



Katrina

Recovery Times

Register for Assistance

By Phone

People who suffered losses because of Hurricane Katrina should register for assistance by calling toll-free 1-800-621-FEMA. People who are speech- or hearing-impaired should call TTY 1-800-462-7585. Phone lines are open 24 hours a day, seven days a week until further notice.

If you have the following information on hand, the application will take approximately 20 minutes to complete:

- Social Security number
- Telephone number where you can be reached
- Address of damaged property
- Brief description of disaster-related losses
- Insurance information
- Bank account number and routing number for direct deposit

If you don't have access to all the above information, you can still register. FEMA staff is trained to work around missing information so those in need shouldn't miss out on help. More than 3,000 workers are taking phone calls and they have already registered 700,000 Louisianans for assistance.

Online or In Person

One of the ways to complete an application for disaster assistance is to register online. By logging onto www.fema.gov you can avoid a telephone busy signal. The application process should take about twenty minutes.

The time to fill out an online application is limited to 30 minutes, so it's recommended that you have the same information needed for phone registration on hand before logging on. Even if you don't have all the information, you can still register online. Go to www.fema.gov and get the process started with the information you do have. People without phone or Internet access can register in-person by visiting a Disaster Recovery Center.

**For legal assistance, contact the Baton Rouge Bar Association
Disaster Legal Services**

1-800-310-7029

Open seven days a week, 8 a.m. to 8 p.m.

Important Contacts

FEMA

1-800-621-FEMA (3362)
1-800-462-7585 (TTY)

American Red Cross
1-866-GET-INFO

**American Red Cross
Financial Assistance**
1-800-975-7585

**American Red Cross
Find Loved Ones**
1-877-LOVED-1S

**Find Family National
Call Center**
1-866-326-9393

Social Security
1-800-772-1213
1-800-325-0778 (TTY)

Postal Services
1-800-275-8777

Salvation Army
1-888-363-2769

Project Share a Home
1-888-827-2525

**Department of Social
Services**
1-888-524-3578

For information on ...
Shelters, food, clothing,
baby items, health care
dial 2-1-1

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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

Good to Know

You can use a friend or family member's address as a temporary mailing address in order to receive information and assistance from FEMA. You can also have an out-of-state friend or relative make an application on your behalf via the Internet or the toll-free registration number.

Access to Benefits Eased

Many hurricane victims no longer have the records or legal documents to help prove their eligibility for benefits from various government programs. Special "evacuee" status has been granted to individuals affected by Katrina, which will simplify the enrollment process for people who need the services of programs like Medicaid, Temporary Assistance for Needy Families and Head Start. Evacuees staying in a home or church that has access to the Internet, or who are able to visit a nearby public library with Internet access, can enroll at www.govbenefits.gov.

Help for Foreign Students

The Student and Exchange Visitor Program (SEVP), operated by U.S. Immigration and Customs Enforcement, is available to help foreign students affected by Hurricane Katrina. There are several ways to get information about continuing your education in the United States, how to handle visa reporting requirements, how to replace lost documents and other frequently asked questions. If possible, contact the international advisor at your school.

If you cannot reach an advisor, and have access to a computer, check the school's Web site to see if any emergency contact information has been posted or a notice about when the school will reopen. If you do not have access to a computer, contact SEVP at 1-800-961-5294 to speak with an advisor to determine the best option for you.

If you have access to a computer, you can also visit www.ice.gov/sevis for comprehensive information, including specific answers to frequently asked questions.

Disaster Assistance

Travel Trailers and Mobile Homes

FEMA tries to find temporary disaster housing close to where people were living before the event. If rental housing is not available in the area, FEMA may use travel trailers and mobile homes as a short-term solution to housing needs.

FEMA helps families on a case-by-case basis to decide what disaster housing option works best. Any individual or family who was displaced from their primary residence and who has not been able to find suitable housing is eligible for FEMA temporary housing. People who need housing must first apply with FEMA. Call 1-800-621-FEMA.

Insurance Tips

Louisiana residents affected by Hurricane Katrina should contact their insurance company or agent to file a claim. If possible, have the following information available before placing the call: name of insurance company (agents may write policies for more than one company); policy number; and a telephone number or e-mail address where you can be reached.

