, April 9 for System Maintenance.During this downtime, staff should use Disasterassistance.gov to complete new registrations.Inform callers to call back after 6:00 am (EDT) 04/09/21 for other inquiries. The following applications will be unavailable during the downtime:Case Processing in NEMIS (PowerBuilder or Web)Helpline lookup in NEMIS (PowerBuilder or Web)DAC AdminHOMES / DARAC - Direct Assistance Replacement Assistance ConsiderationJAVA Auto Determination (JADE)Mail Utility Module (MUM)Inspection Management (IM)DAC Public Applicant Inquiry onwww.Disasterassistance.govDMARTSNFIRAOther applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications.Note: All times are approximate.
4/8/21	4/12/21	2005900	SYSTEM MAINTENANCE: APRIL 8 - 9, 2021	RI	Some systems will be down from 11:00 PM (EDT) Thursday, April 8 until 6:00 AM (EDT) Friday, April 9 for System Maintenance.During this downtime, staff should use Disasterassistance.gov to complete new registrations.Inform callers to call back after 6:00 am (EDT) 04/09/21 for other inquiries. The following applications will be unavailable during the downtime:Case Processing in NEMIS (PowerBuilder or Web)Helpline lookup in NEMIS (PowerBuilder or Web)DAC AdminHOMES / DARAC - Direct Assistance Replacement Assistance ConsiderationJAVA Auto Determination (JADE)Mail Utility Module (MUM)Inspection Management (IM)DAC Public Applicant Inquiry onwww.Disasterassistance.govDMARTSNFIRAOther applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications.Note: All times are approximate.
4/8/21	4/14/21	2005901	SYSTEM MAINTENANCE: APRIL 8 - 9, 2021	GENERAL	Some systems will be down from 11:00 PM (EDT) Thursday, April 8 until 6:00 AM (EDT) Friday, April 9 for System Maintenance.During this downtime, staff should use Disasterassistance.gov to complete new registrations.Inform callers to call back after 6:00 am (EDT) 04/09/21 for other inquiries. The following applications will be unavailable during the downtime:Case Processing in NEMIS (PowerBuilder or Web)Helpline lookup in NEMIS (PowerBuilder or Web)DAC AdminHOMES / DARAC - Direct Assistance Replacement Assistance ConsiderationJAVA Auto Determination (JADE)Mail Utility Module (MUM)Inspection Management (IM)DAC Public Applicant Inquiry onwww.Disasterassistance.govDMARTSNFIRAOther applications may also be affected, visit the Enterprise Service Desk website for alert and outage notifications.Note: All times are approximate.
4/9/21	4/10/21	2005902	NEMIS RELEASE: APRIL 10, 2021	CASEWORK	The production deployment of the IA Program Support Systems Release (IAPSS) 1.18.00.00, has been scheduled for Saturday, April 10, 2021.Some systems will be down from 4:00 am through 6:00 am (ET) Saturday, April 10, 2021 for the deployment.Registration Intake will be operational for new registrationsNEMIS Legacy (PowerBuilder) will not be impacted.For staff that are not trained on NEMIS Legacy, inform callers to call back after 6:00 am 4/10/21 for inquiries.The following functions will not work during the downtime:Case Processing in Web NEMISHelpline lookup in Web NEMISAdmin IAHOMES / DARAC – Direct Assistance Replacement Assistance ConsiderationInspection Management WebJAVA Auto Determination (JADE)Mail Utility Module (MUM)State WebOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
4/9/21	4/10/21	2005902	NEMIS RELEASE: APRIL 10, 2021	HELPLINE	The production deployment of the IA Program Support Systems Release (IAPSS) 1.18.00.00, has been scheduled for Saturday, April 10, 2021.Some systems will be down from 4:00 am through 6:00 am (ET) Saturday, April 10, 2021 for the deployment.Registration Intake will be operational for new registrationsNEMIS Legacy (PowerBuilder) will not be impacted.For staff that are not trained on NEMIS Legacy, inform callers to call back after 6:00 am 4/10/21 for inquiries.The following functions will not work during the downtime:Case Processing in Web NEMISHelpline lookup in Web NEMISAdmin IAHOMES / DARAC – Direct Assistance Replacement Assistance ConsiderationInspection Management WebJAVA Auto Determination (JADE)Mail Utility Module (MUM)State WebOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
4/9/21	4/10/21	2005902	NEMIS RELEASE: APRIL 10, 2021	RI	The production deployment of the IA Program Support Systems Release (IAPSS) 1.18.00.00, has been scheduled for Saturday, April 10, 2021.Some systems will be down from 4:00 am through 6:00 am (ET) Saturday, April 10, 2021 for the deployment.Registration Intake will be operational for new registrationsNEMIS Legacy (PowerBuilder) will not be impacted.For staff that are not trained on NEMIS Legacy, inform callers to call back after 6:00 am 4/10/21 for inquiries.The following functions will not work during the downtime:Case Processing in Web NEMISHelpline lookup in Web NEMISAdmin IAHOMES / DARAC – Direct Assistance Replacement Assistance ConsiderationInspection Management WebJAVA Auto Determination (JADE)Mail Utility Module (MUM)State WebOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.
4/9/21	4/10/21	2005903	NEMIS RELEASE: APRIL 10, 2021	GENERAL	The production deployment of the IA Program Support Systems Release (IAPSS) 1.18.00.00, has been scheduled for Saturday, April 10, 2021.Some systems will be down from 4:00 am through 6:00 am (ET) Saturday, April 10, 2021 for the deployment.Registration Intake will be operational for new registrationsNEMIS Legacy (PowerBuilder) will not be impacted.For staff that are not trained on NEMIS Legacy, inform callers to call back after 6:00 am 4/10/21 for inquiries.The following functions will not work during the downtime:Case Processing in Web NEMISHelpline lookup in Web NEMISAdmin IAHOMES / DARAC – Direct Assistance Replacement Assistance ConsiderationInspection Management WebJAVA Auto Determination (JADE)Mail Utility Module (MUM)State WebOther applications may also be affected, visit theEnterprise Service Deskwebsite for alert and outage notifications.Note: All times are approximate.

4/9/21	4/9/21	2005904	UPDATE: DAC 9.13 RELEASE: APRIL 8, 2021 12:00 PM	RI	UPDATE:DAC 9.13 release is complete and staff can take registrations as normal.The release contains the following updates:Updates the DAC application to capture key applicant demographic data, satisfying requirements for the President’s Executive Order On Advancing Racial Equity and Support for Underserved Communities Through the Federal GovernmentAddresses defects identified in the DAC Admin application related to pop-up screens that had been disabled.Includes code fixes to assist in the transition of SMS text messaging services to a new vendor.
4/12/21	4/14/21	2005906	COVID-19: FUNERAL RESOURCE PAGE	COVID 19	The Funeral Resources Page provides links to information based on your level of need for COVID-19 Funeral Assistance information. Links are grouped by categories and contain information for you to support Funeral Assistance applicants and callers with COVID-19 questions.¿Some documents available on the Funeral Resources Page include:Document Verification Contract Staff DSOP:Provides instructions to contract staff who will be performing document verification for COVID-19 Funeral Assistance.CFNRL Assistance Line Reference Guide:Provides instructions to staff who will be receiving calls regarding COVID-19 Funeral Assistance.CFNRL Document Review Checklist:Provides a quick reference for performing the document verification processes.Reference:Funeral Resources Page
4/12/21	4/14/21	2005906	COVID-19: FUNERAL RESOURCE PAGE	GENERAL	The Funeral Resources Page provides links to information based on your level of need for COVID-19 Funeral Assistance information. Links are grouped by categories and contain information for you to support Funeral Assistance applicants and callers with COVID-19 questions.¿Some documents available on the Funeral Resources Page include:Document Verification Contract Staff DSOP:Provides instructions to contract staff who will be performing document verification for COVID-19 Funeral Assistance.CFNRL Assistance Line Reference Guide:Provides instructions to staff who will be receiving calls regarding COVID-19 Funeral Assistance.CFNRL Document Review Checklist:Provides a quick reference for performing the document verification processes.Reference:Funeral Resources Page
4/12/21	4/14/21	2005906	COVID-19: FUNERAL RESOURCE PAGE	HELPLINE	The Funeral Resources Page provides links to information based on your level of need for COVID-19 Funeral Assistance information. Links are grouped by categories and contain information for you to support Funeral Assistance applicants and callers with COVID-19 questions.¿Some documents available on the Funeral Resources Page include:Document Verification Contract Staff DSOP:Provides instructions to contract staff who will be performing document verification for COVID-19 Funeral Assistance.CFNRL Assistance Line Reference Guide:Provides instructions to staff who will be receiving calls regarding COVID-19 Funeral Assistance.CFNRL Document Review Checklist:Provides a quick reference for performing the document verification processes.Reference:Funeral Resources Page
4/12/21	4/14/21	2005906	COVID-19: FUNERAL RESOURCE PAGE	RI	The Funeral Resources Page provides links to information based on your level of need for COVID-19 Funeral Assistance information. Links are grouped by categories and contain information for you to support Funeral Assistance applicants and callers with COVID-19 questions.¿Some documents available on the Funeral Resources Page include:Document Verification Contract Staff DSOP:Provides instructions to contract staff who will be performing document verification for COVID-19 Funeral Assistance.CFNRL Assistance Line Reference Guide:Provides instructions to staff who will be receiving calls regarding COVID-19 Funeral Assistance.CFNRL Document Review Checklist:Provides a quick reference for performing the document verification processes.Reference:Funeral Resources Page
4/12/21	4/14/21	2005905	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the ‘Recently Updated Documents’ section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPRead the entire DSOP for additional information.The DSOP includes guidance for:Who May Get Assistance.Documentation or Verifications needed.Eligible and Ineligible determinations.Funeral Assistance with Lost Wages Supplemental Payment Assistance (LWA).Note:Standard guidance applies unless Disaster Specific Guidance is available.
4/12/21	4/19/21	2005907	UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINE	COVID 19	The COVID-19 Funeral Assistance Helpline is now live,this dedicated line addresses all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline:1-844-684-6333Hours of Operation: Monday - Friday: 9 am - 9 pm Eastern TimeFor callers contacting the FEMA Helpline number (800-621-3362) regarding COVID Funeral Assistance:Provide the COVID-19 Funeral Assistance Helpline number, hours of operation, and complete a cold transfer.Let the callers know the line is experiencing a high call volume and it might take some time to get through.If the call is received outside the hours of operation, please advise the applicants to call back when the line is open.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE
4/12/21	4/19/21	2005907	UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINE	GENERAL	The COVID-19 Funeral Assistance Helpline is now live,this dedicated line addresses all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline:1-844-684-6333Hours of Operation: Monday - Friday: 9 am - 9 pm Eastern TimeFor callers contacting the FEMA Helpline number (800-621-3362) regarding COVID Funeral Assistance:Provide the COVID-19 Funeral Assistance Helpline number, hours of operation, and complete a cold transfer.Let the callers know the line is experiencing a high call volume and it might take some time to get through.If the call is received outside the hours of operation, please advise the applicants to call back when the line is open.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE
4/12/21	4/19/21	2005907	UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINE	HELPLINE	The COVID-19 Funeral Assistance Helpline is now live,this dedicated line addresses all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline:1-844-684-6333Hours of Operation: Monday - Friday: 9 am - 9 pm Eastern TimeFor callers contacting the FEMA Helpline number (800-621-3362) regarding COVID Funeral Assistance:Provide the COVID-19 Funeral Assistance Helpline number, hours of operation, and complete a cold transfer.Let the callers know the line is experiencing a high call volume and it might take some time to get through.If the call is received outside the hours of operation, please advise the applicants to call back when the line is open.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE

4/12/21	4/19/21	2005907	UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINE	RI	The COVID-19 Funeral Assistance Helpline is now live,this dedicated line addresses all COVID-19 Funeral Assistance applications and inquiries.COVID-19 Funeral Assistance Helpline:1-844-684-6333Hours of Operation: Monday - Friday: 9 am - 9 pm Eastern TimeFor callers contacting the FEMA Helpline number (800-621-3362) regarding COVID Funeral Assistance:Provide the COVID-19 Funeral Assistance Helpline number, hours of operation, and complete a cold transfer.Let the callers know the line is experiencing a high call volume and it might take some time to get through.If the call is received outside the hours of operation, please advise the applicants to call back when the line is open.Reference:UPDATE: COVID-19: FUNERAL ASSISTANCE
4/12/21	4/14/21	2005908	COVID-19 FUNERAL ASSISTANCE INFORMATION	COVID 19	Reminders for staff taking COVID-19 Funeral Assistance calls:Staff needs to selectCOVID-19 PANDEMICas the disaster when starting the registration.For the question:What type of the following damage occurred?Select:COVID 19 PANDEMICNote: The CNFRL RI Users Guide will be updated.Registration Intake staffare to include the deceased individual's information during the registration process.If the caller does not have the required information found on the death certificate for the deceased, then the registration must be saved as incomplete.Helpline staffassigned to COVID-19 Funeral Assistance Helpline must accept and complete all COVID Funeral registrations.DoNOTrefuse to accept registration intake calls.DoNOTtransfer registration intake calls.It is crucial that staff follow the guidance in the CNFRL Registration Intake (RI) User Guide and Job Aid and not rush through and miss required information.Reference:CNFRL Registration Intake (RI) Users GuideCNFRL RI Job Aid (Screens)Funeral Resources Page
4/12/21	4/14/21	2005908	COVID-19 FUNERAL ASSISTANCE INFORMATION	GENERAL	Reminders for staff taking COVID-19 Funeral Assistance calls:Staff needs to selectCOVID-19 PANDEMICas the disaster when starting the registration.For the question:What type of the following damage occurred?Select:COVID 19 PANDEMICNote: The CNFRL RI Users Guide will be updated.Registration Intake staffare to include the deceased individual's information during the registration process.If the caller does not have the required information found on the death certificate for the deceased, then the registration must be saved as incomplete.Helpline staffassigned to COVID-19 Funeral Assistance Helpline must accept and complete all COVID Funeral registrations.DoNOTrefuse to accept registration intake calls.DoNOTtransfer registration intake calls.It is crucial that staff follow the guidance in the CNFRL Registration Intake (RI) User Guide and Job Aid and not rush through and miss required information.Reference:CNFRL Registration Intake (RI) Users GuideCNFRL RI Job Aid (Screens)Funeral Resources Page
4/12/21	4/14/21	2005908	COVID-19 FUNERAL ASSISTANCE INFORMATION	HELPLINE	Reminders for staff taking COVID-19 Funeral Assistance calls:Staff needs to selectCOVID-19 PANDEMICas the disaster when starting the registration.For the question:What type of the following damage occurred?Select:COVID 19 PANDEMICNote: The CNFRL RI Users Guide will be updated.Registration Intake staffare to include the deceased individual's information during the registration process.If the caller does not have the required information found on the death certificate for the deceased, then the registration must be saved as incomplete.Helpline staffassigned to COVID-19 Funeral Assistance Helpline must accept and complete all COVID Funeral registrations.DoNOTrefuse to accept registration intake calls.DoNOTtransfer registration intake calls.It is crucial that staff follow the guidance in the CNFRL Registration Intake (RI) User Guide and Job Aid and not rush through and miss required information.Reference:CNFRL Registration Intake (RI) Users GuideCNFRL RI Job Aid (Screens)Funeral Resources Page
4/12/21	4/14/21	2005908	COVID-19 FUNERAL ASSISTANCE INFORMATION	RI	Reminders for staff taking COVID-19 Funeral Assistance calls:Staff needs to selectCOVID-19 PANDEMICas the disaster when starting the registration.For the question:What type of the following damage occurred?Select:COVID 19 PANDEMICNote: The CNFRL RI Users Guide will be updated.Registration Intake staffare to include the deceased individual's information during the registration process.If the caller does not have the required information found on the death certificate for the deceased, then the registration must be saved as incomplete.Helpline staffassigned to COVID-19 Funeral Assistance Helpline must accept and complete all COVID Funeral registrations.DoNOTrefuse to accept registration intake calls.DoNOTtransfer registration intake calls.It is crucial that staff follow the guidance in the CNFRL Registration Intake (RI) User Guide and Job Aid and not rush through and miss required information.Reference:CNFRL Registration Intake (RI) Users GuideCNFRL RI Job Aid (Screens)Funeral Resources Page
4/12/21	4/15/21	2005910	COVID-19: DISASTER SPECIFIC PAGE	COVID 19	A disaster specific page was created for the multiple declarations for Funeral assistance due to COVID-19.COVID-19Some changes have been made to the normal disaster specific page format.Some differences include:COVID-19 page link is found under 2021 on theDisaster Specific Information site.A disaster number of '0019' was assigned solely for purposes of the page listing, as a workaround needed to get the required associations for documents and data to a disaster specific page.Notice of Disaster Declaration section only contains the initial declaration summaries and not all the FRNs and is grouped by state/territory/tribe name to make locating documents easier.Sections not applicable for COVID-19, example Sanctioned Communities, have been removed.Note:There are no JOINT disasters for COVID-19 Funeral Assistance, all inquiries go through theCOVID-19 Funeral Assistance Helpline.
4/12/21	4/15/21	2005910	COVID-19: DISASTER SPECIFIC PAGE	GENERAL	A disaster specific page was created for the multiple declarations for Funeral assistance due to COVID-19.COVID-19Some changes have been made to the normal disaster specific page format.Some differences include:COVID-19 page link is found under 2021 on theDisaster Specific Information site.A disaster number of '0019' was assigned solely for purposes of the page listing, as a workaround needed to get the required associations for documents and data to a disaster specific page.Notice of Disaster Declaration section only contains the initial declaration summaries and not all the FRNs and is grouped by state/territory/tribe name to make locating documents easier.Sections not applicable for COVID-19, example Sanctioned Communities, have been removed.Note:There are no JOINT disasters for COVID-19 Funeral Assistance, all inquiries go through theCOVID-19 Funeral Assistance Helpline.

