



FEMA

Austin Joint Field Office

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HURRICANE HARVEY

Daily Fact Sheet

Day 22

Navigating the Road to Recovery: Farmers, Ranchers, Homeowners, Renters Get Help

- **Federal assistance to Texans for Hurricane Harvey**

Three weeks after the federal disaster declaration, we are approaching \$1 billion in federal grants, loans and insurance payments made available to help Texans recover from Hurricane Harvey.

As of **Sept. 14:**

- **28,719** homeowners and renters in Texas were approved for **\$265.8 million** in housing assistance, which includes essential home repairs and rental assistance. (*interim report*)
 - **176,596** homeowners and renters in Texas were approved for **\$108.4 million** in grants for the replacement of necessary personal property and help with serious disaster-related expenses. (*interim report*)
 - **85,000** flood-insured policyholders in Texas received **\$238 million** in advance payments from the NFIP.
 - **1,832** homeowners and renters in Texas were approved for **\$187.5 million** in low-interest disaster loans from the SBA.
 - **154** Texas businesses were approved for **\$14.2 million** in low-interest disaster loans from the SBA.
 - The State and local governments were approved for **\$181 million** in obligated PA funding to help with the costs of saving lives, protecting people and property, and clearing storm debris from roadways.
- **FEMA has deployed more than 2,000 inspectors to Texas and completed more than 120,000 inspections of storm-damaged homes.** Due to the magnitude of Hurricane Harvey, it may take up to **21** days for a FEMA inspector to contact an applicant and schedule an inspection. In response to a number of queries, FEMA advises:
 - **Don't wait to clean up.** Take pictures of the damage. Start repairs to make your home safe and livable again or prevent further damage to your property. Save your receipts to show the inspector.
 - If your home was inaccessible at the time of FEMA registration—but is now accessible—please update your status on DisasterAssistance.gov.
 - Displaced survivors unable to meet an inspector at their damaged home can designate an “authorized agent” who can be present during the inspections—such as a trusted neighbor or relative. If you don't have someone in the area who can serve as your agent, the inspector can arrange for a FEMA employee to act as your agent and represent your interests.

- **Homeowners and renters who have uninsured disaster-related expenses from Harvey may be eligible for disaster grants from FEMA and low-interest disaster loans from the U.S. Small Business Administration (SBA).** Grants may be used to:
 - Rent a new place to live when their previous home was destroyed.
 - Repair or replace uninsured vehicles damaged by Harvey.
 - Repair or replace necessary personal property—like appliances, furniture, textbooks and computers used by students, and tools used by the self-employed. (Homeowners and renters may borrow up to **\$40,000** from the SBA to repair or replace damaged personal property.)
- **Farmers and ranchers may also be eligible for disaster assistance for damage or losses from Harvey.** Along with FEMA grants and SBA loans, farmers and ranchers may be eligible for emergency loans through the U.S. Department of Agriculture’s Texas Farm Service Agency (FSA). Eligible losses covered by emergency loans and other programs may include crops and livestock. For more information on FSA services, go online to the USDA website at: www.fsa.usda.gov or visit the nearest FSA office.
- **For more information about the disaster recovery operation, visit the FEMA website at www.fema.gov/hurricane-harvey** to view the helpful fact sheets and infographics on a wide variety of topics—such as What to Expect after Registration.

As of Sept. 14:

Total number of federal staff assigned to Texas is **5,181 (-299)**, including: **4,017 (-223)** FEMA staff, **1,072 (-80)** staff of the DHS Surge Capacity Force, **92 (+5)** workers from other federal agencies.

As of Sept. 14:

- Total registrations: **743,676 (+9,161 from previous day)**
- Individuals & Households Program (IHP) grants approved:
 - Housing Assistance: more than **\$265.8 million (+\$25.9 million from previous day)**
 - Other Needs Assistance: nearly **\$108.4 million (no change)**
- FEMA Inspectors in the field: **2,090 (no change)**
- FEMA Inspections Completed: **119,704 (+11,344 from previous day)**
- Total DRC visits **as of Sept. 14: 16,233 (+2,337 from previous day)**
- Total TSA rooms occupied **as of Sept. 15: 24,547 (+1,096 from previous day)**
- Total TSA applicants checked in **as of Sept. 15: 22,665 (no change)**
- Total hotels utilized **as of Sept. 15: 2,056 (no change)**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

Register

The quickest way to apply is online at DisasterAssistance.gov. Survivors may also apply by phone at

(800) 621-3362 (voice, 711 or VRS) or **(800) 462-7585** (TTY). Lines may be busy due to high demand. Be patient and try calling in the morning or evening when call volume may be lower.