Displaced residents living in shelters, or with host families or relatives outside of Louisiana, should still call their insurance agent to start the claims process. For more information about flood insurance and the National Flood Insurance Program (NFIP), contact your insurance company or agent, or call NFIP at 1-888-CALL-FLOOD or 1-800-427-5593 (TDD).

SBA Disaster Loans

The U.S. Small Business Administration (SBA) is the federal government's primary resource for long-term disaster recovery financing.

Homeowners and renters can use their SBA disaster loans to repair or replace uninsured or underinsured disaster-damaged property, while renters can receive help with replacement of essential belongings.

Businesses of all sizes may be eligible for disaster loans to repair or replace machinery, equipment, fixtures and inventory not covered by insurance. Eligible small businesses also may apply for working capital funds to help cover necessary and ongoing expenses during the disaster recovery period.

To register for disaster assistance, including low-interest loans from SBA, contact FEMA at 1-800-621-FEMA or www.fema.gov.

Farmers or Ranchers Needing Assistance

Visit the U.S. Department of Agriculture (USDA) Web site at www.usda.gov for information. You may want to contact the Farm Services Agency (FSA) near your home because you may be eligible for emergency loans, or visit www.fsa.usda.gov/pas. In Louisiana, if you cannot reach the local parish number, call the LA State USDA-FSA office at 318-473-7721.

**The Louisiana State Office for Addictive Disorders
can help you connect with vital recovery services
In-state: 1-877-664-2248 or Out-of-state: 1-800-662-4357**

News From Around Louisiana

Department of Social Services requests family status updates

For missing or lost children, call 1-800-THE-LOST or visit www.missingkids.com. If you have found your child, please call to have his or her name removed from the missing list so that resources can be redirected to find the lost. For information about the Disaster Food Stamp Program or other social services, visit the DSS Web site at www.families.la.com. You may also call 1-888-LAHELPU (1-888-524-3578). The disaster support line offers assistance for missing persons, social security benefits, unemployment benefits and many other services.

Department of Labor extends claims deadlines

The DOL has extended the deadline to accept claims for Disaster Unemployment Assistance from October 7 to November 30. The deadline was extended due to the widespread dislocation of workers and damage to infrastructure from Hurricane Katrina. The DOL has helped 126,000 people in Louisiana file unemployment insurance claims since Hurricane Katrina struck the state. Another 60,000 claims have been filed by Louisiana evacuees in other states. For more information, visit **Louisiana Works** at www.ldol.state.la.us.

Department of Economic Development supports business owners

Louisiana's business owners can stay informed about resources for temporary relocation and progress of planning for revitalization within affected areas of the state by monitoring periodic updates on the Department of Economic Development Web site at www.lded.state.la.us.

Department of Wildlife and Fisheries information resource

The LDWF has a contact number and Web site for anyone needing day-to-day customer assistance. Questions regarding wildlife in areas affected by Hurricane Katrina can be addressed to 225-765-2800 or visit www.wlf.louisiana.gov.

Department of Corrections has contact numbers

Family members inquiring about an inmate's transfer location may call 225-342-5935 or 225-342-3998. Whether in Louisiana or out of state, offenders under probation or parole supervision who were forced to evacuate due to Hurricane Katrina are reminded of mandatory check-in with the Department of Corrections at 1-800-869-2909, 225-342-0921, 225-342-0923 or 225-342-0933.

Department of Education says school systems reopening

DOE would like to remind evacuees to enroll children in the school district nearest your shelter. If you have questions, visit the DOE Web site at www.louisianaschools.net or call toll-free 1-877-453-2721.

Five school systems damaged by Hurricane Katrina will reopen by early October: St. Charles Parish schools will be back in session Sept. 15; Washington Parish schools will be back in session Sept. 19; and the City of Bogalusa, St. Tammy and Jefferson Parishes have targeted Oct. 3 to be up and running. Authorities in Plaquemines Parish say they will not reopen until at least January 2006. The damage in Orleans and St. Bernard Parishes makes it unlikely either system will reopen this school year.

Welcome home for Louisiana National Guard units

The Louisiana National Guard 256th Infantry Brigade is returning from deployment to the Middle East. These soldiers are returning on regular rotation and will soon be supporting affected communities throughout the state.