4/12/21	4/15/21	2005910	COVID-19: DISASTER SPECIFIC PAGE	HELPLINE	A disaster specific page was created for the multiple declarations for Funeral assistance due to COVID-19.COVID-19Some changes have been made to the normal disaster specific page format.Some differences include:COVID-19 page link is found under 2021 on the Disaster Specific Information site. A disaster number of ‘0019’ was assigned solely for purposes of the page listing, as a workaround needed to get the required associations for documents and data to a disaster specific page.Notice of Disaster Declaration section only contains the initial declaration summaries and not all the FRNs and is grouped by state/territory/tribe name to make locating documents easier.Sections not applicable for COVID-19, example Sanctioned Communities, have been removed.Note:There are no JOINT disasters for COVID-19 Funeral Assistance, all inquiries go through the COVID-19 Funeral Assistance Helpline.
4/12/21	4/15/21	2005910	COVID-19: DISASTER SPECIFIC PAGE	RI	A disaster specific page was created for the multiple declarations for Funeral assistance due to COVID-19.COVID-19Some changes have been made to the normal disaster specific page format.Some differences include:COVID-19 page link is found under 2021 on the Disaster Specific Information site. A disaster number of ‘0019’ was assigned solely for purposes of the page listing, as a workaround needed to get the required associations for documents and data to a disaster specific page.Notice of Disaster Declaration section only contains the initial declaration summaries and not all the FRNs and is grouped by state/territory/tribe name to make locating documents easier.Sections not applicable for COVID-19, example Sanctioned Communities, have been removed.Note:There are no JOINT disasters for COVID-19 Funeral Assistance, all inquiries go through the COVID-19 Funeral Assistance Helpline.
4/12/21	4/16/21	2005911	UPDATE: COVID-19: FUNERAL ASSISTANCE	GENERAL	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. RegistrationThe application process for COVID-19 Funeral Assistance went live April 12, 2021. Applications will only be taken through the COVID-19 Funeral Assistance Helpline: 1-844-684-6333.Online registrations will not be taken for COVID-19 Funeral Assistance.The individual registering must be a citizen, non-citizen national or qualified alien of the United States and registrations can NOT be taken on behalf of a minor child.DocumentationFEMA has released information regarding what documentation is required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can gather the documents.Documentation required for COVID-19 Funeral Assistance consideration:1. Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.2. Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:a. The applicant’s name indicated as the responsible party for the expenses;b. The total amount of the funeral expenses;c. The decedent’s name; andd. The date funeral expenses were incurred.3. Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:1. Once registered, they can submit the documentation to be uploaded into their file.2. Advise to monitor COVID-19 Funeral Assistance FEMA.gov for updated information.Reference:UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINECOVID-19: FUNERAL RESOURCE PAGECOVID-19 FUNERAL ASSISTANCE INFORMATIONCOVID-19 Funeral Assistance Processing DSOP
4/12/21	4/17/21	2005909	UPDATE: COVID-19: FUNERAL ASSISTANCE	COVID 19	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. RegistrationThe application process for COVID-19 Funeral Assistance went live April 12, 2021. Applications will only be taken through the COVID-19 Funeral Assistance Helpline: 1-844-684-6333.Online registrations will not be taken for COVID-19 Funeral Assistance.The individual registering must be a citizen, non-citizen national or qualified alien of the United States and registrations can NOT be taken on behalf of a minor child.COVID - 19 Funeral expenses incurred after January 20, 2020 will be considered for assistance.DocumentationFEMA has released information regarding what documentation is required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can gather the documents.Documentation required for COVID-19 Funeral Assistance consideration:1. Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.2. Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:a. The applicant’s name indicated as the responsible party for the expenses;b. The total amount of the funeral expenses;c. The decedent’s name; andd. The date funeral expenses were incurred.3. Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:1. Once registered, they can submit the documentation to be uploaded into their file.2. Advise to monitor COVID-19 Funeral Assistance FEMA.gov for updated information.Reference:UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINECOVID-19: FUNERAL RESOURCE PAGECOVID-19 FUNERAL ASSISTANCE INFORMATIONCOVID-19 Funeral Assistance Processing DSOP

4/12/21	4/17/21	2005909	UPDATE: COVID-19: FUNERAL ASSISTANCE	GENERAL	In December 2020 the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 was signed into law as part of the Consolidated Appropriations Act of 2021. This legislation allows FEMA to provide funeral assistance for anyone with eligible funeral expenses attributed to COVID-19. RegistrationThe application process for COVID-19 Funeral Assistance went live April 12, 2021. Applications will only be taken through the COVID-19 Funeral Assistance Helpline: 1-844-684-6333.Online registrations will not be taken for COVID-19 Funeral Assistance.The individual registering must be a citizen, non-citizen national or qualified alien of the United States and registrations can NOT be taken on behalf of a minor child.COVID - 19 Funeral expenses incurred after January 20, 2020 will be considered for assistance.DocumentationFEMA has released information regarding what documentation is required for COVID-19 Funeral Assistance. If individuals ask, please share the following information so they can gather the documents.Documentation required for COVID-19 Funeral Assistance consideration:1. Death certificate:An official death certificate by a medical examiner, coroner, or other certifier attributing the death to COVID-19.2. Proof of funeral expenses:Documentation, such as receipts or funeral home contract, must include all of the following information:a. The applicant's name indicated as the responsible party for the expenses;b. The total amount of the funeral expenses;c. The decedent's name; andd. The date funeral expenses were incurred.3. Insurance or other funeral benefits: If the decedent had insurance covering funeral costs and/or any form of Funeral Assistance was received from voluntary agencies, government agencies (state, tribal or other federal programs that pay for funeral or burial assistance, etc.), or other sources, the applicant must provide this documentation to FEMA.a. FEMA does not consider life insurance proceeds, death gratuities, or other forms of assistance not specifically intended to defray funeral costs as a duplication of benefit.Reminders for individuals:1. Once registered, they can submit the documentation to be uploaded into their file.2. Advise to monitor COVID-19 Funeral Assistance FEMA.gov for updated information.Reference:UPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINECOVID-19: FUNERAL RESOURCE PAGECOVID-19 FUNERAL ASSISTANCE INFORMATIONCOVID-19 Funeral Assistance Processing DSOP
4/12/21	4/17/21	2005912	SYSTEM ISSUE: COVID-19 INELIGIBLE DECISION LETTERS	CASEWORK	A system issue has been identified with Ineligible (INSS) decision letters being improperly generated in COVID- 19 Funeral registrations. The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:If an applicant indicates they received an INSS ineligible decision or letter, advise the applicant to disregard the letter and explain that FEMA is working to resolve the issue.
4/12/21	4/17/21	2005912	SYSTEM ISSUE: COVID-19 INELIGIBLE DECISION LETTERS	COVID 19	A system issue has been identified with Ineligible (INSS) decision letters being improperly generated in COVID- 19 Funeral registrations. The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:If an applicant indicates they received an INSS ineligible decision or letter, advise the applicant to disregard the letter and explain that FEMA is working to resolve the issue.
4/12/21	4/17/21	2005912	SYSTEM ISSUE: COVID-19 INELIGIBLE DECISION LETTERS	GENERAL	A system issue has been identified with Ineligible (INSS) decision letters being improperly generated in COVID- 19 Funeral registrations. The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:If an applicant indicates they received an INSS ineligible decision or letter, advise the applicant to disregard the letter and explain that FEMA is working to resolve the issue.
4/12/21	4/17/21	2005912	SYSTEM ISSUE: COVID-19 INELIGIBLE DECISION LETTERS	HELPLINE	A system issue has been identified with Ineligible (INSS) decision letters being improperly generated in COVID- 19 Funeral registrations. The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:If an applicant indicates they received an INSS ineligible decision or letter, advise the applicant to disregard the letter and explain that FEMA is working to resolve the issue.
4/12/21	4/17/21	2005912	SYSTEM ISSUE: COVID-19 INELIGIBLE DECISION LETTERS	RI	A system issue has been identified with Ineligible (INSS) decision letters being improperly generated in COVID- 19 Funeral registrations. The Program Management Section (PMS) and the Recovery Technology Programs Division (RTPD) are working on a solution to address this issue.Helpline:If an applicant indicates they received an INSS ineligible decision or letter, advise the applicant to disregard the letter and explain that FEMA is working to resolve the issue.
4/13/21	4/16/21	2005913	PPM UPDATE: CALL CONNECT PROCEDURES	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Call Connect ProceduresUpdates include:Section I: OverviewDO NOT perform a warm transfer between 844-684-6333 (FEMA COVID-19 Funeral Assistance) and 800-621-3362 (FEMA Disaster Assistance); Page 2Section II: ProcessAdded 844-684-6333 -Transfer to FEMA COVID-19 Funeral Assistance from the IC Public Contacts tab; Page 4Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
4/13/21	4/16/21	2005914	UPDATE: CFNRL REGISTRATION INTAKE (RI) USERS GUIDE	COVID 19	This document has been updated on the Funeral Resources Page: CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessDisaster Selection screenshot and script; Page 24Damage Type screenshot and script; Page 27Section III: Appendix and FAQsAttachment G: COVID-19 Disaster Selection; Page 69FAQ 3; Page 70Read the entire guide for additional information.
4/13/21	4/16/21	2005914	UPDATE: CFNRL REGISTRATION INTAKE (RI) USERS GUIDE	GENERAL	This document has been updated on the Funeral Resources Page: CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessDisaster Selection screenshot and script; Page 24Damage Type screenshot and script; Page 27Section III: Appendix and FAQsAttachment G: COVID-19 Disaster Selection; Page 69FAQ 3; Page 70Read the entire guide for additional information.

4/13/21	4/16/21	2005914	UPDATE: CFNRL REGISTRATION INTAKE (RI) USERS GUIDE	HELPLINE	This document has been updated on the Funeral Resources Page: CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessDisaster Selection screenshot and script; Page 24Damage Type screenshot and script; Page 27Section III: Appendix and FAQsAttachment G: COVID-19 Disaster Selection; Page 69FAQ 3; Page 70Read the entire guide for additional information.
4/13/21	4/16/21	2005914	UPDATE: CFNRL REGISTRATION INTAKE (RI) USERS GUIDE	RI	This document has been updated on the Funeral Resources Page: CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessDisaster Selection screenshot and script; Page 24Damage Type screenshot and script; Page 27Section III: Appendix and FAQsAttachment G: COVID-19 Disaster Selection; Page 69FAQ 3; Page 70Read the entire guide for additional information.
4/13/21	4/17/21	2005915	COVID-19 FUNERAL ASSISTANCE RI ACCESS ISSUES	COVID 19	Staff may experience intermittent issues with the SSL VPN, which may prohibit GDIT and IRS agents from accessing Registration Intake (RI).Agents who are unable to login to RI will:Attempt to access the primary RI Module on the SSL VPN Portal:https://sso.fema.net/RgsnIntake/Attempt to access the backup RI Module on the SSL VPN Portal:https://sso.fema.net/DAC/If after trying to access the above links agents are still unable to login to RI, they should use the following script:“l apologize for the inconvenience, but I am currently experiencing technical issues. To ensure that you do not have to call back, may I transfer you to an agent who can assist you? You may experience a brief wait. Thank you, and again I apologize for the inconvenience.”If Yes: Perform a cold transfer to the COVID-19 Funeral Assistance (CFNRL) Helpline to take the registration.If No: Inform them to call back when they have time.Immediately report the issue to your supervisor or POC.This is a temporary workaround and only to be used when agents cannot access RI.All other agents should take the registration regardless if assigned to CFNRL RI or CFNRL Helpline.
4/13/21	4/17/21	2005915	COVID-19 FUNERAL ASSISTANCE RI ACCESS ISSUES	GENERAL	Staff may experience intermittent issues with the SSL VPN, which may prohibit GDIT and IRS agents from accessing Registration Intake (RI).Agents who are unable to login to RI will:Attempt to access the primary RI Module on the SSL VPN Portal:https://sso.fema.net/RgsnIntake/Attempt to access the backup RI Module on the SSL VPN Portal:https://sso.fema.net/DAC/If after trying to access the above links agents are still unable to login to RI, they should use the following script:“l apologize for the inconvenience, but I am currently experiencing technical issues. To ensure that you do not have to call back, may I transfer you to an agent who can assist you? You may experience a brief wait. Thank you, and again I apologize for the inconvenience.”If Yes: Perform a cold transfer to the COVID-19 Funeral Assistance (CFNRL) Helpline to take the registration.If No: Inform them to call back when they have time.Immediately report the issue to your supervisor or POC.This is a temporary workaround and only to be used when agents cannot access RI.All other agents should take the registration regardless if assigned to CFNRL RI or CFNRL Helpline.
4/13/21	4/17/21	2005915	COVID-19 FUNERAL ASSISTANCE RI ACCESS ISSUES	RI	Staff may experience intermittent issues with the SSL VPN, which may prohibit GDIT and IRS agents from accessing Registration Intake (RI).Agents who are unable to login to RI will:Attempt to access the primary RI Module on the SSL VPN Portal:https://sso.fema.net/RgsnIntake/Attempt to access the backup RI Module on the SSL VPN Portal:https://sso.fema.net/DAC/If after trying to access the above links agents are still unable to login to RI, they should use the following script:“l apologize for the inconvenience, but I am currently experiencing technical issues. To ensure that you do not have to call back, may I transfer you to an agent who can assist you? You may experience a brief wait. Thank you, and again I apologize for the inconvenience.”If Yes: Perform a cold transfer to the COVID-19 Funeral Assistance (CFNRL) Helpline to take the registration.If No: Inform them to call back when they have time.Immediately report the issue to your supervisor or POC.This is a temporary workaround and only to be used when agents cannot access RI.All other agents should take the registration regardless if assigned to CFNRL RI or CFNRL Helpline.
4/14/21	4/17/21	2005917	THANK YOU: COVID-19: FUNERAL ASSISTANCE TEAM	COVID 19	Please take a moment to watch this short video regarding an applicant’s experience while calling the COVID- 19 Funeral Assistance Line.If you ever doubt the difference your service and empathy are making in someone’s life, here is proof that what you do matters.Caller 6,052 recounts FEMA experience :: WRAL.comThis video reflects our CORE values in action. We unite to make a difference in the lives of others.WE ARE FEMA.
4/14/21	4/17/21	2005917	THANK YOU: COVID-19: FUNERAL ASSISTANCE TEAM	GENERAL	Please take a moment to watch this short video regarding an applicant’s experience while calling the COVID- 19 Funeral Assistance Line.If you ever doubt the difference your service and empathy are making in someone’s life, here is proof that what you do matters.Caller 6,052 recounts FEMA experience :: WRAL.comThis video reflects our CORE values in action. We unite to make a difference in the lives of others.WE ARE FEMA.
4/14/21	4/17/21	2005917	THANK YOU: COVID-19: FUNERAL ASSISTANCE TEAM	RI	Please take a moment to watch this short video regarding an applicant’s experience while calling the COVID- 19 Funeral Assistance Line.If you ever doubt the difference your service and empathy are making in someone’s life, here is proof that what you do matters.Caller 6,052 recounts FEMA experience :: WRAL.comThis video reflects our CORE values in action. We unite to make a difference in the lives of others.WE ARE FEMA.

