AFTER IRMA

800-320-4330 897612#

https://share.dhs.gov/r4valtraining/
Welcome to the February 20th FEMA Recovery Basics Webinar and Conference Call

Hosted by Ken Skalitzky and Lesli Remaly
Schedule

9:00 am- Welcome and Overview - Lesli Remaly and Ken Skalitzky
9:05 am - Small Business Administration (SBA) - Matthew Young
9:20 am - Routine Use & Duplication of Benefits, Privacy Act - James Davis and Lucy Eli
10:00 am - Appeals - Anna Marijka (FEMA VAL) and Ashley Jones (The Salvation Army)
10:30 am - AmeriCorps Mission Assignment, Phase 3 - Crisis Clean up Courtney Miskell
11:00 am - Invitational Travel Categories - Steven Wise and James Davis
11:10 am - Volunteer Florida Disaster Case Management Program and Grants - Ken Skalitzky
11:20 am - CAN - Coordinated Assistance Network Update, American Red Cross Bryan Seibt
11:50 am - Final Questions other topics for consider - Lesli Remaly and Ken Skalitzky
Small Business Administration (SBA)
Matthew Young
Currently SBA disaster loans approved are:

- Hurricane Irma – 33,992 loans for over $1.2 Billion
  - Home loans 30,514 for over $1 Billion
  - Business loans 3,478 for over $249 Million
- Seminole Tribe of Florida – 29 loans for $873,300.
  - Home loans 26 for over $694 Thousand
  - Business loans 3 for over $145 Thousand

Loans are for uninsured or uncompensated losses

Direct from the federal government (SBA); not banks
Encouraging Continued Recovery

SBA Continues to encourage those that have not yet completed and submitted their disaster loan applications to do so as a **late application**.

SBA can't begin to provide assistance until we receive a completed loan application.
Right to Appeal

- If declined, the applicant has 6 months to come back to SBA and request a reconsideration.
- If withdrawn, the applicant has 6 months to come back and request to have the loan reaccepted.
- The applicant should address the issues for decline or withdrawal in order for SBA to reconsider the original decision.
There are three ways to apply with SBA:
• Apply on-line at SBA’s secured website: https://disasterloan.sba.gov/ela;
• Apply in person at a recovery center; or
• Submit an application by mail.
Call SBA at (800) 659-2955 to have an application mailed to you.
Upon receipt of completed loan application, an SBA verifier will estimate the total physical loss to your disaster damaged property and a loan officer will process the file to a decision.

If approved, loan documents are forwarded to borrower. The applicant is advised of appeal rights, if declined.
Disbursements are generally made in installments after required loan closing documents are submitted.
Everyone who is referred to SBA should Apply for SBA Loans

Presidential Declaration
SBA is the Gateway to Other Programs

• Flow of Individual Assistance
Contacts

- If you have questions about the program or on how to apply, or if you want to find an SBA disaster center near you, contact the SBA Customer Service Center:
  - Call 1-800-659-2955
  - TTY 1-800-877-8339, or
  - Email disastercustomerservice@sba.gov.
- You may also visit the www.SBA.gov/disaster-assistance page to learn more.
- The SBA Disaster program wants to continue to provide assistance to those in need.
Routine Use & Duplication of Benefits, Privacy Act - James Davis and Lucy Eli
The Privacy Act
Exploring Routine Use and Written Consent
Disaster Applicants: Maintaining Their Trust and Protecting Their Privacy

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

- Identify the different ways FEMA can share information and Routine Use
- Identify which request type is specific for stakeholders
- Identify what information can be requested
- Explain the processes for information sharing that including the FEMA-State Agreement
Recovery data contains personally identifiable information (PII) AND sensitive PII; while valuable to assist recovery, should NOT be indiscriminately shared;

FEMA must strike an appropriate balance between facilitating a speedy recovery and ensuring we appropriately protect survivors’ privacy;

FEMA simplified its sharing process, broadened the available data and strengthened protection measures.

FEMA’s process enables the entire emergency management community to effectively assist disaster survivors and meet recovery goals.
Disaster Applicants
Maintaining Their Trust and Protecting Their Privacy
DEPARTMENT OF HOMELAND SECURITY
Office of the Secretary

[DOCKET No. DHS-2013-0009]


AGENCY: Privacy Office, Department of Homeland Security.

ACTION: Notice of Privacy Act System of Records.

