Transitional Sheltering Assistance (TSA) Transition Plan

A Tool for County Planning

December 18, 2017
TRANSITIONAL SHELTERING ASSISTANCE (TSA) TRANSITION PLAN

Purpose

To utilize a multi-agency case review process for the purpose of transitioning TSA eligible households in hotels into more adequate and sustainable housing.

Background

At the request of the state, TSA is activated to provide short-term sheltering to eligible disaster survivors. TSA is intended to reduce the number of disaster survivors in congregate shelters by transitioning them into short-term accommodations. TSA does not count toward an applicant’s maximum amount of assistance available under the Federal Emergency Management Agency’s (FEMA) Individual Housing Program (IHP). As TSA is funded under section 403 of the Stafford Act, it is subject to Public Assistance regulations on cost share. TSA is approved for a period of 30 days (with a mid-term eligibility review as requested by the State) from the date the Assistant Administrator (AA) for Recovery authorizes the use of TSA for the disaster. The AA for Recovery may extend TSA in 14-day intervals for up to 6 months from the date of disaster declaration. It is not intended as a temporary housing solution.

To be considered for TSA, applicants must meet all of the following conditions:

- Register with FEMA for assistance and pass identity and citizenship verification
- Have a pre-disaster primary residence in the area designated for TSA
- Be displaced from their pre-disaster residence due to the disaster
- Be unable to obtain lodging through another source (e.g., the American Red Cross or other voluntary agencies)

Scope

To provide multi-agency partners (i.e. county, state, federal, Voluntary Organizations Active in Disaster (VOAD), Community Organizations Active in Disaster (COAD), etc.) with options for identifying a whole community approach to supporting disaster survivors in successfully transitioning from hotels into more adequate and sustainable housing. The multi-agency partners will work together in identifying resources to overcome applicant’s self-identified barriers that are keeping them from obtaining housing that is safe, sanitary and functional. Additional resources to address unmet needs will also be provided by the multi-agency partners.

Assumptions

- This plan applies to TSA eligible applicants who are currently checked into TSA hotels
- Mechanisms for sharing data and information that protects disaster survivors are in place for all multi-agency partners
- County takes lead of the TSA Transition process
- State, Federal and Volunteer Agencies/Organizations will provide assistance upon request from the county
- There are significant barriers to finding available adequate and sustainable housing
- There will be a certain number of identified unmet needs that may be addressed by wrap-around services (i.e. feeding, transportation, child care, etc.)
- Reference to Case Work or Case Management is not to be confused with FEMA’s Disaster Case Management Grant Program (See Attachment A - Case Work vs Case Management)
Disaster Time Line

The following disaster time line is intended to be a guide for transitioning survivors from transitional sheltering to temporary sheltering into more adequate and sustainable housing. This disaster time line is also applicable to other disaster related decision making.

**Disaster Time Line** (for housing, TSA, and other disaster related matters)

D + 90 days of date of disaster:
Two Goals for this timeline:
**Goal 1:** 90% of all eligible (i.e. TSA and Direct Housing) applicants have Temporary Housing solutions
**Goal 2:** Remaining 10% in TSA require additional Case Management

***If another disaster occurs during a current activation then it can impact the timeline.***

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<td><strong>HUD Cycle</strong></td>
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Although TSA is activated for up to a 6-month time period, the State can request an extension as deemed necessary.

***VOADs/COADs operational throughout entire five year time-line. Disaster Milestones are for decision making reference. TSA period of assistance is six months.***

**Transition Plan**

The process from TSA hotels to more sustainable housing can be lengthy depending upon the magnitude of the event, and the number of individuals impacted by the event. This is why it is critical for local jurisdictions to establish a long-term recovery committee. Some benefits of establishing a long-term recovery committee include:

- Attracts more resources – Money, Manpower and Materials
- Makes possible the best and most extensive use of each member’s services and resources.
- Allows members to share information thus avoids duplication of benefits.
- Streamlines assistance to survivors.
- Provides a system for future interaction.

An additional resource will include the multi-agency transition team. The county needs to identify who is going to be a part of their multi-agency partner’s TSA Transition team and that ensure they have the information regarding routine use so that they may request access to PII collected by FEMA for the purpose of supporting the transition and recovery of survivors participating in TSA. (See Attachment B-Routine use document)
Options for Completing Transition Plan

In order to achieve this process, it will require a whole community approach. The first part of this process will require the county to establish a long-term recovery committee (LTRC). A LTRC is a cooperative body that is made up of representatives from faith-based, non-profit, government, business and other organizations working within a community to assist individuals and families as they recover from disaster. Below is an example of the composition of a LTRC:

![Diagram of LTRC composition]

Note: The County may not need participation from all of the above referenced. However, the primary groups to include are housing, disaster case management, mental health, etc.

This plan is best executed through the cooperation of your long-term recovery committee. If your county has an active long-term recovery committee, then proceed to Option 1. If your county does not have an active long-term recovery committee, then consider the following process:

1. Identify a lead agency/contact person (I.e., Local VOAD, Health and Human Services County Department, etc.).
2. An ideal long-term recovery committee includes Housing, Mental Health, Financial Specialists (I.e. Credit Advisors, Money Management Advisors, etc.), with the focus on limited involvement of participants who can make effective decisions. Creating an effective group may include performing tasks such as:
   I. Name
   II. Mission Statement
   III. Service Area
   IV. Bylaws
   V. Fiscal Agent
   VI. Leadership
      a. Chair, Vice-Chair, Secretary, Treasurer
      b. Sub Committees
3. Long-Term Recovery committee will request facts, data collected from case management agencies (I.e. Local Health and Human Services Departments, Local State Agency Partners, Local VOADs/COADs, etc.)
4. Establish a tracking method for case work that is distributable, upon request.
5. Establish meeting date and times.
6. Establish work load. (Example: 6 or more cases to be reviewed by the committee/meetings.)
7. Case work continues under case management leads to Options 1 and 2 listed below.

In order for the transition to be successful, the individual must be part of their recovery plan. The transition process may be achieved using one of the two following methods: 1. Multi-agency approach; 2. No case work needs, as clients will transition out of TSA through the normal disaster process. Below are examples that can be used:

- **Method 1:** The County will complete the process using the multi-agency approach. This approach includes using local (i.e. county, state, voluntary agencies/organizations, etc.) and federal resources, tools identified in the TSA Transition Plan – A Tool for the County Planning, as well as the Multi Agency Shelter Transition Team (MASTT) TSA Client Form *(See Attachment C).* Once the county has determined and can provide proof that all local resources have been exhausted and additional assistance is needed from the State, then a request may be submitted to the state. The request will need to include the following:
  1. Describe what the county has already done;
  2. Identify what local resources have been used;
  3. Identify what service(s) is needed, and who the service(s) is needed from (i.e. State, FEMA, etc.);
  4. Identify what additional resources are needed; and,
  5. Time-line for anticipated completion of transition process.

- **Method 2:** No TSA-specific case work, instead individuals are transitioned out of TSA hotels using normal disaster processes. Housing and Unmet needs referrals will continue to be provided through FEMA’s help-line, Long Term Recovery Committees, State Resources and local Voluntary Agencies. The county will not need to conduct housing case work for the individuals who were impacted by Irma and are currently being worked by HUD.

**Case Work**

Before case work begins, the County will determine the triage process. Below are examples of processes that can be used:

- **Option 1:** Prepopulate the MASTT TSA Client Information form before in-person visits are conducted with clients in TSA hotels using callouts or FEMA data. Note that the use of FEMA data to prepopulate the form would require the requesting agency prepopulating and maintain custody of the forms until such point as the multi-agency team conducts an interview is granted access through the applicant.
  - Determine if individual in-person visits will be conducted using a gathering place where multiple applicants can come at one time, or in smaller settings (i.e. hotel lobby, etc.).
    - Example A: Several hotels clustered into general area may want to consider a community center, Faith Communities, or other settings where multiple household can attend.
    - Example B: One household staying in one hotel may require an individual visit on-site.
- **Option 2:** Use MASTT TSA Client Information form to gather information on-site at the hotels from the individuals.
Determine if individual in-person visits will be conducted using a gathering place where multiple applicants can come at one time, or in smaller settings (i.e. Starbucks, local library, food court, county facilities, etc.).

- Example A: Several hotels clustered into general area may want to consider a community center, Faith Communities, or other settings where multiple household can attend.
- Example B: One household staying in one hotel may require an individual visit on-site.

- Option 3: No case work and distinctly targeting those currently participating in TSA. Individuals would be transitioned out of TSA hotels using their IHP status. Housing and Unmet needs referrals would continue to be provided through regular disaster processes to include FEMA’s help-line, State Resources, local Voluntary Agencies, and Long-Term Recovery Groups.

- Applicant will be contacted through FEMA’s auto-dialer system or call center to notify them of their TSA eligibility and their assistance end date.

Assessments can be conducted in multiple ways to meet the county’s needs and staffing availability. Below are examples of assessment types and a flowchart for each assessment type that can be used:

<table>
<thead>
<tr>
<th>Assessment Types</th>
<th>Type 1: Pre-Assessment, then In-Person Interview</th>
<th>Type 2: In-Person Assessment and Referrals</th>
<th>Type 3: In-Person and Post Assessment</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Identify Multi-Agency team members needed to conduct assessment</td>
<td>Identify Multi-Agency team members needed to conduct on-site assessment</td>
<td>Identify available local resources</td>
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<tr>
<td></td>
<td>Identify available local resources</td>
<td>Identify available local resources</td>
<td>Conduct in-person interview while completing the client information form</td>
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<td></td>
<td>Review data from FEMA reports</td>
<td>Conduct in-person interview while completing the client information form</td>
<td>Confirm recovery/permanent housing plan</td>
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<tr>
<td></td>
<td>Pre-populate the Client Information form</td>
<td>Confirm recovery/permanent housing plan</td>
<td>Identify unmet needs</td>
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<td></td>
<td>Conduct in-person visits with clients to discuss housing options</td>
<td>Identify unmet needs</td>
<td>Identify Multi-Agency team members needed to review assessment information and identify available local resources</td>
</tr>
<tr>
<td></td>
<td>Confirm recovery/permanent housing plan</td>
<td>Provide recommendations to clients—usually 3-6 resources are provided</td>
<td>Identify additional local resources needed to complete case work</td>
</tr>
<tr>
<td></td>
<td>Identify unmet needs</td>
<td>Follow-up with clients 3-5 days following last meeting for status update on resources provided to clients, and reassess TSA eligibility if provided resources are refused by client.</td>
<td>Provide recommendations to clients—usually 3-6 resources are provided</td>
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<tr>
<td></td>
<td>Reassess local resources need to meet unmet needs</td>
<td>Follow-up with clients 3-5 days following last meeting for outcome of the visit, and reassess TSA eligibility if provided resources are refused by client.</td>
<td>Follow-up with clients 3-5 days following last meeting for outcome of the visit, and reassess TSA eligibility if provided resources are refused by client.</td>
</tr>
</tbody>
</table>
Process Flow for Assessment Types

