

# Survivor-Centric Dashboard

## FEMA-4241-DR-SC



**FEMA**

# MEETING SURVIVORS EXPECTATIONS

## Joint State-FEMA Recovery Actions

- **Voluntary Agencies** (Emergency Food, Shelter, Clothing, and Medical Needs)
- **Insurance** (Homeowners, National Flood Insurance Program (NFIP) , etc.)
- **FEMA Housing Assistance**
  - Temporary Housing Assistance (Renters and Owners)
  - Home Repair Assistance (Owners)
  - Replacement Assistance (Owners)
  - Permanent Housing Construction (Owners)
- **FEMA-State Other Needs Assistance (ONA)**
  - Assistance for Medical, Dental, Child Care, Funeral, Other (Non-SBA Dependent Items)
  - Assistance for Personal Property, Transportation, Moving and Storage, Group Flood Insurance Program (GFIP)(SBA dependent)
- **Small Business Administration (SBA) Income Evaluation** (Repayment Capability)
- **Unmet Needs Addressed – Voluntary Agencies**
- **Disabilities Integration**
  - Providing accessible platforms for all survivors with disabilities and access and functional needs

• **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.

# ELIGIBILITY STATUS PYRAMID

## “So What?”

Through 100% Touch, Fast Track, and Voluntary Agency initiatives FEMA has maximized eligible assistance, identified unmet needs, and made appropriate referrals.

**Average Daily IHP Award**

**\$1,434.27**

**Average Daily Eligibility Rate**

**1%**

0

The End Results

**Approved Applicants: 26,693**

Applicant needs are being addressed through:

100% Touch..... 26,693

Fast Track.....5,830

For applicants with mobile home damage see slide 7

Current Inaccessibility Call-Outs.....121

Referrals to Voluntary Agencies.....872

**Ineligible Applicants 50,986**

Ineligible Applicants include:

100% Touch and Voluntary Agency Liaisons (VAL) Referrals

**Eligibility Decision Pending: 6,997**

Pending Individual Household Program (IHP) Eligibility Decision...1826

Insured / No decision.....5,171

**No Further Action Required 16,927**

Not referred to IHP / registered for other needs:..... 13,470

Applicant Withdrawn.....2,826

Undesignated Counties.....631

(Food, SBA Only, Business, Secondary home, etc.)

Applicants may include those that have received a Clean and Sanitize Award or are Red Tags.

**Total Registered 101,603** as of 1630 EST 01/04/2016

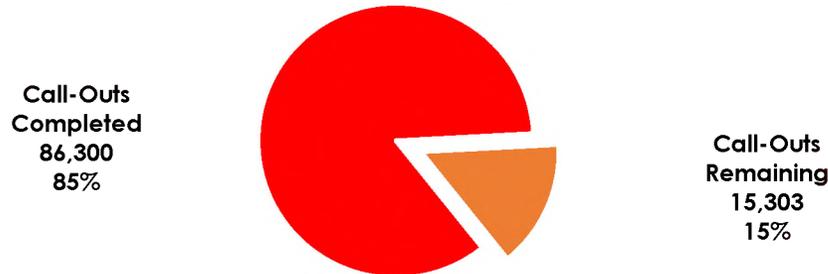
# 100% TOUCH CALL-OUTS

## “So What?”

Call-Outs are being conducted to ensure applicants receive full financial benefits of the IHP, and to identify unmet needs. As a result, additional eligible financial assistance has been awarded and referrals made to the Fast Track initiative.