4/14/21	4/22/21	2005918	HOT TOPICS: COVID-19 FUNERAL ASSISTANCE	COVID 19	This resource was created to supply timely and consistent information related to COVID-19 Funeral Assistance. This preshift will be updated as new hot topics and trends are identified.Registration Intake:Donotdiscuss eligibility at RI. Take all registrations and encourage applicants to submit all required documents, including receipts.If the call is disconnected after the current phone number has been provided, but before the registration is complete, call the applicant back and complete the registration. The Damaged Dwelling address should be recorded as the location the death occurred. The Current Mailing Address is where the applicant would like to be contacted/receive their mail. The deceased individualmustbe recorded as an occupant. No other household members need to be listed as occupants. If the deceased individual's social security number is not available, save the Registration as Incomplete.Make sure to comply with the verification requirements of spelling back information provided to ensure accuracy.COVID-19 Funeral Assistance is not income dependent. FEMA will ask income-related questions during the application, but that is only for demographic purposes.Disaster-related financial assistance is not taxable.Assistance LineFuneral costs do not have to be paid in full before being submitted to FEMA. GeneralWhen talking to an applicant, provide your Agent PIN to the caller for reference. There should be minimal to no background noise during your shift. Applicants should not overhear conversations happening in your home. Please watch the Virtual Preshift video addressing these trends:https://fema.connectsolutions.com/pkctxxcvmd0/Reference:Funeral Resources PageCFNRL Registration Intake (RI) Users GuideCFNRL RI Job Aid (Screens)CFNRL Frequently Asked Questions (FAQs)
4/14/21	4/22/21	2005918	HOT TOPICS: COVID-19 FUNERAL ASSISTANCE	GENERAL	This resource was created to supply timely and consistent information related to COVID-19 Funeral Assistance. This preshift will be updated as new hot topics and trends are identified.Registration Intake:Donotdiscuss eligibility at RI. Take all registrations and encourage applicants to submit all required documents, including receipts.If the call is disconnected after the current phone number has been provided, but before the registration is complete, call the applicant back and complete the registration. The Damaged Dwelling address should be recorded as the location the death occurred. The Current Mailing Address is where the applicant would like to be contacted/receive their mail. The deceased individualmustbe recorded as an occupant. No other household members need to be listed as occupants. If the deceased individual's social security number is not available, save the Registration as Incomplete.Make sure to comply with the verification requirements of spelling back information provided to ensure accuracy.COVID-19 Funeral Assistance is not income dependent. FEMA will ask income-related questions during the application, but that is only for demographic purposes.Disaster-related financial assistance is not taxable.Assistance LineFuneral costs do not have to be paid in full before being submitted to FEMA. GeneralWhen talking to an applicant, provide your Agent PIN to the caller for reference. There should be minimal to no background noise during your shift. Applicants should not overhear conversations happening in your home. Please watch the Virtual Preshift video addressing these trends:https://fema.connectsolutions.com/pkctxxcvmd0/Reference:Funeral Resources PageCFNRL Registration Intake (RI) Users GuideCFNRL RI Job Aid (Screens)CFNRL Frequently Asked Questions (FAQs)
4/15/21	4/20/21	2005919	PPM UPDATED: LODGING EXPENSE REIMBURSEMENT	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: Lodging Expense ReimbursementUpdates include:Changed “approved date” to “Certification date” throughout the document.Read the entire SOP for additional information.Note:The previous version will be archived in thePPM Archive.
4/15/21	4/19/21	2005921	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	COVID 19	This document has been updated on theFuneral Resources Page:CFNRL Assistance Line Reference GuideUpdates include:Added to data changes sections throughout the document: “Please refer to CFNRL Assistance Line User Guide “Update the case” on the Funeral Resource Page”.Section A: Helpline BasicsLanguage Line procedures removed for contractors; Page 3Added Accessing the Application section to clarify the verifications needed to access the file; Page 6Added language for a non-citizen accessing the file; Page 6Changed “approved date” to “Certification date”; Page 19Removed INONV-Occupancy not Verified on 1.4; Page 23Section D: Insurance and Other Forms of AssistanceAdded to the script : inform caller to submit burial insurance documentation to add or modify insurance information, and/or for assistance received from other source; Pages 36-42Section F: Escalated CallsTransferring calls information; Page 44Read the entire SOP for additional information.
4/15/21	4/19/21	2005921	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	GENERAL	This document has been updated on theFuneral Resources Page:CFNRL Assistance Line Reference GuideUpdates include:Added to data changes sections throughout the document: “Please refer to CFNRL Assistance Line User Guide “Update the case” on the Funeral Resource Page”.Section A: Helpline BasicsLanguage Line procedures removed for contractors; Page 3Added Accessing the Application section to clarify the verifications needed to access the file; Page 6Added language for a non-citizen accessing the file; Page 6Changed “approved date” to “Certification date”; Page 19Removed INONV-Occupancy not Verified on 1.4; Page 23Section D: Insurance and Other Forms of AssistanceAdded to the script : inform caller to submit burial insurance documentation to add or modify insurance information, and/or for assistance received from other source; Pages 36-42Section F: Escalated CallsTransferring calls information; Page 44Read the entire SOP for additional information.

4/15/21	4/19/21	2005921	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	HELPLINE	This document has been updated on theFuneral Resources Page:CFNRL Assistance Line Reference GuideUpdates include:Added to data changes sections throughout the document: “Please refer to CFNRL Assistance Line User Guide “Update the case” on the Funeral Resource Page”.Section A: Helpline BasicsLanguage Line procedures removed for contractors; Page 3Added Accessing the Application section to clarify the verifications needed to access the file; Page 6Added language for a non-citizen accessing the file; Page 6Changed “approved date” to “Certification date”; Page 19Removed INONV-Occupancy not Verified on 1.4; Page 23Section D: Insurance and Other Forms of AssistanceAdded to the script : inform caller to submit burial insurance documentation to add or modify insurance information, and/or for assistance received from other source; Pages 36-42Section F: Escalated CallsTransferring calls information; Page 44Read the entire SOP for additional information.
4/15/21	4/20/21	2005920	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	COVID 19	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessSpecial Needs General Categories Screen - Removed instructions of selecting NO for mobility; Page 36Occupants Screen - Note box to state that if the co-applicant’s date of birth is not entered, and the co-applicant later attempts to access the file, they will need the date of birth of the deceased individual in place of the date of birth; Page 42Correspondence Preference Screen – Marked out additional statement indicated in the system. Do Not Read: If you need to change the email address you entered at the beginning of the registration, click the Identification link at the top of this screen; Page 50Read the entire guide for additional information.
4/15/21	4/20/21	2005920	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	GENERAL	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessSpecial Needs General Categories Screen - Removed instructions of selecting NO for mobility; Page 36Occupants Screen - Note box to state that if the co-applicant’s date of birth is not entered, and the co-applicant later attempts to access the file, they will need the date of birth of the deceased individual in place of the date of birth; Page 42Correspondence Preference Screen – Marked out additional statement indicated in the system. Do Not Read: If you need to change the email address you entered at the beginning of the registration, click the Identification link at the top of this screen; Page 50Read the entire guide for additional information.
4/15/21	4/20/21	2005920	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	RI	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessSpecial Needs General Categories Screen - Removed instructions of selecting NO for mobility; Page 36Occupants Screen - Note box to state that if the co-applicant’s date of birth is not entered, and the co-applicant later attempts to access the file, they will need the date of birth of the deceased individual in place of the date of birth; Page 42Correspondence Preference Screen – Marked out additional statement indicated in the system. Do Not Read: If you need to change the email address you entered at the beginning of the registration, click the Identification link at the top of this screen; Page 50Read the entire guide for additional information.
4/16/21	4/21/21	2005923	MULTIPLE DISASTERS APPROACHING FINANCIAL CLOSURE	CASEWORK	There are several disasters approaching their IHP Financial Closure date in the next few months.DR-4469-SD endsMay 18, 2021DR-4473-PR endsJuly 16, 2021Staff should verify the disaster closure information on theDisaster Specific Information pages.Prior to processing in a closed disaster or a disaster that is approaching its 18 month closure date, please review the following PPM SOPs:Continued Rental AssistanceClosed Disaster Processing
4/16/21	4/21/21	2005924	DR-4586-TX REGISTRATION EXTENSION	RI	The Registration Period for DR-4586-TX has been extended.The registration period now ends onMay 20, 2021.TheDR-4586-TXDisaster Specific Page has been updated with this information.Note:If an applicant attempts to register after the registration deadline, there is a 60-day grace period when a registration can still be completed as a “Late Application”.Reference:LATE APPLICATIONS AFTER FILING DATE HAS ENDED
4/16/21	4/21/21	2005922	UPDATE: HOT TOPICS: COVID-19 FUNERAL ASSISTANCE	COVID 19	The Hot Topics information for COVID-19 Funeral Assistance will be available in the Disaster Specific pageCOVID-19under “References”.This document will be updated as necessary when trends are identified. Staff should review the document for new information added. The date of the update will be on the left upper corner.Preshifts will not be posted for every update.Please watch the Virtual Preshift video addressing several trends: https://fema.connectsolutions.com/pkctzxxcvmd0/ .
4/16/21	4/20/21	2005925	PROCESSING IDENTITY VERIFICATION (IDV), OCCUPANCY, AND OWNERSHIP	CASEWORK	Caller Services And Case Processing (CSAC) staff should process all occupancy, ownership and identity verification regardless of initial determination or an appeal. When agents are processing in FEMA Manual and encounter a case that had an initial determination for Identity Verification (IDV) Occupancy (OCCV) and Ownership (OWNV), they should not route the WP to the Appeals queue to be processed by the Specialized Processing Unit (SPU). CSAC staff will continue to be assigned to process Ownership and Occupancy Appeal sub-queues.Reference:Identification VerificationOccupancy VerificationOwnership Verification
4/16/21	4/21/21	2005932	INELIGIBLE DUPLICATE DECISION CALLOUT	COVID 19	Program Management is contacting applicants who received an Ineligible Duplicate (IDUPA) decision letter in error after completing the COVID-19 Funeral Assistance registration.If an applicant states FEMA left a message, review the Events History for the summary line:PMS COVID FUNERAL DUPS CALLOUT If that summary line is in the file:Advise the applicant to disregard the IDUPA ineligible decision/letter and that the duplicate issue has been resolved.Explain an RFI letter will be sent and encourage them to respond to the RFI in order for FEMA to continue processing their case.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS

4/19/21	4/22/21	2005930	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	The following document has been added to the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM: COVID-19 Funeral Assistance Processing DSOPUpdates include:Section I: OverviewInformation of documentation needed because New York City DOES NOT list COVID-19 or Coronavirus as the cause of death on death certificates; Page 5Adding a Deceased Individual; Page 6Adding a Multiple Deceased Individuals; Page 6Verification Requirements; Page 7Guidance to reference the Transferring Registrations SOP if the change to the Damaged Dwelling Address (DDA) is to an address in a different state; Page 7Section III: ProcessInformation of documentation needed because New York City does not list COVID-19 or Coronavirus as the cause of death on death certificates; Pages 9 and 24Clarification regarding contract staff setting verification requirements in Info Control; Page 14Read the entire DSOP for additional information.Note: The previous version will be archived in thePPM Archive.
4/20/21	4/23/21	2005931	REMINDER: GENERATORS AS MISCELLANEOUS/OTHER	CASEWORK	Generators NOTowned prior to the disaster are addressed as a Misc/Other expense (ONA:Other).The generator has to be purchased or rented to power life-sustaining medical equipment or appliances, which includes refrigeration for required prescribed medication, during a prolonged period of power interruption and/or extraordinary circumstances.EMISCis the Eligible Other Misc decision code.Do NOTprocess generators under ONA: Medical.Please be aware of the date of purchase in relationship to the qualifying incident period and Governors Declaration of a State of Emergency date, which can be found on theDisaster Specific Informationpage.Note:If a generator was owned prior to the disaster, then any generator assistance is only addressed as Personal Property.Reference:Generator
4/20/21	4/23/21	2005933	REMINDER: DISABILITY AND ACCESS AND FUNCTIONAL NEEDS EMAILS	HELPLINE	Access and Functional Needs (AFN) can be defined as physical, mental, medical, or emotional limitations that affect the ability to maintain independence in daily activities such as communication, transportation/evacuation, disaster recovery, supervision and/or medical care.AFNincludes individuals who need assistance due to any condition (temporary or permanent) that limits their ability to take action.People with AFNs may experience a greater impact from disasters, because of disruptions in their support systems or loss of equipment, supplies, transportation, and communication.An applicant’s ability to request or receive recovery assistance can be affected and require additional resources.Review the file carefully prior to contacting the IHP Helpdesk.Ensure the cases have met basic eligibility criteria to receive IHP assistance.Process any IHP assistance the applicant may be eligible to receive.If you are unable to process the assistance, create a work packet to the applicable queue if one does not already exist.If the applicant is missing any verification items for processing, explain clearly what information or documents are needed to the caller. If they do not seem to understand, attempt to rephrase the explanation. They may need to write down the information, so be patient.Provide applicable referrals using NEMIS Info, Disaster Specific Referrals, or specific preshifts. If an email to the IHP Helpdesk is necessary to assist the applicant, make sure you clearly state what the individual needs in terms of access or accommodation, rather than on identifying a particular disability. Include the following information:DR #Registration NumberApplicant's NameCurrent/Best contact phone numberDescription of the AFNSpecify what is the applicant’s need, and how it is related to the applicant’s AFN in terms of access or accommodation.A list of the referrals you provided to the applicant and any processing actions taken.Why did the referrals not meet the need?To reflect the capabilities of individuals and not the condition, label, or medical diagnosis, use the term 'Access and Functional Needs' when referring to these situations.Note:If an applicant has an emergency need such as need for medical attention, police or fire department assistance, the applicant should be directed to call 9-1-1.TheHelpline NPSC Caller Services Reference Guidewill be updated.Reference:REMINDER: DISASTER SPECIFIC REFERRALSFEMA-IHP-Helpdesk
4/20/21	4/23/21	2005934	INTERMITTENT WebNEMIS ACCESS ISSUES	CASEWORK	 Users continue to experience intermittent issues accessing WebNEMIS and being logged out of the system.The program office and developer staff are investigating this issue.If you are experiencing this issue, please exit out of the application and try again.Please continue to monitor theEnterprise Service Deskwebsite for alert and outage notifications.
4/20/21	4/23/21	2005934	INTERMITTENT WebNEMIS ACCESS ISSUES	GENERAL	 Users continue to experience intermittent issues accessing WebNEMIS and being logged out of the system.The program office and developer staff are investigating this issue.If you are experiencing this issue, please exit out of the application and try again.Please continue to monitor theEnterprise Service Deskwebsite for alert and outage notifications.
4/20/21	4/23/21	2005934	INTERMITTENT WebNEMIS ACCESS ISSUES	HELPLINE	 Users continue to experience intermittent issues accessing WebNEMIS and being logged out of the system.The program office and developer staff are investigating this issue.If you are experiencing this issue, please exit out of the application and try again.Please continue to monitor theEnterprise Service Deskwebsite for alert and outage notifications.
4/20/21	4/26/21	2005935	CNFRL REGISTRATION INTAKE (RI) SCRIPT UPDATES	COVID 19	Starting today, April 20, 2021, the COVID-19 Funeral (CFNRL) Registration Intake Module scripts will be updated.Updates include:Losses Screen: “Yes” will be automatically selected for “Do you have FUNERAL expenses as a result of the disaster?” Staff will not be able to update this selection.Occupant Screen: If staff attempts to move to the next screen without listing an occupant as a decedent, the following error message will show:A decedent must be included. Please select the “ADD” button to enter the decedent or review the current occupant list and select the appropriate name as the decedent.If all the required information for the decedent is not available, save the application as Incomplete.The CFNRL Registration Intake (RI) Users Guide and CFNRL RI Job Aid (Screens) on theFuneral Resources Pagewill be updated accordingly.

