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For disaster-related
information visit
www.fema.gov
www.louisiana.gov

Apply by Phone
(800) 621-FEMA (3362)

TTY: (800) 462-7585

Call 24 hours a day
seven days a week

Recovery Times

Oct. 26, 2005

Baton Rouge, La.

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FEMA FAQs

Do I have to return home before I can apply for disaster assistance?

You can apply from wherever you are at the time, whether you are staying with friends or family, or sheltering with the American Red Cross or another organization. FEMA cannot help you until you register, so call **1-800-621-FEMA (3362)** or (TTY) **1-800-462-7585**. Register online by visiting www.fema.gov.

Do I have to know exactly how my home was damaged before I can apply?

If you evacuated before the disaster and know your home was in a disaster area, you should report there was damage. You do not need to know the details. Do not say your damages are unknown.

Do I have to wait for my insurance adjuster before I apply for disaster assistance?

No. Don't wait for an adjuster before applying for aid or making repairs needed to make your house livable. However, you should find out what your policy covers, and be sure to keep papers and receipts for any work. Take photos if possible.

Why did some people receive \$2,000 when they registered with FEMA and others did not?

FEMA's \$2,000 "Expedited Assistance" was designed to provide immediate help with emergency needs such as food, shelter and clothing until FEMA could identify damage to property and determine eligibility. The money provided emergency funds to people who met the following three conditions:

- You had to register for damages to your primary residence.
- You had to be displaced due to the disaster at the time you registered.
- You had to be in need of shelter at the time you registered.

For instance, you would not be eligible if you were evacuated and then able to return home after the storm, or if you stayed with family and were not in need of shelter at the time you registered.

Important Contacts

FEMA

(800) 621-FEMA (3362)
(800) 462-7585 (TTY)
www.fema.gov

SBA Disaster Helpline

(800) 659-2955

American Red Cross

(866) GET-INFO

American Red Cross Financial Assistance

(800) 975-7585

Department of Social Services

(888) 524-3578

Disaster Legal Services

(800) 310-7029

Find Family National Call Center

(866) 326-9393

Postal Services

(800) 275-8777

Social Security

(800) 772-1213
(800) 325-0778 (TTY)

Salvation Army

(888) 363-2769

Crisis Counseling

(800) 273-8255
(866) 615-8700
(888) 622-6470

For information on ...

Shelters, food, clothing, baby items, health and dental care **dial 2-1-1**

New Orleans residents

Updated Information
Hotline: (877) 286-6431
www.cityofno.com

Disaster Assistance

How FEMA helps people

Housing Needs

- **Temporary Housing (a place to live for a limited period of time): Eligible homeowners and renters may receive assistance** to rent a different place to live or a government-provided housing unit when rental properties are not available.
- **Repair:** Homeowners may receive help to repair uninsured or underinsured disaster damage to their primary residence. The goal is to make the home safe, sanitary, and functional.
- **Replacement: Homeowners whose property was destroyed in the storm** may get aid to help toward the cost of replacement.
- **Also, FEMA works with the U.S. Small Business Administration** to provide low-interest disaster loans to renters, homeowners and businesses of all sizes.

Other Needs Assistance

Help is available in the following categories for necessary expenses and serious needs caused by the disaster:

- Medical
- Dental
- Funeral
- Personal property
- Transportation
- Moving and storage

Disaster Unemployment Assistance ...

provides assistance to eligible individuals who have become unemployed due to the disaster and who are unable to secure regular unemployment benefits.

- Hurricane victims who were living or working in Louisiana and lost their jobs as a result of the disaster should visit the Louisiana Works Web site at www.laworks.net.
- Disaster Unemployment Assistance for eligible dislocated workers may be available through the U.S. Department of Labor. Visit the Hurricane Recovery Assistance Web site at www.dol.gov/opa/hurricane-recovery.htm.
- The Katrina Recovery Job Connection Web site (www.jobsearch.org/katrinajobs) provides information on jobs available in victims' home states or current location. For employment and training questions, call 1-877-872-5627, or TTY 1-877-889-5627 for people who are speech- or hearing-impaired.