SUMMARY: In accordance with the Privacy Act of 1974, the Department of Homeland Security proposes to update and realign a current Department of Homeland Security system of records titled, “Department of Homeland Security/Federal Emergency Management Agency—008 Disaster Recovery Assistance Files System of Records.” This system of records allows the Department of Homeland Security/ Federal Emergency Management Agency to collect and maintain records on applicants for its Disaster Assistance programs that provide financial and other tangible assistance to survivors of Presidentially-declared disasters. As a
Requestors/Trusted Partners

- Federal Agencies
- States/Tribes
- Voluntary Organizations
- Long-Term Recovery Groups
- Private Sector Entities
- Local Governments
- Other Public Service Entities (hospitals, utilities)
Methods of Sharing

- Normal Referral process (not sharing PII)
- Written Consent
- Routine Use Options:
  - FEMA/State Agreement - for declared states
  - Information Sharing Access Agreement (ISAA) - for web based and/or continual sharing *(At Headquarters under review)*
  - Response Email - for non web based /one time sharing
  - Exigent Circumstances - FEMA making the referral
Methods of Sharing
Written Consent

- An individual completes a written or typed, signed statement that authorizes what may be released to what partner.

- Example of wording is available—*but is not a FEMA form*

- Encourage State and VOADs to have the required elements of written consent on their own information sharing form.

- Good process for case management since the consent is stored in individual’s NEMIS record and is not “dated” data.

- Not a great process for partners wishing to receive data on multiple survivors.

*Must meet legal standards to prevent fraud and unauthorized sharing.*
Methods of Sharing
**FEMA/State Agreement (1 of 2)**

- FEMA executes a FEMA/State Agreement (FSA or FTA) with declared State/Tribe very soon after declaration.
- The State identifies those partners they want to share with.
- Must list the Name, Title, Department or Agency and Contact Information of the requestor.
Inclusion in the FSA or FTA places partners under the state “umbrella.”

The partner can then:
- email request to State/Tribe, or
- email request to FEMA, or
- Go through the process to obtain rights to FIDA

Great advantage: inclusion in the FSA or FTA means a partner can draft a simple email and receive a FEMA report from State/Tribe (or FEMA)

Challenge: amending the FSA to add additional partners
Methods of Sharing Routine Use

- Federal Requests - Routine Use (H)(1)
- State Requests - Routine Use (H)(2)
- Voluntary Organization Request – i.e. NVOAD and/or LTRG - Routine Use (H)(3)
- FEMA Disability Coordinator - Routine Use (H)(4)
Method of Sharing Information
Sharing Access Agreement (ISAA)

under legal review

- Can be used when the entity is NOT listed in the FSA;
- Only used if the partner wants the ability to draft queries and receive continual reports directly from FEMA;
- Must execute a legally-binding ISAA from a template;
- Must fulfill security requirements (training on FIDA access);
- Must learn how to draft queries and interpret information
- Is not appropriate for all partners
Requesting Data via Routine Uses

Partners can request data via procedures that are flexible to the urgency and type of data needed.

Partners email request to joint field office

and then FEMA:

Executes FEMA-State Agreement
or
Information Sharing Agreement
or
Response Email
Process to Adjudicate Partners

- The VAL Group Supervisor is responsible for vetting

- Voluntary Organizations – members of National VOAD, State VOAD, or any recognized organization providing assistance to survivors

- Long Term Recovery Groups – Groups with bylaws, board, fiduciary and committees in place, with the ability to manage cases

- The VAL assists with the timing and method of sharing that best works
## VAL Contact List: 02 February 2018
### FEMA-4337-DR-FL

**JFO Leadership**

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<th>Email</th>
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<tbody>
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<tr>
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<tbody>
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Requesting Data via Routine Uses

Active LTR Initiatives: 02/01/2018
FEMA-4337-DR-FL
Requestors/Trusted Partners

- Federal Agencies
- States/Tribes
- Voluntary Organizations
- Long-Term Recovery Groups
- Private Sector Entities
- Local Governments
- Other Public Service Entities (hospitals, utilities)
Emailed Request Process
Routine Use (H)(3) and Written Consent

- A letter or email written by a partner and submitted to FEMA
- FEMA reviews and releases data as appropriate - FEMA and partner determine best “method of sharing.

