



FLOOD DISASTER RESOURCE GUIDE

Frequently Asked Questions

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Updated Regularly by LHC and OCD

Index:

- Recovery Process..... 1
- Housing Assistance..... 2
- Repairs..... 2
- Business..... 3
- Insurance..... 3
- Taxes..... 4
- Legal Assistance..... 4
- Transportation..... 4
- Health..... 5
- Emergency Information..... 5
- Donate/Volunteer..... 6
- Food..... 6-7
- Additional Resources..... 7

Where do I start the RECOVERY PROCESS?

- **FEMA – Individual Assistance**
www.disasterassistance.gov
 1-800-621-FEMA (3362)
 1-800-462-7585 (TTY)
 1-800-621-3362 (VRS)
- **FEMA - Disaster Recovery Centers**
<http://asd.fema.gov/inter/locator/home.htm>
- **Disaster Unemployment Assistance**
 1-866-783-5567 (Louisiana Workforce Commission)
www.laworks.net
- **Supplemental Nutrition Assistance Program (SNAP for groceries and food)**
www.dcf.la.gov/SNAP
- **SBA Loans for individuals** (can help bridge the gap to pay for repairs not covered by insurance or FEMA relief payments)
www.sba.gov/disaster
 1-800-659-2955
disastercustomerservice@sba.gov

- **Mortgage Relief Options**
www.knowyouroptions.com/relief

Where do I find HOUSING ASSISTANCE?

- **FEMA – Transitional Shelter Assistance** (hotel room payments)
www.disasterassistance.gov
1-800-621-FEMA (3362)
1-800-462-7585 (TTY)
1-800-621-3362 (VRS)
 - **FEMA Rental Assistance**
www.disasterassistance.gov
1-800-621-FEMA (3362)
1-800-462-7585 (TTY)
1-800-621-3362 (VRS)
[How FEMA determines Fair Market Rental Assistance](#)
 - **LA Housing Search – List of Available Rental apartments or homes (Social Serve)***
<http://www.lahousingsearch.org/>
1-877-428-8844
*Website has a search option for accessibility.
 - **FEMA - Manufactured Housing Units**
1-800-621-FEMA
www.disasterassistance.gov
[What Can I Do in an MHU?](#)
[What to Expect in the MHU Process](#)
- Email if you have commercial parks or mobile home sites for Manufactured Housing Units: fema-ia-dhops@fema.dhs.gov
- **Airbnb Urgent Accommodations**
<https://www.airbnb.com/disaster/louisianaflooding>

Where do I find help with REPAIRS?

- **Register for FREE Home cleanup assistance from volunteer groups**
1-800-451-1954
www.gutcheckLA.com
- **Mold removal guidance**
<http://ldh.la.gov/index.cfm/newsroom/detail/3966>
www.lslbc.louisiana.gov (List of Mold Remediators)
- **Contractor License Confirmation** (Louisiana Licensing Board for Contractors)
www.lslbc.louisiana.gov/contractor-search/
http://www.lslbc.louisiana.gov/app/uploads/lslbc_brochure.pdf

Where do I find help for my BUSINESS?

- **Louisiana Business Emergency Operations Center**
www.labeoc.org
- **Louisiana Small Business Development Center Network**
www.lsbdc.org
- **SBA Loans**
www.sba.gov/disaster
1-800-659-2955
disastercustomerservice@sba.gov
- **Disaster Loan Information for businesses**
1-800-621-6232 (FEMA)
<https://disasterloan.sba.gov/ela/>
1-800-659-2955 (SBA Loan Center)
[List of Business Recovery Centers](#)
- **Secretary of State (Salvaging Documents)**
www.sos.la.gov
<http://www.sos.la.gov/HistoricalResources/ManagingRecords/DisasterPreparationAndRecoveryInformation/Pages/default.aspx>
225-925-7552

Where do I find help with INSURANCE?

- **FEMA - National Flood Insurance Program**
<https://www.fema.gov/national-flood-insurance-program>
1-800-621-FEMA
Regional Offices: <https://www.fema.gov/national-flood-insurance-program-bureau-statistical-agent-regional-support-offices>
[FEMA Information about Group Flood Insurance Policy](#)
- **FEMA Increased Cost of Compliance-National Flood Insurance Program**
1-800-427-4661
https://www.fema.gov/media-library-data/1424368115734-86cfbaeb456f7c1d57a05d3e8e08a4bd/FINAL_ICC_Coverage_FactSheet_29JAN15_508.pdf
- **Louisiana Department of Insurance**
1-800-259-5300
225-342-1258
<http://www.ldi.state.la.us/floodrecovery/>
- **Louisiana Department of Insurance Post Disaster Guide**
www.ldi.la.gov/docs/post-disaster-guide
- **Louisiana Department of Insurance FAQs**
www.ldi.la.gov/online-services/frequently-asked-questions Select the topic "Weather-Related Losses."

- **Consumer Insurance Updates**
<http://www.lidi.la.gov/consumerupdates>

Where do I find relief with my TAXES?

