

# Daily Fact Sheet

**DAY 59**

## **KEY MESSAGES**

- Undocumented immigrants may be eligible for assistance related to Tropical Storm Imelda
  - They do not have to be a U.S. Citizen; non-citizen national or Qualified Alien receive assistance. However, they must be a U.S. citizen, non-citizen national or Qualified Alien for a *cash* award from FEMA's Individuals and Households Program.
  - They must be a U.S. citizen, non-citizen national or Qualified Alien to be eligible for Disaster Unemployment Assistance. However, they may apply on behalf of their U.S. citizen child, or another adult household member may qualify the household for assistance.
  
- Survivors who registered for federal assistance because they suffered damage from Hurricane Harvey can register for assistance if affected by Tropical Storm Imelda. Federal aid does not stop after applying for, and/or receiving assistance from a single disaster. Assistance may be available even if a survivor received assistance from a previous, federally declared disaster.
  - Survivors that applied for aid after Hurricane Harvey and that sustained damage from Tropical Storm Imelda must reapply for aid – their application and aid from Harvey does not cover them for damages incurred from Tropical Storm Imelda.
  
- Survivors who have applied for federal aid should begin receiving determination letters.
  - Survivors should read the letter carefully. It will explain the eligibility decision and the reason for the decision.
  - If approved, the letter will state the dollar amount of the grant and how the funds should be used.
  - If ineligible, the letter will explain why and how the applicant can appeal the decision.

- What to expect during a FEMA housing inspection:
  - Inspections generally take 30-40 minutes
  - No fee for services
  - Inspector is required to review and document both structural and personal property damage to file a report.
  - An adult 18 or older who lived in the household before the disaster must be present at the inspection.
  - The inspector will verify by requesting
    - Photo identification
    - Proof of occupancy
    - Proof of ownership
  - Inspectors DO NOT determine eligibility or the value of damage or losses.
  
- Texas residents in disaster-declared counties whose wells or septic systems were damaged by Tropical Storm Imelda, may be eligible for financial help from FEMA. Septic systems and wells are generally not covered by flood insurance.
  - Eligible services for septic tanks may include cleaning, repairing or replacing the septic system as needed.
  - Awards are also available for the repair or decontamination of private wells that are the sole source of water for a home.
  
- Residents in Montgomery, Jefferson, Liberty, Chambers, Orange, Harris, and San Jacinto counties affected by severe storms and flooding, and who sustained damages to their home or property are urged to file a claim with their insurance company if they have a homeowner's or flood insurance policy first, and then register for disaster assistance with FEMA.
  - Although FEMA cannot make them whole, it may help them move forward by providing grants for basic repairs to make their home safe, sanitary and secure. FEMA assistance may also provide temporary help with a place to stay while they build a recovery plan.
  - The deadline to register for FEMA aid is Dec. 3, 2019.
  - It's important for survivors who have registered for aid to stay in touch with FEMA if there are changes to the address where they are staying, or their contact information.
  
- Renters in Texas counties with damage from Tropical Storm Imelda may be eligible for federal disaster assistance.
  - There are federal grants that can help pay for temporary housing. They can be used for a 30-day period, subject to review until renters' previous homes are livable or until they find another home.

- Residents are urged to watch for and report any suspicious activity or potential fraud. The most common post-disaster fraud practices include phony housing inspectors, fraudulent building contractors, bogus pleas for disaster donations and fake offers of state or federal aid. FEMA never charges a fee for its inspectors and they always carry identification badges.
  - Those who question the validity of a contact or suspect fraud are encouraged to call the toll-free FEMA Disaster Fraud hotline at **866-720-5721**. Complaints also may be made by contacting local law enforcement agencies.
  
- The FEMA News Desk phone number is **512-490-3890** for all media inquiries
  
- As of **Nov. 25, 2019**:
  - More than **\$63.6 million** in disaster grants has been approved for Texas homeowners and renters who sustained uninsured or underinsured losses from those storms. The total includes:
    - More than **\$53.8 million** in housing grants for people to assist in rebuilding or repairing their homes and to provide a safe place to stay right now while they consider their long-term housing options.
    - More than **\$9.8 million** in grants for Other Needs Assistance to survivors.
  - FEMA inspectors have completed **21,721 home inspections**, or more than **99 percent** of assigned inspections in all declared counties. **11 inspectors** remain in the field.
  - DRCs have received **6,186** visits.
  - DSA completed operations as of Nov. 22, 2019. Teams visited **38,739 homes**, had **14,838 survivor interactions**, performing **1,093 registrations in local communities**.
  - SBA has approved **1,293** applications for low-interest disaster loans for more than **\$62 million**.
  