What FEMA looks for:
- Trusted Partner
- Clear enough request so we know what they are asking for
- Clear enough explanation of why they want the information
- Reasonably coordinated efforts to avoid duplication
- Detailed description of the assistance that will be provided
Sharable Data Available

- Applicant Names
- Contact information
- FEMA verified losses
- Amounts received
- Award categories
- SBA loan status
- Can be categorized via sub-groups - such as survivors 65 years of age and older
# Methods of Sharing

## Report Sample Data Fields

<table>
<thead>
<tr>
<th>DR</th>
<th>County</th>
<th>Applicant Name</th>
<th>Primary Phone</th>
<th>Email</th>
<th>DD Street</th>
<th>DD City</th>
<th>DD State</th>
<th>DD Zip</th>
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<tr>
<td>CMA</td>
<td>CMA</td>
<td>CMA</td>
<td>CMA ZIP</td>
<td>RP FVL</td>
<td>Rental Award</td>
<td>Repai r Award</td>
<td>Replacement Award</td>
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<td></td>
<td>City</td>
<td>State</td>
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<tr>
<td>Total ONA Award</td>
<td>PP Award</td>
<td>Funeral Award</td>
<td>Dental Award</td>
<td>Medical Award</td>
<td>Transportatio</td>
<td>Total IHP Award</td>
<td>SBA Status</td>
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<td>n Award</td>
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<tr>
<td>PP FVL</td>
<td>Total FVL</td>
<td>Uninsured</td>
<td>65 or Older</td>
<td>Access or Functiona l Need</td>
<td>Household composition</td>
<td>Total HA Award</td>
<td>Transient Housing Award</td>
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Methods of Sharing

Response Letter from FEMA

- If not in FSA or FTA, the legal language comes in the response letter (used to be required in the request)

- Response letter must be signed confirming your receipt of the letter and its obligations and returned
Methods of Sharing

Exigent Circumstances

- FEMA staff sees an immediate need and the applicant needs assistance contacting a partner for additional assistance

- Sharing a limited amount of information to make a necessary connection
  - Example: the need for crisis counseling
  - Example: the need for access and functional durable medical equipment
Key Takeaways

1. State completes the FSA for those partners the State wants under their “umbrella”

   *Being listed speeds up and simplifies the entire process (simple email and no formal response required)*

2. For those not listed on the FSA, a routine use request must be submitted

3. The response letter (FCO) needs to be signed and returned to requester

4. Information received through Routine Use can only be shared with those under the umbrella of the requesting organization

5. Written consent is a good way to help individual cases
Thank You for your attention!

- For more information about the Privacy Act for additional questions please contact your FEMA VAL!

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FEMA APPEALS

AnnaMarijka Tilleman
FEMA
Voluntary Agency Liaison

Ashley Jones
Salvation Army
Director of Social Services/
Disaster Recovery
After FEMA receives the appeal, FEMA reviews the letter and the applicant’s file to determine if there is sufficient documentation to change FEMA’s determination.

If more information is needed in order to make a determination, FEMA takes one or more of the following actions:

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

FEMA notifies applicants in writing about the appeal decision within 90 days of the receipt of the appeal letter.

FEMA’s appeal decision represents the final agency determination and cannot be appealed again.
Can I Appeal?

1. 60 days within FEMA decision?
2. Have the denial letter?
3. Significant information or evidence from a 3rd party source?

If you answered YES to ALL these questions, then YES you can appeal your decision.
What Can I Appeal?

- Personal Property
- Real Property
- Rental Assistance
Denial Reason:
Identity not verified

Acceptable Documentation:
- Official governmental document (Social Security Statement, etc.)
- Driver’s License copy

Appeal Documentation
Denial Reason: Ownership not verified

Acceptable Documentation:
- Deed, title, or official record
- Real estate tax bill or receipt
- Will or proof of inheritance
- Mortgage statement
- Proof of insurance coverage (settlement or denial), or statement from insurance provider
Denial Reason:
Occupancy not verified

Acceptable Documentation:
- Official government document (Social Security statement, etc.)
- Driver’s License copy
- Landlord’s statement or copy of lease
- Rent receipts
- Utility bill reflecting damage residence address
- Voter registration card or merchant’s statement
Denial Reason:
Insufficient damage/
Damage not disaster related

Acceptable Documentation:

- Contractor’s statement or estimate
- Mechanic’s statement or estimate
- Receipt’s for expenses caused by the disaster
Appeal Documentation

Denial Reason:
Insurance may cover loses

Acceptable Documentation:
- Receipts for expenses caused by the disaster
- Proof of insurance coverage (settlement or denial), or statement from insurance provider
Determinations That May Be Appealed

Initial eligibility determinations for Housing Assistance and Other Needs Assistance (ONA), including:

- The amount of type of Housing Assistance and ONA an applicant received;
- The decision to withdraw an application for FEMA disaster assistance;
- The recovery of funds improperly awarded to an applicant; or
- The denial of a late application request for assistance.