**100% Touch Additional Grants Results: \$6,612,611**

### Total Additional Grants as a Result of 100% Touch Call-Outs Completed



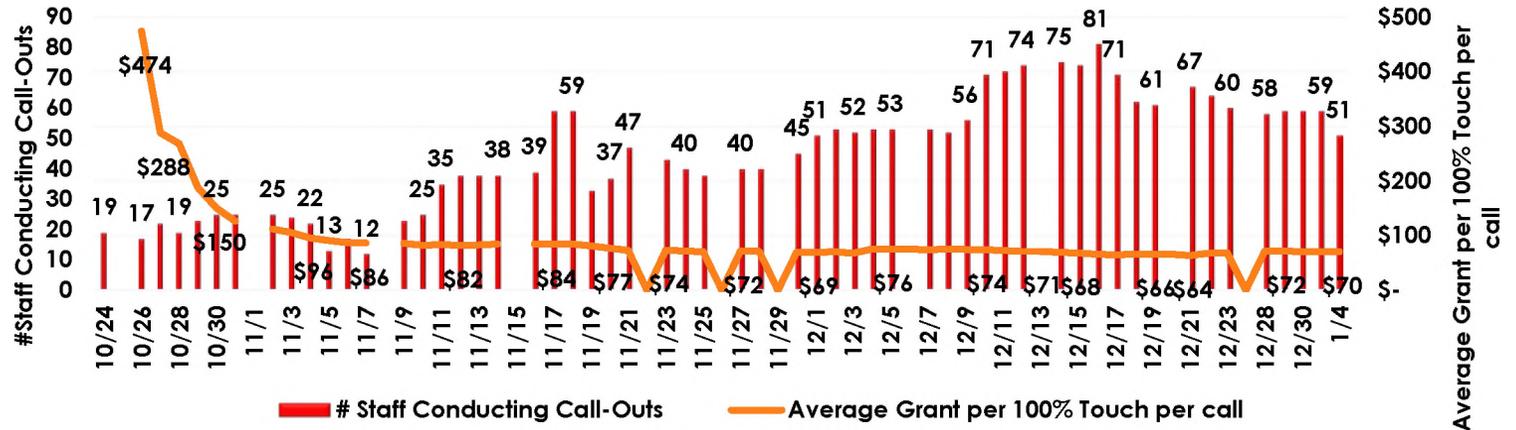
**Total Universe: 101,603**

100% Touch Call-Outs are projected to be complete by Jan. 19, 2016

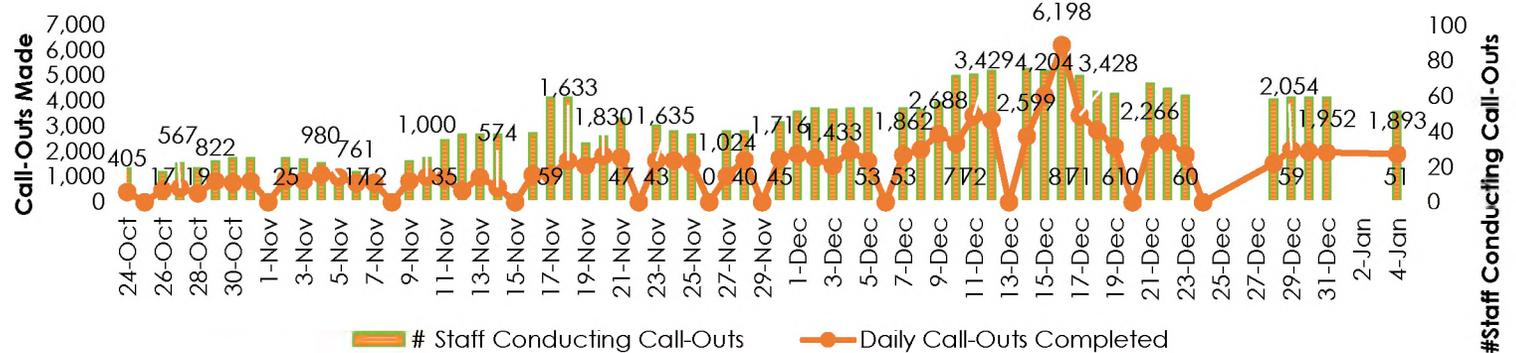
### 100% Touch Call-Outs Completion Rate:

Eligible Registrations.....	75%
Ineligible Registrations.....	94%
Eligibility Decision Pending.....	61%
Withdrawn - No Further Action Required.....	84%
Total Registrations.....	85%

## 100% Touch Call-Out Staffing & Average Grant Per Touch Call-Out Section Completed



## 100% TOUCH CALL-OUTS COMPLETED AND STAFF BY DAY



# FAST TRACK REPAIRS

## “So What?”

The Fast Track criteria included those applicants who reported a need for assistance with home repairs and were willing to accept VOAD assistance with repairs.

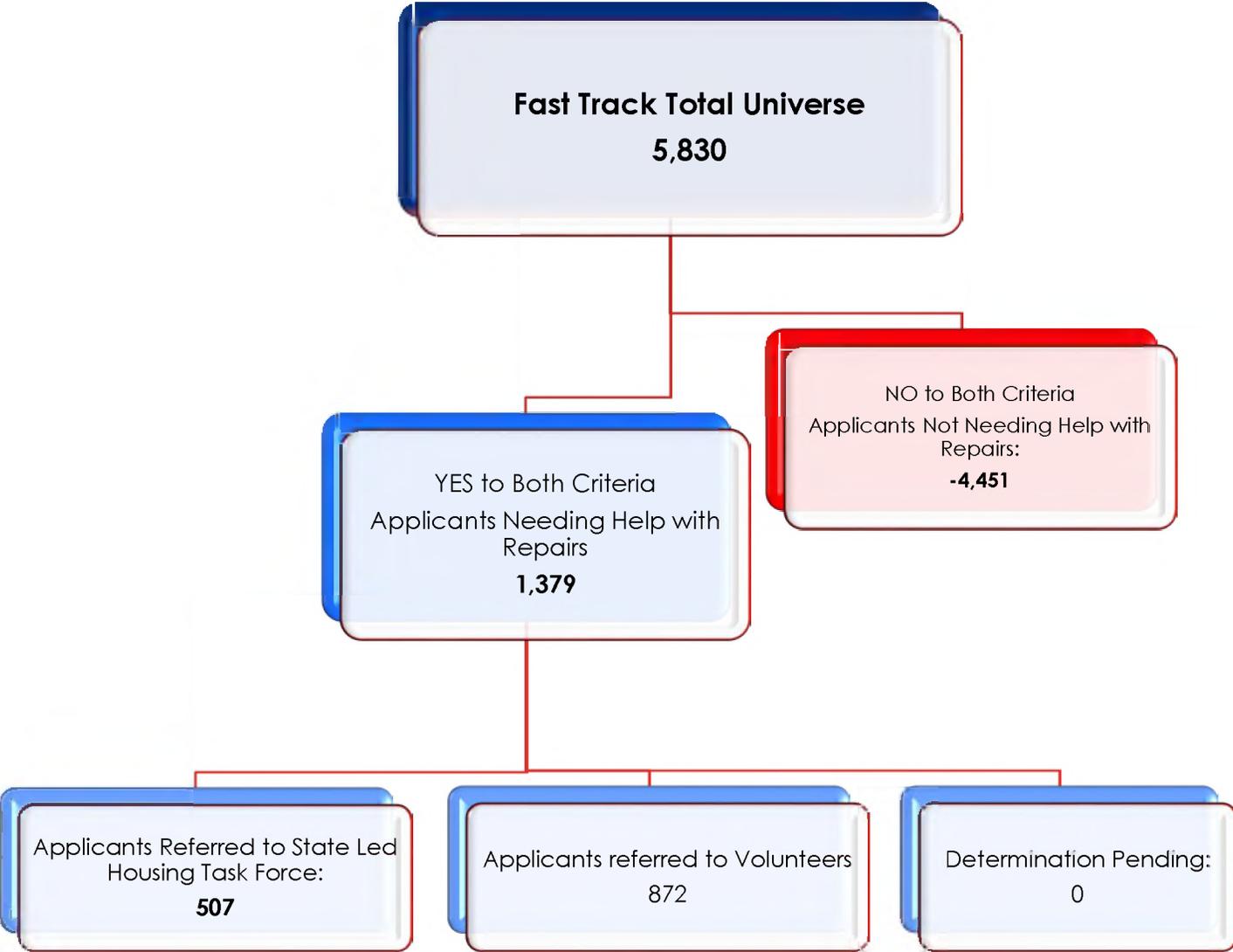
The vulnerable populations identified were homeowners whose income was at or below the 2015 National Poverty level of \$24,250. It also included applicants age 65 and older.