Assessment Type 1: Pre-Assessment, then In-Person Interview

Phase 1: Pre-Assessment Reviews:
- Identify Multi-Agency team members needed to conduct assessment
- Identify available local resources
- Review data from FEMA reports
- Pre-populate the Client Information form

Phase 2: In Person Interviews:
- Conduct in-person visits with clients to discuss housing options
- Confirm recovery/permanent housing plan
- Identify unmet needs
- Reassess local resources needed to meet identified unmet needs
- Prepare recommendations for clients—usually 3-6 resources are provided

Phase 3: Follow-up; TSA Eligibility Determination Reassessment:
- Follow-up with clients for outcome of the visit
- Reassess individual household's TSA eligibility status
**Assessment Type 2: In-Person Assessment and Referrals**

### Phase 1: Identify MAST Team Members and Available Resources
- Identify Multi-Agency (MAST) team members needed to conduct on-site assessment
- Identify available local resources

### Phase 2: Conduct On-Site Interviews
- Conduct in-person interview while completing the client information form
- Confirm recovery/permanent housing plan
- Identify unmet needs
- Provide recommendations to clients—usually 3-6 resources are provided

### Phase 3: Follow-up; TSA Eligibility Determination Reassessment:
- Follow-up with clients for outcome of the visit
- Reassess individual household's TSA eligibility status
Phase 1: Conduct In-Person Assessments and Data Gathering
- Identify available local resources
- Conduct in-person interview while completing the client information form
- Confirm recovery/permanent housing plan
- Identify unmet needs

Phase 2: Case Work and Referrals
- Identify Multi-Agency team members needed to review assessment information
- Identify additional local resources needed to complete case work
- Provide recommendations to clients—usually 3-6 resources are provided

Phase 3: Follow-up; TSA Eligibility Determination Reassessment:
- Follow-up with clients for outcome of the visit
- Reassess individual household's TSA eligibility status
## Roles and Responsibilities

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>STATE</th>
<th>FEDERAL</th>
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</thead>
<tbody>
<tr>
<td>Casework begins and end with the County.</td>
<td>Provide guidance and assistance upon request from the county.</td>
<td>Provide guidance and assistance upon request from the county and state.</td>
</tr>
<tr>
<td>➢ Gather information and triage</td>
<td>➢ Identify resources to assist the requesting county with casework/case management</td>
<td>➢ Contacts survivor’s checked into TSA hotels, via calls through the Callout and Review System (CARS) system, emails and text messages. They obtain updates, and identify any unmet needs the clients in TSA hotels may have, as well as to identify barriers for what may be keeping them in the hotels.</td>
</tr>
<tr>
<td>➢ Begin casework process</td>
<td>➢ Identify local resources to assist with casework:</td>
<td>➢ Unmet needs that IHP cannot address will be referred to the FEMA Unmet Needs Task Force (See Attachment E)</td>
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<tr>
<td>➢ Identify local resources to assist with casework:</td>
<td>• County employees</td>
<td>➢ Provide reports and/or information requested to all authorized partners:</td>
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<td></td>
<td>• Local Volunteer Agencies/Organizations:</td>
<td>• Immediate Needs</td>
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<td></td>
<td>▪ Faith Based Communities</td>
<td>• Housing</td>
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<td></td>
<td>▪ COAD</td>
<td>• CARS</td>
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<td></td>
<td>▪ NGO</td>
<td>• HUD</td>
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<td>• National Dislocated Workers Grant (See Attachment D)</td>
<td>• USDA</td>
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<td></td>
<td>➢ Identify additional resources needed to conduct case work:</td>
<td>• County TSA Report</td>
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<td><em><strong>Request will need to be submitted through EM Constellation</strong></em></td>
<td>➢ Identify staff to assist requesting county with case work</td>
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<td></td>
<td>• State Agencies</td>
<td>➢ Assist the requesting county with case work</td>
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<td>• Federal Support</td>
<td>➢ Post-status change report (provided to State, then State will provide to County)</td>
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<td>➢ Identify barriers for keeping individuals in hotels under the TSA program</td>
<td>NOTE: In addition to the above mentioned information that may be used in the whole community approach, leveraging community resources may also include federally funded programs (See Attachments F and G).</td>
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<td></td>
<td>• Feeding</td>
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<td>• Transportation to/from:</td>
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<td>o Appointments</td>
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<td></td>
<td>➢ Identify housing/solutions for long-term recovery through case management of TSA clients:</td>
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<td></td>
<td>• Affordable housing</td>
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<td>• Rental Assistance</td>
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<td>• Direct Housing</td>
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<td>• Short-term housing</td>
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<td>• Long-term housing</td>
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<td>➢ Status report (for State and FEMA)</td>
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***This plan is not inclusive, and is being provided as a tool to assist the counties as they complete the TSA Transition process.***
Disaster Casework versus Case Management

- Disaster Case Management is typically comprised of a long term relationship between caseworker and client addressing the whole spectrum of unmet need.
- Generally, disaster caseworkers have short term relationships with clients
- Disaster casework process does not require continuity of care from the same caseworker.
- Disaster casework is often initiated in the relief phase of a disaster.
- Disaster casework interventions focus on immediate, urgent and transitional needs.

Disaster Casework: is early intervention to aid survivors in taking next steps in their recovery. Interventions include providing accurate and timely information and referral, identifying resources to meet urgent needs, and screening for disaster program eligibility, including long term disaster case management.

This early intervention:

- helps to minimize the risk of duplication of benefits which may pose barriers for recovery
- assists in the restoration of pre-disaster social service benefits for qualified individuals;
- provides clients with information on the importance of record keeping for future assistance

Disaster Casework

- is often initiated in the relief phase of disaster response
- may complement disaster case management in the recovery phase

Disaster Caseworkers:
- provide information and referral
- offer short-term planning, and referrals for basic and immediate needs
- may transition the client to long-term disaster recovery case management

Disaster Case Management: is a process by which a Disaster Case Manager partners with a disaster-affected individual or family in order to plan for and achieve realistic goals for recovery following a disaster.

This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

The Disaster Case Manager serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the client’s complex disaster recovery needs in order to re-establish normalcy. Disaster Case Managers rely on the Client to play an active or lead role in his/her own recovery.
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Substance Abuse and Mental Health Services Administration

Agency Information Collection Activities: Proposed Collection; Comment Request

In compliance with Section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995 concerning opportunity for public comment on proposed collections of information, the Substance Abuse and Mental Health Services Administration (SAMHSA) will publish periodic summaries of proposed projects. To request more information on the proposed projects or to obtain a copy of the information collection plans, call the SAMHSA Reports Clearance Officer on (240) 276–1243.

Comments are invited on: (a) Whether the proposed collections of information are necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency’s estimate of the burden of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Proposed Project: Mandatory Guidelines for Federal Workplace Drug Testing Programs (OMB No. 0930–0158)—Revision

SAMHSA’s Mandatory Guidelines for Federal Workplace Drug Testing Programs will request OMB approval for the Federal Drug Testing Custody and Control Form for federal agency and federally regulated drug testing programs which must comply with the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs (73 FR 71858) dated November 25, 2008, and for the information provided by laboratories for the National Laboratory Certification Program (NLCP).

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<tr>
<th>Number of form/respondents</th>
<th>Burden/responses (hours)</th>
<th>Responses/respondent</th>
<th>Total burden hours</th>
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<td>Custody and Control Form:</td>
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<td>Medical Review Officer</td>
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<td>Laboratory Application</td>
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<td>Laboratory Inspection Checklist</td>
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<td>Laboratory Recordkeeping</td>
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Send comments to Summer King, SAMHSA Reports Clearance Officer, Room 2—1057, One Choke Cherry Road, Rockville, MD 20857 OR email her a copy at summer.king@samhsa.hhs.gov. Written comments should be received by July 1, 2013.

Summer King,

Statistician.

DEPARTMENT OF HOMELAND SECURITY

Office of the Secretary


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 reissue 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
result of a biennial review of this system, this system of records notice has been updated as follows: Legal authorities have been added to account for all assistance that applicants may be eligible for and receive from FEMA; categories of records and record source categories reference and reflect new FEMA form numbers and account for all relevant records of assistance received from FEMA and other entities; categories of individuals more accurately reflect the individuals covered by the various programs covered by this system and explain that, although anyone may apply for the Individuals and Households Program (IHP) assistance, there are citizenship requirements tied to IHP eligibility; the purpose has been clarified to include other assistance programs in addition to IHP and to also include customer satisfaction assessments; routine uses have been revised to name tribal government agencies as potential recipients to whom section 1110 of the Sandy Recovery Improvement Act of 2013 (Pub. L. 113–2); ensure recipients of information are identified in a consistent manner; expand the universe of potential recipients identified in current routine uses; incorporate congressionally mandated routine uses per 42 U.S.C. 5714(f)(2) as to sharing information with the States; and to delete the requirement that all routine use requests be made in writing; changes have been made to the retention and disposal of the records; and the record source categories have been updated to reflect housing forms not previously listed.

Additionally, this notice includes non-substantive changes to simplify the formatting and text of the previously published notice. This updated system will be included in the Department of Homeland Security’s inventory of record systems.

DATES: Submit comments on or before May 30, 2013. This updated system will be effective May 30, 2013.

ADDRESSES: You may submit comments, identified by docket number DHS–2013–0029 by one of the following methods:

• Fax: 202–343–4010.
• Mail: Jonathan R. Cantor, Acting Chief Privacy Officer, Privacy Office, Department of Homeland Security, Washington, DC 20528.

Instructions: All submissions received must include the agency name and docket number for this rulemaking. All comments received will be posted without change to http://www.regulations.gov, including any personal information provided.

Docket: For access to the docket to read background documents or comments received, please visit http://www.regulations.gov.


SUPPLEMENTARY INFORMATION:

I. Background


This system of records notice is being published because FEMA collects, maintains, uses, retrieves, and disseminates the personally identifiable information (PII) of individuals who apply for FEMA disaster assistance in the aftermath of a Presidentially-declared disaster. FEMA’s applicant records included in this system may contain income information, insurance information, housing inspection reports, and correspondence notations about the various types of assistance, including information about appeals, and other information.