Hope for financial problems

Hope Coalition America, working with FEMA and the State of Louisiana, has volunteers in Disaster Recovery Centers throughout the state providing financial counseling to hurricane victims. More than 1,000 Louisiana residents have received assistance in getting their finances in order.

Hurricane victims can call **1-888-388-HOPE (4673)**, Mon.- Fri., 6 a.m. to 7 p.m. Pacific Standard Time, and Saturday, 6 a.m. to 2 p.m. There is no charge for the help. Visit www.operationhope.org.

Use of Disaster Assistance

People receiving disaster assistance must use the money for housing, home repair or other specific disaster-related needs.

Victims will receive a letter indicating how the grant money should be spent. Remember, FEMA funds cannot duplicate payment for expenses covered by insurance.

Keep receipts for three years. FEMA may conduct random audits to ensure that disaster assistance dollars are used responsibly.

Safety tip

Carbon monoxide is dangerous!!!

Do not use generators, pressure washers, charcoal or gas grills, propane camping stoves or heaters or any gas-powered tools inside the house or garage. Carbon monoxide is a colorless and odorless gas that can kill.

For more information, visit the Louisiana Department of Health and Hospitals Web site at www.DHH.louisiana.gov, or the Centers for Disease Control at www.cdc.gov.

News From Around Louisiana

Did you know...your skills may be required?

The Louisiana Initiative for Small Entrepreneurships (Act 440 of the 2005 Legislature) is designed to facilitate the growth and stability of Louisiana's economy by fostering utilization by state interests of the business offerings available for state procurement and public contracts from Louisiana's small entrepreneurships. For more information visit the Louisiana Economic Development Web site at www.led.state.la.us.

Louisiana Works website offers Virtual One Stop for job seekers

The Department of Labor Web site offers quick connections to employment assistance such as job searches, tips on resumes, and other helpful guidance for Louisiana's workforce. DOL's list of available disaster services can be found by visiting www.laworks.net and linking to the Hurricane Disaster Information icon located at the top of the webpage.

Gulf States agree there is no need for seafood advisories

The states of Alabama, Mississippi and Louisiana agree that there is no need for advisories concerning the quality of seafood in the Hurricane Katrina affected area, which includes the coastal waters and estuaries from New Orleans, La., to Gulf Shores, Ala., including Lake Pontchartrain, Mississippi Sound and Mobile Bay.

Available data obtained on the quality of surface waters from the area estuaries show no levels of toxic chemicals above concern that would warrant fish consumption advisories.

Comprehensive seafood tissue sampling plans are being developed to confirm the safety of seafood caught in the affected areas. These plans are developed cooperatively among the states and the U.S. Environmental Protection Agency. Seafood sampling will be implemented within two weeks and include long-term monitoring for one to three years.

Louisiana Department of Transportation and Development Temporary Call Center up and available for questions

DOTD has set up a temporary call center to answer questions in the wake of hurricanes Katrina and Rita. Please call (225) 379-1232 for the most updated information.

Louisiana Department of Education: Links to Parish School Websites

The Louisiana Department of Education (DOE) website provides convenient links to web sites or updates for parish school systems that have been affected by Hurricanes Katrina and Rita. The links are located on the bottom lefthand corner of the web page under "affected parish news items." Visit www.doe.louisiana.gov.

Louisiana Department of Revenue (LDR) anticipates record numbers of electronic tax filings

Having provided extensions on several post-Katrina and Rita tax returns originally due in August and September, the Louisiana Department of Revenue has created a web site dedicated to ongoing developments and special circumstances affecting Louisiana's diverse population of taxpayers. Up-to-date information is available by visiting www.revenue.louisiana.gov.