- NFIP has received **10,531** claims, **8,357** of which (or **79** percent) have closed with the total amount paid of **\$544.5 million**, as of Wednesday, Nov. 27, 2019.
  
- State/federal Disaster Recovery Centers (DRC) are now open in Orange, Liberty, Montgomery, Harris, Jefferson and Chamber counties. **All DRCs are open from 8 a.m. to 6 p.m., six days a week (Monday – Saturday) unless otherwise noted**

**and until further notice.** Survivors with damages within the designated counties can visit any available Disaster Recovery Center to seek assistance.

**ORANGE COUNTY**

**Orange County Convention and Expo Center**  
11475 Farm to Market Road 1442  
Orange, TX 77630

**MONTGOMERY COUNTY**

**Bull Sallas Park Pavilion and Rodeo Arena**  
21675B McCleskey Road  
New Caney, TX 77357

**Cleveland Senior Citizens Organization**

220 Peach Ave.

Cleveland, TX 77327

**HARRIS COUNTY**

**Harris County Social Services Bldg.**  
9418 Jensen Drive  
Houston, TX 77093  
**Courtyard by Marriott Houston Kingwood**  
(Cowboy Room)  
130 NorthPark Plaza Drive  
Kingwood, TX 77339

**CHAMBERS COUNTY**

**Mobile DRC at**  
**Winnie Stowell Community Bld.**  
335 South Park St.  
Winnie, TX 77665

**JEFFERSON COUNTY**

1310 Pennsylvania Ave.

Beaumont, TX 77701

## **Hazard Mitigation**

- **From Dec. 2 – Dec. 7**, FEMA flood mitigation specialists can answer questions about home repair, making disaster plans, putting together supply kits and the importance of flood insurance. Mitigation is the effort to reduce the loss of life and property damage by lessening the impact of future disasters.

Mitigation specialists will be available at:

### **HARRIS COUNTY**

#### **Lowe's**

14128 Cypress-Rosehill Road  
Cypress, TX 77429

Monday – Saturday, from 8 a.m. to 6 p.m.

#### **Home Depot**

6800 Highway 6 North  
Houston, TX 77084

Monday – Saturday, from 8 a.m. to 6 p.m.

#### **Home Depot**

5455 Fairmont Pkwy  
Pasadena, TX 77505

Monday – Saturday, from 8 a.m. to 6 p.m.

### **ORANGE COUNTY**

#### **Home Depot**

603 Strickland Drive  
Orange, TX 77630

Monday – Saturday, from 8 a.m. to 6 p.m.

- More mitigation events will be held at home improvement stores in disaster-affected Texas counties in the coming weeks.
- FEMA mitigation experts also are available at all Disaster Recovery Centers.
- Texas residents affected by the recent severe storms are advised to get proper permits when rebuilding their damaged property. Every part of a building — from roofs, walls and siding to plumbing, septic systems and heating/air conditioning systems — may require a permit before rebuilding. Permits protect owners, residents, communities and buildings by making sure repairs and/or construction meet current building codes, standards, floodplain ordinances and construction techniques.

## **Registration Information**

- The important thing to do now is register.

- Go online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
- Call **1-800-621-3362 (FEMA)**.
- Disaster assistance applicants, who have a speech disability or hearing loss and use TTY, should call **1-800-462-7585** directly.
- For those who use 711 or Video Relay Service (VRS), call **1-800-621-3362**.
- The toll-free telephone numbers will operate from 7 a.m. to 10 p.m. (local time) daily.
- Registering with any other agency does not constitute a registration with FEMA.
- If you already called FEMA to register for assistance for damage caused by the recent storms and flooding, you will not need to reapply. You can call the FEMA help line and speak with a representative if you have any questions.

### **Help with SBA Loans**

- Applicants can apply for a low-interest disaster loan online using SBA's secure website at <https://disasterloan.sba.gov/ela>.
- Survivors can get more information on SBA disaster assistance by calling SBA's Customer Service Center at **800-659-2955**, by visiting [www.sba.gov/disaster](http://www.sba.gov/disaster), or by emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). Individuals who are deaf or hard of hearing may call **800-877- 8339**.