The purpose of this system of records is to facilitate registration for FEMA’s disaster assistance programs, to verify IHP applicant information, determine eligibility of the applicants, and to focus, direct, refer, and correspond applicants to all sources of disaster assistance. Additional purposes include identifying and implementing measures to reduce future disaster damage, preventing a duplication of federal government efforts and benefits, and identifying possible fraudulent activity after a Presidentially-declared disaster or emergency. Finally, information from this system of records may be used to facilitate FEMA’s efforts to assess the customer service it provides to those receiving FEMA assistance.


This updated system of records provides greater transparency by encompassing all of FEMA’s disaster assistance records, including those records related to IHP, as well as the customer service survey assessments within a single system of records.

This system of records notice is being published pursuant to the biennial review requirement under the Privacy Act of 1974. Specific updates are described below:

First, FEMA is expanding the purpose of the system to account for all FEMA assistance that applicants may be eligible to receive, not just IHP records, and to explicitly include customer satisfaction assessments. This change is necessary to account for records of various FEMA assistance programs that individuals may receive within this system of records. Second, the categories of records have been updated to reflect the discontinuation of FEMA’s Other Needs Assistance forms (specifically, forms numbered 76–27, 76–28, 76–30, 76–32, 76–34, 76–35, 76–38, and related forms). The accompanying approved collection (OMBICRN. No. 1660–0018) has also been retired to reflect FEMA’s discontinuation of these forms. The categories of records have been further revised to include information that FEMA maintains about disaster assistance applicants from other FEMA programs and third-parties concerning financial payments that applicants received from other sources for similar purposes. This is necessary to prevent a duplication of benefits as mandated by the Stafford Act, 42 U.S.C. 5174, and 44 CFR 206.191, to better address situations in which a private entity is wholly or partially responsible for a declared disaster under the Stafford Act, 42 U.S.C. 5160, and to ensure that applicants can receive assistance from additional and available sources. In addition, the categories of records no longer refers to a specific form entitled, “Inspection Report FEMA Form 90–56.” This has been replaced with the more inclusive “Inspection Reports” to reflect
FEMA’s current practice of using an electronic device narrative as opposed to a paper form. Third, categories of individuals have been updated to more accurately reflect the individuals covered by this system and to explain that, although anyone may apply for and receive certain types of disaster assistance, not everyone will be eligible. For example, there is a citizenship requirement for IHP assistance and, in addition, not all applicants may be able to complete the full application initially for a variety of practical reasons. Fourth, the legal authorities have been revised to include the Government Performance and Results Act, Pub. Law No. 103–62, as amended; and Executive Order 12862 “Setting Customer Service Standards,” as additional authorities to augment the requirements of Executive Order 13411, “Improving Assistance for Disaster Victims,” related to its customer satisfaction assessments. Fifth, this update reflects the removal of the blanket requirement that all routine use requests be made in writing and revises several of the system’s routine uses and added new routine uses as follows: Included a FEMA-state agreement as an acceptable sharing vehicle and includes contractors and sub-grantees that a state or federal agency may use to carry out programs in (H)(1); added the term “Long Term Recovery Committee” as a recipient in (H)(2); clarified that “Long Term Recovery Committee” is a recipient under (H)(3) and added “local government agency,” “utility companies,” and “hospitals/health care providers” as a recipients in (H)(3); removed the term “Disability Coordinator” and added the term “assistive technology” in (H)(4); added (H)(5) to further the FEMA Administrator’s efforts to include and involve the private sector in disaster management pursuant to 6 U.S.C. 313(b)(2); added (H)(6) to facilitate the provision of medical equipment and assistive technology to IHP applicants; added (H)(7) to allow for sharing with federal, state, tribal, and local government agencies for purposes of performing surveys and/or studies; added language to (I) to specify the information that DHS/FEMA will share; and added “phone number” and “number of household occupants” in (M) to the information that will be shared. Sixth, the retention and disposal section has been revised to include the National Archives and Records Administration (NARA) authority and the retention schedule information for FEMA’s customer satisfaction assessment records. Lastly, the record source categories have been updated to reflect current FEMA form number 010–0–12 and to include other housing forms not previously listed. FEMA has also made non-substantive grammatical changes throughout this notice for clarification purposes.

This updated system will be included in DHS’s inventory of record systems.

II. Privacy Act

The Privacy Act embodies fair information practice principles in a statutory framework governing the means by which Federal Government agencies collect, maintain, use, and disseminate individuals’ records. The Privacy Act applies to information that is maintained in a “system of records.” A “system of records” is a group of any records under the control of an agency from which information is retrieved by the name of an individual or by some identifying number, symbol, or other identifying particular assigned to the individual. In the Privacy Act, an individual is defined to encompass U.S. citizens and lawful permanent residents. As a matter of policy, DHS extends administrative Privacy Act protections to all individuals when systems of records maintain information on U.S. citizens, lawful permanent residents, and visitors.

Below is the description of the DHS/FEMA–008 Disaster Recovery Assistance Files System of Records.

In accordance with 5 U.S.C. 552a(r), DHS has provided a report of this system of records to the Office of Management and Budget (OMB) and to Congress.

SYSTEM OF RECORDS

Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA)–008

SYSTEMNAME:

DHS/FEMA–008 Disaster Recovery Assistance Files System of Records.

SECURITY CLASSIFICATION:

Unclassified.

SYSTEM LOCATION:

National Processing Service Centers (NPSC) located at FEMA MD–NPSC, 6511 America Boulevard, Hyattsville, MD 20782; FEMA VA–NPSC, 430 Market Street, Winchester, VA 22603; and FEMA TX–NPSC, 3900 Karina Lane, Denton, TX 76208. In addition, FEMA’s Disaster Assistance Improvement Program (DAIP), National Emergency Management Information System–Individual Assistance (NEMIS–IA), and Enterprise Data Warehouse/Operational Data Store (EDW/ODS) information technology systems may contain these records.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

All individuals who apply for or express interest in applying for FEMA disaster assistance following a Presidentially-declared major disaster or emergency. (Note: FEMA will accept applications from any individual, however, an individual must be a United States citizen, non-citizen national, or qualified alien to meet the eligibility requirements for Individuals and Households Program assistance.)

CATEGORIES OF RECORDS IN THE SYSTEM:

(a) Registration Records (Disaster Assistance Pre-Registration Intake Form, Disaster Assistance Registration/ Application, FEMA Form(s) 009–0–1, 009–0–2, 009–0–1t, 009–0–1t, and 009–0–2int):

• Individual applicant’s full name;
• Applicant’s Social Security Number, alien registration number, co-applicant’s Social Security Number;
• Date of birth;
• Phone numbers;
• Email addresses;
• Addresses (damaged dwelling address and any other current address if different than damaged dwelling address);
• Geospatial location of dwelling;
• Language(s) spoken;
• Date of disaster and/or property loss including cause of damage and estimates of repair;
• Current location;
• Name of each disaster (disaster number);
• Income information;
• Acceptable forms of identification (e.g., driver’s license, state/federal issued photo identification);
• Emergency or other needs of the individual (e.g., food, clothing, shelter, medical, dental, moving, storage, funeral, functional);
• Type of residence;
• Insurance coverage information (including insurance type and insurance company name);
• Household size and composition including number, age, and dependent status;
• Bank name and account information including electronic funds transfer information; and
• Right of entry to property consent and other written consents.

(b) Inspection Reports:

• Inspection reports contain applicants’ personally identifiable information (PII) and results of assessments of damaged real and personal property and goods, which may include applicant homes and personal items and notations of clearing of muck and debris by contractors and partnering agencies.
Emergency type reports of such applicant insurance disposition duplication staff

FORM Eligibility

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demands; reasons for eviction or denial of aid; sales information after tenant purchase of housing units; and the status or disposition of housing applications.
- Assistance from Other Sources:
  - Notations and reports of decisions for disaster or similar financial awards and assistance from other FEMA Programs, federal and state agencies, insurance companies, employer, bank, financial, power/utility companies, health care providers, safety/rescue services, and public or private entities as they relate to determinations of applicants’ eligibility for IHP programs disaster assistance.
- Correspondence between the applicant and FEMA concerning disaster assistance determinations and subsequent appeals and/or arbitration of such determinations; and
- Other files independently kept by the state that contain records of persons who request disaster aid, specifically for the “‘Other Needs” assistance provision of the IHP administrative files and reports required by FEMA. As to individuals, the state keeps the same type of information as described above under registration, inspection, and temporary housing assistance records.

(c) Temporary Housing Assistance Eligibility Determinations (FEMA Forms 009–0–5, and 009–0–6) and Application for Continued Temporary Housing Assistance (FEMA Form 010–0–12), Request for Site Inspection (FEMA FORM 010–0–9), Landowners Ingress/ Egress Agreement (FEMA FORM 010–0–10), as well as the following related information:
- Correspondence and documentation related to the approval and disapproval of temporary housing assistance including: General correspondence; complaints, appeals, and resolutions; requests for disbursement of payments; inquiries from tenants and landlords; general administrative and fiscal information; payment schedules and forms; termination notices; information shared with the temporary housing program staff from other agencies to prevent the duplication of benefits; leases; contracts; specifications for repair of disaster damaged residences; reasons for eviction or denial of aid; sales information after tenant purchase of housing units; and the status or disposition of housing applications.

(d) Assistance from Other Sources:
- Notations and reports of decisions for disaster or similar financial awards and assistance from other FEMA Programs, federal and state agencies, insurance companies, employer, bank, financial, power/utility companies, health care providers, safety/rescue services, and public or private entities as they relate to determinations of applicants’ eligibility for IHP programs disaster assistance.
- Correspondence between the applicant and FEMA concerning disaster assistance determinations and subsequent appeals and/or arbitration of such determinations; and
- Other files independently kept by the state that contain records of persons who request disaster aid, specifically for the “‘Other Needs” assistance provision of the IHP administrative files and reports required by FEMA. As to individuals, the state keeps the same type of information as described above under registration, inspection, and temporary housing assistance records.

(e) Declaration and Release Form (009–0–3, 009–0–4).

