



FEMA

*Austin Joint Field Office*

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DR-4332-TX

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## HURRICANE HARVEY

# Daily Fact Sheet

Day 57

### Navigating the Road to Recovery: More time to apply for help

- **Homeowners, renters and business owners now have until Friday, Nov. 24, 2017, to register for disaster assistance.** Due to the size of the disaster, a 30-day extension was granted to allow survivors more time to register. [Register with FEMA even if you have insurance.](#) Online, go to [DisasterAssistance.gov](http://DisasterAssistance.gov). By phone, call **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY).
- **If you're stressed due to Hurricane Harvey, call the Disaster Distress Helpline at 800-985-5990 or 800-846-8517 (TTY)** to speak to a trained professional who can help you cope with anxiety and guide you to available resources. The helpline stays open 24 hours a day, seven days a week. Survivors may also text **TalkWithUs** to **66746**. For Spanish, text **Hablanos** to **66746**.
- **If you have questions about rebuilding your flood-damaged home, talk to FEMA mitigation specialists at hardware and home improvement stores.** Find out how to repair and rebuild stronger and better, which may include [elevating your flood-damaged home](#). Specialists are at the following locations:
  - **Harris County**—Central Ace Hardware, 11676 Beamer Rd., Houston from 8 a.m. to 6 p.m. today, from 9 a.m. to 4 p.m. on Saturday.
  - **Matagorda County**—Sutherlands Lumber #3111, 5000 7<sup>th</sup> St., Bay City today and Saturday from 8 a.m. to 6 p.m. and Sunday from 9 a.m. to 5 p.m.
  - **Nueces County**—McCoy's Building Supply, 5909 Holly Rd., Corpus Christi today from 8 a.m. to 6 p.m. and Saturday from 8 a.m. to 5 p.m.
  - **Nueces County**—Coastal Ace Hardware, 15326 S. Padre Island Dr., Corpus Christi today from 8 a.m. to 6 p.m. and Saturday and Sunday from 8 a.m. to 5 p.m.

### Overview

As of COB Oct. 19:

- **Total funding distributed directly to Texans: \$4.89 billion**
  - **Individual & Households Program (IHP):** Grants approved: **\$1.24 billion** (+\$13.4 million from [previous day](#))

- **U.S. Small Business Administration (SBA):** Loans approved: **\$1.37 billion** (+\$44.8 million from previous day)
- **National Flood Insurance Program (NFIP):** Advance payments and claims paid: **\$2.28 billion**

### **Federal Personnel Supporting Texas**

As of Oct. 20:

- Total federal staff supporting DR-4332 (Texas/remote): **5,242** (-51 from previous day).
- Total federal staff deployed to Texas in support of DR-4332: **3,855** (-58), which includes **2,581** (-53) FEMA staff, **594** (-6) workers from the DHS Surge Capacity Force (SCF), **281** (no change) workers from other federal agencies and **399** (+1) contractors.

### **Individuals & Households Program (IHP)**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Caldwell, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Grimes, 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. The deadline to apply has been extended to **Nov. 24, 2017**.

As of Oct. 19:

- Total registrations: **878,016** (+928 from previous day)
- Housing Assistance: **\$981.1 million** (+\$10.2 million from previous day)
- Other Needs Assistance: **\$263.7 million** (+\$3.1 million from previous day)
- FEMA inspectors in the field: **1,730** (-205 from previous day)
- FEMA inspections completed: **491,808** (+5,573 from previous day)
- Total DRC visits: **126,404** (+3,226 from previous day)

### **Helpline**

Call **800-621-3362** (voice, **711/VRS**-Video Relay Service) (TTY: **800-462-7585**). Hours are from **6 a.m. to 10 p.m., Central Time**. Multilingual operators are available (press **2** for Spanish).

- Calls answered Oct. 19: **14,221**
- Average wait time: **40 minutes**

### **Transitional Sheltering Assistance (TSA)**

The TSA program provides short-term hotel stays to survivors who were displaced from their homes and need shelter while they look for longer-term housing. TSA has been extended until **Oct. 24, 2017**.

As of Oct. 20:

- Total TSA rooms occupied: **24,536** (+114 from previous day)
- Total TSA applicants checked in: **22,059** (+109 from previous day)
- Total hotels utilized: **1,883** (+3 from previous day)

### **Shelters**

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 provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

As of Oct. 19, total shelter population: **305** survivors in **3** shelters

### **Disaster Survivor Assistance (DSA)**

Teams are working in impacted communities to help survivors with FEMA registration and referrals to community partners, faith-based groups and volunteer organizations.

