

# Hurricane Fiona Update

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## Key Messages

- If your home was damaged but you can live in it safely, FEMA may be able to provide up to \$300 in one-time, **not appealable Clean & Sanitize assistance**. This assistance is for eligible homeowners and renters.
- **Applicants do not need to re-apply.** Clean and sanitize funding is automatically paid to applicants that meet the criteria. There is no appeal option for applicants who do not meet the eligibility criteria for this assistance. Eligibility criteria includes:
  - Your pre-disaster primary home must be in a municipality designated for Individual Assistance.
  - The damage is not covered by your insurance.
  - Your home was damaged, but you can live in it safely
  - Other verifications apply (identify, duplication, fraud, etc.)
- **FEMA's Critical Needs Assistance program deadline ended on Oct. 21.** Any eligible survivor in queue prior to the deadline will be processed.
  - FEMA approved Critical Needs Assistance for eligible disaster survivors with immediate or critical needs because they are displaced from their primary home. Immediate or critical needs are life-saving and life-sustaining items. This assistance is a one-time payment of \$700 per household. The grant is is not automatically rewarded upon registration.
- **Get answers to your FEMA questions while the Disaster Recovery Center (DRC) is open.** Visit a temporary DRC near you. A DRC is a place where you can receive in- person support, speak with FEMA and other federal representatives, upload documents, review the status of your application and submit appeals. To find your nearest DRC and its hours of operation, click on the FEMA DRC link: [DRC Locator](#).
- FEMA is hiring Puerto Rico residents to assist with disaster response and recovery efforts as temporary employees. Hiring local temporary staff allows FEMA to diversify the workforce while providing opportunities for the residents of Puerto Rico. Positions have been posted at: [USAJOBS.gov](#).

## By the Numbers

- For losses not covered by insurance, FEMA has approved more than **\$556.2 million** in Individual Assistance disaster grants for homeowners and renters. Nearly **695,800** applications for assistance have been approved. *(as of Nov. 1)*
- The U.S. Small Business Administration has received more than **245,000** FEMA registration referrals with nearly **\$8.7 million** in low-interest loans approved for homeowners and businesses. *(as of Nov. 1)*



# FEMA

## Disaster Assistance & Flood Insurance Requirements

- Puerto Rico residents with homes in a Special Flood Hazard Area (or high-flood risk area) who received federal disaster assistance prior to or because of Hurricane Fiona, are required to maintain flood insurance on the damaged home.
- To aid survivors in their long-term recovery, FEMA may directly purchase Group Flood Insurance Program (GFIP) certificates for three years on behalf of applicants who are required to obtain and maintain flood insurance as a condition to having received federal assistance.
- After the three years, these individuals **must** buy and maintain a flood insurance policy if they intend to stay in the home for which the assistance was received. Those who don't comply with this requirement may not receive federal disaster assistance for future flood damage.

## Verifying Ownership/Occupancy

- FEMA must determine home ownership and occupancy of damaged primary residences to provide help to those who need it. If you reported home damage and FEMA was not able to verify you owned or occupied that home at the time of the disaster, you will need to submit documents to verify that information. Your application is not closed; it is pending until we receive documentation to move your case forward.
  - Your FEMA letter will explain the documents you can submit to have your case reconsidered. If you are still unsure what documents you need to send FEMA, call the FEMA Helpline or visit a nearby Disaster Recovery Center for help.
  - **Note:** if you need to self-declare you owned or occupied your home, you must submit that letter to FEMA in **one of these ways:** upload the document to your account in DisasterAssistance.gov; mail or fax it to FEMA; or visit a nearby DRC to submit the letter in person.

## Stabilizing the Power Grid

- At the request of Governor Pedro Pierluisi and under the authorization of President Joseph R. Biden, FEMA has tasked the U.S. Army Corps of Engineers (USACE), Department of Energy (DOE) and Environmental Protection Agency (EPA) to conduct additional, targeted assessments of Puerto Rico's critical infrastructure focused on immediate stabilization of the electrical system.
- The first phase of this initiative will be the assessment process which will take a few weeks to complete, primarily focused on generation with subsequent assessment on transmission and distribution sites.
- FEMA continues to be in close communication with Puerto Rico officials to work collaboratively throughout this ongoing emergency.