(f) Customer service survey responses.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

PURPOSE(S):
To register applicants seeking disaster assistance from FEMA, to verify IHP applicant information, determine eligibility of the applicants, to focus, direct, refer, and correspond applicants to all sources of disaster assistance, and to inspect damaged property. Additional purposes include: to identify and implement measures to reduce future disaster damage, to prevent a duplication of federal government efforts and benefits, identify possible fraudulent activity after a Presidentially-declared disaster or emergency, and to assess the customer satisfaction of FEMA disaster assistance applicants.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:
In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, all or a portion of the records or information contained in this system may be disclosed outside DHS/FEMA as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows upon request unless noted otherwise:

A. To the Department of Justice (DOJ), including U.S. Attorney Offices, or other federal agencies conducting litigation or in proceedings before any court, adjudicative, or administrative body, when it is relevant or necessary to the litigation and one of the following is a party to the litigation or has an interest in such litigation:
1. DHS or any component thereof;
2. any employee of DHS in his/her official capacity;
3. any employee of DHS in his/her individual capacity when DOJ or DHS has agreed to represent the employee; or
4. the U.S. or any agency thereof.
B. To a congressional office from the record of an individual in response to an inquiry from that congressional office made at the request of the individual to whom the record pertains.
C. To the National Archives and Records Administration (NARA) or General Services Administration pursuant to records management inspections being conducted under the authority of 44 U.S.C. §§ 2904 and 2906.
D. To an agency or organization for the purpose of performing audit or oversight operations as authorized by law, but only such information as is necessary and relevant to such audit or oversight function.
E. To appropriate agencies, entities, and persons when:
1. DHS suspects or has confirmed that the security or confidentiality of information in the system of records has been compromised;
2. DHS has determined that as a result of the suspected or confirmed compromise, there is a risk of identity theft or fraud, harm to economic or property interests, harm to an individual, or harm to the security or integrity of this system or other systems or programs (whether maintained by DHS or another agency or entity) that rely upon the compromised information; and
3. The disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with FEMA’s efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.
F. To contractors and their agents, grantees, experts, consultants, and others performing or working on a contract, service, grant, cooperative agreement, or other assignment for FEMA, when necessary to accomplish an agency function related to this system of records. Individuals provided information under this routine use are subject to the same Privacy Act requirements and limitations on disclosure as are applicable to FEMA officers and employees.
G. To an appropriate federal, state, tribal, local, international, or foreign law enforcement agency or other appropriate authority charged with investigating or prosecuting a violation or enforcing or implementing a law, rule, regulation, or order, when a record, either on its face or in conjunction with other information, indicates a violation or potential violation of law, which includes criminal, civil, or regulatory violations and such disclosure is proper and consistent with the official duties of the person receiving the information.
H. To certain government, private sector, and voluntary entities when FEMA may disclose applicant information necessary to prevent a duplication of efforts or a duplication of benefits in determining eligibility for disaster assistance, and/or to address unmet needs of eligible, ineligible, or partially eligible FEMA applicants. The receiving entity is not permitted to alter or to further disclose the information to other disaster organizations or outside third parties. FEMA may make such disclosures under the following circumstances:
1. To other federal agencies, and agencies of states, tribal, and local governments, including programs that make available any disaster assistance to individuals and households and/or give preference of priority to disaster applicants, including those that evacuate from a declared state to another state and to prevent a duplication of efforts or benefits. State agencies may request and receive information using the protocols established in an appropriate FEMAAstate agreement as defined in 44 CFR 206.44. Federal and state government agencies may share information they receive from FEMA with their contractors/grantees, and/or agents that are administering a disaster related program on behalf of the Agency (e.g., other state, tribal, and local agencies working under the guise of the requesting state agency) according to the same protocols and safeguards protecting the information.

2. To local government agencies, voluntary organizations (as defined in 44CFR206.2(a)(27)) and FEMAAand/or state-recognized Long Term Recovery Committee (LTRC) and their members for a declared county charged through legislation or chartered with administering disaster relief/assistance programs. The written request from the entity shall include the applicant’s name, date of birth, FEMA registration/ application number, and damaged dwelling address (or geospatial location of dwelling). The entity must explain the type of tangible assistance being offered and the type of verification required before the assistance can be provided.

3. To local government agencies, utility companies, hospitals/health care providers, and voluntary organizations (as defined in 44CFR206.2(a)(27)). The voluntary organization must either have a national membership in good standing with the National Voluntary Organizations Active in Disaster (NVOAD), be a FEMA-recognized state-recognized Long-Term Recovery Committee (LTRC), or member of such committee for that disaster. The above-mentioned entities must have a disaster assistance program to address the unmet disaster-related needs of disaster survivors and be actively involved in the recovery efforts of the disaster.

FEMA may disclose to the above-mentioned entities lists of applicant names, contact information, their FEMA inspected loss amount, amounts received, award category, and Small Business Administration loan status for the purpose of providing additional disaster assistance and/or addressing unmet needs. FEMA may disclose the aforementioned data elements according to different sub-categories of disaster applicants (e.g., those that received maximum amounts, those that have flood insurance coverage, those with emergency needs, or those over a certain age). FEMA shall release this information only during the disaster period of assistance as defined in 44 CFR 206.110(e), plus 90 days to address any appeals (44 CFR 206.115(f)).

4. FEMA may immediately disclose, on a case by case basis, to an entity qualified under Routine Use (H)(3), and to entities that loan or donate new or reused durable medical equipment and assistive technology, information about applicants in need of such equipment or technology as a result of a declared disaster, if the applicant in question has an immediate need for durable medical equipment or assistive technology, and the qualifying entity is able to provide the assistance in question. An immediate need is one that is of such urgency or severity that one could reasonably expect the absence of the durable medical equipment or assistive technology to place the health of the applicant in serious jeopardy, to compromise the safety of the applicant, or prevent the applicant from relocating from a shelter facility to the next stage of recovery. Specifically, FEMA may release the applicant’s name and limited contact information (telephone number, email address, and if being delivered to a location other than a shelter, the current address and/or geospatial location data). A written request is not necessary in this situation; however, FEMA shall provide a written letter (or email) along with the information to the receiving entity, and in turn the receiving entity shall acknowledge receipt of message that it has received the information and has contacted the applicant. In addition, the entity will confirm that it has taken the steps to protect the information provided.

5. To a private sector entity/business for the purpose of administering, coordinating, and/or providing tangible assistance to the entity’s employees who have applied for assistance to address their disaster-related losses. The request from the private sector entity/business must include its employees’ names, dates of birth, damaged dwelling addresses, and the types of tangible assistance the entity is offering its employees. FEMA shall only release the contact information of those applicants who are employed by the requesting entity. FEMA shall release this information only during the disaster period of assistance as defined in 44 CFR §206.110(e).

6. To organizations that are able to provide durable medical equipment and assistive technology to applicants in need of such devices as a result of a declared disaster. FEMA may disclose applicants’ name and contact information to include the current address and phone number.

7. To federal, state, tribal, and local government agencies for the purpose of contacting FEMA IHP applicants to seek their voluntary participation in surveys or studies concerning effects of disasters, program effectiveness, and to identify possible ways to improve community preparedness and resiliency for future disasters.

I. To federal, state, tribal, or local government agencies; voluntary organizations; insurance companies; employers; any public or private entities; banks and financial institutions when an applicant’s eligibility, in whole or in part, for FEMA’s IHP depends upon financial benefits already received or available from that source for similar purposes as necessary to determine benefits; and to prevent duplication of disaster assistance benefits (as described in 42 U.S.C. 5155 of the Stafford Act). FEMA initiates the transaction by only disclosing the name, address, and date of birth of an applicant in order to properly identify the same and obtain desired relevant information from entities listed above.

J. To federal, state, tribal, or local government agencies charged with the implementation of hazard mitigation measures and the enforcement of hazard-specific provisions of building codes, standards, and ordinances. FEMA will only disclose information for the following purposes:

1. For hazard mitigation planning purposes, to assist federal, state, tribal, or local government agencies in identifying high-risk areas and preparing mitigation plans that target those areas for hazard mitigation projects implemented under federal, state, tribal, or local hazard mitigation programs.

2. For enforcement purposes, to enable federal, state, tribal, or local government agencies, to ensure that owners repair or rebuild structures in conformity with applicable hazard-specific building codes, standards, and ordinances.

K. To the Department of the Treasury, pursuant to the Debt Collection Improvement Act of 1996, 31 U.S.C. 3325(d) and 7701(c)(1), as amended. An applicant’s Social Security Number will be released in connection with a request that the Department of the Treasury provide a disaster assistance payment to an applicant under the IHP.
L. To a state, local, or tribal
government agency in connection with
billing that state, local, or tribal
government for the applicable non-
federal cost share under the IHP.
Information shared shall only include
applicants’ names, contact information,
and amounts of assistance received.
M. To state, tribal, or local
government emergency managers, when
an applicant is occupying a FEMA
temporary housing unit, for the
purposes of preparing, administering,
coordinating, and/or monitoring
emergency response, public safety, and
evacuation plans. FEMA shall only
release the applicants’ phone numbers,
address, and number of household
occupants of the housing unit.
N. To the Department of the Treasury,
Department of Justice, the United States
Attorney’s Office, or other third party
for further collection action on any
delinquent debt when circumstances
warrant.
O. To federal, state, tribal, or local
law enforcement authorities, or agencies, or
other entities authorized to investigate
and/or coordinate locating missing
children and/or reuniting families.
P. To state, tribal, or local government
election agencies/authorities that
oversee the voting process within their
respective municipalities, for the
purpose of ensuring voting rights of
individuals who have applied for FEMA
assistance, limited to their own
respective citizens who are displaced by
a Presidentially-declared major disaster
or emergency out of their voting
jurisdiction.
Q. To certain federal, state, tribal, or
local government agencies to update
the applicant’s current records (e.g.,
change of address, effective date of change
of address) when that agency needs to
update contact information (e.g., the
Social Security Administration, a State
Department of Motor Vehicles, or a State
health agency).
R. To other federal, state, local, or
tribal government agencies, and
voluntary organizations under approved
computer matching efforts.
S. To the news media and the public,
with the approval of the DHS Chief
Privacy Officer in consultation with the
DHS General Counsel and FEMA Chief
Counsel when there is a legitimate
public interest in the disclosure of the
information or when disclosure is
necessary to inform the public or is
necessary to demonstrate the
accountability. DHS’ officers,
employees, or individuals covered by
the system, except to the extent it
is determined that release of the specific
information in the context of a
particular case would constitute an
unwarranted invasion of personal
privacy.
DISCLOSURE TO CONSUMER REPORTING
AGENCIES:
DHS/FEMA may make disclosures from this
system to “consumer reporting agencies” as
defined in the Fair Credit
Reporting Act, 15 U.S.C. 1681a(b), as amended;
or the Federal Claims Collection Act of 1966, 31 U.S.C.
3701(a)(3), as amended.