4/20/21	4/26/21	2005935	CNFRL REGISTRATION INTAKE (RI) SCRIPT UPDATES	GENERAL	Starting today, April 20, 2021, the COVID-19 Funeral (CFNRL) Registration Intake Module scripts will be updated.Updates include:Losses Screen: "Yes" will be automatically selected for "Do you have FUNERAL expenses as a result of the disaster?" Staff will not be able to update this selection.Occupant Screen: If staff attempts to move to the next screen without listing an occupant as a decedent, the following error message will show:A decedent must be included. Please select the "ADD" button to enter the decedent or review the current occupant list and select the appropriate name as the decedent.If all the required information for the decedent is not available, save the application as Incomplete.The CFNRL Registration Intake (RI) Users Guide and CFNRL RI Job Aid (Screens) on theFuneral Resources Pagewill be updated accordingly.
4/20/21	4/22/21	2005936	PPM UPDATE: MOVING AND STORAGE	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM:Moving and StorageUpdates include:Section III: ProcessClarification regarding Eligibility Verifications and removed outdated information; Pages 7 and 8Outbound call guidance; Pages 9 and 10Continuing need for Moving and Storage section; Page 11Added Ineligible ICBRA code and description; Page 12"Section IV: Examples and FAQsAdded Scenario 3; Page 16Section V: Definitions and AcronymsAdded acronym for CBRS; Page 17"Section VI: Related GuidanceDeleted hyperlink for NEMIS Recommended Comments; Page 19Read the entire SOP for additional information.Note: The previous version will be archived in thePPM Archive.
4/21/21	4/24/21	2005937	UPDATE: DOCUMENT VERIFICATION - CONTRACT STAFF DSOP	COVID 19	This document has been updated on theFuneral Resources Page:Document Verification - Contract Staff DSOPUpdates include:How to process cases from New York City since they DO NOT list COVID-19 or Coronavirus as the cause of death on death certificates; Pages 4, 14, 16, and 30Script for Death certificates (New York); Page 35Identity documents will only be required for IDV Fail cases; Page 11Read the entireDSOP for additional information.
4/21/21	4/28/21	2005938	REGISTRATION INTAKE: VERIFY INFORMATION	COVID 19	When taking Registrations staffmustverify caller data by repeating/spelling it back to them to make sure it is accurate.Alwaysuse phonetic spelling and reinforcement to clarify and verify information."If the applicant's responses match the pre-populated or auto-filled information, you may select the pre-populated information afterverifyingit.This includes numbers, addresses, and names.Reference:CFNRL Registration Intake (RI) Users Guide
4/21/21	4/28/21	2005938	REGISTRATION INTAKE: VERIFY INFORMATION	GENERAL	When taking Registrations staffmustverify caller data by repeating/spelling it back to them to make sure it is accurate.Alwaysuse phonetic spelling and reinforcement to clarify and verify information."If the applicant's responses match the pre-populated or auto-filled information, you may select the pre-populated information afterverifyingit.This includes numbers, addresses, and names.Reference:CFNRL Registration Intake (RI) Users Guide
4/21/21	4/28/21	2005938	REGISTRATION INTAKE: VERIFY INFORMATION	RI	When taking Registrations staffmustverify caller data by repeating/spelling it back to them to make sure it is accurate.Alwaysuse phonetic spelling and reinforcement to clarify and verify information."If the applicant's responses match the pre-populated or auto-filled information, you may select the pre-populated information afterverifyingit.This includes numbers, addresses, and names.Reference:CFNRL Registration Intake (RI) Users Guide
4/21/21	4/26/21	2005939	COVID-19: DECLARATION AND RELEASE FORM	COVID 19	The Declaration and Release Form was attached to the COVID-19 Funeral Assistance Request for Information (RFI) in error. This issue has since been resolved and any RFIs sent to applicants going forward will not include the form.As of September 19, 2017, both thePublic and Call Centerapplications for completing a registration were modified to include certification of the applicant's Citizenship status and affirmed the conditions from the Declaration and Release (FEMA form 009-0-3/009-0-4)."This modification meets the requirement for the Declaration and Release for all types of Individual and Household (IHP) assistance and replaces the requirement for the form to be completed, signed, and submitted to FEMA.Helpline:If an applicant contacts FEMA to inquire if they need to submit the Declaration and Release Form, advise them that it was attached in error and to disregard it.References:DECLARATION AND RELEASE AT RI: PRIVACY ACT STATEMENTCOVID-19 Funeral Assistance Processing DSOP
4/21/21	4/26/21	2005939	COVID-19: DECLARATION AND RELEASE FORM	GENERAL	The Declaration and Release Form was attached to the COVID-19 Funeral Assistance Request for Information (RFI) in error. This issue has since been resolved and any RFIs sent to applicants going forward will not include the form.As of September 19, 2017, both thePublic and Call Centerapplications for completing a registration were modified to include certification of the applicant's Citizenship status and affirmed the conditions from the Declaration and Release (FEMA form 009-0-3/009-0-4)."This modification meets the requirement for the Declaration and Release for all types of Individual and Household (IHP) assistance and replaces the requirement for the form to be completed, signed, and submitted to FEMA.Helpline:If an applicant contacts FEMA to inquire if they need to submit the Declaration and Release Form, advise them that it was attached in error and to disregard it.References:DECLARATION AND RELEASE AT RI: PRIVACY ACT STATEMENTCOVID-19 Funeral Assistance Processing DSOP

[illegible]

4/23/21	4/29/21	2005945	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	COVID 19	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessAuthorization for the Release of Information Under the Privacy Act form added to written consent sections; Pages 11 and 48English and Spanish phonetic alphabet table; Page 22Script and screenshot on Occupants screen to exclude reading current wording on the screen; Pages 40 and 41Additional guidance: DO NOT enter a random number (e.g. 111111111, 123456789) in the SSN field for the deceased individual. This field must contain the legal SSN for the deceased individual to prevent duplication errors; Page 42Script advising applicant to call back if the application needs to be saved as an incomplete; Page 42Guidance on death certificate in the conclusion script; Page 57Section III: Appendix and FAQsAttachment C: Saving an Incomplete Registration, Script advising applicant to call back if the application needs to be saved as an incomplete; Page 63Attachment D: Continuing a Complete Registration, Language to include reading the Privacy Act and Declaration Eligibility statement and verifying all previously entered data; Page 67Attachment F: Written Consent and Sharing Applicants Information, Authorization for the Release of Information Under the Privacy Act form to written consent section; Page 70Read the entire guide for additional information.
4/23/21	4/29/21	2005945	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	GENERAL	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessAuthorization for the Release of Information Under the Privacy Act form added to written consent sections; Pages 11 and 48English and Spanish phonetic alphabet table; Page 22Script and screenshot on Occupants screen to exclude reading current wording on the screen; Pages 40 and 41Additional guidance: DO NOT enter a random number (e.g. 111111111, 123456789) in the SSN field for the deceased individual. This field must contain the legal SSN for the deceased individual to prevent duplication errors; Page 42Script advising applicant to call back if the application needs to be saved as an incomplete; Page 42Guidance on death certificate in the conclusion script; Page 57Section III: Appendix and FAQsAttachment C: Saving an Incomplete Registration, Script advising applicant to call back if the application needs to be saved as an incomplete; Page 63Attachment D: Continuing a Complete Registration, Language to include reading the Privacy Act and Declaration Eligibility statement and verifying all previously entered data; Page 67Attachment F: Written Consent and Sharing Applicants Information, Authorization for the Release of Information Under the Privacy Act form to written consent section; Page 70Read the entire guide for additional information.
4/23/21	4/29/21	2005945	UPDATE: CNFRL REGISTRATION INTAKE (RI) USERS GUIDE	RI	The following document has been updated on theFuneral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessAuthorization for the Release of Information Under the Privacy Act form added to written consent sections; Pages 11 and 48English and Spanish phonetic alphabet table; Page 22Script and screenshot on Occupants screen to exclude reading current wording on the screen; Pages 40 and 41Additional guidance: DO NOT enter a random number (e.g. 111111111, 123456789) in the SSN field for the deceased individual. This field must contain the legal SSN for the deceased individual to prevent duplication errors; Page 42Script advising applicant to call back if the application needs to be saved as an incomplete; Page 42Guidance on death certificate in the conclusion script; Page 57Section III: Appendix and FAQsAttachment C: Saving an Incomplete Registration, Script advising applicant to call back if the application needs to be saved as an incomplete; Page 63Attachment D: Continuing a Complete Registration, Language to include reading the Privacy Act and Declaration Eligibility statement and verifying all previously entered data; Page 67Attachment F: Written Consent and Sharing Applicants Information, Authorization for the Release of Information Under the Privacy Act form to written consent section; Page 70Read the entire guide for additional information.
4/23/21	4/27/21	2005946	DR-4575-KY: NEW IA DECLARATION	RI	Kentucky has a new Individual Assistance disaster declaration. DR 4595 Kentucky was declared on April 23, 2021.When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.The incident period for this disaster is February 27 - March 14, 2021.Counties declared for IA:Breathitt, Clay, Estill, Floyd, Johnson, Lee, Magoffin, Martin, and Powell CountiesVisit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete.Notes:The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary.Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks.Please review the REMINDER: UNDECLARED DISASTERS/ INCIDENTS preshift for additional important information.Reference:DAC - Call Center RI
4/24/21	4/28/21	2005948	TRANSFERRING REGISTRATIONS	CASEWORK	This document has been uploaded to theFuneral Resources Page.Transferring RegistrationsDocument provides instructions to contract staff transferring a FEMA COVID-19 Funeral Assistance registration that was entered into an incorrect disaster (in a different state).Read the entire guide for additional information.
4/24/21	4/28/21	2005948	TRANSFERRING REGISTRATIONS	COVID 19	This document has been uploaded to theFuneral Resources Page.Transferring RegistrationsDocument provides instructions to contract staff transferring a FEMA COVID-19 Funeral Assistance registration that was entered into an incorrect disaster (in a different state).Read the entire guide for additional information.
4/24/21	4/28/21	2005948	TRANSFERRING REGISTRATIONS	GENERAL	This document has been uploaded to theFuneral Resources Page.Transferring RegistrationsDocument provides instructions to contract staff transferring a FEMA COVID-19 Funeral Assistance registration that was entered into an incorrect disaster (in a different state).Read the entire guide for additional information.

4/26/21	4/30/21	2005952	DR-4559-LA AND DR-4570-LA: DIRECT HOUSING AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4559-LA and DR-4570-LA to identify additional housing needs for applicants who are in FEMA direct housing. The purpose of this auto dialer is to assess the applicant's housing needs. Message Body: This message is to confirm if you still need FEMA housing assistance due to Hurricane Laura or Delta. Please choose the option that best applies to your current situation. If you have any further questions or need additional information, please call 800-621-3362. 1. I have not found housing and would like a FEMA representative to contact me. 2. I have found housing and no longer need FEMA Housing Assistance. Helpline: If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. Staff should: Review the case to determine if the applicant has an eligible PPI Code. If no PPI code is present, use your best customer service to address the applicant's unmet needs. If a PPI Code is present, determine if the applicant still needs housing assistance. If No: Advise the applicant that if they receive another call, to press option 2: I have found housing and no longer need FEMA Housing Assistance. Place a comment in the file indicating there is no longer a need for direct housing. If Yes: Send an email to fema-dr-4559-directhousingadminsbox@fema.dhs.gov advising the applicant is still in need of housing. Be sure to include the Disaster Number, Registration Number and Applicant's name in the email. Advise the applicant that if they receive another call, to press option 1: I have not found housing and would like a FEMA representative to contact me. Place a comment in the file indicating that the applicant is still in need of FEMA direct housing. If an applicant indicates that they have housing needs but already responded to the auto dialer: DO NOT send an email to Direct Housing. Advise the applicant that a FEMA representative will be contacting them. Reference: REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
4/26/21	4/29/21	2005953	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	CASEWORK	FEMA staff who access applicant cases in NEMIS may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but agents can still enter a comment or contact using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", "Under Review", or is locked by a Program Management employee: Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for identity, occupancy, ownership, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Update: Do not give timeframe for review completion or callback. Use your best customer service to explain that a timeframe is currently not available, and do not discuss that the file is locked. If there are documents on file that meet IHP requirements that may clear the potential fraud issue, with no indication in the Events Log that an email was previously sent for review: Send an email to your Team Lead, who will review and give a recommendation letting you know if an email can be sent to Program Management. If your Team Lead agrees with your review, forward the email to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, document ID, and list of processing actions pending. PMS staff will review the documents and determine if the case can be unlocked and cleared for processing. The case will remain locked until PMS determines it can be processed. If the case is cleared for processing, a comment will be placed in the file indicating so. If documents are not on file that may clear the potential fraud issue: Agents will review the file and advise the applicant to submit any required documentation before any action can be taken in their case, (e.g., identity, occupancy, or ownership). Upon completion of the call, enter a clear and concise Contact explaining what was communicated to the applicant and any actions taken to assist with the concern. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS

4/26/21	4/29/21	2005953	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant cases in NEMIS may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but agents can still enter a comment or contact using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", or "Under Review" or is locked by a Program Management employee, Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for identity, occupancy, ownership, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Update: Do not give timeframe for review completion or callback. Use your best customer service to explain that a timeframe is currently not available, and do not discuss that the file is locked. If there are documents on file that meet IHP requirements that may clear the potential fraud issue, with no indication in the Events Log that an email was previously sent for review: Send an email to your Team Lead, who will review and give a recommendation letting you know if an email can be sent to Program Management. If your Team Lead agrees with your review, forward the email to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, document ID, and list of processing actions pending. PMS staff will review the documents and determine if the case can be unlocked and cleared for processing. The case will remain locked until PMS determines it can be processed. If the case is cleared for processing, a comment will be placed in the file indicating so. If documents are not on file that may clear the potential fraud issue: Agents will review the file and advise the applicant to submit any required documentation before any action can be taken in their case, (e.g., identity, occupancy, or ownership). Upon completion of the call, enter a clear and concise Contact explaining what was communicated to the applicant and any actions taken to assist with the concern. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home"; to exit. Reference: Fraud Review FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS
4/26/21	4/29/21	2005954	DR-4596-AL: NEW IA DECLARATION	RI	Alabama has a new Individual Assistance disaster declaration. DR 4596 Alabama was declared on April 26, 2021. When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. The incident period for this disaster is March 25 – March 26, 2021. Counties declared for IA: Bibb, Calhoun, Clay, Hale, Jefferson, Perry, Randolph, and Shelby. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamline inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI
4/26/21	4/29/21	2005955	PPM UPDATE: MULTIPLE DOCUMENTS	PPM UPDATE	The following documents have been updated on the PPM and are available under the "Recently Updated Documents" section and the appropriate category of the PPM: Updates include: Helpline NPSC Caller Services Reference Guide Section A: Helpline Basics Access to the file with a Written Consent letter, Authorization for the Release of Information Under the Privacy Act form, POA, Guardianship, or Conservatorship document; Pages 14- 17 Third-party access to the applicant's file with NO documentation submitted; Page 17 Section B: Correspondence Issues Written Consent guidance to include instructions for the new Authorization for the Release of Information Under the Privacy Act form; Pages 73- 76 Written Consent and Sharing Applicants Information Added "Authorization for the Release of Information Under the Privacy Act letter" throughout the document. Removed Legacy NEMIS terminology throughout SOP and replaced with Web NEMIS terms. Section III: Process Verification requirements for the Authorization for the Release of Information Under the Privacy Act letter; Pages 6-7 Removed placing the case on hold unless the third party is appealing on behalf of the applicant or requesting an inspection; Page 11 Summary line and comment details; Page 13 Section IV: Examples and FAQs Scenario for an applicant that submitted the Authorization for the Release of Information Under the Privacy Act letter; Page 15 Section V: Definition and Acronyms; Signature definition; Page 18 Read the entire SOPs for additional information. Note: The previous version will be archived in the PPM Archive.