## Beware of Fraud

- Federal and local disaster workers never charge for assistance and do not solicit or accept money. Don't trust anyone who offers financial help and then asks for money or personal information.
- FEMA will not contact you unless you have called FEMA first or applied for assistance.
- FEMA representatives will ask for social security and bank account numbers when you apply and may ask for it again after you apply.
- Ask to see ID badges. All FEMA representatives carry an identification badge with a

photograph. A FEMA shirt or jacket is not proof of identity.

- If you doubt a FEMA representative is legitimate, hang up and call the FEMA Helpline at 1-800-621-3362 or the National Center for Fraud Hotline at 1-866-720-5721 to report the incident.
- If you have knowledge of fraud, waste, or abuse, you can report these tips —24 hours a day, seven days a week— to the FEMA Disaster Fraud Hotline at **1-866-720-5721** or email [disaster@leo.gov](mailto:disaster@leo.gov).

## DR Background

- On Sept. 21, President Biden approved Puerto Rico Gov. Pierluisi's request for an expedited major disaster declaration. The declaration and its subsequent amendments authorize FEMA to provide Individual Assistance to survivors in all **78** Puerto Rico municipalities.
- On Oct. 20, President Joseph R. Biden signed an amendment to include an extension of the period of 100 percent federal funding for debris removal and emergency protective measures (Cat. A-B), including direct federal assistance, from 30 to 60 days from the start of the incident period.
- Public Assistance (PA) Cat. A & B is approved for Puerto Rico. A total of 61 municipalities are designated for Cat. C-G. Currently, 17 are not approved. Hazard Mitigation is available for all areas of Puerto Rico.
- The following 28 municipalities have been approved for Public Assistance (Cat. C-G). The municipalities are: Adjuntas, Aguada, Aguas Buenas, Aibonito, Añasco, Barranquitas, Caguas, Canóvanas, Ciales, Cidra, Comerío, Fajardo, Humacao, Juana Díaz, Lares, Las Marías, Las Piedras, Manatí, Maricao, Moca, Morovis, Naguabo, Naranjito, San Lorenzo, Santa Isabel, Vega Alta, Aguadilla and Carolina. This brings the number of municipalities approved to 61 for all categories of Public Assistance.

## Disaster Unemployment Assistance (DUA)

- DUA has been activated. Claims must be filed by Nov. 30.
- DUA is a part of the federal disaster assistance process but is administered by the Puerto Rico Department of Labor and Human Resources. Visit [www.trabajo.pr.gov](http://www.trabajo.pr.gov) for more information.

## Disaster Legal Services

- Survivors can receive free legal assistance for certain disaster-related issues. Call **1-800-981-5342**, Monday – Friday **8 a.m. - 6 p.m.** for information.

## Understanding Your Letter from FEMA

- Survivors who applied for assistance from FEMA will receive a letter from FEMA. The letter will explain your application status and how to respond. If you have questions about your letter, visit a Disaster Recovery Center or call the disaster assistance helpline at 800-621-3362 to find out what information FEMA needs. [Residents Must Read FEMA Letters Carefully | FEMA.gov](#)

## If You Disagree with FEMA's Decision

- You can appeal and provide more information so FEMA can continue processing your application. Call 800-621-3362 or visit a Disaster Recovery Center to get help filing an appeal. [Understanding FEMA Decisions and Your Appeal Options | FEMA.gov](#)