POLICIES AND PRACTICES FOR STORING,
RETRIEVING, ACCESSING, RETAINING, AND
DISPOSING OF RECORDS IN THE SYSTEM:
STORAGE:
Records in this system are stored
electronically or on paper in secure
facilities in a locked drawer behind a
locked door. The records may be stored
on magnetic disc, tape, digital/
electronic media.
RETRIEVABILITY:
Records may be retrieved by an
individual’s name, address, Social
Security Number, and case file number.
SAFEGUARDS:
FEMA safeguards the records in this
system in accordance with applicable
rules and policies, including all
applicable DHS automated systems
security and access policies. Strict
controls have been imposed to minimize
the risk of compromising the
information that is being stored. Access
to the computer system containing the
records in this system is limited to those
individuals who have a need to know
the information for the performance of
their official duties and who have
appropriate clearances or permissions.
RETENTION AND DISPOSAL:
Records pertaining to disaster
assistance will be placed in inactive
storage two years after FEMA receives
the application and will be destroyed
when they are six years and three
months old, in accordance with NARA
Authority N1–311–86–1, item 4C10a.
Records pertaining to temporary
housing will be destroyed three years
after close of the operation in
accordance with NARA Authority N1–
311–86–1, item 4C10b. Closeout occurs
when the disaster contract is
terminated. Records pertaining to
the IHP program will retire to the Federal
Records Center (FRC) one year after
closeout and be destroyed three years
after closeout. Records pertaining to
individual assistance customer
satisfaction assessments are stored in
accordance with NARA Authority N1–
311–90–1. The customer service
assessment forms that have been filled
out and returned by disaster assistance
applicants are temporary records that are
destroyed upon transmission of the
final report, per NARA Authority N1–
311–00–1, item 1. The statistical and
analytical reports resulting from these
assessments are temporary records that
are retired 3 years after the final report
cutoff and destroyed 20 years after the
report cutoff, per NARA Authority N1–
311–00–1, item 2. The assessment
results database are temporary records
that are destroyed when no longer
needed for analysis purposes, per NARA
Authority N1–311–00–1, item 3.

SYSTEM MANAGER AND ADDRESS:
Division Director, Individual
Assistance Division, Federal Emergency
Management Agency, 500 C Street SW.,
Washington, DC 20472.

NOTIFICATION PROCEDURE:
Individuals applying for IHP
assistance may access their information
online via the Disaster Assistance
Center using the user ID, password,
system generated PIN, and
authentication that was established
during the application process.
Applicants may also call a NPSC
representative to access their
information by providing their
registration ID.
In addition, individuals seeking
notification of and access to any record
contained in this system of records, or
seeking to contest its content, may
submit a request in writing to the FEMA
Disclosure Officer, 500C Street SW.,
Washington, DC 20472. If an individual
believes more than one component
maintains Privacy Act records
concerning him or her, the individual
may submit the request to the Chief
Privacy Officer, Department of
Homeland Security, 245 Murray Drive
SW., Building 410, STOP 0550,
Washington, DC 20528.

When seeking records about yourself
from this system of records or any other
FEMA system of records your request
must conform with the Privacy Act
regulations set forth in 6 CFR Part 5.
You must first verify your identity,
meaning that you must provide your full
name, current address, and date and
place of birth. You must sign your
request, and your signature must either
be notarized or submitted under 28
U.S.C. 1746, a law that permits
statements to be made under penalty of
perjury as a substitute for notarization.
While no specific form is required, you
may obtain forms for this purpose from
the Chief Privacy Officer and Chief
Freedom of Information Act Officer,
http://www.dhs.gov/foia or 1–866–431–
0486. In addition, you should:
Explain why you believe the Department would have information on you;
- Identify which component(s) of the Department you believe may have the information about you;
- Specify when you believe the records would have been created; and
- Provide any other information that will help the FOIA staff determine which DHS component agency may have responsive records; and

If your request is seeking records pertaining to another living individual, you must include a statement from that individual certifying his/her agreement for you to access his/her records.

Without the above information the component(s) may not be able to conduct an effective search, and your request may be denied due to lack of specificity or lack of compliance with applicable regulations.

RECORD ACCESS PROCEDURES:
See “Notification procedure” above.

CONTESTING RECORD PROCEDURES:
See “Notification procedure” above.

RECORD SOURCE CATEGORIES:
FEMA receives information from individuals who apply for disaster assistance through three different media: (1) Electronically via the Internet at http://www.disasterassistance.gov (FEMA Form 009–0–1 and FEMA Form 009–0–2); (2) by calling FEMA’s toll-free number 1–800–621–3362 (FEMA Form 009–0–1 and FEMA Form 009–0–2); and (3) through submission of a paper copy of pre-registration intake, FEMA Form 009–0–1 and its Spanish-language equivalent, FEMA Form 009–0–2, or via a pre-registration intake form. In addition, information in this system of records derives from Temporary Housing Assistance Eligibility Determinations (FEMA Forms 009–0–5, and 009–0–6) and Application for Continued Temporary Housing Assistance (FEMA Form 010–0–12), as well as related information (FEMA Forms 009–0–5 and 009–0–6).

Information may also come from FEMA inspectors, financial institutions, insurance companies, state, local, tribal, and voluntary agencies providing disaster relief, and commercial databases (for verification purposes).

EXEMPTIONS CLAIMED FOR THE SYSTEM:
None.

Dated: April 19, 2013.

Jonathan R. Cantor,
Acting Chief Privacy Officer, Department of Homeland Security.

[FR Doc. 2013–10173 Filed 4–29–13; 8:45 am]

BILLING CODE 9110–17–P

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID: FEMA–2013–0016; OMB No. 1660–NEW]

Agency Information Collection Activities: Submission for OMB Review; Comment Request

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice.

SUMMARY: The Federal Emergency Management Agency (FEMA) will submit the information collection abstracted below to the Office of Management and Budget (OMB) for review and clearance in accordance with the requirements of the Paperwork Reduction Act of 1995. FEMA requests review and approval of this collection of information under the emergency processing procedures. FEMA is requesting that this information collection be approved by April 30, 2013. The approval will authorize FEMA to use the collection through September 30, 2013. FEMA plans to follow this emergency request with a request for a 3-year approval. The request will be processed under OMB’s normal clearance procedures. FEMA invites the general public to comment on the proposed collection of information.

DATES: Comments must be submitted on or before May 30, 2013.

ADDRESSES: Submit written comments on the proposed information collection to the Office of Information and Regulatory Affairs, Office of Management and Budget. Comments should be addressed to the Desk Officer for the Department of Homeland Security, Federal Emergency Management Agency, and sent via electronic mail to oira_submission@omb.eop.gov or faxed to(202) 395–5806.

FOR FURTHER INFORMATION CONTACT: Requests for additional information or copies of the information collection should be made to Director, Records Management Division, 1800 South Bell Street, Arlington, VA 20598–3005, facsimile number (202) 646–3347, or email address FEMA-Information-Collections-Management@dhs.gov.

SUPPLEMENTARY INFORMATION: Under the direction of Executive Order 13254 which directs FEMA’s Individual and Community Preparedness Division (ICPD) acts under the authority of Executive Order 13254, “Establishing the USA Freedom Corps.” This Executive Order creates a council composed of Federal executive branch leaders, and directs members of that council to perform a range of functions, to include studying and tracking the progress of public service programs. This collection seeks experiential information from survivors of Hurricane Sandy via a telephone survey and a series of focus groups. This collection of information is necessary to ensure effectiveness and value of awareness and education campaigns, disaster messaging and other associated outreach efforts.

Collection of Information

Title: Post Hurricane Sandy Survivor Research

Type of Information Collection: New information collection.

Form Titles and Numbers: FEMA Form 008–0–10, Sandy Focus Group Recruit/Screener; FEMA Form 008–0–9, Focus Group Moderator Guide; FEMA Form 008–0–11, In-Depth Case Study/Community Specific (Pulse Survey).

Abstract: FEMA’s ICPD will engage in qualitative and quantitative research to investigate the effectiveness of preparedness behaviors before, during and after Hurricane Sandy. This research will inform evaluation of existing public messaging regarding disaster preparedness and response at the individual and household level.

Affected Public: Individuals and Households.

Number of Respondents: 4,470.

Estimated Time per Respondent: Sandy Focus Group Recruit/Screener, 3 minutes; Focus Group Moderator Guide, 1.5 hours; In-Depth Case Study Pulse Survey, 15 minutes.

Estimated Total Annual Burden Hours: 1,128 hours.
Multi-Agency Shelter Transition Team (MASTT) TSA Client Form

<table>
<thead>
<tr>
<th>TSA CLIENT INFORMATION</th>
<th>County:</th>
<th>Hurricane Irma DR 4337</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Information:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client Name:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEMA Registration #:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address For Damaged Dwelling:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>State:</td>
<td>ZIP Code:</td>
</tr>
<tr>
<td>Ownership Status: (“O” = Owner; “R” = Renter)</td>
<td>Other:</td>
<td></td>
</tr>
<tr>
<td>Monthly Payment/Rent:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is home habitable? (i.e. Structural damage or utility outages that would prevent you from living in dwelling)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td># Of People In Household:</td>
<td></td>
<td>Identified Head Of Household:</td>
</tr>
<tr>
<td>Number of Individuals in Household Under 18:</td>
<td></td>
<td>Number of Individuals in Household Number over 60:</td>
</tr>
<tr>
<td>Is the head of the household a Veteran?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Are There Any Household Pets?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>If Yes, Would You Consider Fostering Or Boarding Options As A Temporary Solution For Their Care While Displaced?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Household Income:</td>
<td>$</td>
<td>Income Source:</td>
</tr>
</tbody>
</table>

### Employment Status of Head of Household: Please select one of the following:

- **___** Employed: __ Full-Time __ Part-Time
- **___** Unemployed: Is unemployment a result of Hurricane Irma? __ Yes __ No
- **___** Is Individual A Current Recipient Of Subsidized Housing? __ Yes __ No
- **___** Is Individual Receiving Assistance From Any Other Entities Or Public Assistance Programs? __ Yes __ No

If Answered “Yes” To Either Of The Above Question, Please List Below The Entities And Services Being Received:

- **___** Is Household Willing To Relocate? __ Yes __ No __ Temporarily __ Permanently

### Steps Taken by the Survivor To Plan For And Secure Needed Housing (Permanent/Short-Term) Resources:

- What is preventing you from completing repairs on your damaged dwelling?
- Why are you unable to locate to short-term housing?
- What is your current permanent housing plan?
- Why are you unable to locate to permanent housing?

### DISABILITIES, ACCESS AND FUNCTIONAL NEEDS

- Are There Any Family Members That Have Disabilities or Access And Functional Needs, Which Will Need Accommodations In Temporary Or Permanent Housing? __ Yes __ No
  (**The following AFNs were reported to FEMA:**)

- List Needs Of Household Members Below Based On Other Vulnerable Populations: (I.E. Elderly, Medical/Physical Needs, etc.)