A denial for Continued Rental Assistance.

Direct Housing Assistance determinations, including:

- The termination of eligibility to remain in a temporary housing unit.
- FEMA's intent to collect rent or the amount of rent collected from occupants of a FEMA-provided temporary housing unit.
- A denial of a request to purchase a FEMA-provided MHU.
- The sales prices of a FEMA-provided MHU the applicant may want to purchase.
- Any other eligibility-related decision.
Regardless if you are a renter or an owner, applicants have the right to appeal their personal property decision.

FEMA will not make you whole. FEMA will cover the basic necessities of your personal property. In other words, the personal property you need to live.

If you are an owner and qualify for SBA, you are expected to use SBA to cover your personal property.
Personal Property Assistance

**Appliances:**
Includes standard household appliances, such as a refrigerator, range, microwave, washing machine, etc.

For processing assistance purposes, FEMA identifies certain items as “appliances” that may not be considered a typical appliance to the general public such as:

- Children’s strollers and toys
- Every day dining tables
- Twin beds
- Property for applicants with access or functional needs, such as accessible toilet seats, beds, etc.

**Clothing:**
Essential clothing needed due to overall loss, damage, or contamination.

**Room furnishings:**
Standard furnishings found in a bedroom, kitchen, bathroom, and living room.

**Essential Tools:**
Tools and equipment required by an employer as a condition of employment and items required as a condition of an applicant’s or household’s member’s education.
Conditions of Eligibility
to receive Personal Property Assistance

- The items need to be repaired or replaced.
- The occupants of the household have an unmet disaster-related need for the damaged item.
- The items were owned and being used by occupants of the household.
- FEMA does not provide assistance for furnishings and/or appliances provided by a landlord.
- Items used by guests and relatives who were not members of the pre-disaster household are not eligible for assistance.

Appliances:
Assistance is based on the number and type of household appliances in need of repair or replacement.

Clothing:
Assistance is based on the number of household members requiring clothing as determined during the FEMA inspection. FEMA expects applicants to clean clothing soaked by wind-driven rain, seepage, or flood waters. Stored clothing is generally not eligible for assistance.

Room Furnishings:
Assistance is based on the level of damage to furnishings within specific rooms of the residence as recorded during FEMA inspection. The rooms must be one of the four rooms: kitchen, living room, bathroom, or bedroom.
Conditions of Eligibility
to receive Personal Property Assistance

Essential Tools:
Assistance is based on a need to replace essential tools, supplies, and equipment owned pre-disaster that are required by an employer as a condition for employment and items required as condition of an applicant’s or household member’s education. This includes tools and equipment required for a specific trade or profession. Eligible Items:

Schoolbooks/Supplies:
Equipment and supplies required to be provided by the applicant for educational courses or schooling, college, and trade school courses.

Uniforms:
Required for school or work when the applicant is responsible for replacement of the uniforms.

Computers:
Required by a school or an employer (not self-employment) when the applicant is responsible for the replacement of the computer.

Occupations Tools:
Essential tools and equipment required by an employer (not self-employment) as a condition of employment.
Applicants with Disabilities:

FEMA also provides assistance for damaged personal property items required for applicants with disabilities.

The list includes accessible beds, raised toilet seats, accessible refrigerators, accessible washers, and computers or adaptive telephones when utilized as the household’s sole means of communication.

Motorized wheelchairs, shower chairs, visual/vibrating fire signals, walkers, and wheelchairs are also eligible items.

If an applicant has additional medically-required assistive devices not included in the list above, they may request assistance to replace those items under the Medical and Dental Assistance category of Other Needs Assistance (ONA).
Financial assistance for flood-damaged personal property in basements is limited to both washers and dryers.

**Essential Personal Property** in rooms required for the occupation of the dwelling (for example, occupied bedrooms, a bathroom required for the occupied bedroom, a sole kitchen or living room).