As of Oct. 19:

- DSA Deployed: **428**
  - Home visits: **374,469**
  - Total survivor interactions: **425,206**
  - Total survivor registrations: **13,891**
  - Total whole community referrals: **7,555**
  - Other (Shelter, Speaker’s Bureau, Town Hall Meeting, etc.): **1,336**

### **Disaster Unemployment Assistance (DUA)**

The Texas Workforce Commission (TWC) has extended the application deadline for DUA until **Oct. 31, 2017**. This extension allows survivors in all 41 counties designated for Hurricane Harvey to apply for disaster unemployment assistance if they have not yet done so. To apply, call **800-939-6631 (TTY 800-735-2989)** or go to the TWC’s website at [twc.state.tx.us/jobseekers/disaster-unemployment-assistance](http://twc.state.tx.us/jobseekers/disaster-unemployment-assistance).

As of Oct. 16, **11,705** survivors were approved for **\$4.5 million**.

### **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 Oct. 20:

- Total SBA applications received: **81,150 (+1,272 from previous day)**
- Homeowner loans approved: **\$1.26 billion (+\$43.5 million from previous day)**
- Business loans approved: **\$109 million (+\$2.3 million from previous day)**
- Apply online at [disasterloan.sba.gov](http://disasterloan.sba.gov) 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 property damage application deadline is **Nov. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.
- SBA has opened five Business Recovery Centers (BRC), where representatives can meet with business owners to answer questions about SBA’s disaster loan program, explain the application process and help them complete their Electronic Loan Application. Beginning **Oct. 22, 2017**, these BRCs will no longer be open on Sundays. Also, their operating hours will change as follows:

<b>County</b>	<b>BRC Location</b>	<b>New Hours</b>
<b>Aransas</b>	H-E-B Parking Lot, 1000 East Concho Street, Rockport, TX 78382	Monday - Saturday, 9 a.m. - 6 p.m. Closed Sunday
<b>Harris</b>	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002	Monday - Friday, 9 a.m. - 6 p.m. Saturday, 9 a.m. - 4 p.m. Closed Sunday
<b>Nueces</b>	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373	Mondays - Saturdays, 9 a.m. - 7 p.m. Closed Sunday

<b>Fort Bend</b>	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Room 111, Missouri City TX 77459	Mondays - Saturdays, 9 a.m. -7 p.m. Closed Sunday
<b>Jefferson</b>	Lamar University Center for Innovation, Commercialization and Entrepreneurship (CICE), 5091 Rolfe Christopher Drive, Beaumont TX 77705	Mondays - Saturdays, 9 a.m. - 6 p.m. Closed Sunday

**Disaster Recovery Centers (DRCs)**

DRCs are one-stop shops for survivors seeking one-on-one help. Representatives from FEMA, the SBA and other agencies are available to answer questions. FEMA offers accommodations for survivors with disabilities or access and functional needs at DRCs, such as accessible parking and ramps, amplified listening devices, large or Braille publications as well as magnifiers and sign-language interpreters (available by request). To find the nearest DRC go to [asd.fema.gov/inter/locator/home.htm](http://asd.fema.gov/inter/locator/home.htm).

The following DRCs will be closing between Friday, Oct. 20 and Sunday Oct. 22, 2017, as follows:

- **In Bastrop County, closing COB Oct. 20:** Old County Building (Bastrop County Justice of the Peace), 404 Fawcett Street, Smithville, TX 78957
- **In Nueces County, closing COB Oct. 21:** Richard M. Borchard Regional Fairgrounds, 1213 Terry Shamsie Road, Robstown, TX 78380
- **In Waller County, closing COB Oct. 22:** Brookshire Volunteer Fire Department, 910 Gresham Road, Brookshire, TX 77423

As of Oct. 20 there are **58** DRCs open in **27** counties to help survivors:

- Aransas (1), Bastrop (1), Brazoria (2), Calhoun (1), Chambers (1), DeWitt (1), Fayette (1), Fort Bend (3), Galveston (2), Hardin (1), Harris (17), Jasper (1), Jefferson (6), Liberty (1), Matagorda (1), Montgomery (3), Newton (1), Nueces (3), Orange (2), Polk (1), Refugio (1), San Jacinto (1), San Patricio (1), Victoria (1), Walker (2), Waller (1) and Wharton (1).
- As of Oct. 19, these centers have provided assistance to **126,404** survivors.

**National Flood Insurance Program (NFIP)**

To help homeowners with flood insurance whose homes sustained damage from Harvey, the National Flood Insurance Program (NFIP) has waived some requirements to make it easier to get advance payments quicker. NFIP policyholders with questions may call **(800) 621-3362** from **Monday to Saturday, 7 a.m. to 7 p.m. Central Time** and follow the voice prompts. For more information on how to file a claim, visit [fema.gov/hurricane-harvey](http://fema.gov/hurricane-harvey).