<table>
<thead>
<tr>
<th>Transportation Needs:</th>
<th>Translation or Communication Access (Sign language, Braille, CART)</th>
<th>Older Adult Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Public Transportation ___ Wheelchair</td>
<td>Personal Assistance Services (bathing, dressing, etc.)</td>
<td>Acute Needs (illness, injury, urgent care)</td>
</tr>
<tr>
<td>___ Walker/Cane</td>
<td>Dietary Needs (diabetic, ethnic, allergies, etc.)</td>
<td>Service Animal Support (food, water)</td>
</tr>
<tr>
<td>___ Other: _____________</td>
<td>Consumable / Durable Medical Supplies (adult diapers, needles, gloves, etc.)</td>
<td>Crisis Counseling</td>
</tr>
</tbody>
</table>

- Is The Transportation Need: __ Pre-Disaster ___ Post-Disaster

*All information contained within is subject to Personal Identifiable Information (PII) and should be consider confidential and not for public distribution. All records keeping should be compliant with PII standards.*
**INSURANCE INFORMATION**

Does Homeowner/Renter Have Insurance?  *If Yes, Please Answer The Following Questions:*

<table>
<thead>
<tr>
<th>Name Of Insurer</th>
<th>Type Of Coverage</th>
</tr>
</thead>
</table>

Has A Claim Been Filed With Insurer?  __ Yes  __No

What Will Settlement Cover, Including Amount And Type Of Work?

**Inspection Status:**

Does The Dwelling Require Any of the Following Additional Repairs To Restore It To Pre-Disaster Conditions:

<table>
<thead>
<tr>
<th>Muck Out</th>
<th>Mold Suppression</th>
<th>Debris Removal</th>
<th>Home Is Not Habitable</th>
<th>Power Lines Down On Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flooring Removal</td>
<td>Drywall Replacement</td>
<td>Roof Repair</td>
<td>Electrical/Water Issues</td>
<td>Foundation Issues</td>
</tr>
<tr>
<td>Utilities Off</td>
<td>Tree Work</td>
<td>Other Hazards/Repairs:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What Type Of Work Is Required Beyond That Covered By Insurance Or Completed Through Voluntary Organizations?

---

**FEMA ELIGIBILITY/ STATUS INFORMATION**

Max Grant:  
Eligibility Dates:

Housing Assistance:

FEMA Verified Loss for “Structural Damage”:

Direct Housing Eligibility:  
Housing Assistance Received: $  
SBA Status:

ONA Assistance Received: $  
ONA Eligibility Status:

FEMA Verified Loss for “Structural Damage”:

Licensed In:

**RESOURCES/REFERRALS PROVIDED**

<table>
<thead>
<tr>
<th>Housing</th>
<th>Clothing</th>
<th>Legal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>AFN</td>
<td>Other:</td>
</tr>
<tr>
<td>Employment</td>
<td>Medical</td>
<td></td>
</tr>
</tbody>
</table>

**CONSENT FOR RELEASE OF INFORMATION ON INDIVIDUAL**

*I give my permission for the information obtained above to be shared with Governmental Agencies Volunteer/ Faith Based Organizations, and any other entity who will be able to assist in meeting my identified unmet needs.*

Individual Name: *(Please Print)*

Signature:

Date:

---

**TSATT MEMBER INFORMATION**

MASTT Member Name:  
Other MASTT Members Present:

Date:

---

**ADDITIONAL NOTES**

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MASTT TSA Client Form Revised December 18, 2017

*"All information contained within is subject to Personal Identifiable Information (PII) and should be considered confidential and not for public distribution. All records keeping should be compliant with PII standards."*
The U.S. Department of Labor is authorized to award National Dislocated Worker Grants under the Workforce Innovation and Opportunity Act (WIOA).

Grants may be awarded for:

- Employment and training assistance to workers affected by major dislocations, such as plant closures, mass layoffs, or closures and realignments of military installations.
- Disaster relief employment in the form of temporary jobs to address structural and humanitarian needs of residents of an area that has suffered a federally-declared emergency or major disaster.

**EMPLOYMENT AND TRAINING ASSISTANCE**

A variety of employment and training assistance is available to workers who have been laid off:

- Job search, job placement assistance and useful labor market information.
- Career counseling, comprehensive assessment of an individual’s employability, development of a personal employment plan, workshops on interviewing and resume preparation, and occupational training linked to local job opportunities.

**DISASTER RELIEF**

The requirements for the use of National Dislocated Worker Grants funds for disaster relief employment are as follows:

- Disaster relief employment is restricted to projects that provide food, clothing, shelter, and other humanitarian assistance for disaster victims, and projects that involve demolition, cleaning, repair, renovation and reconstruction of damaged and destroyed structures, facilities, and land located within the disaster area.
- In some cases, funds may be expended to provide employment and training activities (retraining, job search, assessment, etc.) to enable workers who will not be recalled to qualify for employment in demand occupations.

Individuals who qualify for disaster relief employment are people who are temporarily or permanently laid off as a consequence of the disaster, dislocated workers, and individuals who are long-term unemployed. The duration of employment for any one disaster event is typically six months, but may extend as long as one year.

Find out more about this and other programs at [www.floridajobs.org](http://www.floridajobs.org) or call 1-866-352-2345.
**Individual Assistance Sequence of Delivery**

Voluntary Agencies
Emergency Food, Shelter, Clothing Medical Needs

Insurance
Such as Homeowners, NFIP, etc.

**FEMA Housing Assistance (Not SBA Dependent)**
Applications can receive more than one type of assistance
1. **Temporary Housing Assistance** – Applicants can receive financial assistance to reimburse lodging expenses and/or rental assistance for up to 18 months or the program maximum, whichever occurs first. Applicants can receive direct assistance (FEMA mobile home or travel trailer) for up to 18 months.
2. **Repair Assistance** – Owners can receive up to the IHP cap for repairs
3. **Replace Assistance** – Owners with destroyed homes can receive up to the IHP cap towards the purchase of a new home
4. **Permanent Housing Construction** – Owners with destroyed homes can receive direct or financial assistance for the construction of permanent or semi-permanent homes in insular areas outside the continental U.S. and in other locations.

**FEMA/State Other Needs Assistance (ONA)**
Non-SBA Dependent Items
Assistance for Medical, Dental, Child Care, Funeral, Other

**SBA Income Evaluation (Repayment Capability)**
To determine if applicant can qualify for a low interest SBA loan
Applicants must complete the SBA loan application and be denied for a loan to be eligible for further assistance.

**SBA Referral** – For SBA Dependent items and those applicants who qualify for a low interest loans
*Real Property (owners) loans up to $200,000*
*Personal Property (owners & renters) loans up to $40,000.*

*If it is later determined that an applicant cannot qualify for a loan, the applicant is referred to FEMA

**FEMA/State Other Needs Assistance (ONA)**
For those applicants who do not qualify for a SBA loan
Personal Property  Transportation
Moving and Storage  Group Flood Policy

**Unmet Needs – Voluntary Agencies**
If the applicant has received the maximum amount of assistance from FEMA, State, and/or SBA’s federal disaster assistance programs or the federal disaster assistance programs do not provide for the need, FEMA may refer the applicant to Voluntary agencies.

**NOTE:** Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Program (IHP) Assistance is adjusted annually according to the CPI index.
HUD Mission

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.

Programs of HUD. HUD accomplishes its mission through various departmental programs at the city/county/state governments, and non-profit entities. Programs include: Community Planning and Development (CPD), Public and Indian Housing (PIH), Multifamily Housing (MFH), Federal Housing Administration (FHA), Housing Counseling, Fair Housing and Equal Opportunity (FHEO), and the HUD-Veterans Affairs Supportive Housing (HUD-VASH). These programs are described below.

Community Planning and Development (CPD) Programs – HOME, CDBG, ESG, HOPWA, CoC, CDBG-DR:

The Office of Community Planning and Development (CPD) seeks to develop viable communities by promoting integrated approaches that provide decent housing, a suitable living environment, and expand economic opportunities for low and moderate-income persons. The primary means towards this end is the development of partnerships among all levels of government and the private sector, including for-profit and non-profit organizations.

ELIGIBLE USE OF CPD FUNDS FOR DISASTER RELIEF

After the immediate clean up and restoration of services, a much longer period of recovery begins. CPD program funds may play a larger role at this point, particularly in low and moderate-income neighborhoods where residents and businesses may not have the resources to fully recover without additional assistance. When determining how best to help a community recover from a major disaster, it is advisable to develop a plan of action that considers the long-term housing, economic development, and infrastructure needs of the community. Typical disaster recovery programs include:

- housing rehabilitation,
- housing reconstruction,
- homebuyer programs replacing disaster damaged residences,
- acquisition programs that purchase properties in floodplains,
- infrastructure improvements,
- demolition of buildings,
- reconstruction or replacement of public facilities,
- small business grants and loans, and
- relocation assistance for people moved out of floodways

HUD CPD NOTICE: CPD-17-06, Issued: June 1, 2017, Subject: Using Community Planning and Development Program (CPD) funds for Disaster Response and Recovery.
Weblink: CPD Notice 17-06

HOME Investment Partnerships Program (HOME).
HOME provides formula grants to states and localities that communities use - often in partnership with local nonprofit groups - to fund a wide range of activities including building, buying, and/or rehabilitating affordable housing for rent or homeownership or providing direct rental assistance to low-income people. It is the largest Federal block grant to state and local governments designed exclusively to create affordable housing for low-income households.

Florida HOME Participating Jurisdiction Contact list (below)

Housing Opportunities for Persons with AIDS (HOPWA). The HOPWA program managed by HUD's Office of HIV/AIDS Housing was established to provide housing assistance and related supportive services for low-income persons living with HIV/AIDS and their families. Eligible HOPWA activities for disaster relief may include: the construction of community residences or single room occupancies (SROs), rehabilitation of existing structures to provide emergency, transitional or permanent housing, operating expenses for facility based housing, leasing of entire facilities or master leasing of individual scattered site units, tenant based rental assistance, payment of security deposits and utility hookup fees to secure permanent housing, Short-term Rent Mortgage and Utility Assistance (STRMU) for up to 21 weeks of assistance 52-week period, and housing information services to assist with locating available housing; and supportive services.

Florida HOPWA Administrators Contact List

Community Development Block Grants (CDBG).
The Community Development Block Grant (CDBG) Program provides annual grants on a formula basis to states, cities, and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons.

Florida CDBG Administrators Contact List

Emergency Solutions Grants (ESG)
The ESG program provides funding to engage homeless individuals and families living on the street; Improve the number and quality of emergency shelters for homeless individuals and families; Help operate these shelters; Provide essential services to shelter residents; Rapidly re-house homeless individuals and families; and Prevent families and individuals from becoming homeless.

