



FEMA

Austin Joint Field Office

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DR-4332-TX

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HURRICANE HARVEY

Daily Fact Sheet

Day 85

Navigating the Road to Recovery: Use resources available to help rebuild

- **Survivors in eligible counties can still register with FEMA; the deadline is Nov. 30, 2017.** As of today there are 41 Disaster Recovery Centers (DRCs) open in 21 counties to help survivors; register now by visiting a DRC. To find the nearest DRC, go to fema.gov/DRC.
- **Be prudent when hiring contractors to help repair or rebuild your home.** Do research on contractors – ask friends and neighbors. Get written estimates and a written contract, always keep records and pay wisely—don't pay cash, instead use checks or a credit card. Also, limit your initial down payment and make a final payment only if you're satisfied with the work done. Find information about hiring contractors in Texas at texaslawhelp.org/article/hiring-contractor. To find builders, remodelers, and related providers in your area that are members of the National Association of Home Builders (NAHB) go to nahb.org, or read more about hiring a contractor at the Federal Trade Commission's website: consumer.ftc.gov.
- **Insured? An application with FEMA opens the door to a variety of assistance options for unmet needs.** Although homeowner's, renter's and flood insurance are the primary sources of disaster recovery funds for those insured, FEMA may provide assistance to applicants for their uninsured or underinsured disaster-caused expenses and serious needs. FEMA cannot duplicate benefits and may not provide assistance when any other source already has provided assistance.
- **Homeowners, don't let a high insurance deductible prevent you from protecting your home.** Low-interest disaster loans from the U.S. Small Business Administration can be used for all eligible uncompensated losses—*including insurance deductibles*.

Scope

- **41** counties designated for Individual Assistance
- **53** counties designated for Public Assistance
- **889,047** survivors applied for assistance as of Nov. 16
- **41.5 thousand** square miles of land mass impacted (larger than Connecticut, Massachusetts, New Hampshire, Rhode Island and Vermont combined)

Individuals & Households Program (IHP)

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Caldwell, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Grimes, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton** counties are eligible to apply for federal disaster assistance through IHP. The deadline to apply has been extended to **Nov. 30, 2017**.

As of Nov. 16:

- Total registrations: **889,047** (+216 from previous day)
- Individuals and Households Program (IHP) approved: **\$1.4 billion** (+\$4.6 million from previous day)
- Housing Assistance (HA) approved: **\$1.09 billion** (+\$3.2 million from previous day)
- Other Needs Assistance (ONA) approved: **\$309.1 million** (+\$1.4 million from previous day)
- FEMA inspectors in the field: **413** (-18 from previous day)
- FEMA inspections completed: **569,582** (+1,038 from previous day)
- Total DRC visits: **186,951** (+2,021 from previous day)

Texans who applied for disaster assistance after Hurricane Harvey will receive a determination letter from FEMA. Read the letter carefully, sometimes you may only need to provide additional information to be eligible for assistance. If you were found ineligible and need further clarification call the FEMA Helpline at **800-621-3362 (TTY 800-462-7585)** or visit a Disaster Recovery Center (DRC). For more information see fema.gov/news-release/2017/09/07/fact-sheet-questions-about-your-determination-letter.

Transitional Sheltering Assistance (TSA)

The TSA program provides short-term hotel stays to survivors who were displaced from their homes and need shelter while they look for longer-term housing. The TSA deadline has been extended to **Nov. 27, 2017**.

As of Nov. 16:

- Total TSA rooms occupied: **19,036** (-43 from previous day)
- Total TSA applicants checked in: **16,923** (-40 from previous day)
- Total hotels utilized: **1,550** (-7 from previous day)

Helpline

The quickest way to register for assistance is going online at DisasterAssistance.gov. Survivors may also apply by calling **(800) 621-3362** (voice, 711 or VRS) or **(800) 462-7585** (TTY).

- Calls answered Nov. 16: **2,175**
- Average wait time: **less than one minute**

Internet Resources

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

Disaster Recovery Centers (DRCs)

DRCs are one-stop shops for survivors seeking one-on-one help. FEMA offers accommodations for survivors with disabilities or access and functional needs at DRCs, such as accessible parking and ramps, amplified listening devices, large or Braille publications as well as magnifiers and sign-language interpreters (available by request). To find the nearest DRC, go to fema.gov/DRC.

