

Disaster Benefits
Essential Information for FEMA IHP Related Intakes

Use this document as a guide during your disaster intake. The client may not even know about all the categories of assistance until you go over this.

1. Ask if applicant needs the following types of assistance. Ask if applicant has received a denial letter for the following types of assistance. Always ask for copies of applicant's denial letters and the date on the letter. Always asked for applicant's FEMA application number. Ask applicant if they have had 1 or 2 inspections. Ask applicant what documents they have sent to FEMA and if denied FEMA assistance have, they submitted an appeal to FEMA?

a. Housing Assistance

i. Home Repair Assistance

1. Are they a homeowner or renter?
 - a. If renter, you can move to Transitional Sheltering Section and continue with intake
2. Do they have a deed or contract for the damaged dwelling?
3. MHU: do they have a copy of their Statement of Ownership?
4. Do they pay property taxes?
 - a. Ask for copies of tax receipts
5. Do they conduct maintenance on the damaged dwelling?
 - a. Ask for copies of receipts
6. Ask them for detailed list of damage to their home
 - a. Ask them to go room by room
 - b. Ask them for photos of damage to home
7. Ask them how their home was damaged?
 - a. Wind, rain, hail, flood, mold, tornado, storm surge
 - b. How high did the water get in their home?
8. Ask them how many of the bedrooms were occupied by a person at the time of the disaster?
9. Do they have an estimate for damages from a contractor?

ii. Home Replacement Assistance

1. Is their home still standing?
2. Did their home flood?
 - a. How high was the flood waters?

iii. Transitional Sheltering Assistance (Hotel/Motel paid by FEMA)

1. Are they residing in a hotel/motel paid directly by FEMA?

iv. Rental Assistance

1. Did they receive Rental Assistance from FEMA?

2. If no, did they mark on their application that they would temporarily relocate from the damaged dwelling?
3. If they need rental assistance, are they willing to **temporarily** relocate from the damaged dwelling while their home is being repaired.

b. Other Needs Assistance

i. Personal Property Assistance

1. Was their personal property damaged or destroyed by the disaster?
2. Ask them to tell you a detailed list of damaged personal property
 - a. Ask them to go room by room
 - b. Ask them for pictures of the damaged property
3. Ask them if the inspector tested the appliances to make sure they work?
4. Ask them if the damaged personal property was available during the first inspection by FEMA.
5. Ask them how the item was damaged
6. Do they have an estimate to repair the appliance from a contractor?

ii. Transportation Assistance

1. Did the vehicle have current registration at the time of the disaster?
2. Did the vehicle have liability or comprehensive insurance?
3. How many vehicles are in the household?
 - a. If more than one vehicle in household, is there any reason to need more than one vehicle?
4. Do they have an estimate from a mechanic about the damages to the vehicle?

iii. Moving and Storage Assistance

1. Did they have to rent a storage unit after the disaster?
2. Do they have a contract for the storage unit?
3. Ask them to provide receipts

iv. Cleaning Assistance

1. Do they have a disaster related cleaning expense?
2. Ask them for receipts

v. Miscellaneous Assistance

1. Did they buy a generator or chainsaw or other expense to help after the disaster?
2. Ask them for receipts

vi. Disaster Related Medical

1. Was their medical equipment or medicine damaged by the disaster?
2. Do they have medical insurance?

3. Do they have a denial letter from their insurance company?
- vii. Disaster Related Dental**
 1. Do they have a disaster related dental need?
- viii. Disaster Related Child Care**
 1. Do they have a disaster related childcare need?
- ix. Disaster Related Funeral**
 1. Do they have a disaster related funeral expense?
- x. Other**
- c. Critical Needs Assistance**
 - i. Did they receive a 1 time \$500 payment from FEMA?
2. **Small Business Administration** (this is not just for businesses)
 - a. Have they applied for an SBA Disaster Loan?
 - i. What is the status of the application?
 - ii. What is the reason they were denied?
 - iii. What is the date on the denial letter?
3. **Red Cross:**
 - a. Ask if they have completed a Red Cross application,
 - b. Ask what the status of the Red Cross application is.
4. **Other Assistance:**
 - a. Ask if they have applied for or received any other assistance from a non-profit or religious organization.
 - b. Ask if they have a Disaster Case Manager?
 - i. If so, get contact information and permission to speak to DCM.