Florida ESG Administrators Contact List
Continuum of Care (CoC).
The CoC Program is designed to assist individuals (including unaccompanied youth) and families experiencing homelessness and to provide the services needed to help such individuals move into transitional and permanent housing. The CoC Program is designed to promote community-wide planning and strategic use of resources to address homelessness; improve coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness.

Florida CoC Administrators Contact List

Community Development Block Grant – Disaster Recovery.
Community Development Block Grant Disaster Recovery (CDBG-DR) grants provide flexible grants to help cities, counties, and States recover from Presidentially declared disasters, especially in low-income areas, subject to availability of supplemental appropriations. In response to Presidentially declared disasters, Congress may appropriate additional funding for the CDBG program as Disaster Recovery grants to rebuild the affected areas and provide crucial seed money to start the recovery process. CDBG-DR assistance may fund a broad range of recovery activities which help communities and neighborhoods recover after a disaster.

CDBG-DR Weblink: https://www.hudexchange.info/programs/cdbg-dr/

Public Housing Program
The U.S. Department of Housing and Urban Development (HUD) administers federal aid to local housing agencies (HAs) that manage the housing for low-income residents at rents they can afford. Public housing is limited to low-income families and individuals. An HA determines your eligibility based on: 1) annual gross income; 2) whether you qualify as elderly, a person with a disability, or as a family; and 3) U.S. citizenship or eligible immigration status. If you are eligible, the HA will check your references to make sure you and your family will be good tenants. HAs use income limits developed by HUD. The HA serving your community can provide you with the income levels for your area and family size. HOW DO I APPLY? If you are interested in applying for public housing, contact your local HA by using the public housing weblink below.

Public Housing Florida Locator Weblink: Florida Public Housing Locator
For information on Public Housing Program: https://www.hud.gov/topics/rental_assistance/phprog

Multifamily Housing
HUD has insured and assisted housing. If a property is insured it may have statutory requirements to provide a preference to persons displaced from a Presidential Disaster Declaration (PDD). These insured programs are Section(s) 221(d)3, 221(d)4 and 236 (of the National Housing Act as amended). HUD assisted housing is based on income for the locality. Owner/agents of HUD assisted housing must have an owner preference in their Tenant Section Criteria for PDD displaced persons in order for a preference to be awarded. The following link provides the income limit information for Florida that can be furthered refined to search by locality. HUD FY 17 Income Limits Weblink: HUD FY 17 Income Limits

Low rent apartments: the HUD provides funds directly to apartment owners, who lower the rents they charge low-income tenants. Based on availability, low-rent apartments may exist for senior citizens and people with disabilities, as well as for families and individuals.

Search for an apartment and apply directly at the multifamily apartment’s management office.
Federal Housing Administration (FHA)  
CONTACT YOUR MORTGAGE LENDER  
Let your mortgage lender, the entity to which you make your monthly mortgage payments, also known as a servicer, know that you’ve been affected by a disaster. Give them the FEMA disaster number and update your phone number and other contact information, if needed. The sooner you contact your lender; the sooner they can assist you with the options that may be available to you. Ask if you are eligible to receive a temporary postponement of your mortgage payment to give you time to sort things out. Many lenders will suspend late charges and will not report late payments to credit reporting agencies, so that your credit is not negatively affected. When the payment postponement is over, contact your lender again to discuss how you plan to repay your mortgage. Even if you have not experienced any damage to your home, your lender may be able to help you if the disaster has impacted your ability to make your house payment (for instance, if you have experienced a permanent or temporary loss of employment or reduction in work hours due to the disaster).

MORTGAGE ASSISTANCE OPTIONS FOR HOMEOWNERS The type of mortgage assistance you may be able to receive will depend on what type of loan you have, your income/employment status, the condition of your house, and other factors. Check with your lender to determine which options you may qualify for. Below are a few options for those who have Federal Housing Administration (FHA)-insured loans:

- **REPAYMENT OR FORBEARANCE PLAN:** an agreement between you and your lender that provides an opportunity for you to repay missed payments over a period of time, in addition to your regular mortgage payment.
- **LOAN MODIFICATION:** a permanent change in one or more terms of your loan based on your financial hardship.
- **PARTIAL CLAIM:** a non-interest bearing loan for your past due amount that is payable when you sell your home or pay off your mortgage.
- **SHORT SALE (PRE-FORECLOSURE SALE):** an agreement with your lender where you can sell your home for less than the amount you owe.
- **DEED-IN-LIEU OF FORECLOSURE:** an agreement with your lender where you sign the title of your house to them in exchange for the release of your obligations under your mortgage.

REBUILDING, REPAIRING, RELOCATING Check with the Small Business Administration (www.SBA.gov) for home and business loan assistance. FHA offers several programs to consider if you decide to rebuild, repair, or relocate:

- **FHA 203(h):** If you were a homeowner or a renter and your home in the affected area was destroyed or damaged to such an extent that reconstruction or replacement is necessary, then you may be eligible for the FHA 203(h) mortgage loan. 203(h) provides FHA financing with no downpayment to purchase another home in your town or anywhere in the United States. Borrowers must be registered with FEMA and meet other requirements.
- **FHA 203(k):** This program allows a qualified homebuyer or homeowner to purchase a home or refinance an existing home loan and include the cost of home repairs or improvements in the loan amount. Use FHA Standard 203(k) when major or structural repairs are required and FHA Limited 203(k) when minor, non-structural repairs totaling $35,000 or less are needed. FHA also offers an Energy Efficient Mortgage (EEM) for energy efficient repairs or improvements. Visit www.hud.gov/fha or call 1-800-Call FHA (800-225-5342) for more information. Or, call an FHA-approved lender.
- **FHA Title I Property Improvement Loan:** This is a second mortgage for home alterations, repairs or site improvements. The maximum loan amount for a single-family home is $25,000; $25,090 for a manufactured home on a permanent foundation; and $7,500 for a manufactured home classified as personal property.
FHA’S NATIONAL SERVICING CENTER
If you have an FHA-insured mortgage, FHA’s National Servicing Center at 1-877-622-8525 (Federal Relay Service at 1-800-877-8339) can assist you if you have any questions about your loan that your FHA lender cannot answer, or if you have questions or concerns about your FHA lender. If you do not have an FHA-insured mortgage, contact your lender immediately or contact a housing counselor.

BEWARE OF SCAMS. Watch out for mortgage loan assistance or rescue scams and other predatory tactics. Avoid those who say they can help you with your loan or provide home repair or other services and require an upfront fee. Watch out for unlicensed contactors. Never sign anything you do not understand. Ask questions and seek counseling before making any decisions. For more information, visit www.HUD.gov, www.FEMA.gov, or www.loanscamalert.org.

CONTACT FHA: For more information about FHA programs, go to www.fha.gov, www.espanol.hud.gov. Call us at 1-800-Call FHA (1-800-225-5342), email us at answers@hud.gov, or visit our online knowledge base at www.hud.gov/answers. Individuals with speech or hearing impairments may access this number via TTY by calling the Federal Relay Service at (800) 877-8339, or by using any of the accessible formats made available through the numbers provided at the following link: https://www.federalrelay.us/tty.

HUD-APPROVED HOUSING COUNSELING AGENCY. The same HUD-approved housing counseling agencies who provide home buying counseling and education can also provide mortgage advice after a disaster. If you are unsure about your financial decisions related to your mortgage, contact a housing counselor. Housing counselors can also provide guidance with credit cards, student loans and other debts, and have other information that may help you during your recovery. You do not have to have an FHA loan to meet with a HUD-approved housing counseling agency, and there is never a fee for foreclosure prevention counseling. To locate a housing counseling agency near you, call HUD’s Automated Housing Counselor Locator at 1-800-569-4287, or visit www.hud.gov/fha.

Housing Counseling Weblink: https://www.hudexchange.info/programs/housing-counseling/customer-service-feedback/

Housing Counseling Disaster Program Guide: Housing counselors play a critical role in helping communities impacted by disaster connect families to key housing resources. This universal document provides a model for HUD-approved housing counseling agencies to expand and support their long-term disaster recovery services as part of their grantee action plan in their respective jurisdictions receiving Federal disaster recovery funds.

Fair Housing and Equal Opportunity:
The mission of the Office of Fair Housing and Equal Opportunity (FHEO) is to eliminate housing discrimination, promote economic opportunity, and achieve diverse, inclusive communities by leading the nation in the enforcement, administration, development, and public understanding of federal fair housing policies and laws. FHEO protects people from discrimination on the basis of race, color, religion, sex, national origin, disability, and familial status.
**HUD-Veterans Affairs Supportive Housing (HUD-VASH).**

HUD-VASH is a collaborative program between HUD and VA combines HUD housing vouchers with VA supportive services to help Veterans who are homeless and their families find and sustain permanent housing. Through public housing authorities, HUD provides rental assistance through public housing authorities, HUD provides rental assistance vouchers for privately owned housing to Veterans who are eligible for VA health care services and are experiencing homelessness. VA case managers may connect these Veterans with support services such as health care, mental health treatment and substance use counseling to help them in their recovery process and with their ability to maintain housing in the community.

For more information go to: https://www.va.gov/homeless/hud-vash.asp

**National Homeless Veteran Call Center**
877-4AID VET (877-424-3838)

**HUD Florida Field Offices (Miami/Jacksonville):**  https://www.hud.gov/states/florida/offices

**HUD Disaster Resources Weblink:**  https://www.hud.gov/info/disasterresources
Rural Home Loans (Direct Program)

What does this program do?
Also known as the Section 502 Direct Loan Program, this program assists low- and very-low-income applicants obtain decent, safe and sanitary housing in eligible rural areas by providing payment assistance to increase an applicant’s repayment ability. Payment assistance is a type of subsidy that reduces the mortgage payment for a short time. The amount of assistance is determined by the adjusted family income.

Who may apply for this program?
A number of factors are considered when determining an applicant’s eligibility for Single Family Direct Home Loans. At a minimum, applicants interested in obtaining a direct loan must have an adjusted income that is at or below the applicable low-income limit for the area where they wish to buy a house and they must demonstrate a willingness and ability to repay debt.

Applicants must:
- Be without decent, safe and sanitary housing
- Be unable to obtain a loan from other resources on terms and conditions that can reasonably be expected to meet
- Agree to occupy the property as your primary residence
- Have the legal capacity to incur a loan obligation
- Meet citizenship or eligible noncitizen requirements
- Not be suspended or debarred from participation in federal programs

Properties financed with direct loan funds must:
- Be modest in size for the area
- Not have market value in excess of the applicable area loan limit
- Not be in-ground swimming pools
- Not be designed for income producing activities

Borrowers are required to repay all or a portion of the payment subsidy received over the life of the loan when the title to the property transfers or the borrower is no longer living in the dwelling. Applicants must meet income eligibility for a direct loan. Please contact your local RD office to ask for additional details about eligibility requirements.