**Not Essential Personal Property** stored personal property, including clothing, is not considered essential personal property.
FEMA will assist in covering housing damages if your home was damaged structurally by the hurricane. Write the appeal letter like explained previously. Get an estimate of damages, and a copy of insurance settlement or denial letter. Attach both those documents in the appeal.

But I don’t have insurance...

Still get an estimate of damages from a third party source. You are more than willing to include you’re pictures, but they will not be sufficient enough for your appeal. Along with your contract estimates, write a brief statement explaining lack of insurance and submit those documents with your appeal.
Real Property Renter

Renter

FEMA likely won’t cover real property because applicant does not own the home and therefore isn’t held responsible to fix the house.

However, Rental Assistance can be provided
Rental Assistance

RENTER

- Inspector says **unsafe**

  If the inspector says that the home is unsafe and the applicant checked "willing to move" on their FEMA application, then the applicant will receive rental assistance.

- Inspector says **safe**

  The renter needs to get a statement from the landlord stating that the renter needs to vacate the home until the repairs are complete.

  Include the contact information of the landlord and submit the statement with your appeal explaining that the home is not safe or sanitary.
Rental Assistance

OWNER

- I am an owner, with real property damage, and insurance.

You can receive rental assistance IF the applicant gets a statement from their insurance stating that the insurance company does not over ALE (Additional Living Expenses).

- I am an owner, with real property damage, and no insurance

You can receive rental assistance if the inspection says that the living conditions are unsafe and they checked the “willing to move” box on their FEMA application.

If inspector says that the property is livable, the likelihood of receiving rental assistance is low.
If someone other than the applicant files the appeal, the applicant must also submit a signed statement giving that person authority to represent the applicant.

The figure in the next slides represents examples of documentation that may be submitted to address common appeal concerns.

The appeal letter should be accompanied by documentation to support the appeal request, such as repair estimates, contractor estimates, or other supporting documentation.
Disaster Assistance Centers

As disaster agencies transitioned from the emergency relief phase to the recovery phase it was apparent Disaster Assistance Centers (DACs) were needed. The DACs are open to organizations assisting Hurricane Irma survivors and is where each survivor seeking services should begin.

Casework Specialists and Recovery Benefit Navigators help survivors to leverage all available resources to meet unmet needs caused by the damage of Hurricane Irma.

Our vision for the DACs is to educate and empower the survivor.

The survivor comes in for financial relief and leaves with so much more. They receive financial assistance, in-kind donations, but most importantly become their advocate.
Disaster Assistance Center

Process

Discuss damages due to Hurricane Irma.

Review:

- FEMA paperwork
- Proof of insurance (settlement or denial) or statement from insurance provider
- Small Business Administration (SBA) letters

Discuss recovery options.
Disaster Assistance Center

Process

Determine where survivor is in FEMA’s Sequence of Delivery chart and walk them through the process if needed.

Help survivors write and file an appeal with FEMA.

Discuss the Other Needs Assistance (ONA) category within FEMA.
The household determines which program offered by The Salvation Army that they want to apply for and takes required paperwork to complete and return.
Survivors come in feeling helpless and hopeless and leave feeling empowered and in charge of their recovery.
AmeriCorps Mission Assignment, Phase 3-Crisis Clean up Courtney Miskell
Crisis Cleanup
Overview
Connecting Voluntary Agencies with People in Need
What is Crisis Cleanup?

Crisis Cleanup is an open source website designed to refer voluntary agencies to homeowners in need of assistance after disasters.

Volunteer agencies are able to create a free account, view homeowner information and job details, and claim cases to work on within an overarching database.

Crisis Cleanup Homepage:

https://www.crisiscleanup.org/home
Creating a Free Account

To sign up for Crisis Cleanup, organizations must meet the following criteria:

- Have a physical presence in the area ("boots on the ground" or a call center)
- Interact directly with survivors
- Perform property assessments or remediation (assessments, debris removal, muck-outs, rebuilding, etc.)
- Be a reputable organization (individuals may not join independently).

If organization meets requirements, they may create a free account by clicking on the “Sign Up” tab on the homepage and filling in the necessary agency information under the Hurricane Irma incident.
Choose a Disaster:

- [ ] Choose One-

Primary Field Contacts

Personal information will not be shared publicly, but will be shared with other organizations to assist with coordination in the disaster.

Name:

- [ ] [ ] [ ]

Org Title: 

( e.g. "Disaster Relief Coordinator")

Your email:

Cell phone:

( no office numbers please )

[ ] Add Another Contact

Organization Information

Please use your local team name. E.g. "Team Rubicon Region 5" or "LDS Church-Peakview Stake" rather than "Team Rubicon" or "LDS Church".