Understanding Eligibility

Texans who applied for disaster assistance after Hurricane Harvey should read their letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance.

Common examples of missing information include proof of ownership of the damaged home or an insurance settlement letter. Please submit missing documentation to FEMA online, by mail or by visiting a Disaster Recovery Center.

Some of the reasons applicants do not qualify for federal disaster assistance include:

- Damaged property was not the primary residence at the time of the disaster.
- Adequate insurance coverage.
- Duplicate applications from the same household, where one applicant received assistance.

FEMA disaster assistance never duplicates insurance benefits, but if insurance is not enough to cover all the eligible damage, the initial determination may change.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Texas survivors may be eligible for disaster food relief from the U.S. Department of Agriculture. Households not eligible for the Supplemental Nutrition Assistance Program (commonly called food stamps) may qualify for D-SNAP. For detailed instructions, go to www.hhs.texas.gov/d-snap.

Disaster Assistance for Noncitizen Nationals

Hurricane Harvey survivors who are in the United States legally, but are not U.S. citizens, may be eligible for disaster assistance from FEMA. Applicants must be either U.S. citizens, noncitizen nationals, or qualified aliens to get federal monetary assistance:

- Qualified aliens include those with lawful permanent residency (holders of “green cards”); those with petitions for relief based on domestic violence against spouses or children; and those subjected to severe forms of human trafficking.
- Only one member of a household needs to be eligible to qualify the entire household for assistance. Parents and guardians, regardless of their status, may apply for assistance on behalf of a minor child who is a U.S. citizen.
- Additionally, low-interest disaster loans may be available from the U.S. Small Business Administration for businesses of all sizes, nonprofits, homeowners and renters.

Individuals from a household where no one is eligible for FEMA assistance may still be eligible for help from state or voluntary agencies. They may also be eligible for short-term, non-cash aid from FEMA, such as disaster legal services.

U.S. Small Business Administration (SBA)

SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profit organizations (such as churches and charities), homeowners and renters to repair or replace uninsured/uncompensated disaster-damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

As of **COB Sept. 13:**

- Total SBA loans received: **21,163 (no change)**
- Total SBA loans approved: over **\$204 million (+\$32 million from previous day)**
 - Homeowners: over **\$187.5 million (+\$30 million from previous day)**
 - Businesses: more than **\$14.2 million (no change)**
- Apply online at disasterloan.sba.gov/ela or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing after reviewing any insurance or other recoveries.

The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey.

Hours are **8 a.m. to 6 p.m. weekdays and 9 a.m. to 4 p.m. weekends**. The property damage application deadline is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	BRC Location
Aransas	Women’s Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373

Disaster Survivor Assistance (DSA)

Teams are in the field providing registration services, case updates/inquiries and referral to community partners, faith-based and volunteer organizations.

As of **COB Sept. 13:**

- DSA Deployed: **889 (-7 from previous day)**
 - Home Visits: **34,312 (no change)**
 - Total Survivor Interactions: **51,884 (no change)**
 - Total Survivor Registrations: **10,326 (+236 from previous day)**
 - Total Whole Community Referrals: **2,862 (no change)**
 - Total Shelter Visits: **154 (+7 from previous day)**

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions. To find the nearest DRC use: asd.fema.gov/inter/locator/home.htm. Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m. daily**.