In addition, LDR strongly encourages Louisiana taxpayers who in years past have filed and mailed returns in manual form to explore the benefits of electronic filing. The LDR Web site offers numerous helpful links to information resources for both personal and business tax related issues. The website also lists a complete set of telephone numbers for taxpayer assistance provided by the LDR staff.

StayHealthy LA messages available via email from Louisiana Department of Health and Hospitals

Sign up to receive *StayHealthyLA* messages that offer tips on preventive measures for in a recovery environment. Visit the DHH website at www.stayhealthyla.org and sign up via email to receive regular updates from the department staff.

In other news, Katrina and Rita did not spawn a significant increase in West Nile Virus cases. Normal numbers of new cases have been reported, but the recent hurricanes do not appear to have increased the spread of the disease in Louisiana, as some had feared. "The gloomy predictions of large outbreaks of West Nile did not come through and may not materialize before the end of the season," said State Epidemiologist Dr. Raoult Ratard. "Post-hurricane cases are very few and mostly occurred in the Baton Rouge area and the northshore area of Lake Pontchartrain, where the virus was heavily present before the hurricanes."

**NEED TO TALK?
FREE CRISIS COUNSELING
24 HOURS A DAY
7 DAYS A WEEK
CALL: 1-800-273-8255
1-866-615-8700
1-888-622-6470**

News From Around Louisiana

Louisiana Department of Economic Development Expands Programs for Business Recovery

Louisiana Economic Development is helping affected businesses get connected with the resources needed to restart their operations. Visit LEDforward.louisiana.gov or call (866) 310-7617 for relocation, financial assistance and contracting information.

For businesses needing personal assistance with the SBA loan application process, LED has partnered with the Louisiana Small Business Development Center (SBDC) Network's 11 statewide sites. SBDC staff will personally assist local businesses applying for SBA loans, offer disaster relief workshops and provide counseling for affected businesses. SBDC services are free. Log onto www.lsbdc.org or call (866) 782-4159 for schedules and locations.

Department of Social Services Offers Additional Guidelines

For information about social and human services visit the DSS Web site at www.familiesla.com and www.dss.state.la.us. Individuals may also call 1-888-LAHELPU (524-3578). The disaster support line offers assistance for missing persons, Social Security benefits, unemployment benefits and many other services.

Support Enforcement Services is urging all people who have been affected or displaced by Hurricane Katrina or Hurricane Rita to call the Louisiana Customer Service Center toll-free to obtain information on their child support payments and other case concerns.

Displaced citizens should call 1-800-256-4650, Monday – Friday, 7 a.m. to 7 p.m., to receive information about payments that have been made since Hurricane Katrina. Operators will also

accept address changes for mailing out child support payments at this number. Those people with Internet access are encouraged to send all inquiries to lacsc@dss.state.la.us.

Louisiana foster parents who have been evacuated from the Hurricane Katrina impact area should call 1-800-259-3428 between 8 a.m. to 4:30 p.m. to reach the Office of Community Services employees or visit www.dss.louisiana.gov. The staff is standing by for assistance.

Department of Wildlife and Fisheries

Updates on Louisiana State hunting season closures and postponements because of hurricane-related habitat damage can be obtained by visiting "WHAT'S NEW" at the Web site www.wlf.louisiana.gov. A chart in this file lists all of the revisions to the previously announced 2005-06 hunting season dates.

Board of Regents, News from Louisiana Higher Education

Louisiana public college and university faculty and staff who have not yet made contact with their campuses are urged to do so as soon as possible so they can receive important information, report on their employment intentions and assist their campuses in completing staffing plans for the current and upcoming semesters. Employees can register their contact information and assignment availability through an online registry available on the Web site at www.regents.state.la.us, or they may call 1-800-272-8090 for information on contacting their campuses.