What is an eligible area?
Generally, rural areas with a population less than 35,000 are eligible. Visit the USDA Income and Property eligibility website for complete details.

How much may I borrow?
The maximum loan amount an applicant may qualify for will depend on the applicant’s repayment ability. The applicant’s ability to repay a loan considers various factors such as income, debts, assets and the amount of payment assistance applicants may be eligible to receive. Regardless of repayment ability, applicants may never borrow more than the area’s loan limit (plus certain costs allowed to be financed) for the county in which the property is located.

How may funds be used?
Loan funds may be used to help low-income individuals or households purchase homes in rural areas. Funds can be used to build, repair, renovate or relocate a home, or to purchase and prepare sites, including providing water and sewage facilities.
Rural Home Loans (Direct Program)

What is the interest rate and payback period?
- Fixed interest rate based on current market rates at loan approval or loan closing, whichever is lower.
- Interest rate when modified by payment assistance can be as low as 1%.
- Up to 33 year payback period - 38 year payback period for very low income applicants who can’t afford the 33 year loan term.

Is there a deadline to apply?
Applications for this program are accepted through your local RD office year round.

How long does an application take?
Processing times vary depending on funding availability and program demand in the area in which an applicant is interested in buying and completeness of the application package.

What law governs this program?
- The Housing Act of 1949 as amended, 7 CFR, Part 3550
- HB-1-3550 - Direct Single Family Housing Loans Field Office Handbook

How much down payment is required?
No down payment is typically required. Applicants with assets higher than the asset limits may be required to use a portion of those assets.
Single Family Home Loan Guarantees

What does this program do?
This program assists approved lenders in providing low- and moderate-income households the opportunity to own adequate, modest, decent, safe and sanitary dwellings as their primary residence in eligible rural areas. Eligible applicants may build, rehabilitate, improve or relocate a dwelling in an eligible rural area. The program provides a 90% loan note guarantee to approved lenders in order to reduce the risk of extending 100% loans to eligible rural homebuyers.

Who may apply for this program?
Applicants must:
- Meet income-eligibility.
- Agree to personally occupy the dwelling as their primary residence.
- Be a U.S. Citizen, U.S. non-citizen national or Qualified Alien.
- Have the legal capacity to incur the loan obligation.

What is an eligible area?
Check eligible addresses for the loan guarantees.

How may funds be used?
Funds backed by loan guarantees be used for:
- New or existing residential property to be used as a permanent residence. Closing cost and reasonable/customary expenses associated with the purchase may be included in the transaction.
- A site with a new or existing dwelling.
- Repairs and rehabilitation when associated with the purchase of an existing dwelling.
- Refinancing of eligible loans.
- Special design features or permanently installed equipment to accommodate a household member who has a physical disability.
- Reasonable and customary connection fees, assessments or the pro rata installment cost for utilities such as water, sewer, electricity and gas for which the buyer is liable.
- A pro rata share of real estate taxes that is due and payable on the property at the time of loan closing. Funds can be allowed for the establishment of escrow accounts for real estate taxes and/or hazard and flood insurance premiums.
- Essential household equipment such as wall-to-wall carpeting, ovens, ranges, refrigerators, washers, dryers, heating and cooling equipment as long as the equipment is conveyed with the dwelling.
- Purchasing and installing measures to promote energy efficiency (e.g. insulation, double-paned glass and solar panels.)
- Installing fixed broadband service to the household as long as the equipment is conveyed with the dwelling.
- Site preparation costs, including grading, foundation plantings, seeding or sod installation, trees, walks, fences and driveways.

How do we get started?
Applicants must contact an approved lender. Information about approved lenders may also be obtained by contacting a Guaranteed Loan Coordinator in your state for more information.
Single Family Home Loan Guarantees

Who can answer questions?
Applicants with questions should contact an approved lender. Lenders with questions can contact a Guaranteed Loan Specialist in your state.

What governs this program?
7 CFR, Part 3555

Why does USDA Rural Development do this?
This program helps lenders work with low and moderate income families living in rural areas to make homeownership a reality. Providing affordable homeownership opportunities promotes prosperity, which in turn creates thriving communities and improves the quality of life in rural areas.

NOTE: Because citations and other information may be subject to change, please always consult the program instructions listed in the section above titled “What Law Governs this Program?” You may also contact your local office for assistance. You will find additional forms, resources, and program information at www.rd.usda.gov. USDA is an equal opportunity provider, employer, and lender. 

Last Updated February 2015
Single Family Housing Repair Loans & Grants

What does this program do?
Also known as the Section 504 Home Repair program, this provides loans to very-low-income homeowners to repair, improve, or modernize their homes or provides grants to elderly very-low-income homeowners to remove health and safety hazards.

Who may apply for this program?
To qualify, you must:
- Be the homeowner and occupy the house
- Be unable to obtain affordable credit elsewhere
- Have a family income below 50 percent of the area median income
- For grants, be age 62 or older and not be able to repay a repair loan

What is an eligible area?
Generally, rural areas with a population less than 35,000 are eligible. Applicants may check the address of their home to determine eligibility online.

How may funds be used?
- Loans may be used to repair, improve, or modernize homes or to remove health and safety hazards.
- Grants must be used to remove health and safety hazards.

How much money can I get?
- Maximum loan is $20,000.
- Maximum grant is $7,500.
- Loans and grants can be combined for up to $27,500 in assistance.

What are the terms of the loan or grant?
- Loans can be repaid over 20 years
- Loan interest rate is fixed at 1%.
- Full title service is required for loans of $7,500 or more
- Grants have a lifetime limit of $7,500.
- Grants must be repaid if the property is sold in less than 3 years
- If applicants can repay part, but not all of the costs, applicants may be offered a loan and grant combination

Is there a deadline to apply?
Applications are available year round as long as funding is available, and are processed in the order they are received.

How long does an application take?
Approval times depend on funding availability in your area. Talk to a USDA home loan specialist in your area for help with the application.

How do I get started?
Contact a USDA home loan specialist in your area.

What law governs this program?
- The Housing Act of 1949 as amended, 7 CFR, Part 3550
- HB-1-3550 - Direct Single Family Housing Loans and Grants Field Office Handbook

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Last Updated September 2015
Multi-Family Housing Direct Loans

What does this program do?
This program provides competitive financing for affordable multi-family rental housing for low-income, elderly, or disabled individuals and families in eligible rural areas.

Who may apply for this program?
This program assists qualified applicants that cannot obtain commercial credit on terms that will allow them to charge rents that are affordable to low-income tenants. Qualified applicants include:

- Individuals, trusts, associations, partnerships, limited partnerships, nonprofit organizations, for-profit corporations and consumer cooperatives.
- Most state and local governmental entities.
- Federally recognized Tribes.
- Borrowers must have legal authority needed to construct, operate and maintain the proposed facilities and the services proposed.

What is an eligible area?
A list of designated eligible places is available from each RD State Office.

How may funds be used?
Construction, improvement and purchase of multi-family rental housing for low-income families, the elderly and disabled individuals is the primary objective for this program.

Funding may also be available for related activities including:

- Buying and improve land.
- Providing necessary infrastructure.
- For a complete list see Code of Federal Regulations, 7CFR Part 3560.53.

Who may live in the rental housing?
- Very-low-income to moderate-income families or individuals.
- Elderly people aged 62 or older.
- People with disabilities.

What kinds of funding are available?
Direct, competitive loans.

What are the loan terms?
- Upto 30 year payback period.
- Lowest rate at either the time of loan approval or loan closing will be used.
- Contact your local RD Office for details and current interest rates applicable for your project.

How do we get started?
Applications for this program are accepted on an annual basis. A Notice of Funding Availability (NOFA) is posted in the Federal Register.

Who can answer questions?
Contact your RD State Office or you can find Rural Rental Properties here to apply as a tenant.

What governs this program?
- Code of Federal Regulation, 7 CFR 3560
- HB-1-3560
- HB-2-3560
- Title V of the Housing Act of 1949

NOTE: Because citations and other information may be subject to change please always consult the program instructions listed in the section above titled “What Law Governs this Program?” You may also contact your local office for assistance. You will find additional forms, resources, and program information at www.rd.usda.gov. USDA is an equal opportunity provider, employer, and lender.
Florida/U.S. Virgin Islands
Area Offices

**Area 1**
3070 Adora Teal Way, Suite C
Phone: (850) 682-2416
Fax: (855) 473-8755

*Counties served:* Escambia, Holmes, Okaloosa, Santa Rosa and Walton.

**Area 2**
2741 Penn Ave, Suite 5
Marianna, FL 32448
Phone: (850) 526-2610
Fax: (855) 473-6969


**Area 3**
971 W. Duval St, Suite 190
Lake City, FL 32055
Phone: (386) 719-5590
Fax: (855) 474-6983


**Area 4**
2441 NE 3rd St, Suite 204-1
Ocala, FL 34470
Phone: (352) 732-7534
Fax: (855) 474-6990

*Counties served:* Alachua, Citrus, Dixie, Flagler, Gilchrist, Lake, Levy, Marion, Putnam, Seminole, Sumter and Volusia.

**Area 5**
8390 Champions Gate Blvd, Suite 210
Champions Gate Blvd., FL 33896
Phone: (863) 420-4833
Fax: (855) 474-8230

*Counties served:* Brevard, Hernando, Hillsborough, Indian River, Orange, Osceola, Pasco, Pinellas and Polk.

**Area 6**
420 South State Road 7, Suite 166
Royal Palm Beach, FL 33414
Phone: (561) 792-2727
Fax: (855) 475-4827

*Area 6-Sub Office*
*Contact for Single Family Housing*
3434 Hancock Bridge Pkwy.
Suite 209-A
N. Fort Myers, FL 33903
Phone: (239) 997-7331
Fax: (855) 475-8043

*Counties served:* Broward, Charlotte, Collier, Dade, DeSoto, Glades, Hardee, Hendry, Highlands, Lee, Manatee, Martin, Monroe, North Fort Myers, Okeechobee, Palm Beach, Sarasota and St. Lucie.

**Area 7**
4401 Sion Farm, Suite #2
Christiansted, VI 00820
Phone: (340) 773-9146
Fax: (855) 475-6940

*Areas served:* St. Croix, St. John and St. Thomas.

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Website: [www.rd.usda.gov/fl](http://www.rd.usda.gov/fl)