- **State Tax Extensions for Disaster Survivors**
www.revenue.louisiana.gov
<http://revenue.louisiana.gov/NewsAndPublications/Flood>
- **IRS Tax Relief for Louisiana Flood Victims**
www.irs.gov
<https://www.irs.gov/uac/tax-relief-for-victims-of-severe-storms-flooding-in-louisiana>
<https://www.irs.gov/businesses/small-businesses-self-employed/disaster-assistance-and-emergency-relief-for-individuals-and-businesses-1>
1-800-829-3676 (forms and publications)
1-800-829-1040 (General tax questions)

Where do I find LEGAL ASSISTANCE?

- **Disaster Legal Assistance**
1-800-310-7029 (M-TH 9 a.m. – 4 p.m.)
- **Louisiana Department of Justice**
[Contractor Fraud](#)
[Filing a Price Gouging Complaint](#)
Consumer Protection Hotline: 1-800-351-4889
[Consumer Dispute Form](#)
- **Secretary of State (Salvaging Documents)**
www.sos.la.gov
<http://www.sos.la.gov/HistoricalResources/ManagingRecords/DisasterPreparationAndRecovery/Information/Pages/default.aspx>
225-925-7552
- **Information for Real Estate Professionals**
[Catastrophic Flooding FAQ](#)
- **Louisiana State Bar Association**
<https://www.lsba.org/dr/default.aspx>

Where do I find information about TRANSPORTATION?

- **DOTD Transit Services**
[Ferry status](#)
504-942-5725 (Hotard Contact)
511 (Road closures)
1-888-762-3511 (out of state travelers needing road closure information)
www.511la.org
- **Office of Motor Vehicles (Flood-related motor vehicle issues)**
1-844-892-4266
www.expresslane.org

<http://www.expresslane.org/Pages/displaced.aspx>

https://expresslane.dps.louisiana.gov/DAQ_Inquire/Flood_Inquire_01.aspx (Flooded car inquiry)

Where do I find information about HEALTH?

- **Medicare Questions**
1-800-259-5300 (Louisiana Department of Insurance)
<https://www.medicare.gov/>
1-800-633-4227
- **Emergency Medicare FAQs**
www.ldi.la.gov/docs/medicare-faqs
- **Louisiana Medicaid Information/Application**
1-888-342-6207
<http://new.dhh.louisiana.gov/index.cfm/page/237>
- **Drinking Water**
[Drinking Water Watch Database](#)
- **Vaccine Information (Tetanus, etc.)**
<http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/3964>
- **Mosquito/Zika Information**
[Zika/Mosquito Information](#)
- **Disaster Distress Information for First Responders and Survivors**
1-800-985-5990
Text TalkWithUs to 66746
[Behavior Health Help Contacts](#)
http://dhh.louisiana.gov/assets/docs/EmergencyPrep/katrinarita/TipsSurvivorsDisasterOtherEvent_ManagingStress.pdf
- Information about Cleaning Up and Repairs in the Presence of Mold
<http://dhh.louisiana.gov/index.cfm/fag/category/41>

Where do I find up-to-date EMERGENCY INFORMATION?

- **DOTD Real-Time Road Closures**
www.511la.org
- **Louisiana State Police**
225-925-6325 or *LSP from any cell phone
- **Parish Emergency Contacts (GOHSEP)**
<http://gohsep.la.gov/ABOUT/PARISHPA>

Where do I DONATE/VOLUNTEER?

- **Donations (Multi-Agency Disaster Warehouse)**
2016flooddonations@gmail.com
225-800-2227
- Multi-Agency Disaster Warehouse
9550 Dawnadele Ave.
Baton Rouge, LA 70809
- **Volunteer**
www.volunteerlouisiana.gov

Where do I find information about FOOD?

Acadia	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Ascension	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org
Assumption	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org
Beauregard	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Calcasieu	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Cameron	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
East Baton Rouge	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org
East Feliciana	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org
Evangeline	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Iberia	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Iberville	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org
Jefferson	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/

Jefferson Davis	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Lafayette	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Lafourche	Second Harvest Food Bank of Greater New Orleans and Acadiana	1.855.392.9338 http://no-hunger.org/emergency-food-locator/
Livingston	Greater Baton Rouge Food Bank	225-359-9940 disasterfoods@brfoodbank.org

Where can I find ADDITIONAL RESOURCES/SERVICES?

- **Louisiana 211**
www.louisiana211.org
- **Low Income Home Energy Assistance Program (LIHEAP)**
www.lhc.la.gov/page/energy-assistance
225-763-8700

The Disaster Recovery Unit within the Office of Community Development is dedicated to helping Louisiana's residents recover from hurricanes Katrina, Rita, Gustav, Ike and Isaac. As the state's central point for hurricane recovery, OCD-DRU manages the most extensive rebuilding effort in American history, working closely with local, state and federal partners to ensure that Louisiana recovers safer, stronger and smarter than before.

The Mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy efficient housing. Each day this ongoing challenge is met by a dedicated staff of professionals who allocate federal and state funds to help low-to-moderate income citizens make their housing dreams a reality.