### Fast Track Criteria

- 1. Verify applicant is in need of Home Repair
- 2. Verify applicant’s willingness to receive assistance from voluntary agencies

### Activity Summary:

Fast Track Cases Referred: **1379**  
Fast Track Cases Adopted: **61**  
Fast Track Cases Completed: **49**



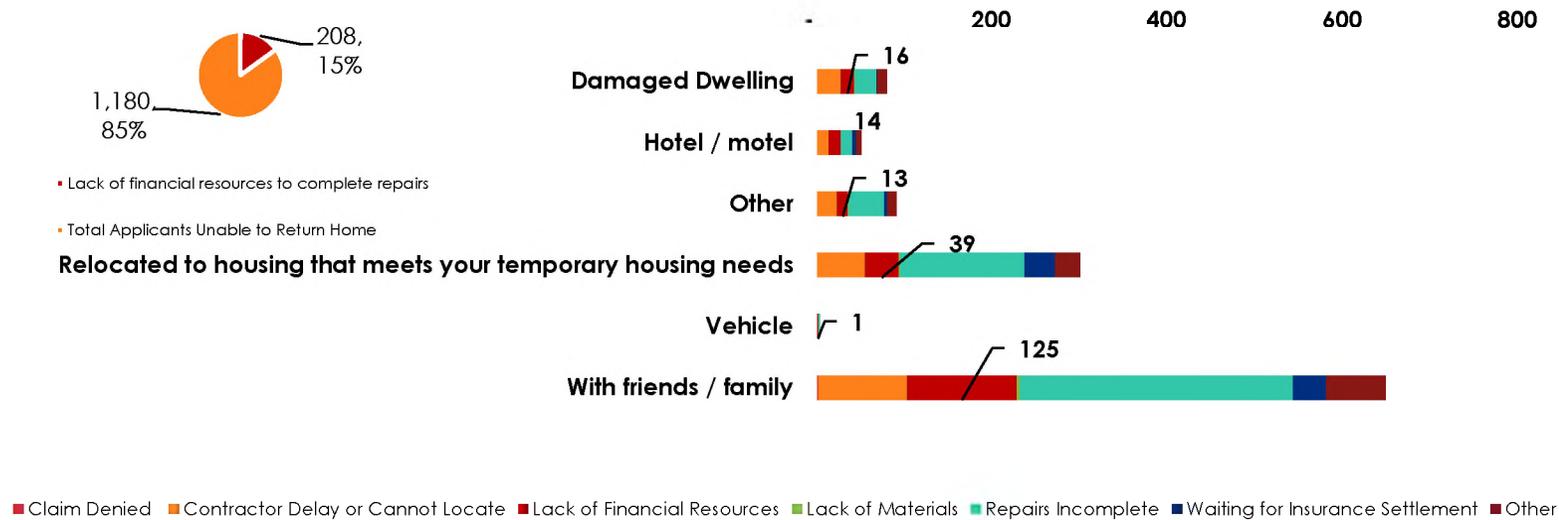
Voluntary Organizations Active in Disaster (VOAD)

See Fast Track Repair Information Packet

# RENTAL ASSISTANCE

APPLICANTS RECEIVING RENTAL ASSISTANCE BY CATEGORY

Location of Applicants Receiving Rental Assistance and Reasons Unable to Return Home



## “So What? “

The majority of families have returned or will be returning to their pre-disaster dwelling within two (2) months.

Through the 100% Touch and Fast Track call-out initiative the JFO has contacted those families unable to return within two (2) months and have identified the obstacles preventing progress towards recovery.

FEMA coordinated with VOADs to address unmet needs such as:

- Those lacking materials, financial resources
- Those needing labor and those needing voluntary labor. repairs

▲ Applicants/Owners unable to return their homes are being referred to the South Carolina Disaster Housing Task Force.

See slides 7 & 8 for a breakdown of the 727 (greater than 3 months) timeframe to return to damaged dwelling.

### Applicants Receiving Rental Assistance



### Applicant's Anticipated Timeframe for Return to Damaged Dwelling

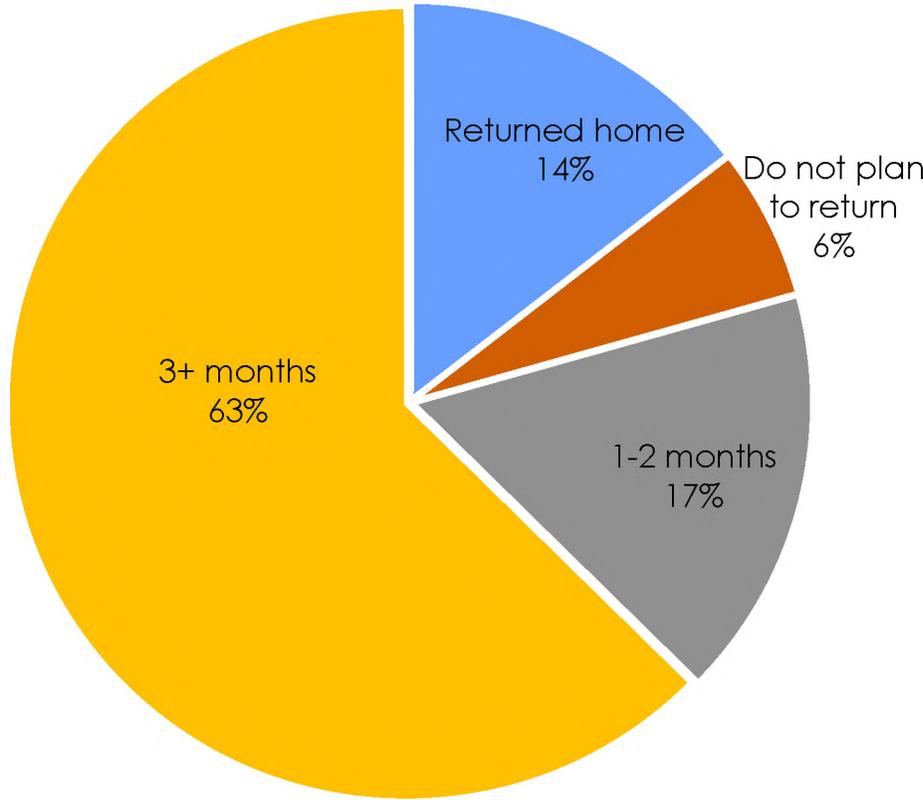


Note: All information is captured via NPSC Recertification Call-Outs

# RENTAL ASSISTANCE

APPLICANTS RECEIVING RENTAL ASSISTANCE BY CATEGORY

Timeframe to return to Damage Dwelling



- From 12/2/15 to 12/4/15, calls were placed to 727 applicants who previously indicated they would be displaced from their homes for 90+ days.
- JFO IA staff contacted 538 applicants. We were unable to contact 189 applicants.
- 78 applicants have returned to their homes (14%)
- 33 indicated they do not plan to return to their homes (6%)
- 90 plan to return in 1-2 months (17%)
- **337 plan to return in 3+ months (63%)**

This Slide is the reflection of a one time call-out to obtain timeframe to returned to damage dwelling