Organization Name:

Organization Email:

Organization Phone Number:

Organization URL:

Organization Twitter:

Facebook link:

[ ] Add Address

Publish Organization Profile:

[ ]

How Will You Use Crisis Cleanup?

Click all that Apply

- [ ] Recovery: Your organization interacts directly with survivors to assess, muck out, remove debris, rebuild, etc.
- [ ] Coordination ONLY: Your organization does NOT interact directly with survivors but DIRECTLY oversees organizations that do.
- [ ] Situational Awareness ONLY: Your organization only needs general situational awareness and statistics.
- [ ] Other Activities: Your organization does other disaster-related activities such as donations management, case management, logistics, grant management, etc.
- [ ] Not an Organization: You do not belong to a recovery organization. Crisis Cleanup is only for reputable relief organizations. Individuals must first volunteer with an organization.
- [ ] Physical Presence: Your organization has a physical presence ("boots on the ground") in the affected area.

Typical Examples

United Way, 2-1-1, LDS Church, Team Rubicon, Samaritan's Purse, UMCOR, Habitat for Humanity, Mormons Disaster Service, Long Term Recovery Groups.

HQ office of a national organization with regional affiliates.

State & County Offices of Emergency Management, FEMA, American Red Cross, State VOADS or COADs.

Individuals, Unaffiliated volunteers, Meetup groups.

Members of National, State or County VOAD/COAD or recommended by a VOAD or government organization. Local or grassroots organization with a disaster recovery track record.

Where?

Referral:

[ ] I agree to the Terms of Service and Privacy Policy*

SIGNUP
Logging Into Crisis Cleanup

To login, organizations should find Hurricane Irma under the “choose incident” drop-down menu. After doing this, a second menu will appear for the agency name (username) to be entered followed by the password.

Moving forward, response, repair and rebuild efforts will be under the Hurricane Irma incident.
Using the Crisis Cleanup Map

To view the map, click on the “Map” link in the upper right hand corner of the screen.

All entered cases are viewable, and can be claimed. There are different icons representing the type of damage/work needed, and the status/claim of the case.
Uploading Cases

To input a case onto Crisis Cleanup, login, click on the “Assessment Form” tab. All case data can be manually entered into the Assessment Form, from the homeowner’s property details to the damage that needs repairing.

The organization can add assessment notes, special needs or any other pertinent information regarding the case.
Claim, Status and Report

If an organization wishes to claim a case, the Claim box should be checked and the status should be changed to “Open: assigned”. If an organization is just uploading cases and not intending to claim, the user should set the current status (located just below the claim box on the form) to “Open: unassigned.”

Once this step is completed, the user will submit the form and the case will appear on the public map for general reference. At this point, any unclaimed work orders can be adopted by local agencies working in the area.
Claiming Cases

On the map, organizations can browse through cases by clicking on individual icons and reviewing work order details and repair needs to find ones that match its agencies abilities and mission.

In the bottom right hand corner of the case information box, click the claim button and adopt that home repair then change the status to “Open: assigned”. Once claimed, the color of the icon will change to represent the new status.
Status

The status of the case can be altered throughout the repair process. As organizations change the status, notes should be made in the notes section to update case file. (Status definitions can be found at the end of the slides)

If an organization is unable to complete a case, the status should be updated to “Open, partially complete”. It will then be referred back to other agencies that either have more experience or capacity to finish work order.

If an organization completes the home repairs or is unable to complete case due to extenuating circumstances beyond minor home repairs, status should be updated to “Closed: needs case management”. Case status will be reflected on the map, and those cases will be referred to LTRGs and case management.
Mandatory Training Video

Crisis Cleanup requires anyone creating an account on the site to watch this 8 minute-long informational video. The video covers the basics that were touched upon in this presentation, as well as going in depth about more of the site's features.

Video Link:

Status Definitions

Open Cases

Open, Unassigned
Case is open and no voluntary agency has claimed it – notes can still be made to case regarding assessments.

Open, Assigned
Case is open and has been claimed by a voluntary agency to make contact with homeowner.

Open, Partially Completed
Case is in progress; a portion of the repairs have previously been made by a voluntary agency; another organization may adopt the case to finish outstanding repairs.