The Southern Regional Education Board, in conjunction with the Sloan Foundation, has announced the creation of the Sloan Semester, a catalog of free electronic courses available to hurricane-displaced students. Students

can search for available courses, participating colleges and universities, and start the enrollment process, at <http://www.sloansemerster.org>.

Call the Board of Regents information hotline for displaced students at 1-866-415-2269, or visit www.regents.state.la.us.

Louisiana Department of Education

The Louisiana Department of Education reports that many of the school districts shut down due to hurricanes Katrina and Rita have now reopened. But for the hardest hit districts, especially Orleans and St. Bernard, the hard work is just beginning.

For those who have questions, please contact the Department of Education Call Center between 8 a.m. to 4:30 p.m., Monday – Friday. The toll-free hotline number is 1-877-453-2721, or as an alternative please visit the Web site at www.louisianaschools.net for the latest information.

Teachers learn to work in disaster

Teachers who had been working with Teach For America in Louisiana communities before the hurricanes started jobs in federal/state Disaster Recovery Centers throughout the state last week. About 25 teachers have been trained to be managers in existing DRCs, allowing experienced staff to focus on opening new centers. Upon gaining experience in the field, several of the teachers will be trained to teach newly hired workers the FEMA disaster assistance programs.

The Governor's office, in coordination with FEMA, worked to create jobs enabling teachers to stay in the area during the recovery process. The addition of teachers to the DRCs increases the staff available to assist hurricane victims who need help.

More Disaster Recovery Centers Open

People affected by Hurricanes Katrina and Rita can go to any one of the 33 Disaster Recovery Centers now open for assistance. Representatives of local, state, federal and voluntary agencies, as well as customer service representatives from the U.S. Small Business Administration (SBA), are on hand to provide information on various disaster programs.

Check your local newspaper for locations. If possible, register first with FEMA either by phone or online. Recently opened DRC locations include Calcasieu, Cameron, Jefferson Davis, Orleans, St. Bernard, St. Helena, and West Baton Rouge Parishes.

DRCs are open 9 a.m. to 7 p.m., seven days a week, except for the Plaquemines and Cameron Parishes DRCs, which are open 8 a.m. to 6 p.m. No cash, checks, debit cards or vouchers are distributed at DRCs.

Good to know

If you register with FEMA online, it may take up to 24 hours for your information to show up in the system. If it has been more than 24 hours and you still have not received a Personal Identification Number (PIN) in your e-mail, call FEMA's Helpline. If you are registered for hurricane disaster assistance, FEMA needs to know where you are located.

If you move, don't forget to update your application to show your new address and phone number. To update, call the toll-free Helpline number, 1-800-621-FEMA (3362), or visit the nearest Disaster Recovery Center. You can also go online at www.fema.gov to update your information.

Louisiana Department of Revenue (LDR) Offers Filing Extensions

In accordance with IRS tax relief guidelines, taxpayers affected by the hurricanes may be eligible for tax relief, regardless of where they live. Deadlines for the affected areas are extended to Feb. 28, 2006, to file and pay individual and corporate estimates, withholding, partnership, individual income, and corporation income and franchise taxes. For individual income, partnership, and corporation income and franchise tax returns, a valid extension must be in place, if applicable, for the additional extension to apply.

For estimated payments, and withholding tax, the extension applies to all returns that would be due Sept. 23, 2005, through Dec. 31, 2005. For more information, visit www.revenue.louisiana.gov.

U.S. Small Business Administration loans not just for businesses

Most SBA disaster loans are made to homeowners. Low-interest loans are the primary means of financing recovery for homeowners, renters and businesses.

If you are mailed an SBA home disaster loan application, be sure to complete and return the application as soon as possible, even if you don't think you are interested in a loan.

If the SBA cannot approve your loan application, you may be referred to other agencies for additional assistance, but that can't happen if you don't return your application.

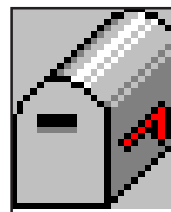
LATALK Web Site

A new Web site is now available to help those separated from loved ones as a result of Hurricane Katrina, reunite with their displaced friends and family.