County	DRC #	Location
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Jackson	MDRC#1	Edna High School Stadium, 1303 W. Gayle St. Edna TX 77957— 9 a.m. to 6 p.m. daily— Branch: VI Division: P
Wharton	MDRC#2	Wharton Civic Center, 1924 Fulton St. Wharton TX 77488— 9 a.m. to 4 p.m. daily— Branch: II Division: K
Harris	DRC#1	Neutrality Building, 1301 Fannin Street, Houston, TX 77002— Branch: Harris Division: 2B
Colorado	DRC#2	Colorado County Services Facility, 305 Radio Ln., Columbus TX 78934— Branch: II Division: A
Fayette	DRC#3	Randolph Recreation Center, 653 East Pearl St., La Grange TX 78945— Branch: VI Division: R
Calhoun	DRC#4	Calhoun County Library, 200 W. Mahan St., Port Lavaca TX 77979— Branch: VI Division: P
San Patricio	DRC#5	Bay Vista Shopping Center, 2334 Hwy. 361, Ingleside TX 78362— Branch: III Division: N
Victoria	DRC#6	Pattie Dodson Public Health Center, 2805 N. Navarro, Victoria TX 77901— Branch: VI Division: P
Goliad	DRC#7	Goliad Memorial Auditorium, 925 S. State Hwy. 183, Goliad TX 77963— Branch: VI Division: P
Fort Bend	DRC#8	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Missouri City TX 77459— Branch: II Division: K
Montgomery	DRC#9	Friendship Center/Community Center, 31355 Friendship Dr., Magnolia TX 77355— Branch: II Division: E
Fort Bend	DRC #10	Simonton Community Church, 9703 FM 1489 (Simonton Rd.), Simonton TX 77476—Monday-Saturday 7 a.m. to 7 p.m., Closed Sundays— Branch: II Division: E
Dallas	DRC#11	Kay Bailey Hutchinson Convention Center, 650 Griffin St., Dallas TX 75202
Fort Bend	DRC#12	Katy Mills Mall, 5000 Katy Mills Cir., Katy TX 77494— Branch: Harris Division: C
Harris	DRC#13	Baytown Community Center, 2407 Market St., Baytown TX 77520— Branch: Harris Division: B
Harris	DRC#14	Greenspoint Mall, 12300 North Fwy., Houston TX 77060— Branch: Harris Division: 2B
Jefferson	DRC#15	The Former Goodwill Building, 3871 Stagg Dr. Unit 166, Beaumont TX 77701— Branch: Jefferson Division: F
Harris	DRC #16	Webster Civic Center, 311 Pennsylvania Avenue, Webster TX 78373— Branch: Harris Division: A
Galveston	DRC #17	Johnnie Arolfo Civic Center, 400 W. Walker, League City TX 77573— Branch: Galveston Division: H
Nueces	DRC #18	Port Aransas Community Center, 408 N. Alister St., Port Aransas TX 78373— Branch: III Division: N

For survivors with disabilities or access and functional needs, FEMA offers helpful accommodations at Disaster Recovery Centers, such as:

- Accessible parking and ramps.
- Amplified listening devices for people with hearing loss.

- Large print or Braille publications and magnifiers for people with vision loss.
- Sign-language interpreters, available by request.

National Flood Insurance Program (NFIP)

As of **COB Sept. 14**:

- Total claims submitted for Harvey: more than **85,000** claims **(+600 from previous day)**
- Total advance payments to Texas policyholders: over **\$238 million (+\$34 million from previous day)**

The National Flood Insurance Program call center is available **5 a.m. to midnight** at **(800) 621-3362 (Press 2)**. For more information on how to file a claim, visit www.fema.gov/hurricane-harvey.

Transitional Sheltering Assistance

For some displaced survivors unable to return to their flood-damaged homes, FEMA may pay the cost to stay in certain hotels or motels for a limited period of time. FEMA pays only for the room and taxes.

Individuals and households must first register with FEMA at DisasterAssistance.gov to be considered eligible. See the same link for a list of participating Texas hotels, sorted by city.

Eligible survivors may also call the FEMA Helpline **(800) 621-3362** (voice, 711/VRS-Video Relay Service) or **(800) 462-7585** (TTY) for assistance in finding a participating hotel nearby. Since room availability changes quickly, survivors should call the hotel prior to traveling to confirm it can accommodate them.

Note: Hotels may need to honor prior reservations and may not be able to accommodate displaced survivors for an extended stay. FEMA makes direct payments to the hotels. Unlike other agencies, FEMA does *not* issue vouchers for TSA. Guests are responsible for all other costs associated with lodging and amenities. Those ineligible for TSA may be referred to local agencies or voluntary organizations for sheltering options.

Locate a Shelter

If you and your family need a place to stay, [download the FEMA mobile app](#) and look under Disaster Resources for a list of nearby shelters. Or call **800-REDCROSS (733-2767)**. The American Red Cross (ARC) provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

As of Sept. 14, **5,046 (+24 from previous day)** survivors are staying in **28** shelters.

Inspections

Due to the magnitude of Hurricane Harvey, it may take up to **21** days for a FEMA inspector to contact an applicant and schedule an inspection. **Don't wait to clean up.** Take pictures of the damage. Start repairs to make your home safe and livable again or prevent further damage to your property. Save your receipts to show the inspector. In response to a number of queries, FEMA advises:

- If your home was inaccessible at the time of FEMA registration—but is now accessible—please update your status on DisasterAssistance.gov.
- Displaced survivors unable to meet an inspector at their damaged home can designate an “Authorized Agent” who can be present during the inspections—such as a trusted neighbor or relative. If you don't

have someone in the area who can serve as your agent, the inspector can arrange for a FEMA employee to act as your agent and represent your interests.