## How to Register

- The fastest way for survivors to get assistance is through [DisasterAssistance.gov](https://www.disasterassistance.gov) or using the [FEMA app](#). You can help by assisting neighbors/elderly and others with downloading the app.
- You may call **1-800-621-3362**. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Operators are available seven days a week from **7 a.m. to 2 a.m.** local time.
- FEMA Disaster Survivor Assistance teams are also canvassing affected communities to help people apply in person.
- You should have the following information available to register:
  - Name and SSN of the primary applicant.
  - Name and SSN of secondary/co-applicant (encouraged but not required).
  - Current and pre-disaster address.
  - Names of all occupants of the pre-disaster household.
  - Current contact information.
  - Types of insurance held by the household.
  - Household pre-disaster annual gross income.
  - Losses caused by the disaster.
  - Banking information for direct deposit of financial assistance, if requested.
- The deadline to apply for FEMA disaster assistance is **Monday, Nov. 21, 2022**.

## Visit a Disaster Recovery Center

- FEMA has opened Disaster Recovery Centers where you can get information on the types of assistance available and meet with FEMA staffers and representatives from other federal and state agencies. If you have not already applied for help, you can do so at a DRC.
- **All locations are open 7 days a week 7 a.m. to 6 p.m. unless noted in the list below.**
- The following **43** DRC locations are also open:
  1. **Centro de Bellas Artes de Caguas**, Calle Padiá, Esquina Calle Ruiz Belvis, Caguas, PR 00725
  2. **Cancha de Baloncesto Bo. Colombia**, Calle Desengaño, Barrio Colombia, Mayagüez, PR 00680
  3. **Estadio Pedro Montañez**, Carretera Núm. 14, Km 69.7, Calle Matías Soto, Barriada San Cristóbal Cayey, PR 00736
  4. **Centro Comunal Los Naranjos**, Comunidad Los Naranjos, Calle 2, Barrio Cabo Caribe, Vega Baja, PR 00693
  5. **Centro de Usos Múltiples Francisco “Pancho” Robledo**, Ave. Padre Severo Ferrer Santa Isabel, PR 00757
  6. **Polideportivo Francisco “Frankie” Colón Alers**, Ave. Los Caobos Final, Ponce, PR 00716
  7. **Centro de Recepciones y Bellas Artes, Sala de Recepción**, Ramal 152, Ave. Jose Zayas Green, Barrio Barrancas, Barranquitas, PR 00794
  8. **Cancha de Balonmano Néstor Milete Echevarría**, Carr. 3, Río Grande PR, 00745
  9. **Centro de Convenciones de Cabo Rojo Dr. Ramón Emeterio Betances y Alacán**, PR-100, Cabo Rojo, 00623
  10. **Centro Comunal Justo Concepción**, Carr. 486, Km 2.2, Barrio Zanjas, Camuy, PR