4/26/21	4/29/21	2005956	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPUpdates include:Section III: ProcessCases that do NOT have COVID-19 or Coronavirus listed on the death certificate will be placed on Hold - Program Review (Do not to send an FNLMD letter with an INSS decision); Pages 10, 22, and 23Read the entire DSOP for additional information.Note: The previous version will be archived in the PPM Archive.
4/27/21	4/30/21	2005958	REMINDER: TEXAS ONA HELPLINE	GENERAL	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.Do not refer individuals to the ONA Helpline to complete a registration.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistance(HA)processing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Transportation, and/or GFIP).Note regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Agents should verify if a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
4/27/21	4/30/21	2005958	REMINDER: TEXAS ONA HELPLINE	HELPLINE	The Texas ONA Helpline number is 1-800-582-5233 (TTY 1-888-440-4998). This ONA Helpline is only for applicants from Texas disasters.Do not refer individuals to the ONA Helpline to complete a registration.The ONA Helpline number for each disaster is located on theDisaster Specific Informationpage and posted in the NEMIS DR Info Tab.FEMA Helpline agents will continue to address all currentHousing Assistance(HA)processing clarification and information requests.Remember in a Joint Option disaster the state processesOther Needs Assistance (ONA)using the same basic eligibility requirements as FEMA, but the payments are disbursed from state offices. This is why the finance tab may not have all information entered when the award is approved.All requests for a stop payment or reissue for an ONA award are to be referred to the Texas ONA Helpline.If an applicant reports they have not received their ONAaward and it is 10 business days or more from the Approved Date, please refer them to the ONA Helpline.Do not generate stop payment letters for ONA awards.Do not create workpackets for reissue of ONAawards.Refer SBA questions to the SBA unless declined by the SBA with an ONA referable code, or caller has questions about SBA dependent categories (PP, Transportation, and/or GFIP).Note regarding processing:When processing cases in Joint Option disasters, all ONA related categories should be routed to the appropriate State processing queue for review. Agents should verify if a workpacket is available for State processing. If there are no workpackets available, please create one in State Manual Determination.
4/27/21	4/30/21	2005959	COVID FuNERAL REGISTRATION INTAKE (RI) SCRIPT UPDATES	COVID 19	Starting today, April 27, 2021, the COVID-19 Funeral (CFNRL) Registration Intake Module scripts will be updated.Updates include:Losses Screen: “Yes” will be automatically selected for “Do you have FUNERAL expenses as a result of the disaster?” Staff will not be able to update this selection.Occupant Screen: If staff attempts to move to the next screen without listing an occupant as a decedent, the following error message will show:A decedent must be included. Please select the “ADD” button to enter the decedent or review the current occupant list and select the appropriate name as the decedent.If all the required information for the decedent is not available, save the application as Incomplete.The CFNRL Registration Intake (RI) Users Guide and CFNRL RI Job Aid (Screens) on the Funeral Resources Page will be updated accordingly.
4/27/21	4/30/21	2005959	COVID FuNERAL REGISTRATION INTAKE (RI) SCRIPT UPDATES	RI	Starting today, April 27, 2021, the COVID-19 Funeral (CFNRL) Registration Intake Module scripts will be updated.Updates include:Losses Screen: “Yes” will be automatically selected for “Do you have FUNERAL expenses as a result of the disaster?” Staff will not be able to update this selection.Occupant Screen: If staff attempts to move to the next screen without listing an occupant as a decedent, the following error message will show:A decedent must be included. Please select the “ADD” button to enter the decedent or review the current occupant list and select the appropriate name as the decedent.If all the required information for the decedent is not available, save the application as Incomplete.The CFNRL Registration Intake (RI) Users Guide and CFNRL RI Job Aid (Screens) on the Funeral Resources Page will be updated accordingly.
4/27/21	4/30/21	2005961	COVID-19: RETURNED MAIL	CASEWORK	Returned Mail for COVID-19 disasters is treated like all other disasters and willNOTrequire special indexing or special case processing. The standard guidance for Indexing and Case processing for all Returned Mail applies.Returned Mail received under COVID Disasters should be indexed using the DMARTS “Returned Mail” item.This will ensure that once the image reaches its respective NEMIS file, the Returned Mail will be addressed using the appropriate resources.Reference:Indexing with DMARTSInfo Control
4/27/21	4/30/21	2005960	OUTBOUND CALL SCRIPT - RETURNING CALLS	COVID 19	This document has been updated on the Funeral Resources Page:Outbound Call Script - Returning CallsUpdates include:Scenario 7:If the person answering the call verified the name of the registrant is the deceased individual AND requests the file be corrected.Agent Action Only: Completing a Contact:Canned contacts added for “Correcting Registrant Information”Read the entire job aid for additional information.

4/28/21	4/30/21	2005962	REMINDER: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION	COVID 19	FEMA generally communicates directly with each applicant to protect their private information. The Privacy Act requires FEMA to obtain written consent from the applicant or co-applicant (i.e. Written Consent letter or Authorization for the Release of Information Under the Privacy Act form),to release information to a third party.Ensure you advise the applicant of the elements required in a written consent letter.Common errors include:Missing verification item for date and place of birth.Failure to include what types of information can be shared.Failure to include enough information about who is the authorized party.When the authorized third party contacts the Helpline for assistance, they must verify their name and all of the standard verification items for the applicant/co-applicant as outlined in the Helpline NPSC Caller Services Reference Guide. Reference:Written Consent and Sharing Applicants InformationREMINDER: ACCESS TO FILE AND RELEASING INFORMATIONREMINDER: REQUESTS FOR COPY OF FILE
4/28/21	4/30/21	2005962	REMINDER: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION	HELPLINE	FEMA generally communicates directly with each applicant to protect their private information. The Privacy Act requires FEMA to obtain written consent from the applicant or co-applicant (i.e. Written Consent letter or Authorization for the Release of Information Under the Privacy Act form),to release information to a third party.Ensure you advise the applicant of the elements required in a written consent letter.Common errors include:Missing verification item for date and place of birth.Failure to include what types of information can be shared.Failure to include enough information about who is the authorized party.When the authorized third party contacts the Helpline for assistance, they must verify their name and all of the standard verification items for the applicant/co-applicant as outlined in the Helpline NPSC Caller Services Reference Guide. Reference:Written Consent and Sharing Applicants InformationREMINDER: ACCESS TO FILE AND RELEASING INFORMATIONREMINDER: REQUESTS FOR COPY OF FILE
4/28/21	5/3/21	2005963	REMINDER: WRITTEN CONSENT AND SHARING APPLICANT INFORMATION	GENERAL	FEMA generally communicates directly with each applicant to protect their private information. The Privacy Act requires FEMA to obtain written consent from the applicant or co-applicant (i.e. Written Consent letter or Authorization for the Release of Information Under the Privacy Act form),to release information to a third party.Ensure you advise the applicant of the elements required in a written consent letter.Common errors include:Missing verification item for date and place of birth.Failure to include what types of information can be shared.Failure to include enough information about who is the authorized party.When the authorized third party contacts the Helpline for assistance, they must verify their name and all of the standard verification items for the applicant/co-applicant as outlined in the Helpline NPSC Caller Services Reference Guide. Reference:Written Consent and Sharing Applicants InformationREMINDER: ACCESS TO FILE AND RELEASING INFORMATIONREMINDER: REQUESTS FOR COPY OF FILE
4/28/21	5/3/21	2005964	UPDATE: DOCUMENT VERIFICATION – CONTRACT STAFF DSOP	COVID 19	The following document has been updated on the Funeral Resources Page:Document Verification - Contract Staff DSOPUpdates include:Section I: OverviewRisk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Page 5Section II: ProcessRisk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Pages 8, 9, and 18LN_RESOLVED_VRFY to be included with PMS = OK To Process; Page 8Section III: AppendixAttachment D: LexisNexis Funeral Risk Stamps:Risk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Page 45LN_RESOLVED_VRFY to be included with PMS = OK To Process; Page 45Read the entire DSOP for additional information.
4/28/21	5/3/21	2005964	UPDATE: DOCUMENT VERIFICATION – CONTRACT STAFF DSOP	GENERAL	The following document has been updated on the Funeral Resources Page:Document Verification - Contract Staff DSOPUpdates include:Section I: OverviewRisk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Page 5Section II: ProcessRisk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Pages 8, 9, and 18LN_RESOLVED_VRFY to be included with PMS = OK To Process; Page 8Section III: AppendixAttachment D: LexisNexis Funeral Risk Stamps:Risk stamps to state BANK_MED and FSP_MED will not lock the registration, they indicate additional verification is needed; Page 45LN_RESOLVED_VRFY to be included with PMS = OK To Process; Page 45Read the entire DSOP for additional information.
4/28/21	5/2/21	2005965	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPUpdates include:Section I: OverviewAdded: Updating the Registrant Info Screen (deceased individual listed as applicant); Page 7Section III: ProcessRisk stamps to state LN_BANK_MED & LN_FPS_MED will not lock for fraud and will need additional verification; Pages 14, 16, and 21LN_RESOLVED_VRFY to include with PMS = OK to process; Pages 14, 16, and 21Section VII: AppendixRisk stamps to state LN_BANK_MED & LN_FPS_MED will not lock for fraud and will need additional verification; Page 29LN_RESOLVED_VRFY to include with PMS = OK to process; Page 29INSS - FRNL eligibility code when sending the FNLM - Funeral Assistance Missing Documents letter. These cases will be routed to complete; Pages 22, 24, 25, and 33: RemovedApplicant may receive up to three FNLM letters without the requirement of submitting an appeal letter and receiving an INSS decision; Page 25Added: Section D.3. Selecting the INSS - FNRL eligibility code; Pages 25-26Added: INSS letters; Page 27Read the entire DSOP for additional information.Note: The previous version will be archived in the PPM Archive.
4/28/21	5/2/21	2005966	UPDATE: CFNRL REGISTRATION INTAKE (RI) USERS GUIDE	COVID 19	The following document has been updated on the Funeral Resources Page:CFNRL Registration Intake (RI) Users GuideUpdates include:Section II: ProcessRemoved: Guidance for staff to selectYesto the Funeral Expenses question. The system will automatically selectYesfor this question; Page 33Added:Screenshot and note box to include COVID-19 Funeral (CFNRL) Registration Intake Module scripts update - Error message will appear when staff attempts to move to the next screen without listing an occupant as a deceased individual; Page 41Language in note box; Page 44Read the entire guide for additional information.

4/30/21	5/5/21	2005973	REMINDER: NO PERSONAL COMMUNICATION WITH APPLICANTS	HELPLINE	There may be times when an agent is concerned about an applicant or would like to offer additional information to them about their case.If an applicant requests a call back in regard to their case and a supervisor/POC approves, please use standard guidance to contact the applicant using a FEMA phone line.Do notcall or text an applicant when off duty or from personal phones.Do notcorrespond with applicants via email from FEMA, DHS, or personal accounts.Donotsave or take home applicant’s personal information. This is a privacy violation.Sending emails containing applicant information to accounts outside of the DHS Firewall can lead to violations of the Privacy Act. To ensure confidentiality of information, please do not send emails to applicants, contractors, insurance companies, etc. for any reason.We are required by law to record and maintain all activity as well as provide confidentiality with the applicant’s case file. E-correspondence and SMS (Short Message Service) are securely automated and compliant with the Privacy Act.References:REMINDER: OUTBOUND CALLSREMINDER: PROTECT PERSONALLY IDENTIFIABLE INFORMATION (PII)Helpline NPSC Caller Services Reference Guide
4/30/21	5/5/21	2005973	REMINDER: NO PERSONAL COMMUNICATION WITH APPLICANTS	RI	There may be times when an agent is concerned about an applicant or would like to offer additional information to them about their case.If an applicant requests a call back in regard to their case and a supervisor/POC approves, please use standard guidance to contact the applicant using a FEMA phone line.Do notcall or text an applicant when off duty or from personal phones.Do notcorrespond with applicants via email from FEMA, DHS, or personal accounts.Donotsave or take home applicant’s personal information. This is a privacy violation.Sending emails containing applicant information to accounts outside of the DHS Firewall can lead to violations of the Privacy Act. To ensure confidentiality of information, please do not send emails to applicants, contractors, insurance companies, etc. for any reason.We are required by law to record and maintain all activity as well as provide confidentiality with the applicant’s case file. E-correspondence and SMS (Short Message Service) are securely automated and compliant with the Privacy Act.References:REMINDER: OUTBOUND CALLSREMINDER: PROTECT PERSONALLY IDENTIFIABLE INFORMATION (PII)Helpline NPSC Caller Services Reference Guide
4/30/21	5/5/21	2005972	REMINDER: OUTBOUND CALLS	HELPLINE	In an effort to assist applicants, agents may call applicants that have an incomplete registration.Foralloutbound calls, follow procedures in theOutbound Calls and Third Party Verifications.If the applicant or co-applicant refuses to provide their information because he or she is unsure that you are really from FEMA, pleaseask them to contact FEMA’s Helpline at 1-800-621-3362. When making outbound calls to applicants, landlords, contractors, etc., always advise them “This call may be monitored and recorded for quality assurance purposes.”Leaving a message:When unable to reach the applicant/co-applicant, please refrain from leaving Personally Identifiable Information (PII), specific information regarding the applicant’s file, or the specific request for assistance on the message. A simple message, stating your name, where you are calling from and a request to contact a FEMA Representative at 1-800-621-3362 regarding their disaster assistance needs is sufficient. Detailed information will be placed in the applicant’s file to assist Helpline once the call is returned.References:Written Consent and Sharing Applicants InformationOutbound Calls and Third Party VerificationsACCESSING INCOMPLETE REGISTRATIONS
4/30/21	5/5/21	2005972	REMINDER: OUTBOUND CALLS	RI	In an effort to assist applicants, agents may call applicants that have an incomplete registration.Foralloutbound calls, follow procedures in theOutbound Calls and Third Party Verifications.If the applicant or co-applicant refuses to provide their information because he or she is unsure that you are really from FEMA, pleaseask them to contact FEMA’s Helpline at 1-800-621-3362. When making outbound calls to applicants, landlords, contractors, etc., always advise them “This call may be monitored and recorded for quality assurance purposes.”Leaving a message:When unable to reach the applicant/co-applicant, please refrain from leaving Personally Identifiable Information (PII), specific information regarding the applicant’s file, or the specific request for assistance on the message. A simple message, stating your name, where you are calling from and a request to contact a FEMA Representative at 1-800-621-3362 regarding their disaster assistance needs is sufficient. Detailed information will be placed in the applicant’s file to assist Helpline once the call is returned.References:Written Consent and Sharing Applicants InformationOutbound Calls and Third Party VerificationsACCESSING INCOMPLETE REGISTRATIONS
5/3/21	5/5/21	2005975	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPUpdates include:Section I: OverviewLanguage confirming photocopied death certificates with watermarks are acceptable; Page 4Registrant Info Screen section (deceased individual listed as applicant); Page 7Section III: ProcessLanguage confirming photocopied death certificates with watermarks are acceptable; Pages 10 and 26Life insurance clarification; Page 12Reasonable costs; Pages 17-18Verification requirements; Page 19Language clarifying actions when conducting internet searches and what to ask when verifying funeral home and receipts; Page 24Instructions to review the CMA for time zones and updated business hours information; Page 24Cases that do not have COVID-19 or Coronavirus listed on the death certificate will be placed on Hold - Program Review after receiving 3 FNLMD letters; Page 26Note boxes: INDR - FNRL letter should not be generated for cases that do not have COVID-19 or Coronavirus listed on the death certificate; Pages 27 and 30.Section VII: AppendixDeath Certificate screenshot: Description field should be the name of the city where death occurred; Page 38Read the entire DSOP for additional information.Note: The previous version will be archived in the PPM Archive.