- Test your well water before drinking it. For more information, go to Texas Commission of Environmental Quality (TCEQ) hurricane response page

For more information, visit the website www.fema.gov/hurricane-harvey to view fact sheets and infographics: What to Expect after You Apply for FEMA Aid, Separating Your Debris, and 8 Tips on Mold Cleanup.

U.S. Department of Labor

On Sept. 13, Gov. Abbott announced the Texas Workforce Commission (TWC) has been awarded a \$30 million [National Dislocated Worker Grant](#) from the U.S. Department of Labor to provide funding to create temporary jobs for eligible individuals to assist with cleanup, recovery and humanitarian efforts in areas impacted by Hurricane Harvey. These grants will be administered in partnership with FEMA and local officials in affected communities.

School Hotline

The Texas Education Agency (TEA) opened a hotline for parents of students in the Beaumont, Corpus Christi, Houston and Victoria school districts to receive up-to-date information on public education and schools affected by Hurricane Harvey. Call **(512) 463-9603** from **8:00 a.m. to 5:00 p.m.** daily. Parents can also visit the TEA Hurricane Harvey Parent Resource Page at tea.texas.gov/HarveyParentResources/.

Disaster Unemployment Assistance (DUA)

If you are out of work or lost income due to Hurricane Harvey, and do not qualify for unemployment benefits, you may be eligible for Disaster Unemployment Assistance (DUA). Visit the Texas Workforce Commission online to apply at twc.state.tx.us/jobseekers/disaster-unemployment-assistance. As of Sept. 14, the TWC has processed **121,321** DUA claims.

Rumors and Scams

Survivors can visit the Hurricane Harvey [rumor control page](#) for accurate up-to-date information about common rumors and scams.

Report fraud. FEMA and the SBA never charge a fee. Demand to see ID badges. If you suspect fraud or encounter price gouging, call the Texas Office of the Attorney General at (800) 621-0508 or visit texasattorneygeneral.gov/cpd/disaster-scams.

Disaster Legal Services

If you need legal assistance, call the Young Lawyers Division of the American Bar Association at **(800) 504-7030**. Survivors can receive free counseling on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

Debris Sorting and Handling

Private property owners and renters should be cautious when separating Hurricane Harvey debris for curbside pickup. Heed directions from city or county officials. If possible, separate your debris into the following five piles:

- **Household Hazardous Waste:** such as oils, batteries, lawn chemicals and oil-based paints

- **Electronics:** such as computers, radios, stereos, televisions and other devices with a cord
- **Appliances & White Goods:** such as air conditioners, freezers, refrigerators and water heaters
- **Construction & Demolition Debris:** such as carpet, drywall, furniture, lumber and plumbing supplies
- **Vegetative Debris:** such as un-bagged leaves, logs, plants and tree branches

Do not place debris near fire hydrants, utility poles or gas meters. Do not block roadways or storm drains. For normal household trash, heed directions from your city or county sanitation department.

For debris that may pose health or safety hazards—such as orphan oil drums and propane tanks—contact **3-1-1** or your local fire department.

Tips and guidance on disposing animal carcasses left by Harvey can be found on the Texas Commission of Environmental Quality’s [TCEQ's hurricane response page](#)

Hazard Mitigation

Grants are available for work carried out to prevent or reduce future disaster damages. For more information go to the [Hazard Mitigation website](#).

Public Assistance (PA)

The Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after Hurricane Harvey on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.

- For more information about PA grants and Direct Federal Assistance, visit: www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide.
- The presidential disaster declaration stemming from Hurricane Harvey makes FEMA PA grants for Categories A & B and Direct Federal Assistance available to eligible applicants in **27 counties: Austin, Bastrop, Bee, Colorado, DeWitt, Fayette, Goliad, Gonzales, Hardin, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Waller and Walker.**
- Applicants from the following **30 counties** may apply for reimbursement for expenses in Categories C-G: **Aransas, Bee, Brazoria, Calhoun, Chambers, Colorado, Fayette, Fort Bend, Galveston, Goliad, Hardin, Harris, Jackson, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton.**
- Applicants from the following four counties may apply for Category B and Direct Federal Assistance: **Bexar, Dallas, Tarrant and Travis.**
- The federal cost share increased to **90 percent** reimbursement of eligible costs for debris removal (Cat A), including Direct Federal Assistance; and **100 percent** reimbursement for emergency protective measures (Cat B), including Direct Federal Assistance, for **30 days** from the start of the incident period (Aug. 23), and then a **90 percent** federal cost share afterward.

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