DRC openings, closings and changes as of **Nov. 17**:

- New DRC opening at 9 a.m.:
 - **In Montgomery County:** East Montgomery County Annex (Old Courthouse), 21130 Hwy. 59, New Caney, TX. 77357
- Closing permanently at 6 p.m.:
 - **In Matagorda County:** Bay City Civic Center, 201 Seventh St., Bay City TX 77414
- Closed temporarily until reopening at 1 p.m. Monday, **Nov. 20**:
 - **In Harris County:** The Church Without Walls, 5725 Queenston Blvd., Houston, TX 77084

As of **Nov. 17** there are **41** DRCs open in the following **21** counties to help survivors: Aransas (1), Brazoria (3), Calhoun (1), Chambers (1), DeWitt (1), Fort Bend (3), Galveston (2), Hardin (1), Harris (11), Jasper (1), Jefferson (3), Liberty (1), Matagorda (1), Montgomery (2), Newton (1), Nueces (2), Orange (2), San Jacinto (1), San Patricio (1), Victoria (1) and Wharton (1).

DRCs closing permanently at 6 p.m. Saturday, **Nov. 18**:

- **In Jefferson County:** First Baptist Church, 25304 Hwy 124, Hamshire TX 77622
- **In Harris County:** Pasadena Convention Center, 7902 Fairmont Parkway, Pasadena TX 77507

U.S. Small Business Administration (SBA)

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

As of Nov. 16:

- Total SBA applications received: **95,680** (+305 from previous day).
- Total SBA loans approved: **\$2.36 billion** (+\$34.7 million from previous day).
- Homeowner loans approved: **\$2.2 billion** (+\$32.8 million from previous day).
- Business loans approved: **\$159.7 million** (+\$1.8 million from previous day).
- Apply online at disasterloan.sba.gov or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing after reviewing any insurance or other recoveries.
- The property damage application deadline is **Nov. 30, 2017**. The deadline to apply for economic injury is **May 25, 2018**.
- SBA has opened five Business Recovery Centers (BRCs), where representatives can meet with business owners to answer questions about SBA’s disaster loan program, explain the application process and help them complete their Electronic Loan Application. The BRC operating hours are as follows:

County	BRC Location	New Hours
Aransas	Former H-E-B Parking Lot, 1000 East Concho Street, Rockport, TX 78382	Mon.–Sat. 9 a.m. -6 p.m.
Harris	Univ. of Houston Small Business Development Center Region Office, Bank of America Bldg., 2302 Fannin St., 3 rd floor, Suite 200 Houston TX 77002	Mon.–Fri., 9 a.m. - 6 p.m. Sat. 9 a.m. - 4 p.m.
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373	Mon.–Sat. 9 a.m. -6 p.m.*
Fort Bend	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Room 111, Missouri City TX 77459	Mon.–Sat. 9 a.m. -6 p.m.*
Jefferson	Lamar University Center for Innovation, Commercialization and Entrepreneurship (CICE), 5091 Rolfe Christopher Drive, Beaumont TX 77705	Mon.–Sat. 9 a.m. - 6 p.m.

Public Assistance (PA)

The FEMA Public Assistance (PA) program reimburses state and local governments and [certain private nonprofit organizations](#) in designated counties for eligible and documented expenses incurred due to a federal disaster. For Hurricane Harvey in Texas, eligible applicants will receive at least **90 percent** of their costs to protect people and property, remove debris, restore power, and repair or replace infrastructure.

- More than **\$490.6 million** in PA funding has been obligated to the state of Texas, as of Nov. 16.
- The Texas Division of Emergency Management has received **944** Requests for Assistance (RPAs) to date. For a fact sheet on RPAs, go online to the [Texas Harvey disaster page](#).
- For more information about PA funding, visit: fema.gov/public-assistance-policy-and-guidance.

PA 406 grant program

FEMA invests in your community to make it stronger by funding public infrastructure rebuilding projects with an eye toward resiliency. This investment can save your community an average of \$4.00 in future disaster rebuilding costs for every \$1.00 spent today.

For more information on how the 406 grant program can help your community, visit fema.gov/news-release/2017/05/03/4309/fema-hazard-mitigation-grants-404-and-406.

Hazard Mitigation

Hazard Mitigation funding is available state-wide to eligible applicants.

National Flood Insurance Program (NFIP)

To help homeowners with flood insurance whose homes sustained damage from Harvey, the National Flood Insurance Program (NFIP) has waived some requirements to make it easier to get advance payments quicker.

As of Nov. 16:

- **90,430** policyholders have filed flood-insurance claims in Texas.
- NFIP has paid **\$5.12 billion** for Harvey claims in Texas.

Federal Personnel Supporting Texas

As of Nov. 17:

- Total federal staff supporting DR-4332 (Texas/remote): **4,818 (-53 from previous day)**.
- Total federal staff deployed to Texas in support of DR-4332: **3,587 (-53)**, which includes **2,569 (-43)** FEMA staff, **292 (-8)** workers from the DHS Surge Capacity Force (SCF), **333 (+3)** workers from other federal agencies and **393 (-5)** contractors.

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