00627

11. **Cancha Juanito Cabello**, Calle Ramon Baldorioty de Castro, PR-173, Cidra, PR 00739
12. **Centro de Entrenamiento y Formación del Volleyball David Cuevas**, Carr. 111, Ave. Los Patriotas, Barrio Pueblo, Lares, PR 00669
13. **Centro Bellas Artes Ceferino Caro Ramos**, Calle Unión, Rincón, PR 00677
14. **Biblioteca Municipal de Salinas**, Calle Santos P. Amadeo, Salinas, PR 00751
15. **Cancha Juan E. Lluch**, PR 315 Km 0.9, Lajas, PR 0667
16. **Casa Alcaldía (1er Piso)**, Calle Georgetti, Barceloneta, PR 00617
17. **Centro de Recepciones Luis Ángel Ortiz Hernández**, Ave. Luis Muñoz Marín, PR-155, Orocovis, PR 00720
18. **Centro de Usos Múltiples Néstor Vázquez**, Terminal de Carros Públicos, 38 Calle Terminal, Patillas, PR 00723
19. **Coliseo Roberto Clemente Walker**, Ave. Franklin Delano Roosevelt, San Juan, PR 00920
20. **Estadio Municipal Mario "Ñato" Ramírez**, Ave. Blvd Jimmy Negrón Palma Real, Yauco, PR 00698
21. **Centro Comunal Eugenio Walker**, Calle 10, Monte Verde, Barrio San Isidro, Canóvanas, PR, 00729
22. **Coliseo Municipal Samuel "Sammy" Rodríguez**, PR-174, Km 22.8, Barrio Mula, Aguas Buenas, PR 00725
23. **Coliseo Manuel G. "Petaca" Iguina Reyes**, PR-129, Km 2.4, Ave. Industrial, Barrio Hato Abajo, Arecibo, PR 00612
24. **Centro Comunal Medina**, Urb. Medina, Calle #3, B-20, Isabela, PR 00662
25. **Coliseo Arquelio Torres Ramírez**, Atléticos de San German, Ave. Universidad Interamericana, Carr. 102 Km 33.1, San Germán, PR 00683
26. **Centro Comunal Martorell**, Parcelas Martorell Calle #2, Yabucoa, PR 00767
27. **Terminal de Carros Públicos 33-35**, Calle Anexo Baldorioty, Utuado, PR 00641 (**Open- 9 a.m. to 5 p.m.**)
28. **Centro de Servicios Integrados Núm. 4 (La Antigua Escuela)**, Calle Rafael Janer, Maricao, PR 00606 (**Open- 9 a.m. to 5 p.m.**)
29. **Centro de Diagnóstico y Tratamiento (CDT)**, PR-198 Km 22.6 Int., Zona Industrial, Las Piedras, PR 00771
30. **Centro Comunal de Toa Alta Heights**, Calle 19, Toa Alta, PR 00953
31. **Complejo Deportivo Llaneros**, Calle José de Diego, Levittown, Toa Baja, PR 00949
32. **Universidad Ana G. Méndez**, 2 Calle Romero Barceló #10, Jayuya, PR 00664 (**Open 9 a.m. to 5 p.m.**)
33. **Estacionamiento Alcaldía de Guánica Provisional**, Carretera 333 Km 0.3, Guánica, PR 00653
34. **Estadio Municipal Cristóbal "Cagüitas" Colón**, 3 Calle B, San Lorenzo, PR 00754
35. **Complejo Deportivo Villalba**, Calle Albizu Campos, Villalba, PR 00766 (**Open 9 a.m. to 5 p.m.**)
36. **Coliseo Raúl "Tinajón" Feliciano**, Carr. 149 Km 12.9, Ciales, PR 00638
37. **Casa Alcaldía (Estacionamiento)**, Calle Espíritu Santo, Loíza, PR 00729
38. **Centro de Servicios Múltiples**, PR-3, Punta Santiago, Humacao, PR 00741
39. **Estacionamiento del Estadio Luis A. "Canena" Márquez**, Ave. Las Cascadas, Aguadilla Pueblo, Aguadilla, PR 00603
40. **Casa de la Cultura Cacique Comerío**, Calle Georgetti #27, Comerío, PR 00782
41. **Plaza de Recreo de Naguabo**, Calle Baldorioty, Naguabo, PR 00718

42. **Coliseo Luis Aymat Cardona**, Carr. 111 Km 18.2, Barrio Bahomamey, San Sebastián, PR 00685
43. **Terminal de Carros Públicos de Arroyo** (next to City Hall), 178 Calle Morse, Arroyo, PR 00714

- Services are provided in Spanish and English. If you need a reasonable accommodation or a sign language interpreter to communicate with FEMA, please send an email to [FEMA-PRaccessible@fema.dhs.gov](mailto:FEMA-PRaccessible@fema.dhs.gov). You can also call 1-833-285-7448, press 2 for Spanish.