Note: All information is captured via NPSC Recertification Call-Outs

# RENTAL ASSISTANCE

APPLICANTS RECEIVING RENTAL ASSISTANCE BY CATEGORY

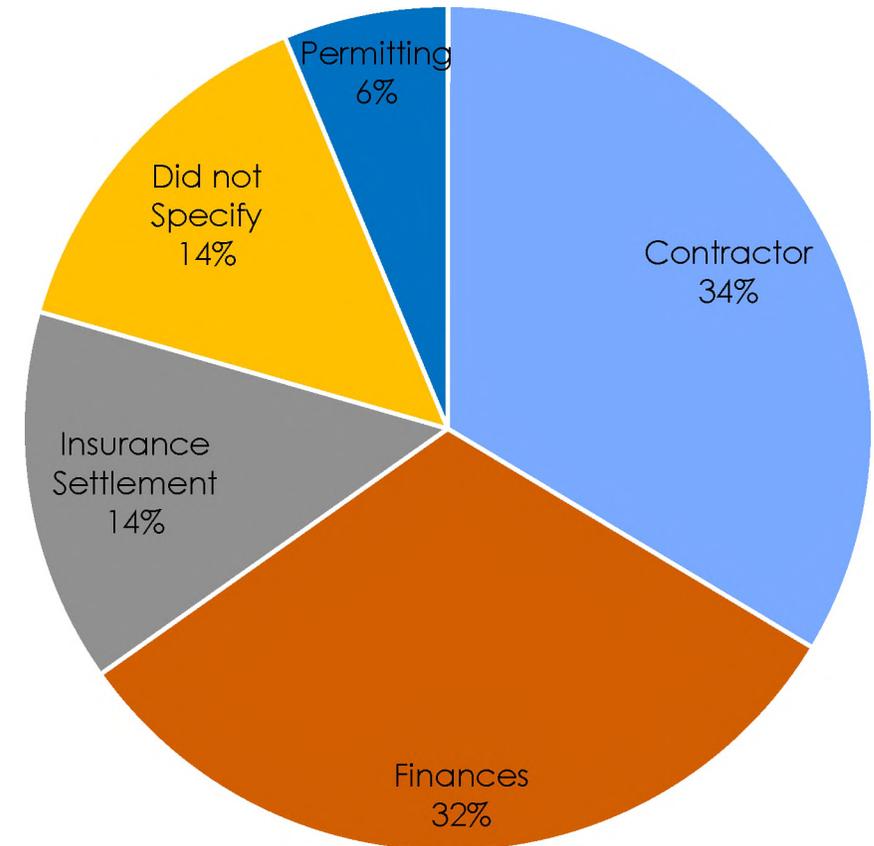
## The primary cause of the delay in returning home:

- 113 are experiencing a contractor delay or have been unable to secure a contractor (34%) \*\*
- 106 indicated a lack of financial resources (32%) \*\*
- 48 are awaiting an insurance settlement (14%) \*\*
- 48 did not specify a reason (14%)
- 21 are unable to obtain a permit (6%) \*\*
- 1 received an insurance denial (0%)

*[May be eligible for FEMA assistance]*

## \*\* Referred to the State Disaster Recovery Office for referral to appropriate agency

- **The primary repairs needed in their homes are:**
- Structural (roofing, flooring): 152
- Electrical/Heating: 115
- Other: 60
- Wells/septic system repairs: 10



This Slide is the reflection of a one time call-out to obtain timeframe to returned to damage dwelling

Note: All information is captured via NPSC Recertification Call-Outs

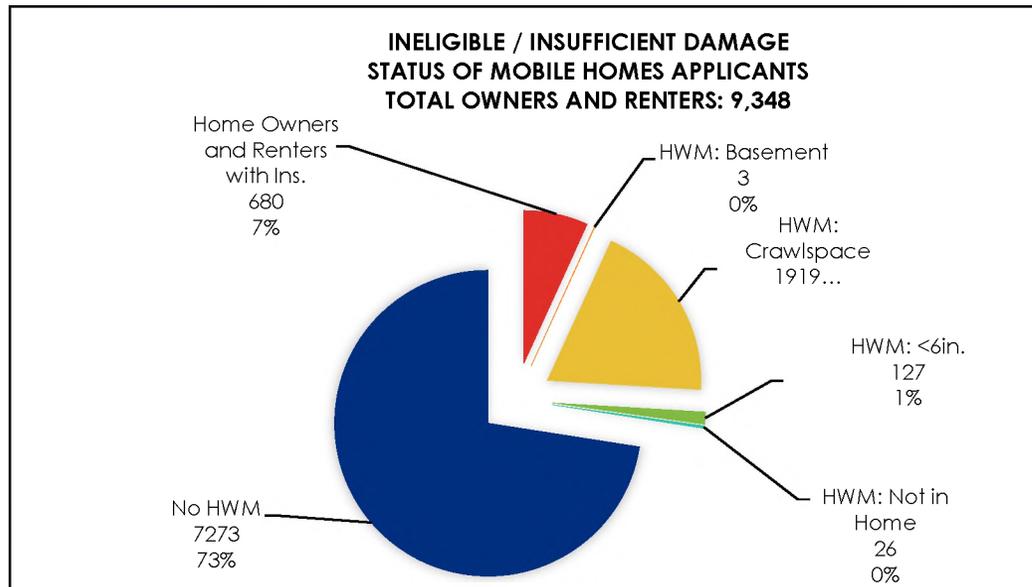
# MOBILE HOME TASK FORCE (MHTF)

As of 12/17/2015 The Mobile Home Task Force has completed its work and all records have been turned over to the State Disaster Recovery Office.