Open, Needs Follow-up
Homeowner has been contacted; homeowner has unresolved needs to address before moving forward with repairs.

Closed Cases

Closed, Completed
Case is completed; repairs have been made, no further work is necessary.

Closed, Needs Case Management
Case is completed; repairs have been made, homeowner requires case management.

Closed, Incomplete
Case is closed but not all repairs have been made due to unforeseen detailed circumstances.

Closed, Out of Scope
Repairs are out of a voluntary agency’s technical skill level.

Closed, Done by Others
Case already completed by someone outside of voluntary agency/VOAD.

Closed, No Help Wanted
Homeowner refuses assistance of a voluntary agency.

Closed, Rejected
Voluntary agency decides that a case should not be taken on for some detailed reason.

Closed, Duplicate
The case has been previously entered into Crisis Cleanup.
AmeriCorps Disaster Response Teams
418 AmeriCorps members, to date, with 83 members deploying for Phase 3
Total of 501
A-DRT Mission

AmeriCorps Disaster Response Teams are AmeriCorps programs that have a heightened focus and commitment to disaster response and recovery work.

Members have been working on minor home repairs and cleanup to expedite survivor reoccupation of homes affected by Hurricane Irma.
A-DRT Accomplishments to Date

- 25,128 Debris Removed (cubic yards)
- 3,286 Wellness/Safety Checks
- 2,126 Completed Damage Assessments
- 1,205 Hazard Trees Removed
- 608 Temporary Roof Repair, Muck & Gut, Mold Suppression
- 274 Phone Calls made to TSA Enrollees
Phase 3 – February 19 - March 31

5 A-DRT teams will be placed directly at local organizations:

- Brevard Long Term Recovery Group
- Builders Care
- St Johns Housing Partnership
- United Methodist Committee on Relief (UMCOR)
- Volusia Interfaiths/Agencies Networking in Disaster (VIND)
Phase 3 – February 19 - March 31

We will also operate 2 Forward Operating Bases. One in Polk County and one in SW Florida (Lee/Hendry/Collier Counties).

- Members will focus on high and medium priority Crisis Cleanup cases related to mucking and gutting, emergency tarping, minor repairs, and debris removal.

- Organizations in Polk and SW Florida may request assistance from teams by sending an email to adrtirmaresponse@gmail.com 48 hours before the project and we will do our best to send members as appropriate.
Invitational Travel Categories – Steven Wise
What is Invitational Travel?

For Florida DR-4337-FL Invitational Travel: Is authorized, official travel for individuals who are either not employed by the federal government, or employed intermittently by the government (i.e. consultants or experts) acting in a capacity directly related to official activities of the federal government.)
• As an invitational traveler for FEMA, you will be reimbursed while in travel status for expenses in accord with Federal Travel Regulations, including authorized costs for:

• Common carrier (coach or equivalent class air, rail or bus transportation)
• Local transportation to/ from the terminal (i.e. taxi, private vehicle)
• Lodging including taxes
• Meals & Incidental Expenses
• Rental car and fuel allowance
• Privately Owned Vehicle (POV) to/from DR-4337-FL (additional authorization required)

• Non-Federal Employee Traveler, DHS will cover the cost associated with your Airline reservations. All other travel expenses must be covered using your personal credit card or other personal form of payment. You must submit receipts to the Travel Department for these expenses to be considered for reimbursement.

• During travel, you must complete the following tasks:
  ▪ Retain receipts for transportation, lodging, and other travel-related expenses.
  ▪ Ensure you lodging receipt indicates a zero balance owing.
  ▪ Contact your Travel Arranger immediately if your travel plans change or any travel-related issues arise.
10 Response and Recovery categories that have been approved for Invitational Travel.

1. Delivering or participating in trainings, orientations, workshops, and other long-term recovery group formation activities in coordination with community, faith-based, and voluntary agency partners.

2. Providing training of voluntary agency partners, needs assessment, survivor assistance intake, individual assessment and disposition of cases with immediate, disaster-caused unmet needs.

3. Providing donations management for solicited and/or unsolicited donations, including management of multiagency warehouse operations.

4. Providing volunteer management of event-based or spontaneous unaffiliated volunteers and/or volunteer management coordination for diverse groups of affiliated partners, including management of Volunteer Reception Centers (VRCs), and tracking of volunteer sites and hours.

5. Conducting mold remediation, sanitization, demolition and debris removal from survivors’ residences and/or property in coordination with voluntary agencies-to include voluntary agencies supporting the Blue Roof Program.