## Small Business Administration (SBA)

- Long-term, low-interest disaster loans for homeowners, renters, businesses and nonprofit organizations from the U.S. Small Business Administration (SBA) are available to cover losses not fully compensated by insurance and other sources. Apply online using the Electronic Loan Application (ELA) via the SBA's secure website at [disasterloanassistance.sba.gov/ela/s/](https://disasterloanassistance.sba.gov/ela/s/).
- **Seven (7) Business Recovery Centers (BRCs)** are providing SBA registration intake to survivors at Arecibo, Fajardo, Caguas, Barranquitas, Yabucoa, Ponce and Mayagüez.
- **BRC locations:**
  - **Inter-American University of Puerto Rico-Arecibo**, Carretera #2, km. 80.4, Barrio San Daniel, Sector Las Canelas, Arecibo, PR 00612
  - **Inter-American University of Puerto Rico**, Barranquitas Regional College, Games Room in the Multipurpose Center Building, Highway 156, Intersection 719, Bo, Helechal, Barranquitas, PR 00794
  - **Centro de Gobierno Municipal**, Calle Alejandro Tapia y Rivera, Caguas, PR 00725
  - **Inter-American University of Puerto Rico**, Parque Batey Central, C. Unión, Fajardo, PR 00738
  - **Women's Business Center**, Villa Capitán II Building, Suite 204, 828 Hostos Avenue (Party City Heights), Mayagüez, PR 00682
  - **Universidad Interamericana de Puerto Rico**, Recinto de Ponce, 104 Turpeaux Ind Park, Room 107, Mercedita, Ponce, PR 00715
  - **Biblioteca Municipal de Yabucoa**, 3 CII Catalina Morales, Yabucoa, PR 00767
- To be eligible for some types of FEMA assistance, individuals must first **apply** for an SBA disaster loan. **Know that you are never obligated to accept a loan.**
- Call SBA's Customer Service Center at **1-800-659-2955** or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) for more information. Individuals who are deaf or hard-of-hearing may call **1-800-877-8339**.

## Resources

- **Government Services Hotline 3-1-1:** Provides access to information on the services and procedures of the following government agencies: Family Socioeconomic Development Administration (ADSEF), Administration for the Support of Minors (ASUME), Department of Consumer Affairs (DACO), Department of State, Department of Health and Department of Transportation and Public Works (DTOP). Hours of operation: Monday through Friday: 8:00 a.m. - 5:00 p.m. **Dial: 3-1-1 or (787) 729-6320.**
- **Puerto Rico Emergency Portal System (PREPS):** Official portal of the Government of Puerto Rico for the collection of important data to keep you informed in case of emergencies. **Visit:** [www.preps.pr.gov](http://www.preps.pr.gov)
- **Puerto Rico Department of Health:** Official portal to access health information about services, programs and information on telemedicine services, updates on COVID-19, influenza and others. **Visit:** [www.salud.gov.pr](http://www.salud.gov.pr).

- **Information and Referral System of United Way Puerto Rico 2-1-1:** Portal to obtain information on about 4,000 private and governmental institutions with resources to address issues related to medical equipment needs, unattended elderly persons, lack of housing, clothing or food, alcoholism, unemployment, gender violence and drug addiction, among others. **Visit [unitedwaypr.org/2-1-1-puerto-rico](http://unitedwaypr.org/2-1-1-puerto-rico) or Dial: 2-1-1.**
- **Puerto Rico Mental Health and Anti-Addiction Services Administration (ASSMCA) PAS Hotline:** Offers crisis counseling and emotional support, preliminary psychosocial screening, psychiatric and psychological assessment coordination, and referrals. They also serve individuals with suicidal behavior or other mental health problems such as depression, anxiety, and domestic violence. **Dial: 1 (800) 981-0023 / 1 (888) 672-7622 TDD**
- **Additional FEMA Resources:**
  - Find information about strengthening property for future disasters at [www.fema.gov/protect-your-property](http://www.fema.gov/protect-your-property).
  - Videos about FEMA Assistance with closed captioning and American Sign Language interpretation are available [here](#).
  - For more information on Puerto Rico's recovery from Hurricane Fiona, please visit [fema.gov/disaster/4671](http://fema.gov/disaster/4671). Follow us on our [Facebook.com/FEMAPuertoRico](https://www.facebook.com/FEMAPuertoRico) page, Twitter [@FEMA](https://twitter.com/FEMA) or [@FEMAEspanol](https://twitter.com/FEMAEspanol).