## “So What?”

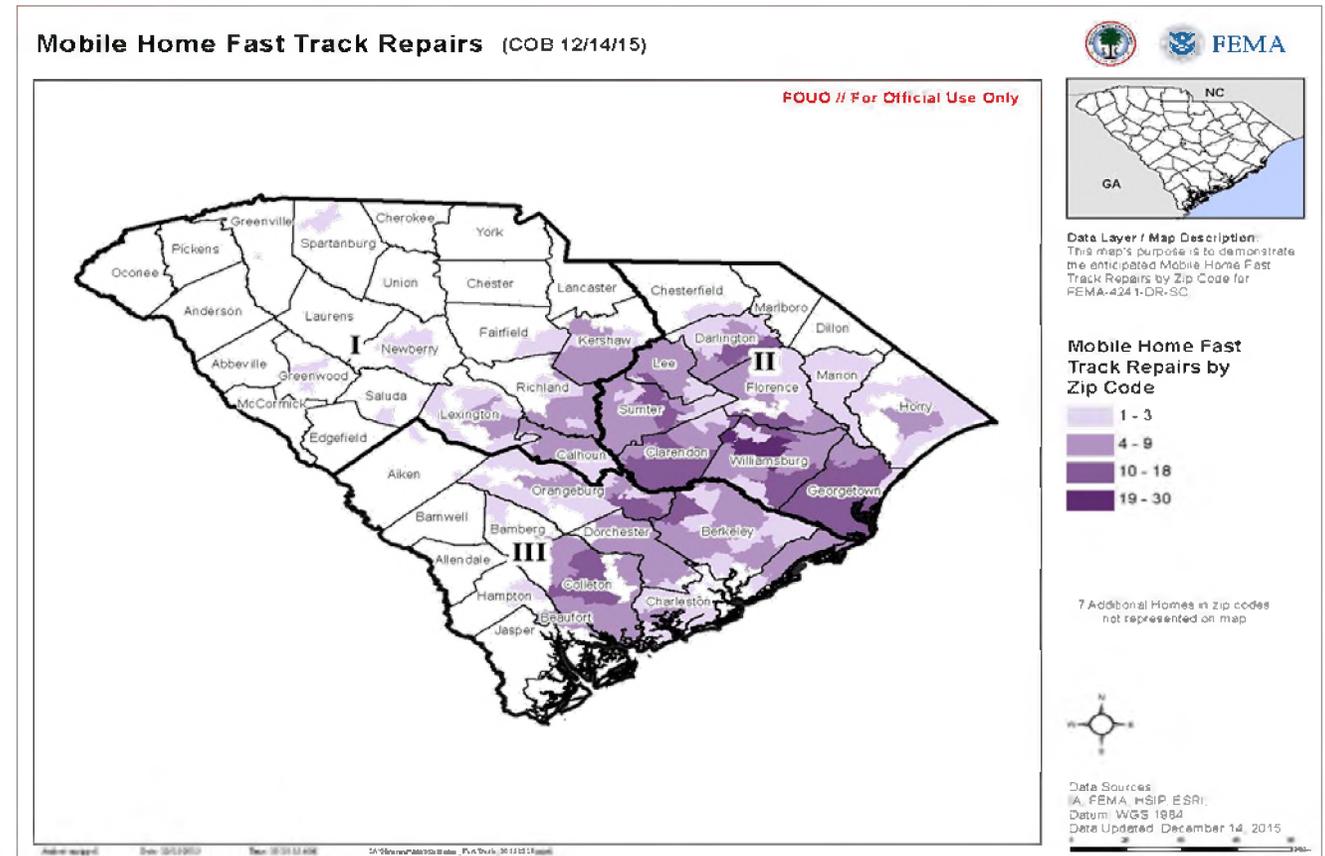
97% of ineligible applicants with an insufficient damage status require habitability repairs. The remaining 3% have insurance.

Through the 100% Touch call-out initiative, families' unmet needs are being identified and referrals are being made to the VOADs for assistance.



Note: The IA program only covers essential living spaces

High Water Marks (HWM)



The map identifies locations of requesting mobile home repairs.

# INACCESSIBLE POPULATION

## Applicants Whose Homes are Inaccessible Eligible for Rental Assistance

Initial Inaccessible Population  121

Home now Accessible Referred to Inspection Services  9

Home Remains Inaccessible (Weekly Follow-Up)  3

Families Withdrew / No Inspection Needed  5

No Contacts or Left Message (Weekly Follow-Up)  9

### Results of Call-outs

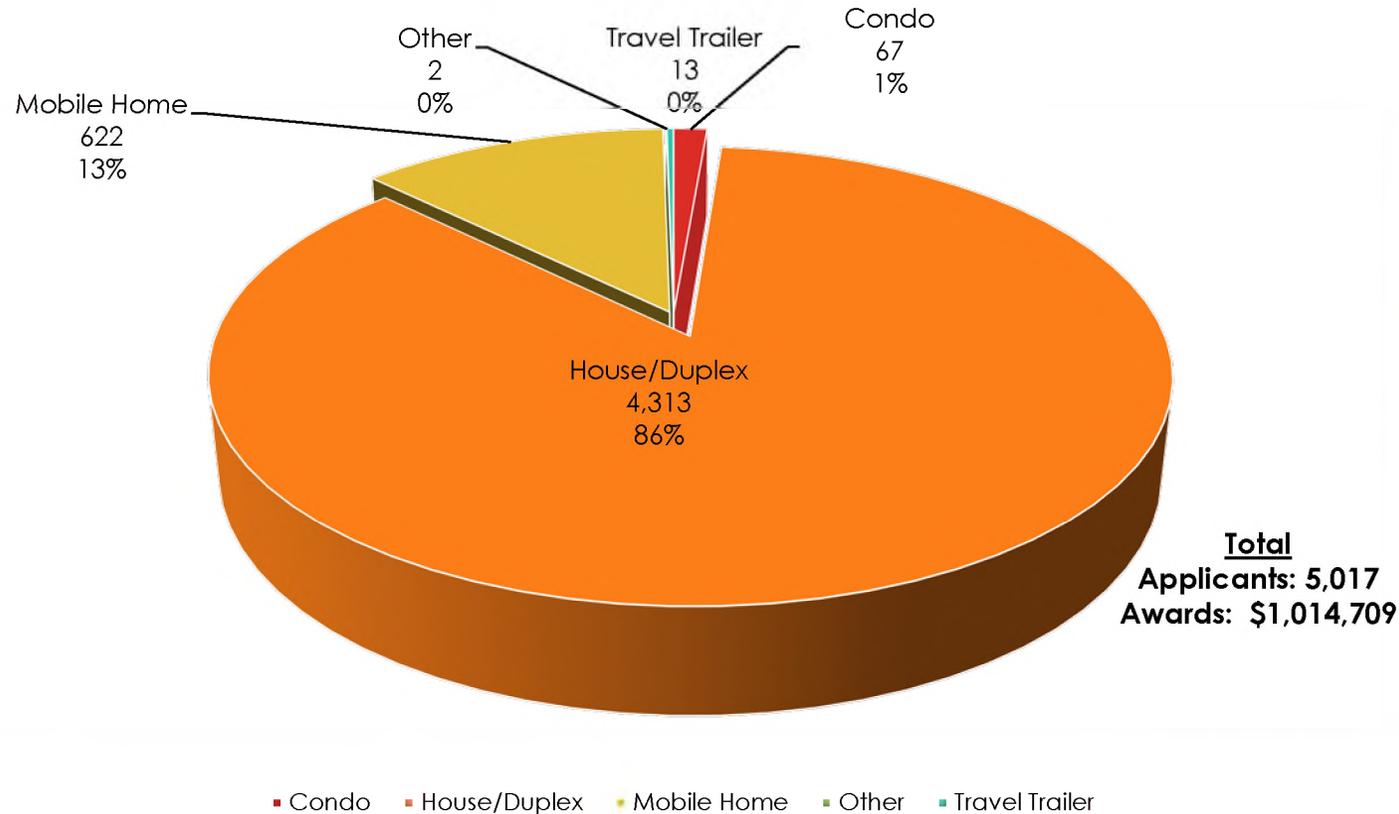
HOMES ARE INACCESSIBLE DUE TO ROAD CLOSURES AND/OR STANDING WATER

### “So What?”

Eligibility cannot be determined until the inspection is complete. Once homes are accessible an inspection will be initiated.