6. Repairing/rebuilding disaster-damaged residences, including STEP-participating agencies.

7. Providing emotional and spiritual care to survivors affected by disaster, including Disaster Recovery Center support.

8. Providing “care for the caregiver,” compassion fatigue, resilience and renewal, and other emotional care and support to disaster responders.

9. Providing support for children and youth impacted by the disaster through activities such as camps, events and programs.

10. Other response, recovery, and long-term recovery activities, including training and Long-Term Recovery Group development (LTRG) at the request of FEMA.

Submit the request for Invitational Travel to:
Jim Davis Jr. James.DavisJr@fema.dhs.gov and Lesli Remaly Lesli.Remaly-Netter@fema.dhs.gov
Volunteer Florida Disaster Case Management Program and Grants-Ken Skalitzky
Volunteer Florida

Ken Skalitzky

Emergent Management Director

ken@volunteerflorida.org

850-661-0725
CAN- Coordinated Assistance Network Update, American Red Cross, Ellen Jones
What are the CAN Tools?

- Information sharing tool to increase coordination of services and help clients recover quicker:
  - Allows participation for vetted recovery partners to share information in accordance with client consent
  - Provides a single case record for real-time collaboration to more effectively meet client needs
  - Extended information sharing fields specific to LTRG/DCMP needs
- CAN TOOLS is available in response to a:
  - **Red Cross Level V (or higher) DRO**: automatically made available as casework is initiated
  - **Federally-Funded DCMP**: automatically made available when the Disaster Case Management Program grant award is announced
  - **Red Cross Division Request**
How Do Agencies Gain Access?

- Red Cross co-signature of Participation Agreement by Division designee
- Point of Contact is established for each recovery operation
- Each Agency defines POC responsible for agency use and authorization of its user accounts
- Documents available on www.canrecovery.communityos.org
Rules of the Road

- Access is granted solely for the purpose of coordinating services to clients impacted by disaster.

- Users may not view or alter records for any client they do not have a direct relationship with.

- A signed client release must be obtained for all clients.

- Unauthorized use may result in the immediate suspension of that user's access.
Welcome to CAN Tools

System Message

If you are supporting Hurricane Harvey Long Term Recovery, your account has been relocated and this log in page is no longer active for your use. You should have received an email this morning from CANinfo@redcross.org with information about how to proceed with log in for your account.

Purpose
This program is designed to enable a better understanding of how the information sharing capacity of CAS 2.0 could be leveraged through the power of the CAN Recovery Tools. This pilot will inform future discussions on the direction and capacity of the Coordinated Assistance Network (CAN) moving forward, and create new opportunities to coordinate recovery in concert with partners to better serve clients.

- CAN Tools FAQ

Participation
Each Division will be responsible for identifying partners and co-signing the Participation Agreement. Each agency POC will be responsible for authorizing individual agency users.

- Partner Participation Process
- Case Manager Registration Process
- Overview of CAN
CAN Tools

Export Wizard
Client Registry
Resource Database

Assistance is coordinated across agencies
My Tools/Case Management

- Case Search
- New Case
- Client Export
- CAS Reports

Resource Management
- Search Resources
- Logout
DRO & Recovery Services Integration

- Red Cross establishes baseline of client data:
  - Intake
  - Needs Assessment
  - Initial Recovery Planning
- Transition of cases to LTRG/DCMP
- Management of resource data to support referrals
Case Record Tabs

- Case Info
- Intake
- DCM Info
- Housing
- Contacts
- Repair/Rebuild
- Recovery Resources
- Recovery Plan
- Case Closure
Case Record

Records are organized by tabs that group information about the clients and their disaster recovery.
CAN TOOLS

CAN Agency Registration Form (Partner Participation form)
Caseworker Confidentiality Agreement form can be found here:

https://canrecovery.communityos.org/cms/
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Coming Soon CAN 2.0!
For Hurricane Irma Casework
CAN 2.0 Access for Hurricane Irma

• All agencies that have registered with your American Red Cross Region into CAN and have current access will be migrated over to the new site

• An email communication will be sent to all agencies once launch of the Hurricane Irma Recovery program is ready.

• Overview trainings for all agencies will be conducted to familiarize staff on the changes from the current site to the new site.
CAN TOOLS Overview

Questions?
Final Questions other topics for consider- Lesli Remaly and Ken Skalitzky