5/3/21	5/6/21	2005974	DR-4586-TX: INSURANCE AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4586-TX applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.Applicants receiving this auto dialer may have received the Ineligible Insured No Response (IINR) and will be required to submit a signed appeal letter with their insurance documents.The auto dialer will inform recipients:“This is the Federal Emergency Management Agency. Someone giving this phone number applied for FEMA assistance due to losses as a result of Severe Winter Storms in Texas, Disaster 4586.FEMA determined this household has insurance which should cover the disaster-caused losses. If you received an insurance settlement, denial, or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance, please contact FEMA.You have up to 12 months from the date of your registration to submit a signed appeal letter and the insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782. For any questions regarding this call, please contact FEMA at 800-621-3362. Thank you.”Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATEREMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
5/3/21	5/6/21	2005974	DR-4586-TX: INSURANCE AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4586-TX applicants that received an insurance decision (INS, INI or INSFI) that advises them to send their insurance settlement or denial documents to FEMA. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.Applicants receiving this auto dialer may have received the Ineligible Insured No Response (IINR) and will be required to submit a signed appeal letter with their insurance documents.The auto dialer will inform recipients:“This is the Federal Emergency Management Agency. Someone giving this phone number applied for FEMA assistance due to losses as a result of Severe Winter Storms in Texas, Disaster 4586.FEMA determined this household has insurance which should cover the disaster-caused losses. If you received an insurance settlement, denial, or if there is a 30 day or more delay of insurance assistance, and you still need disaster assistance, please contact FEMA.You have up to 12 months from the date of your registration to submit a signed appeal letter and the insurance settlement or denial letter to FEMA.You can upload insurance documents to your Disaster Assistance Center application by visiting DisasterAssistance.gov; by fax at 800-827-8112; or mail copies to FEMA, P.O. Box 10055, Hyattsville, MD 20782. For any questions regarding this call, please contact FEMA at 800-621-3362. Thank you.”Follow standard Helpline procedures when answering these types of calls.Applicants can submit copies of insurance documents by:Fax: 800-827-8112.Mail: FEMA, PO Box 10055, Hyattsville, MD 20782-8055.DisasterAssistance.gov: Upload document images to their DAC Account, if applicable.Reference:HA AND ONA INSURANCE LETTERS UPDATEREMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS
5/3/21	5/7/21	2005976	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	COVID 19	If callers have questions about the disasterassistance.gov website, direct the caller to the “Help” tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs).Agents will only transfer callers to IHD for technical DAC issues such as the following:Reset passwords (locked accounts)PIN resetDO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant’s information including the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.IHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITsworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA’s internal Enterprise Service Desk (ESD).See the “Guide for Creating an Account & Uploading Documentsavailable in theIHP Agent Resource Toolkitto assist applicants in uploading documents to DAC. There is no need to transfer these calls.Reference: “Helpline NPSC Caller Services Reference Guide”
5/3/21	5/7/21	2005976	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	GENERAL	If callers have questions about the disasterassistance.gov website, direct the caller to the “Help” tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs).Agents will only transfer callers to IHD for technical DAC issues such as the following:Reset passwords (locked accounts)PIN resetDO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant’s information including the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.IHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITsworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA’s internal Enterprise Service Desk (ESD).See the “Guide for Creating an Account & Uploading Documentsavailable in theIHP Agent Resource Toolkitto assist applicants in uploading documents to DAC. There is no need to transfer these calls.Reference: “Helpline NPSC Caller Services Reference Guide”

5/3/21	5/7/21	2005976	REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESK	HELPLINE	If callers have questions about the disasterassistance.gov website, direct the caller to the ‘Help’ tab onwww.disasterassistance.govwhich includes Frequently Asked Questions (FAQs).Agents will only transfer callers to IHD for technical DAC issues such asthe following:Reset passwords (locked accounts)PIN resetDO NOT transfer any call to the Internet Helpdesk (IHD) until you have:Accessed the NEMIS File.Verified all of the applicant’s information including the complete social security number.Verified the Date of Birth is accurate.Verify and update the email address if caller has not received their emails.Verified the applicant isIDV PASSin the Registration Status box, asIDV_FAILEDapplicants will NOT be able to create an online account (DAC).Answered questions about the Individuals and Households Program (IHP).Made the appropriate contact or comment.ALL of the steps above MUST be completed prior to transferring.IHD will need to re-verify caller information, including Date of Birth and complete Social Security Number.TRANSFER PROCEDURES:ForC3MPconsult/transfer the call to theESD IHD ITSworkgroup.Contract Call Centers should dial the public number 1-800-745-0243.Never transfer callers to FEMA’s internal Enterprise Service Desk (ESD).See the Guide for Creating an Account & Uploading Documentsavailable in theHP Agent Resource Toolkitto assist applicants in uploading documents to DAC. There is no need to transfer these calls.Reference: Helpline NPSC Caller Services Reference Guide¿
5/3/21	5/7/21	2005977	UPDATE: INDEXING MAIL DELAY	COVID 19	During times of heightened disaster activity there may be delays in documents being indexed to NEMIS registrations. Uploading documents into the Disaster Assistance Center (DAC) account is the fastest way to get documents into the file, but there is still a delay for documents that require a manual review to be indexed into the system.Delay Timeframe:Faxed or Uploaded documents: Allow up to 10 days before resending duplicate information to FEMA.Mailed documents: Allow 14 days before resending duplicate information to FEMA.Advise applicants to be sure to include the following information on each page when submitting documents, to ensure the documents get placed into the correct file:Disaster numberRegistration numberLast four digits of SSNApplicant’s nameDAC Account Upload Error Message:Some applicants may indicate they received an error message indicating that the document was rejected, which can mean several things:Document was locked or password protected.Document had a virus or was corrupted during the upload process. Disasterassistance.gov is working to add additional messaging to the upload screen, advising individuals to ensure that documents areNOTpassword protected and inform of timeframe expectations. Note:If you find documents indexed to the wrong file, follow guidance in REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE.
5/3/21	5/7/21	2005977	UPDATE: INDEXING MAIL DELAY	HELPLINE	During times of heightened disaster activity there may be delays in documents being indexed to NEMIS registrations. Uploading documents into the Disaster Assistance Center (DAC) account is the fastest way to get documents into the file, but there is still a delay for documents that require a manual review to be indexed into the system.Delay Timeframe:Faxed or Uploaded documents: Allow up to 10 days before resending duplicate information to FEMA.Mailed documents: Allow 14 days before resending duplicate information to FEMA.Advise applicants to be sure to include the following information on each page when submitting documents, to ensure the documents get placed into the correct file:Disaster numberRegistration numberLast four digits of SSNApplicant’s nameDAC Account Upload Error Message:Some applicants may indicate they received an error message indicating that the document was rejected, which can mean several things:Document was locked or password protected.Document had a virus or was corrupted during the upload process. Disasterassistance.gov is working to add additional messaging to the upload screen, advising individuals to ensure that documents areNOTpassword protected and inform of timeframe expectations. Note:If you find documents indexed to the wrong file, follow guidance in REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE.
5/3/21	5/6/21	2005978	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	GENERAL	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ¿ 'Accessing the File and Releasing Information Procedures'.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.

5/3/21	5/6/21	2005978	REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS	HELPLINE	Auto-Dialers, courtesy calls, and Joint Field Office (JFO) callouts to the applicant can lead to a potential increase in Helpline call volume. Applicants may receive calls from different area codes or depending on the applicants service provider, the caller ID may show as Blocked, Unknown or some other identifier.In order to determine which Callout the applicant is calling in reference to, please review the NEMIS events log and Callout Comment/Contact in its entirety.Based on the comment/contact information, determine if the call should be transferred, or what information should be discussed with the caller.If applicable:Ask questions left by FEMA staff member.Provide information left by FEMA staff member.Provide additional referrals.Create a contactthat includes the answers, information discussed, and add additional information that assists in processing or identifying unmet needs.Record any Access and Functional Needs (AFN), or unmet needsIf callout was an unsuccessful CARS callout, transfer caller to the appropriate work group.If the callout was for TSA, there is no need to transfer the call, unless the caller needs TSA taskforce assistance.Preshift notifications posted for specific CARS and PPI Callouts provide details, such as hours of operation for the callout and indicate when a transfer is needed.Standard Helpline verification procedures should be followed prior to providing an applicant with any information or asking questions regarding their need for assistance. Please see the Helpline NPSC Caller Services Reference Guide ¿ #39;Accessing the File and Releasing Information Procedures #39;.Note: Occasionally there may be no comment/contact or scripted entry. Use your best customer service skills to respond to the caller, update any needed information in NEMIS including contact information and current location, identify any unmet needs, and place your comment/contact into NEMIS.
5/4/21	5/8/21	2006686	REMINDER: SHARING PHONE NUMBERS AND ADDRESSES WITH APPLICANTS	GENERAL	Do not shareinternalor externalphone numbers or emails with applicants, unlessposted guidance, preshifts, and approved disaster related referrals indicates it.FEMA has various resources as internal communication which are intended for FEMA agents only. For example: IHP Helpdesk phone number and email address, Internet Helpdesk (IHD) phone number, Headquarters numbers and email addresses, Mailroom email address, IHP Flood mapping email address, and FEMA Finance Center phone number. These are not to be shared with disaster survivors.Applicants who wish to speak to a FEMA Representative can contact:FEMA Phone: 1-800-621-3362Applicants requesting to submit documents to FEMA can submit them via:FEMA Fax: 1-800-827-8112FEMA Mail address: P.O. Box 10055 Hyattsville, MD 20782-7055Online DAC account:www.disasterassistance.govReference:REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKUPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINEREMINDER: FEMA IHP HELPDESK PHONE NUMBERREMINDER: INCORRECT TRANSFERS AND REFERRALS
5/4/21	5/8/21	2006686	REMINDER: SHARING PHONE NUMBERS AND ADDRESSES WITH APPLICANTS	HELPLINE	Do not shareinternalor externalphone numbers or emails with applicants, unlessposted guidance, preshifts, and approved disaster related referrals indicates it.FEMA has various resources as internal communication which are intended for FEMA agents only. For example: IHP Helpdesk phone number and email address, Internet Helpdesk (IHD) phone number, Headquarters numbers and email addresses, Mailroom email address, IHP Flood mapping email address, and FEMA Finance Center phone number. These are not to be shared with disaster survivors.Applicants who wish to speak to a FEMA Representative can contact:FEMA Phone: 1-800-621-3362Applicants requesting to submit documents to FEMA can submit them via:FEMA Fax: 1-800-827-8112FEMA Mail address: P.O. Box 10055 Hyattsville, MD 20782-7055Online DAC account:www.disasterassistance.govReference:REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKUPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINEREMINDER: FEMA IHP HELPDESK PHONE NUMBERREMINDER: INCORRECT TRANSFERS AND REFERRALS
5/4/21	5/8/21	2006686	REMINDER: SHARING PHONE NUMBERS AND ADDRESSES WITH APPLICANTS	RI	Do not shareinternalor externalphone numbers or emails with applicants, unlessposted guidance, preshifts, and approved disaster related referrals indicates it.FEMA has various resources as internal communication which are intended for FEMA agents only. For example: IHP Helpdesk phone number and email address, Internet Helpdesk (IHD) phone number, Headquarters numbers and email addresses, Mailroom email address, IHP Flood mapping email address, and FEMA Finance Center phone number. These are not to be shared with disaster survivors.Applicants who wish to speak to a FEMA Representative can contact:FEMA Phone: 1-800-621-3362Applicants requesting to submit documents to FEMA can submit them via:FEMA Fax: 1-800-827-8112FEMA Mail address: P.O. Box 10055 Hyattsville, MD 20782-7055Online DAC account:www.disasterassistance.govReference:REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKUPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINEREMINDER: FEMA IHP HELPDESK PHONE NUMBERREMINDER: INCORRECT TRANSFERS AND REFERRALS

5/4/21	5/8/21	2005983	REMINDER: SHARING PHONE NUMBERS AND ADDRESSES WITH APPLICANTS	HELPLINE	Do not shareinternalor externalphone numbers or emails with applicants, unlessposted guidance, preshifts, and approved disaster related referrals indicates it.FEMA has various resources as internal communication which are intended for FEMA agents only. For example: IHP Helpdesk phone number and email address, Internet Helpdesk (IHD) phone number, Headquarters numbers and email addresses, Mailroom email address, IHP Flood mapping email address, and FEMA Finance Center phone number. These are not to be shared with disaster survivors.Applicants who wish to speak to a FEMA Representative can contact:FEMA Phone: 1-800-621-3362FEMA TTY: 800-462-7585 (TTY only for applicants who have hearing or speech assistive needs)Applicants requesting to submit documents to FEMA can submit them via:FEMA Fax: 1-800-827-8112FEMA Mail address: P.O. Box 10055 Hyattsville, MD 20782-7055Online DAC account:www.disasterassistance.govReference:REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKUPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINEREMINDER: FEMA IHP HELPDESK PHONE NUMBERREMINDER: INCORRECT TRANSFERS AND REFERRALS
5/4/21	5/8/21	2005983	REMINDER: SHARING PHONE NUMBERS AND ADDRESSES WITH APPLICANTS	RI	Do not shareinternalor externalphone numbers or emails with applicants, unlessposted guidance, preshifts, and approved disaster related referrals indicates it.FEMA has various resources as internal communication which are intended for FEMA agents only. For example: IHP Helpdesk phone number and email address, Internet Helpdesk (IHD) phone number, Headquarters numbers and email addresses, Mailroom email address, IHP Flood mapping email address, and FEMA Finance Center phone number. These are not to be shared with disaster survivors.Applicants who wish to speak to a FEMA Representative can contact:FEMA Phone: 1-800-621-3362FEMA TTY: 800-462-7585 (TTY only for applicants who have hearing or speech assistive needs)Applicants requesting to submit documents to FEMA can submit them via:FEMA Fax: 1-800-827-8112FEMA Mail address: P.O. Box 10055 Hyattsville, MD 20782-7055Online DAC account:www.disasterassistance.govReference:REMINDER: DAC TECHNICAL ASSISTANCE TRANSFERS TO INTERNET HELPDESKUPDATE: COVID-19 FUNERAL ASSISTANCE HELPLINEREMINDER: FEMA IHP HELPDESK PHONE NUMBERREMINDER: INCORRECT TRANSFERS AND REFERRALS
5/4/21	5/7/21	2005984	IHP HELPDESK: CALLS AND EMAILS	CASEWORK	Staff should first review all applicable guidance to attempt to resolve any case concerns prior to contacting IHP Helpdesk.If staff are unable to resolve the concern on their own using posted guidance, they shouldfirst call the IHP Helpdeskfor assistance. If the IHP Helpdesk determines that additional clarification is required, then IHP Helpdesk specialist may ask staff to submit an email to the IHP Helpdesk inbox account for additional research.Reference:REMINDER: CONTACTING THE IHP HELPDESKFEMA-IHP-Helpdesk
5/4/21	5/7/21	2005984	IHP HELPDESK: CALLS AND EMAILS	COVID 19	Staff should first review all applicable guidance to attempt to resolve any case concerns prior to contacting IHP Helpdesk.If staff are unable to resolve the concern on their own using posted guidance, they shouldfirst call the IHP Helpdeskfor assistance. If the IHP Helpdesk determines that additional clarification is required, then IHP Helpdesk specialist may ask staff to submit an email to the IHP Helpdesk inbox account for additional research.Reference:REMINDER: CONTACTING THE IHP HELPDESKFEMA-IHP-Helpdesk
5/4/21	5/7/21	2005984	IHP HELPDESK: CALLS AND EMAILS	GENERAL	Staff should first review all applicable guidance to attempt to resolve any case concerns prior to contacting IHP Helpdesk.If staff are unable to resolve the concern on their own using posted guidance, they shouldfirst call the IHP Helpdeskfor assistance. If the IHP Helpdesk determines that additional clarification is required, then IHP Helpdesk specialist may ask staff to submit an email to the IHP Helpdesk inbox account for additional research.Reference:REMINDER: CONTACTING THE IHP HELPDESKFEMA-IHP-Helpdesk
5/4/21	5/7/21	2005984	IHP HELPDESK: CALLS AND EMAILS	HELPLINE	Staff should first review all applicable guidance to attempt to resolve any case concerns prior to contacting IHP Helpdesk.If staff are unable to resolve the concern on their own using posted guidance, they shouldfirst call the IHP Helpdeskfor assistance. If the IHP Helpdesk determines that additional clarification is required, then IHP Helpdesk specialist may ask staff to submit an email to the IHP Helpdesk inbox account for additional research.Reference:REMINDER: CONTACTING THE IHP HELPDESKFEMA-IHP-Helpdesk
5/5/21	5/8/21	2005985	REMINDER: SHARING PHONE NUMBERS WITH APPLICANTS	COVID 19	Do notshareinternalor not approved externalphone numbers or emails with applicants.Only share approved referrals posted in guidance, preshift, NEMIS, Disaster Specific Page, or theFuneral Resources Page.Do not rely on old notes, old links saved to favorites, or numbers provided in Team chats as information can change frequently.
5/5/21	5/10/21	2005986	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPUpdates include:Section I: OverviewLanguage for withdraw requests; Page 8Section III: ProcessLanguage regarding courtesy calls; Page 16Risk stamps and clarification calls; Page 17Steps to set verifications for death certificate; Page 19Funeral Assistance Missing Documents (FNLMD) letter location and process; Page 25Read the entire DSOP for additional information.Note: The previous version will be archived in the PPM Archive.
5/6/21	5/11/21	2005987	COVID-19 FUNERAL – REGISTRATIONS WITHOUT DECEDENT INFO AUTO DIALER	COVID 19	An auto dialer has been approved for all COVID-19 Funeral Assistance applicants that completed a registration but did not identify an occupant as a decedent. The applicants will be contacted either by Voice Auto Dialer, Email, or SMS-Text.The auto dialer will inform recipients:“This is the Federal Emergency Management Agency. Someone giving this phone number applied for COVID – 19 Funeral assistance.Our records indicate that your application with FEMA is missing the deceased individual’s information. FEMA needs the deceased individual’s information to continue processing your case. Please call the FEMA COVID-19 Funeral Assistance Helpline at 844-684-6333 once you have the following information about the deceased individual: their name, date of birth, and social security number, if applicable. An agent will update your application.Thank you.”Follow standard Helpline procedures when answering these types of calls.References:COVID-19 Funeral Assistance Processing DSOPFuneral Resources PageREMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLS

