

Hurricane Harvey Private Sector

eBrief

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In this issue:

- [Disaster Recovery Centers \(DRCs\)](#)
- [How to appeal a denial decision for disaster assistance](#)
- [Direct Housing efforts led by the State of Texas](#)
- [96 days after the storm](#)



Disaster Recovery Centers (DRCs)

DRCs are one-stop shops for survivors seeking one-on-one help, and to date have welcomed 200,000 visitors. FEMA offers accommodations for survivors with disabilities or access and functional needs at DRCs, such as accessible parking and ramps, amplified listening devices, large-print or Braille publications, as well as magnifiers and sign-language interpreters (available by request). To find the nearest DRC location and hours, go to fema.gov/DRC.

As of **Nov. 28** there are **34** DRCs open in the following **18** counties to help survivors: Aransas (1), Brazoria (3), Calhoun (1), Chambers (1), Fort Bend (2), Galveston (2), Hardin (1), Harris (9), Jasper (1), Jefferson (2), Liberty (1), Montgomery (2), Newton (1), Nueces (2), Orange (2), San Patricio (1), Victoria (1) and Wharton (1).

find a
DISASTER RECOVERY CENTER



Visit **FEMA.gov/DRC**



Install **the FEMA App**

Meet one-on-one with FEMA staff at a recovery center or call us at
800-621-3362 (711 or Video Relay Service) and TTY 800-462-7585.



WHAT *to* DO if YOU DISAGREE with FEMA'S DECISION LETTER

1

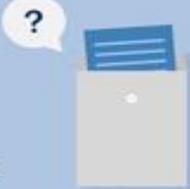
Read the letter carefully to find out why the decision was made.

Do you need to provide additional information?

- Insurance determination letter.
- Proof of occupancy or ownership.
- Proof of ID.
- Applicant's signature.

Common reasons for the initial decision:

- The damage was to a secondary home or a rental property, not a primary residence.
- Someone else in the household applied and received assistance.
- Disaster-related losses could not be verified.
- Insurance covered all losses.



2

Contact FEMA for help with filing an appeal or any questions.

CALL

800-621-3362

(711 or Video Relay Service available)

800-462-7585 (TTY)

VISIT

A Disaster Recovery Center




3

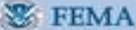
File a written appeal.

Explain why you think the decision was not correct.

- Provide supporting information and documents.
- Include your FEMA registration number on all documents.
- Sign the letter.



Mail or fax your appeal within 60 days of the decision letter date, or drop it off at a Disaster Recovery Center.



Did you receive a denial letter for FEMA assistance?

Receiving a letter saying you're ineligible for FEMA assistance does not necessarily close the book on your application. If your application for disaster assistance was denied or you feel the award amount is insufficient, you have the right to appeal. If you decide to file an appeal, you need to do so within 60 days of the date of your letter. For further assistance 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](https://www.fema.gov/news-release/2017/09/07/fact-sheet-questions-about-your-determination-letter).



The Direct Housing efforts led by the State of Texas

365 displaced families to date have been housed in temporary units. 431 more units are ready for occupancy and 496 units are in the process of electric hookup- final stages prior to move in. The Texas General Land Office (GLO) and FEMA will work continuously through the holiday season to make housing a reality for thousands of Texans recovering from Hurricane Harvey.



96 days after the Category 4 storm stuck Texas

More than **\$10 billion** in state and federal resources and plenty of hard work by resilient Texans pave the way to recovery from Hurricane Harvey.

Here's a snapshot of recovery 90 days after the Category 4 storm struck Texas:

- **\$1.4 billion** in federal grants were approved for **350,000** homeowners and renters.
- **\$2.6 billion** in low-interest disaster loans from the U.S. Small Business Administration were approved for **30,000** businesses and residents.
- **\$6.0 billion** in advance payments and claims were paid to **90,000** policyholders from the National Flood Insurance Program.
- Nearly **13,000 Texans** who lost work or income due to Harvey have received **\$10.4 million** in Disaster Unemployment Assistance through the Texas Workforce Commission.
- **Dozens of Disaster Survivor Assistance teams** canvassed shelters, visited hard-hit neighborhoods and contacted more than **500,000 survivors**.
- Inspectors completed more than **580,000** inspections of storm-damaged homes—**99 percent** of all those slated for inspection.

- **Volunteers** mucked and gutted more than **18,000** storm-damaged homes.
- **Case workers** called **40,000 survivors** in Texas to discuss their housing needs. Of those, **30,000** had located other housing, **8,800** were in need of direct short-term housing, and the rest were undecided, unsure or pending.
- More than **\$434 million** in funding—through FEMA’s Public Assistance program—has been obligated to the State of Texas to reimburse state and local governments for eligible costs of debris removal and emergency protective measures.



For more information on Hurricane Harvey and Texas recovery, visit the Hurricane Harvey disaster web page at fema.gov/disaster/4332 , Facebook at facebook.com/FEMAharvey, the FEMA Region 6 Twitter account at twitter.com/FEMARegion6, or the Texas Division of Emergency Management website at dps.texas.gov/dem/

Click [here](#) to be **removed** from this email list | Click [here](#) to be **added** to this email list.

NON-DISCRIMINATION POLICY: Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 (voice), 711/VRS – (Video Relay Service), (TTY: 800-462-7585). Multilingual operators are available (press 2 for Spanish).