As of Oct. 19:

- **89,716** policyholders have filed flood-insurance claims in Texas.
- NFIP has paid **\$2.28 billion** for Harvey claims in Texas.

**Public Assistance (PA)**

The FEMA 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 to protect people and property, restore power, repair roads and clean up neighborhoods. Federal cost-share for all categories of Public Assistance is **90 percent** of total eligible costs, except for assistance previously approved at **100 percent**.

Because of the scope of damage from Hurricane Harvey and the extended emergency response, several Texas counties were added to the federal disaster declaration over a period of six weeks. Most recently, 10 counties were added Oct. 11. Under federal regulations, deadlines for various counties fall between Nov. 22 and Dec. 17. To allow projects to begin as soon as possible, the State of Texas is encouraging local and state jurisdictions and

private nonprofit organizations to submit a Request for Public Assistance (RPA) to the Texas Division of Emergency Management (TDEM) by **5 p.m. Oct. 31**.

As of Oct. 19:

- A total of **634** Requests for Assistance (RPAs) have been received.
- State and local governments were approved for **\$401.1 million** in obligated PA funding.

### **Hazard Mitigation**

FEMA mitigation specialists are visiting hardware and home improvement stores to provide free information and tips on repairing and rebuilding stronger and safer. *See below for dates, times and locations.*

<b>County</b>	<b>Location</b>	<b>Dates</b>
<b>Harris</b>	Central Ace Hardware, 11676 Beamer Rd., Houston TX 77089	Thursday, Oct. 19-Friday, Oct. 20 (8 a.m.-6 p.m.) Saturday, Oct. 21 (9 a.m.-4 p.m.); Closed Sunday
<b>Matagorda</b>	Sutherlands Lumber #3111, 5000 7 <sup>th</sup> St., Bay City TX 77414	Thursday Oct. 19-Saturday Oct. 21 (8 a.m.-6 p.m.) Sunday, Oct. 22 (9 a.m.-5 p.m.)
<b>Nueces</b>	McCoy's Building Supply, 5909 Holly Road, Corpus Christi TX 78412	Thursday, Oct. 19-Friday, Oct. 20 (8 a.m.-6 p.m.) Saturday Oct. 21 (8 a.m.-5 p.m.); Closed Sunday
<b>Nueces</b>	Coastal Ace Hardware, 15326 S. Padre Island Drive, Corpus Christi TX 78418	Thursday, Oct. 19-Friday, Oct. 20 (8 a.m.-6 p.m.) Saturday, Oct. 21-Sunday, Oct. 22 (8 a.m.-5 p.m.)

For more information, visit the FEMA Mitigation website at [fema.gov/texas-disaster-mitigation](http://fema.gov/texas-disaster-mitigation).

### **Register**

The quickest way to apply is online at [DisasterAssistance.gov](http://DisasterAssistance.gov). Survivors may also apply by calling **(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 early morning or in the evening when call volume may be lower.

### **Understanding Eligibility**

Texans who applied for disaster assistance after Hurricane Harvey should read their determination letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance. More information about eligibility and determination letters can be found at [fema.gov/news-release/2017/09/07/fact-sheet-questions-about-your-determination-letter](http://fema.gov/news-release/2017/09/07/fact-sheet-questions-about-your-determination-letter).

### **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 details, go to [hhs.texas.gov/services/financial/disaster-assistance/disaster-snap](http://hhs.texas.gov/services/financial/disaster-assistance/disaster-snap).

### **Disaster Assistance for Noncitizen Nationals and Qualified Aliens**

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.

- Individuals from a household where no one is eligible for FEMA assistance may still be eligible for help from state or voluntary agencies.
- Additionally, low-interest disaster loans may be available from the U.S. Small Business Administration for businesses of all sizes, nonprofits, homeowners and renters.

### **Inspections**

Due to the magnitude of Hurricane Harvey, it may take up to **45 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.

### **School Hotline**

The Texas Education Agency (TEA) has 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. The hotline **(512) 463-9603** is open every day from **8 a.m. to 5 p.m.** Parents can also visit the TEA Hurricane Harvey Parent Resource Page at [tea.texas.gov/HarveyParentResources/](http://tea.texas.gov/HarveyParentResources/).

### **Internet Resources**

A variety of information on Hurricane Harvey and Texas recovery is available at the following websites: the [Hurricane Harvey disaster web page](#), the [FEMA Harvey Facebook page](#), the [@FEMARegion6 Twitter account](#), Texas mitigation at [fema.gov/texas-disaster-mitigation](http://fema.gov/texas-disaster-mitigation) and the [Texas Division of Emergency Management website](#).

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