# CLEAN AND SANITIZE AWARD

Clean and Sanitize Grants Awarded



## “So What?”

FEMA provides the initial Clean and Sanitize award to eligible applicants.

Applicants can also be referred to VOADs for Clean and Sanitize. AmeriCorps have been mission assigned to coordinate with VOADs to identify gaps.

### Impacts of FEMA Programs

**Under the Individual Assistance program mold remediation is not an eligible award.**

**Mold removal is not an eligible expense through Public Assistance Category B.**

### Voluntary Agencies

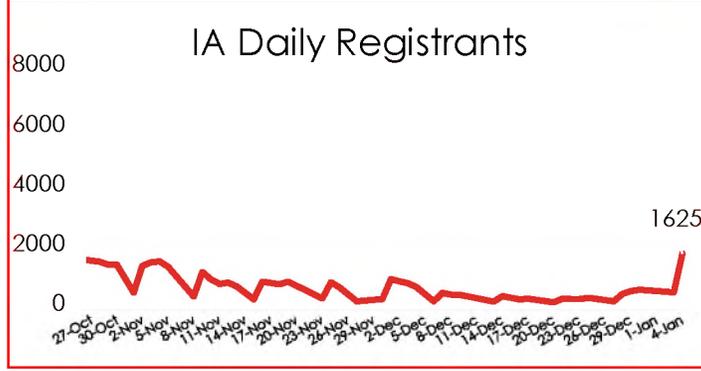
**15 voluntary organizations consisting of 80 teams are specifically cleaning mold throughout the state. If needed, additional VOAD resources from the National Level may be requested using invitational travel.**

# JFO ACTIVITY

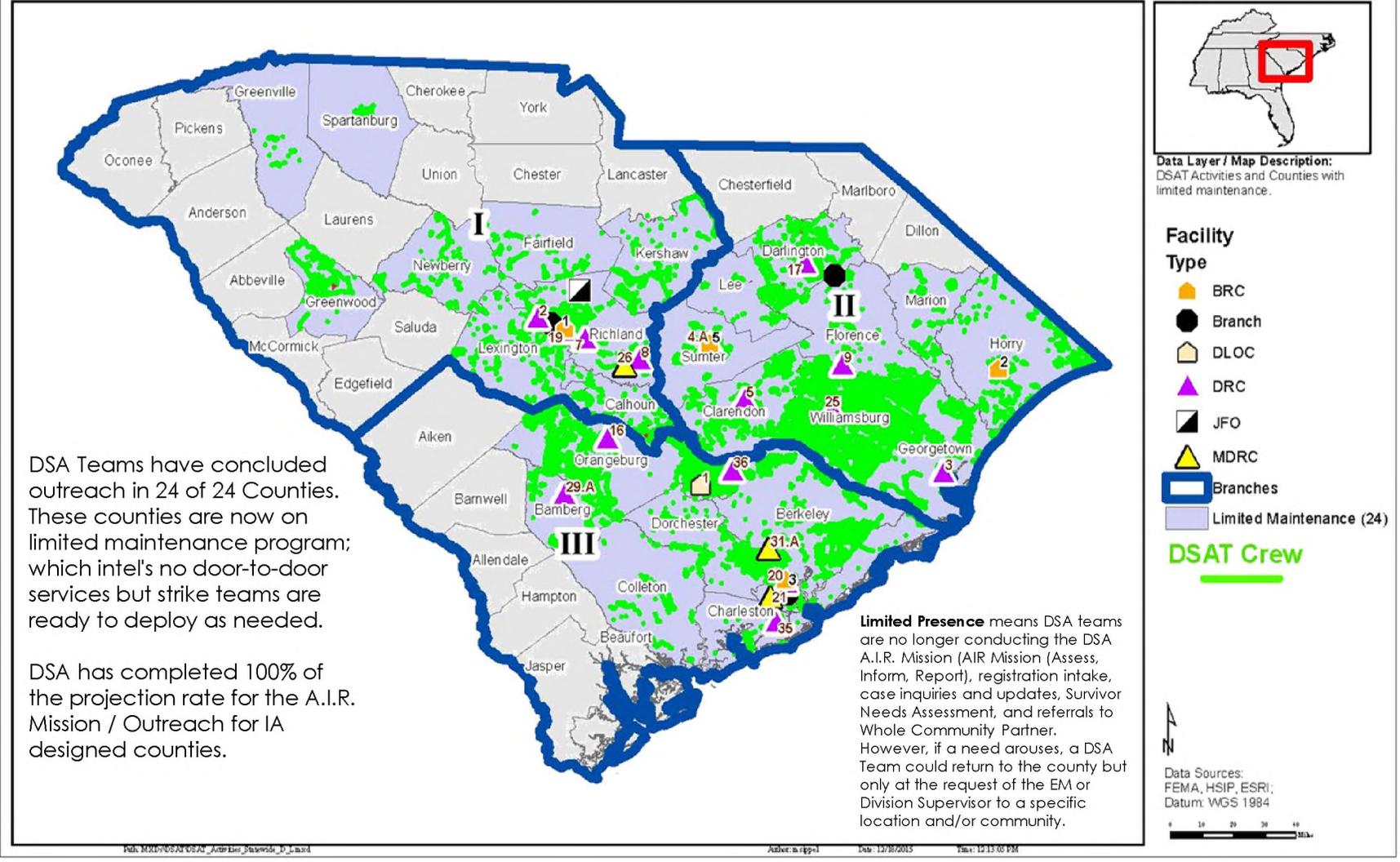
<b>Individual Assistance</b>	
Total Registrations	101,603
IA Applications Approved	26,693
Total IHP (A/D)	\$79.54 M    \$79.21 M
Total ONA (A/D)	\$10.63 M    \$10.74 M
Total HA (A/D)	\$68.91M    \$68.47 M
Max Awards (119)	\$3.9 M
Max Award Amount	\$33,000

Note: Approved (A) and Disbursed (D)

<b>Housing Inspections</b>	
Inspections Assigned	84,666
Total Inspections Returned	83,159
% Completed	98.22%



## DSAT Activities Statewide and Counties on Limited Maintenance (South Carolina): (18 December 2015, 1200 EST) FEMA-4241-DR-SC