5/6/21	5/8/21	2005988	GEORGIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4600 Georgia has been declared for Public Assistance for Severe Storms and Tornadoes that occurred March 25 - 26, 2021. Please suggest individuals monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance. Information regarding disaster declarations can be found on FEMA.gov , by using the "Search Your Location" function or by clicking on "Disasters & Assistance" and scrolling down the menu to "All Disaster Declarations". Individuals can also search by address at disasterassistance.gov to determine if their address is in an area declared for individual assistance. If the individual has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations. http://www.211.org/3-1-1 may be available in some metropolitan areas of the country. Individuals can search for open shelters: Download the FEMA Mobile App. Shelter information is listed under "Disaster Resources" on the mobile app. Online at "Find Open Shelters" for Red Cross shelters; staff can offer to search this site. Please notify individuals to call 911 for medical emergencies. For individuals expressing emotional distress, provide the Disaster Distress Helpline information. Note: Do not take IA registrations for undeclared incidents. Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference: REMINDER: LOCATING A SHELTER 2-1-1 REFERRAL SERVICE REMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/7/21	5/10/21	2005989	DR-4590-LA: REGISTRATION DEADLINE APPROACHING	RI	The registration deadline for DR-4590-LA is May 10, 2021. The Registration Intake period for different disasters may close at various times within the month. As a reminder, please refer to the Disaster Specific Information pages for details regarding the declaration date, incident period, RI filing deadline and disaster financial closure of each disaster. If an applicant attempts to register after the registration deadline, there is a 60 day grace period when a registration can still be completed as a "Late Application". Reference: LATE APPLICATIONS AFTER FILING DATE HAS ENDED
5/7/21	5/11/21	2005990	PPM UPDATE: TRANSFERRING REGISTRATIONS	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: Transferring Registrations. Updates include: Section II: Process Steps to email a request for documents in the old registration be transferred to the new registration; Page 7 Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive.
5/7/21	5/12/21	2005991	TREND: DR-4484-LA: REGISTRATIONS IN WRONG DISASTER	COVID 19	A trend was identified where registrations for DR-4484-LA COVID-19 Funeral Assistance were completed in test disaster DR-9807-LA. Program Management, Systems Administration is in the process of moving the registrations to the correct disaster and the applicants will be contacted. Helpline: If an applicant calls regarding a registration in the incorrect disaster, advise the applicant there was an issue when taking their initial registration. If the registration has already been transferred: Provide the applicant with their new registration number if needed. If the applicant's registration has not yet been transferred: Transfer the registration to the correct disaster using the "Transferring Registrations" document on the Funeral Resources Page. Registration Intake: Staff should ensure they select the disaster that caused the applicant's damage when taking a new registration. Disasters for COVID-19 Funeral Assistance are based on the state or territory listed on the deceased individual's death certificate. Active disasters can be found on the Disaster Specific Information page. All COVID-19 Funeral Assistance disaster declarations can be found in the Notice of Disaster Declaration section of the COVID-19 disaster specific page. References: Funeral Resources Page
5/7/21	5/12/21	2005992	PPM UPDATE: COVID-19 Funeral Assistance Processing DSOP	COVID 19	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: COVID-19 Funeral Assistance Processing DSOP. Updates include: Section III: Process Added the "When to Send Funeral Assistance Letters" Chart; Page 26 Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive
5/7/21	5/12/21	2005992	PPM UPDATE: COVID-19 Funeral Assistance Processing DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the "Recently Updated Documents" section and the appropriate category of the PPM: COVID-19 Funeral Assistance Processing DSOP. Updates include: Section III: Process Added the "When to Send Funeral Assistance Letters" Chart; Page 26 Read the entire DSOP for additional information. Note: The previous version will be archived in the PPM Archive
5/8/21	5/12/21	2005993	DR-4601-TN: NEW IA DECLARATION	RI	Tennessee has a new Individual Assistance disaster declaration. DR 4601 Tennessee was declared on May 8, 2021. When Registration Intake is available, Agents are reminded to take all registrations regardless of eligibility for callers with reported damage in the declared state/territory. Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident. The incident period for this disaster is March 25 to April 3, 2021. Counties declared for IA: Davidson , Williamson , and Wilson Counties. Visit the Disaster Specific page and select this disaster for IHP Setup Information, Disaster Referrals, Inspection Guidelines, and Summary Information such as Incident Period, Incident Type, and Application Period. This page may not be available for viewing until setup is complete. Notes: The disaster may not be available in NEMIS for Applicant Inquiry/Update until the HS module is activated. Times may vary. Due to the Human Coronavirus (COVID-19), to effectively address the needs of applicants affected by the disaster, FEMA has implemented a streamlined inspection process where traditional, in-person inspections will not be performed. FEMA will contact applicants in the coming weeks. Please review the REMINDER: UNDECLARED DISASTERS/INCIDENTS preshift for additional important information. Reference: DAC - Call Center RI

5/10/21	5/13/21	2005995	REMINDER: LOCKED CASES OR CASES UNDER REVIEW PER PMS	HELPLINE	FEMA staff who access applicant cases in NEMIS may occasionally encounter a locked case, which prevents any processing actions, automation, or updates from being completed within NEMIS. Cases may be locked for a variety of reasons, but agents can still enter a comment or contact using Web Applicant Inquiry. Cases locked Under Review per PMS: Some registrations reflect "Under Review per PMS", "Under NCT Review", or "Under Review" in the Current Mailing Address (CMA) field of the App Info Tab and are locked to prevent any further processing in the file. The system lock will allow agents to enter Comments and Contacts through the Web Applicant Inquiry but will prevent the creation of workpackets (WPs) and any other type of processing action unless specifically completed by Program Management Section (PMS) staff. When documents from applicants under review by PMS are received, Program Management unlocks the case, indexes and places the documentation in the file, then generally routes all workpackets to complete before relocking the case. If a call is received through FEMA Helpline and the CMA reflects "Under Review per PMS", "Under NCT Review", "Under Review", or is locked by a Program Management employee, Review the file and assist the applicant with any questions they may have regarding the status of eligibility determinations in the file or appeal processes (such as documentation to submit for identity, occupancy, ownership, etc.). Using your best customer service respond to the inquiries but do not discuss that the file is locked. In situations of potential fraud or identity theft, the exact reason for locking the record will not be provided in the comments. Update: Do not give timeframe for review completion or callback. Use your best customer service to explain that a timeframe is currently not available, and do not discuss that the file is locked. If there are documents on file that meet IHP requirements that may clear the potential fraud issue, with no indication in the Events Log that an email was previously sent for review: Send an email to your Team Lead, who will review and give a recommendation letting you know if an email can be sent to Program Management. If your Team Lead agrees with your review, forward the email to FEMA-IHPHelpdesk@fema.dhs.gov. Ensure the subject line includes: DR #, Reg #, and a subject that includes "Under Review"; and that the body of your email includes a description of the request, document ID, and list of processing actions pending. PMS staff will review the documents and determine if the case can be unlocked and cleared for processing. The case will remain locked until PMS determines it can be processed. If the case is cleared for processing, a comment will be placed in the file indicating so. If documents are not on file that may clear the potential fraud issue: Agents will review the file and advise the applicant to submit any required documentation before any action can be taken in their case, (e.g., identity, occupancy, or ownership). Upon completion of the call, enter a clear and concise Contact explaining what was communicated to the applicant and any actions taken to assist with the concern. Cases locked by another user: Cases can become temporarily locked because an agent has the case open, due to an unresolved Duplicate Investigation status, or incomplete exiting of a case. Agents will access Web Applicant Inquiry to complete required Comments and Contacts. The Helpline NPSC Caller Services Reference Guide will describe the type of Comment and/or Contact to enter using the Web Applicant Inquiry. After completing the actions, please remember to click "Home" to exit. Reference: Fraud Review FEMA-IHP-Helpdesk REMINDER: EMAIL COMMUNICATIONS
5/10/21	5/13/21	2005996	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	COVID 19	This document has been updated on the Funeral Resources Page: CFNRL Assistance Line Reference Guide. Updates include: The addition of: "this call may be monitored and recorded for quality assurance purposes"; Page 3 APPLICANT ONLY - Returning Courtesy Call in Reference to Return Mail; Page 30 "Please include your disaster number, registration number, last four digits of your social security number, and your name on all pages of any correspondence you send"; throughout document Read the entire guide for additional information.
5/10/21	5/13/21	2005996	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	GENERAL	This document has been updated on the Funeral Resources Page: CFNRL Assistance Line Reference Guide. Updates include: The addition of: "this call may be monitored and recorded for quality assurance purposes"; Page 3 APPLICANT ONLY - Returning Courtesy Call in Reference to Return Mail; Page 30 "Please include your disaster number, registration number, last four digits of your social security number, and your name on all pages of any correspondence you send"; throughout document Read the entire guide for additional information.
5/10/21	5/13/21	2005996	UPDATE: CFNRL ASSISTANCE LINE REFERENCE GUIDE	HELPLINE	This document has been updated on the Funeral Resources Page: CFNRL Assistance Line Reference Guide. Updates include: The addition of: "this call may be monitored and recorded for quality assurance purposes"; Page 3 APPLICANT ONLY - Returning Courtesy Call in Reference to Return Mail; Page 30 "Please include your disaster number, registration number, last four digits of your social security number, and your name on all pages of any correspondence you send"; throughout document Read the entire guide for additional information.

5/11/21	5/13/21	2005997	VIRGINIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4602 Virginia has been declared for Public Assistance for Severe Winter Storms that occurred February 11 - 13, 2021.Please suggest individuals monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found on FEMA.gov, by using the "Search Your Location" function or by clicking on “Disasters & Assistance” and scrolling down the menu to "All Disaster Declarations".Individuals can also search by address at DisasterAssistance.gov to determine if their address is in an area declared for individual assistance.If the individual has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.http://www.211.org/3-1-1 may be available in some metropolitan areas of the country.Individuals can search for open shelters:Download the FEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site.Please notify individuals to call 911 for medical emergenciesFor individuals expressing emotional distress, provide the Disaster Distress Helpline information. Note:Do not take IA registrations for undeclared incidents.Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference:REMINDER: LOCATING A SHELTER2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/11/21	5/14/21	2005998	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	CASEWORK	If an agent finds an applicant's mail or fax indexed into the wrong file, email FEMA-IHP-MAILROOM (mdmailrm@fema.dhs.gov) with the Subject Line,FACILITY #(NPSC#) DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file.Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Contact to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary: FACILITY# (NPSC#) DOC INDEXED INTO WRONG FILEDetails: Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
5/11/21	5/14/21	2005998	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	COVID 19	If an agent finds an applicant's mail or fax indexed into the wrong file, email FEMA-IHP-MAILROOM (mdmailrm@fema.dhs.gov) with the Subject Line,FACILITY #(NPSC#) DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file.Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Contact to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary: FACILITY# (NPSC#) DOC INDEXED INTO WRONG FILEDetails: Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
5/11/21	5/14/21	2005998	REMINDER: DOCUMENTS INDEXED INTO THE WRONG FILE	HELPLINE	If an agent finds an applicant's mail or fax indexed into the wrong file, email FEMA-IHP-MAILROOM (mdmailrm@fema.dhs.gov) with the Subject Line,FACILITY #(NPSC#) DOC INDEXED INTO WRONG FILE, to request that the document be deleted and indexed to the correct file.Include the following details in the message:Disaster numberRegistration numberApplicant’s nameReceived dateDoc# _____ should be indexed to:Disaster number for correct fileRegistration number for correct fileApplicant’s name for correct file.Create a Contact to note that you e-mailed the request to the Mailroom.Create a Comment in the “wrong” file:Summary: FACILITY# (NPSC#) DOC INDEXED INTO WRONG FILEDetails: Emailed mailroom to request transfer of document to correct file.Reference:Helpline NPSC Caller Services Reference Guide¿
5/11/21	5/14/21	2005999	UPDATE: IHP HELPDESK HOURS OF OPERATION	CASEWORK	Beginning May 12, 2021 the hours of operation for the IHP Helpdesk will be adjusted.Monday through Sunday: 7:00 am to 10:00 pm (ET) Reference: FEMA-IHP-Helpdesk
5/11/21	5/14/21	2005999	UPDATE: IHP HELPDESK HOURS OF OPERATION	GENERAL	Beginning May 12, 2021 the hours of operation for the IHP Helpdesk will be adjusted.Monday through Sunday: 7:00 am to 10:00 pm (ET) Reference: FEMA-IHP-Helpdesk
5/11/21	5/14/21	2005999	UPDATE: IHP HELPDESK HOURS OF OPERATION	HELPLINE	Beginning May 12, 2021 the hours of operation for the IHP Helpdesk will be adjusted.Monday through Sunday: 7:00 am to 10:00 pm (ET) Reference: FEMA-IHP-Helpdesk
5/11/21	5/14/21	2005999	UPDATE: IHP HELPDESK HOURS OF OPERATION	RI	Beginning May 12, 2021 the hours of operation for the IHP Helpdesk will be adjusted.Monday through Sunday: 7:00 am to 10:00 pm (ET) Reference: FEMA-IHP-Helpdesk
5/11/21	5/14/21	2006000	REMINDER: CORRECT USE OF FEMA ACRONYMS	CASEWORK	When speaking to individuals, always speak in a clear, easy to understand manner, and doNOTuse FEMA terminology. It is important to use terms that applicants will understand.Example: Other Needs Assistance should not be shortened to ONA.When placing contacts/comments in NEMIS, please refrain from using improvised FEMA vocabulary, language or acronyms. Using non-standard abbreviations causes unnecessary confusion with staff members as well as DSA, DRC, JFO and Regional Staff. Be mindful that only FEMA approved acronyms should be used when commenting in NEMIS.Reference:Helpline NPSC Caller Services Reference GuideAcceptable FEMA Acronyms and Abbreviations