LATALK is a message board that allows citizens to post parish-specific messages in an effort to locate lost loved ones. Forums are grouped by parish but there are also sections for general information and news. Users are asked to bear in mind most content in the forum is provided by other users therefore accuracy cannot be guaranteed. Efforts will be made to ensure information posted is correct and informative.

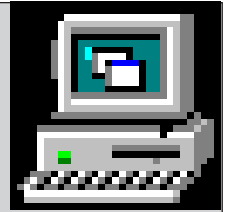
LATALK can be accessed from both www.la.gov and the state's Katrina Recovery Web site, or it can be accessed directly at www.latalk.org.

Post Office Change of Address



If you need to change mail delivery to your current location, call the U.S. Postal Service at (800) 275-8777, or visit www.usps.com. Change of address forms are available at any post office.

Louisiana Website Quick Reference



www.gov.louisiana.gov
www.doa.louisiana.gov
www.ldaf.louisiana.gov
www.ag.louisiana.gov
www.doc.louisiana.gov
www.crt.louisiana.gov
www.doe.louisiana.gov
www.dhh.louisiana.gov
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www.treasury.louisiana.gov
www.wlf.louisiana.gov
www.oyd.louisiana.gov
www.ohsep.louisiana.gov
www.katrina.louisiana.gov
www.dscs.state.la.us
www.lded.state.la.us
www.ldi.state.la.us
www.regents.state.la.us
www.vetaffairs.com
www.laworks.net
www.louisiana.gov

Office of the Governor
Division of Administration
Department of Agriculture and Forestry
Office of the Attorney General
Department of Corrections
Department of Culture, Recreation and Tourism
Department of Education
Department of Health and Hospitals
Department of Revenue
Department of Natural Resources
Department of Public Safety
Office of the Secretary of State
Department of Social Services
Department of Transportation and Development
Department of the Treasury
Department of Wildlife and Fisheries
Office of Youth Development
Homeland Security and Emergency Preparedness
Hurricane Katrina Website
Department of Civil Service
Louisiana Economic Development
Department of Insurance
Board of Regents (state colleges and universities)
Department of Veterans Affairs
Department of Labor (webpage and job site)
Louisiana State Website

HELPING CHILDREN COPE WITH DISASTER

FEMA FOR KIDS

FEMA FOR KIDS is a disaster preparedness Web site with resources for children, parents, and teachers at www.fema.gov/kids. The Web site offers free posters, videos and information on how children recover from a disaster. Free FEMA publications can be ordered by phone at 1-800-480-2520. FEMA and ARC have published a free booklet, "Helping Children Cope with Disaster," available online at www.fema.gov/pdf/library/children.pdf. You can find information on creating a family disaster plan by visiting the ARC Web site, or the Louisiana Office of Homeland Security and Emergency Preparedness Web site at www.ohsep.louisiana.gov/factsheets.

What Parents and Caregivers Can Do

- Try to take time to compose yourself when you are with your child. If you are calm and confident, you will encourage your child to feel less afraid.
- Encourage your child to talk, to draw pictures or tell stories so the child has a chance to talk through the experience.
- Be a good listener. If your child asks questions, answer as best you can and use words that your child might use.
- Give honest answers. If you don't know the answer to a question, say so. Calmly provide answers, even if the question was painful.
- Be prepared to explain things over and over again. Sometimes children need time to process and understand events. Check to be sure you are being understood.
- Allow your child to be a child, even if you need him or her to help the rest of the family.
- Spend extra time with your children. Your smaller children will need extra hugs and reassurance. Your older children may need more time to express themselves.
- Get back to daily routines for work, school, play, meals and rest. A familiar schedule can be very comforting.
- Involve children in creating a family disaster plan and in practicing your plan. A disaster plan helps your child understand that there are positive things that can be done to help.