# JFO ACTIVITY

## 16 DRCs Currently Open

(1) Berkeley County

(2) Charleston County

(1) Clarendon County

(1) Darlington County

(1) Florence County

(1) Georgetown County

(1) Lexington County

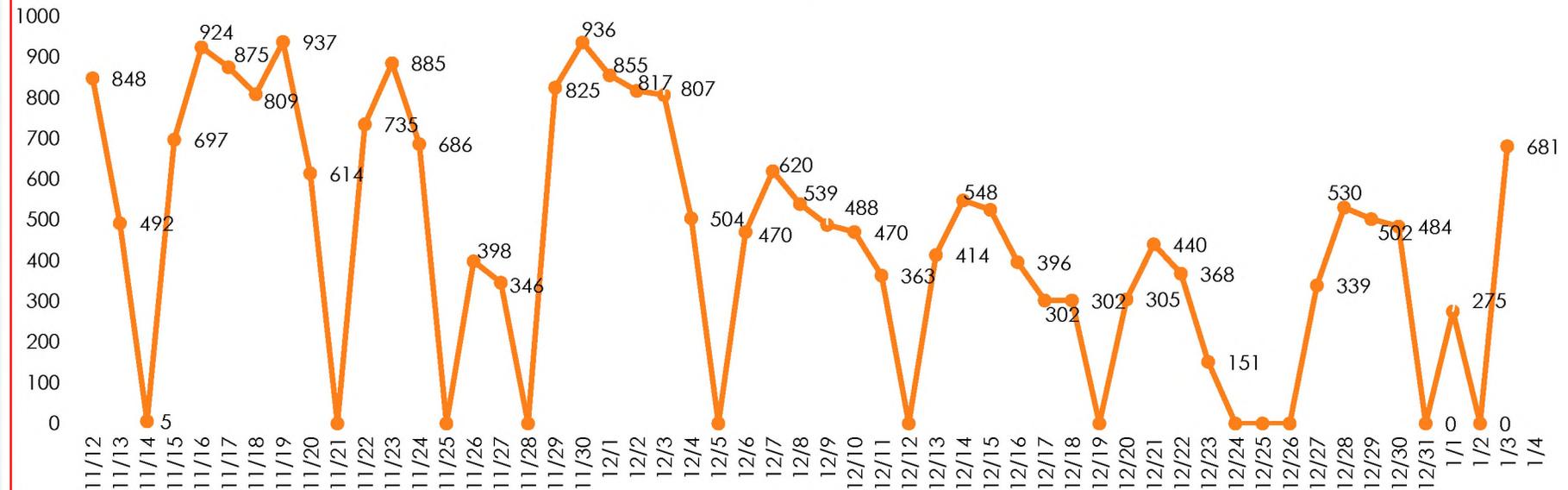
(4) Richland County

(1) Williamsburg County

(1) Sumter County

(2) Orangeburg County

Daily Cumulative Traffic Across All DRCs  
11/10/15 - 01/04/16



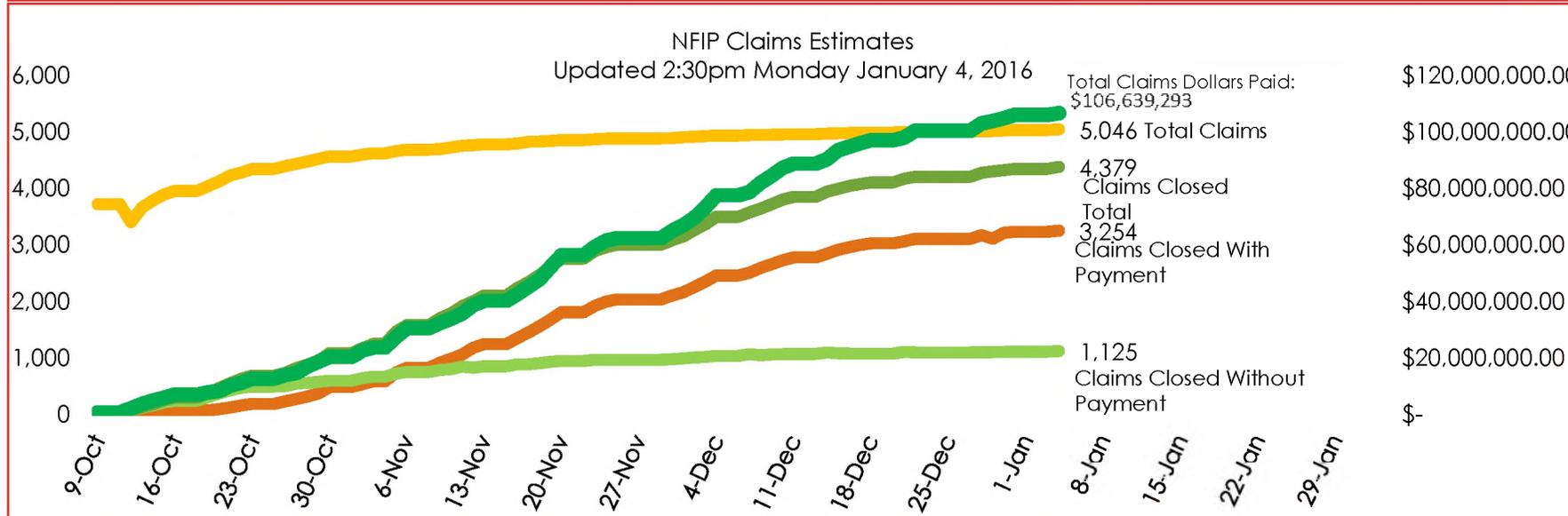
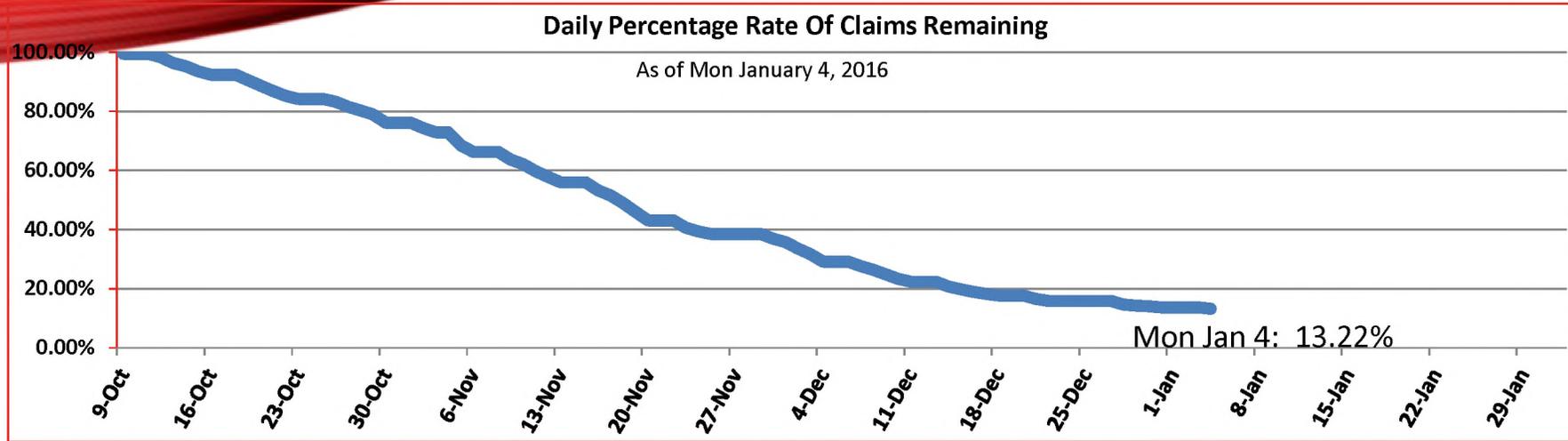
### DRC Closure Metrics:

1. DRC visitors count is less than 20 for 4 days within a 7 day period.
2. Repeat visitors count is at 35% and the staff is not receiving complex applicant issues (i.e. Appeals, Mitigation, NFIP, SBA, and etc.)

### “SO WHAT?”

DRC activity is closely monitored to determine the need to close or move to another location. A closure checklist has been developed to ensure all stakeholders have input on closure decisions.

# JFO ACTIVITY



## “SO WHAT?”

58,029 Survivors Contacted regarding Hazard Mitigation (HM) one-on-one personal/property counseling, resilient rebuilding advice and General Technical Assistance (GTA) visits being provided to increase survivors and local official's awareness in making risk informed decisions during the recovery process:

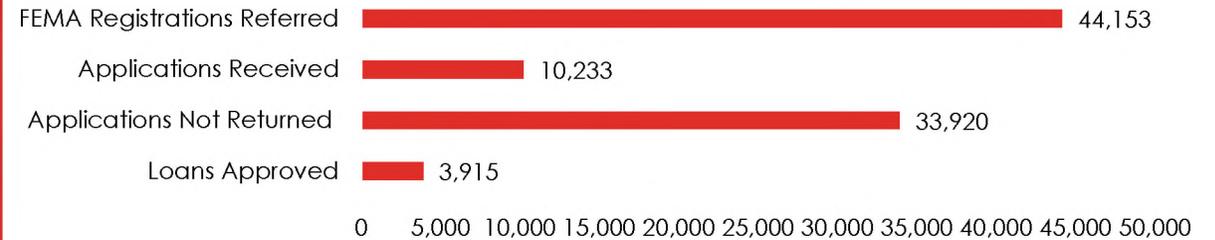
- 568 Counseled in DRCs – Cumulative 13,912
- 32 NFIP Claim Filed– Cumulative 5,046
- 139 General Technical Assistance (GTA) Visits; **100% complete**
- 4,683 Substantial Damage Estimates Inspections; **100% complete**
- 34,249 Approached and Counseled 14,126 at Ace, Home Depot and Lowes; **100% complete**

# JFO ACTIVITY

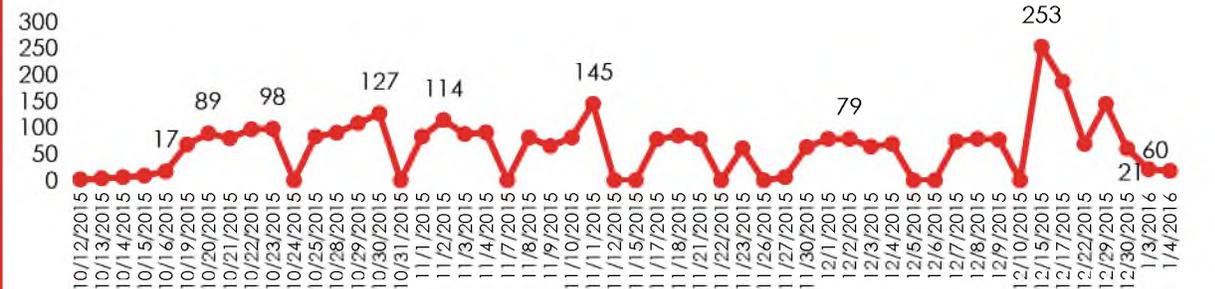
- The Mobile Home Support Task Force is coordinating with volunteer organizations and the private sector to assist survivors with repairs or to purchase a replacement mobile home at a greatly reduced price.
- AmeriCorps has been mission assigned to coordinate with VOADs to identify shortfalls.
- Additional applicant service staff have been deployed to accelerate the completion of the 100% Touch Call-Out initiative.
- Disaster Case Management has been requested and is pending HQ review and approval.
- US Department of Housing and Urban Development (HUD) residents displaced by flood have been relocated to other HUD units.
- The analysis completed by the Disaster Housing Assessment Team (DHAT) recommended no direct housing mission.

## SBA ACTIVITIES

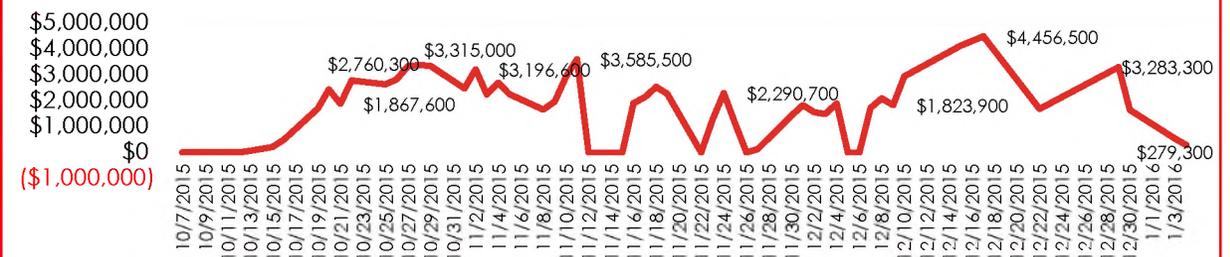
SBA Loan Activity  
as of COB 01/04/2016



SBA Daily Loan Return Rate  
as of COB 01/04/2016



Dollars Approved By Day



# Survivor-Centric Dashboard

## FEMA-4241-DR-SC



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