5/11/21	5/14/21	2006000	REMINDER: CORRECT USE OF FEMA ACRONYMS	GENERAL	When speaking to individuals, always speak in a clear, easy to understand manner, and doNOTuse FEMA terminology. It is important to use terms that applicants will understand.Example: Other Needs Assistance should not be shortened to ONA.When placing contacts/comments in NEMIS, please refrain from using improvised FEMA vocabulary, language or acronyms. Using non-standard abbreviations causes unnecessary confusion with staff members as well as DSA, DRC, JFO and Regional Staff. Be mindful that only FEMA approved acronyms should be used when commenting in NEMIS.Reference:Helpline NPSC Caller Services Reference GuideAcceptable FEMA Acronyms and Abbreviations
5/11/21	5/14/21	2006000	REMINDER: CORRECT USE OF FEMA ACRONYMS	HELPLINE	When speaking to individuals, always speak in a clear, easy to understand manner, and doNOTuse FEMA terminology. It is important to use terms that applicants will understand.Example: Other Needs Assistance should not be shortened to ONA.When placing contacts/comments in NEMIS, please refrain from using improvised FEMA vocabulary, language or acronyms. Using non-standard abbreviations causes unnecessary confusion with staff members as well as DSA, DRC, JFO and Regional Staff. Be mindful that only FEMA approved acronyms should be used when commenting in NEMIS.Reference:Helpline NPSC Caller Services Reference GuideAcceptable FEMA Acronyms and Abbreviations
5/11/21	5/14/21	2006000	REMINDER: CORRECT USE OF FEMA ACRONYMS	RI	When speaking to individuals, always speak in a clear, easy to understand manner, and doNOTuse FEMA terminology. It is important to use terms that applicants will understand.Example: Other Needs Assistance should not be shortened to ONA.When placing contacts/comments in NEMIS, please refrain from using improvised FEMA vocabulary, language or acronyms. Using non-standard abbreviations causes unnecessary confusion with staff members as well as DSA, DRC, JFO and Regional Staff. Be mindful that only FEMA approved acronyms should be used when commenting in NEMIS.Reference:Helpline NPSC Caller Services Reference GuideAcceptable FEMA Acronyms and Abbreviations
5/11/21	5/14/21	2006001	PPM UPDATE: COVID-19 FUNERAL ASSISTANCE PROCESSING DSOP	PPM UPDATE	This document has been updated on the PPM and is available under the 'Recently Updated Documents' section and the appropriate category of the PPM:COVID-19 Funeral Assistance Processing DSOPUpdates include:Section I: OverviewClarifying language under ineligible expenses; Page 3Clarification regarding prepaid funerals; Page 5Section III: ProcessFEMA Manual Determination - DR Specific subqueue section; Pages 14-15FEMA Manual Determination - Incomplete Funeral subqueue section; Pages 15-16If contract staff were not successful in verifying the documents, search the internet to gather information that validates the submitted documentation; Page 17Staff can refer to the COVID - 19 Funeral Assistance Document Verification - Contract Staff DSOP, Attachment A: Outbound Calls and Script for additional information; Page 17Do NOT use IISS eligibility code; Page 27Do NOT send the INDR - FNRL letter; Page 27Guidance to generate the INSS - FNRL letter with the appropriate letter text insert; Page 28Steps for selecting an IOR - Other Reason decision along with generating the applicable ineligible letters; Pages 28-29Appeals section information on routing cases to FEMA Manual Determination - Fraud, if no override stamp or PMS REVIEW = OK TO PROCESS comment in file; Page 31Read the entire DSOP for additional information.Note: The previous version will be archived in the PPM Archive
5/12/21	5/14/21	2006002	DR-4587-OK: ADDITIONAL IA COUNTY FRN 1	RI	Additional county has been added for Individual Assistance in DR-4587-OK.The additional county in Oklahoma is:MuskogeeAgents are reminded to take all registrations for a declared incident regardless of eligibility for callers with reported damages in a declared state.Registration Intake is only for this declaration and not for Coronavirus (COVID-19) incident.Reference: REMINDER: UNDECLARED DISASTERS/INCIDENTS
5/13/21	5/17/21	2006003	REMINDER: CURRENT LOCATION INFORMATION	HELPLINE	Agents are reminded to verify the applicant's Current Location information and update if the location has changed, which is a standard action for all active disasters. Please verify/update Current Location in order to ensure disaster survivors are reviewed for all possible assistance available to them. The information related to an applicant's current location is used in various reports and for consideration of specific programs.Current Location is found under ‘Registrant Info’ in Web NEMIS.When updating Current Location, select the type of housing where the applicant is currently living from the drop-down list.To see the selections use the up/down arrow keys, use scroll, or enter first letter of selection.If no other option is available, select ‘My Home’ and enter an explanation in the Contact.Note:If the disaster is closed, do NOTaddress Current Location with the applicant.Reference:Helpline NPSC Caller Services Reference Guide
5/13/21	5/15/21	2006004	HAWAII DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4604 Hawaii has been declared for Public Assistance for Severe Storms, Flooding, and Landslides that occurred March 8 - 18, 2021.Please suggest individuals monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found on FEMA.gov, by using the "Search Your Location" function or by clicking on “Disasters & Assistance” and scrolling down the menu to "All Disaster Declarations".Individuals can also search by address at DisasterAssistance.gov to determine if their address is in an area declared for individual assistance.If the individual has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.http://www.211.org/3-1-1 may be available in some metropolitan areas of the country.Individuals can search for open shelters:Download the FEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site.Please notify individuals to call 911 for medical emergenciesFor individuals expressing emotional distress, provide the Disaster Distress Helpline information. Note:Do not take IA registrations for undeclared incidents.Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference:REMINDER: LOCATING A SHELTER2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE

5/13/21	5/17/21	2006005	WEST VIRGINIA DECLARED FOR PUBLIC ASSISTANCE	RI	DR 4603 West Virginia has been declared for Public Assistance for Severe Winter Storms that occurred February 10 - 16, 2021.Please suggest individuals monitor their local news, Federal, State, and County Emergency Management websites for further information about assistance.Information regarding disaster declarations can be found on FEMA.gov, by using the "Search Your Location" function or by clicking on “Disasters & Assistance” and scrolling down the menu to "All Disaster Declarations".Individuals can also search by address at DisasterAssistance.gov to determine if their address is in an area declared for individual assistance.If the individual has an urgent need for food, clothing, or shelter: refer them to 2-1-1, local voluntary organizations such as Salvation Army, Catholic Charities and other community based organizations.http://www.211.org/3-1-1 may be available in some metropolitan areas of the country.Individuals can search for open shelters:Download the FEMA Mobile App.Shelter information is listed under ‘Disaster Resources’ on the mobile app.Online at Find Open Shelters for Red Cross shelters; staff can offer to search this site.Please notify individuals to call 911 for medical emergenciesFor individuals expressing emotional distress, provide the Disaster Distress Helpline information. Note:Do not take IA registrations for undeclared incidents.Do not take IA registrations in 6500, unless specifically instructed by "Flash" or preshift. Reference:REMINDER: LOCATING A SHELTER2-1-1 REFERRAL SERVICEREMINDER: 24/7 DISASTER DISTRESS HELPLINE
5/14/21	5/18/21	2006006	DR-4595-KY: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	GENERAL	An auto dialer has been approved for DR-4595-KY for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
5/14/21	5/18/21	2006006	DR-4595-KY: TRIAGE LEVEL 1 - NO INSPECTION AUTO DIALER	HELPLINE	An auto dialer has been approved for DR-4595-KY for applicants that received the NOINSP Triage Level 1 No Inspection letter.The purpose of this auto dialer is to notify applicants that they can request an inspection if they had more damages than reported during Registration Intake.Message Body:You recently applied for FEMA Assistance, and indicated that your home had minor damage and you were able to live in your home. FEMA would like to know if the level of damage to your home has changed since your registration. You may request an inspection if you have more damage and are not able to live in your home.Please listen to the following options and select which one best fits your current situation. 1. Yes, I need an inspection2. No, I do not need an inspectionHelpline:If staff receives inquiries regarding this auto dialer there is no need to transfer the calls. If an applicant indicates their situation has changed and they want an inspection:Request the inspection as normal and FEMA will contact the applicant.Before requesting an inspection, ensure Identity and Occupancy verifications have been met.Reference:REMINDER: CALLOUTS AND OUTREACH CALLS MAY INCREASE HELPLINE CALLSREMINDER: INSPECTION REQUESTS AND FAILED VERIFICATIONS
5/14/21	5/18/21	2006007	COVID-19: RFI FOR IDENTITY FAIL CASES	CASEWORK	During processing COVID-19 Funeral Assistance, staff may come across cases that are currently Identity Fail (IDV Fail).For cases where the applicant is IDV Fail:Place a courtesy call to advise the applicant of the documentation needed,Send the 2nd RFI letter,Add a comment in the file outlining the IDV documentation needed, andRoute the case to Complete.For cases ‘On Hold’ due to an IDV Fail issue AND a courtesy call attempt was previously made to advise the applicant of the documentation needed:Send the 2nd RFI letter, if not sent previously,Add a comment in the file outlining the IDV documentation needed, andRoute the case to Complete.Note:PPM guidance will be updated.
5/14/21	5/18/21	2006007	COVID-19: RFI FOR IDENTITY FAIL CASES	COVID 19	During processing COVID-19 Funeral Assistance, staff may come across cases that are currently Identity Fail (IDV Fail).For cases where the applicant is IDV Fail:Place a courtesy call to advise the applicant of the documentation needed,Send the 2nd RFI letter,Add a comment in the file outlining the IDV documentation needed, andRoute the case to Complete.For cases ‘On Hold’ due to an IDV Fail issue AND a courtesy call attempt was previously made to advise the applicant of the documentation needed:Send the 2nd RFI letter, if not sent previously,Add a comment in the file outlining the IDV documentation needed, andRoute the case to Complete.Note:PPM guidance will be updated.
5/14/21	5/18/21	2006008	WEBNEMIS IMAGING: USE OF PAGE DROPDOWN	CASEWORK	To help with system performance issues, changes were made when using the communications link. When users are reviewing the entire Correspondence Received document in the Substantiation popup either in the 2 or 3 pane view, users need to avoid clickingNext>or<Backmany consecutive times.Staff should use the Page dropdown function instead and taking these steps will avoid Internet Explorer crashing on large documents.Please review the linked document for additional information.WebNEMIS Imaging: Use of Page Drop Down
5/14/21	5/18/21	2006008	WEBNEMIS IMAGING: USE OF PAGE DROPDOWN	COVID 19	To help with system performance issues, changes were made when using the communications link. When users are reviewing the entire Correspondence Received document in the Substantiation popup either in the 2 or 3 pane view, users need to avoid clickingNext>or<Backmany consecutive times.Staff should use the Page dropdown function instead and taking these steps will avoid Internet Explorer crashing on large documents.Please review the linked document for additional information.WebNEMIS Imaging: Use of Page Drop Down

5/14/21	5/18/21	2006008	WEBNEMIS IMAGING: USE OF PAGE DROPDOWN	HELPLINE	To help with system performance issues, changes were made when using the communications link. When users are reviewing the entire Correspondence Received document in the Substantiation popup either in the 2 or 3 pane view, users need to avoid clickingNext>or<Backmany consecutive times.Staff should use the Page dropdown function instead and taking these steps will avoid Internet Explorer crashing on large documents.Please review the linked document for additional information.WebNEMIS Imaging: Use of Page Drop Down
5/14/21	5/19/21	2006009	RECORDING INFORMATION FROM NON-APPLICANTS	COVID 19	Helpline may receive calls from Contractors, Insurance Agents, Mechanics, or other third parties who state they received a call from FEMA.If the caller knows the name or address of the person who registered, the Helpline Agent should open the file (searching by name or address) and do the following:Check the Events log for a recent contact to that person.Verify the person’s name, business and phone number. Copy/paste the caseworker questions into a new Contact.Ask all the questions left by the caseworker and type the response next to the question.If additional information is supplied that would be helpful to process the case, please add that to the contact as well.If there are no questions in the file and there isn’t enough information in the file to logically enter a contact with helpful information, please record the following information in a contact:The caller’s name,Cell phone (or best contact number)Best time to reach the caller.Once the contact is completed, verify that a workpacket (WP) exists in the appropriate queue for review. If there is no WP, please create a WP in the appropriate queue.The Privacy Act prohibits the release of any information about an applicant to anyone not authorized to receive this information. This process is strictly for recording requested information in an applicant’s file.References:Helpline NPSC Caller Services Reference GuideFuneral Resources Page
5/14/21	5/19/21	2006009	RECORDING INFORMATION FROM NON-APPLICANTS	GENERAL	Helpline may receive calls from Contractors, Insurance Agents, Mechanics, or other third parties who state they received a call from FEMA.If the caller knows the name or address of the person who registered, the Helpline Agent should open the file (searching by name or address) and do the following:Check the Events log for a recent contact to that person.Verify the person’s name, business and phone number. Copy/paste the caseworker questions into a new Contact.Ask all the questions left by the caseworker and type the response next to the question.If additional information is supplied that would be helpful to process the case, please add that to the contact as well.If there are no questions in the file and there isn’t enough information in the file to logically enter a contact with helpful information, please record the following information in a contact:The caller’s name,Cell phone (or best contact number)Best time to reach the caller.Once the contact is completed, verify that a workpacket (WP) exists in the appropriate queue for review. If there is no WP, please create a WP in the appropriate queue.The Privacy Act prohibits the release of any information about an applicant to anyone not authorized to receive this information. This process is strictly for recording requested information in an applicant’s file.References:Helpline NPSC Caller Services Reference GuideFuneral Resources Page
5/14/21	5/19/21	2006009	RECORDING INFORMATION FROM NON-APPLICANTS	HELPLINE	Helpline may receive calls from Contractors, Insurance Agents, Mechanics, or other third parties who state they received a call from FEMA.If the caller knows the name or address of the person who registered, the Helpline Agent should open the file (searching by name or address) and do the following:Check the Events log for a recent contact to that person.Verify the person’s name, business and phone number. Copy/paste the caseworker questions into a new Contact.Ask all the questions left by the caseworker and type the response next to the question.If additional information is supplied that would be helpful to process the case, please add that to the contact as well.If there are no questions in the file and there isn’t enough information in the file to logically enter a contact with helpful information, please record the following information in a contact:The caller’s name,Cell phone (or best contact number)Best time to reach the caller.Once the contact is completed, verify that a workpacket (WP) exists in the appropriate queue for review. If there is no WP, please create a WP in the appropriate queue.The Privacy Act prohibits the release of any information about an applicant to anyone not authorized to receive this information. This process is strictly for recording requested information in an applicant’s file.References:Helpline NPSC Caller Services Reference GuideFuneral Resources Page
5/14/21	5/19/21	2006010	COVID-19: RISK STAMPS	COVID 19	If the LN_RELATIVE_FAIL is theONLYrisk stamp on the Registration Status screen and all documents are legible, complete and appear to be legitimate, there is no need to further verify the required documents via an internet search or courtesy call.When verification is required, ensure any efforts taken to verify the documents are included in a Comment.The Document Validation DSOP, Processing DSOP, and CFNRL Document Review Checklist will be updated.