Department of Insurance can help out-of-state residents

The DI has expanded the reach of its toll-free service numbers, 1-800-259-5300 or 1-800-259-5301, to include nationwide access. This will allow the department to assist out-of-state residents. The department Web site at www.ldi.state.la.us lists mandatory guidelines insurance companies must follow, including the registration of all adjusters responding to customer claims.

State employees work toward recovery

Louisiana state employees from every department are working in a coordinated effort to return all evacuees to their homes as quickly as possible. Many of these state employees have themselves been displaced by Hurricane Katrina. In its aftermath, they have dedicated their energies to the recovery of affected communities. The state Web site at www.louisiana.gov provides links to specific departmental activities and information.

Board of Regents, colleges and universities assist Louisiana students

The Board of Regents continues to operate its information hotline for displaced students. Students may call 1-866-415-2269, or visit www.regents.state.la.us.

The Louisiana Community and Technical College System has four student information lines: 225-922-1633, 225-922-0958, 225-922-0959 and 225-922-0804.

Other key public post-secondary education information numbers available to Louisiana students:

SUNO students: 1-866-334-7638
SUNO faculty and staff: 1-866-334-8294
UNO students and faculty: 225-578-7816
Delgado CC: 225-216-8336
Nunez CC: 225-216-8344
LTC: 225-922-1633 and 1-800-351-7611
UL System: 225-342-6950

For information on student financial aid and TOPS, call 1-800-259-5626, ext. 1012. Displaced Louisiana public college students will be allowed to either enroll physically at any state campus for which they qualify or enroll by way of electronic campus with no additional tuition or mandatory fees.

Registration for online courses should be available sometime in October. Students who suffered a loss as a result of Hurricane Katrina are encouraged to register with FEMA. Call 1-800-621-FEMA or visit www.fema.gov.

Louisiana Hospitals Reopen

If you know of a pet
that needs rescue,
call the Animal
Rescue Command
Center
at 225-925-3980

Hospitals within affected parishes are steadily reopening as clean-up operations continue. The following hospitals are now operational:

- Doctors Hospital of Slidell
- East Jefferson General Hospital in Metairie
- Greenbrier Hospital in Covington
- Gulf States LTAC of Denham Springs
- Hood Memorial Hospital in Amite
- Lady of the Sea General Hospital in Cut Off
- Lakeview Regional Medical Center in Covington
- Leonard J. Chabert Medical Center in Houma
- Louisiana Heart Hospital in Lacombe
- LSUHSC-Bogalusa Medical Center
- LSU-Lallie Kemp Regional Medical Center in Independence
- North Oaks Medical Center in Hammond
- North Shore Regional Medical Center in Slidell
- Ochsner Clinic Foundation in New Orleans
- River Parishes Hospital in LaPlace
- Riverside Medical Center in Franklinton
- Slidell Memorial Hospital and Medical Center in Slidell
- St. Anne General Hospital in Raceland
- St. Charles Parish Hospital in Luling
- St. Helena Parish Hospital in Greensburg
- St. James Parish Hospital in Litcher
- St. Tammany Parish Hospital in Covington
- Terrebonne General Medical Center in Houma
- Thibodaux Regional Medical Center in Thibodaux
- West Jefferson Medical Center in Marrero

Katrina Recovery Centers

At a Disaster Recovery Center (DRC), storm victims can have their questions answered by a FEMA recovery specialist.

Also, representatives of local, state and voluntary agencies, as well as loan officers from the U.S. Small Business Administration, are on hand to provide program and service information.

DRCs are open 9 a.m. to 7 p.m., seven days a week, except for the Plaquemines DRC, which is open 7 a.m. to 5 p.m.

Baton Rouge DRC

101 France St.
Baton Rouge, La.

Iberville Parish DRC

Iberville Parish Library
24605 J. Gerald Barrett Blvd.
(Hwy. 1)
Plaquemine, La.

Lafayette DRC

111 Liberty Ave.
Lafayette, La.

Monroe DRC

Civic Center Conference Hall
401 Lea Joyner Expressway
Monroe, La.

Rapides Parish DRC

2255 Macarthur Drive
Alexandria, La.

Plaquemines DRC

Plaquemines Primary School
539 Edward Herbert Blvd.
Belle Chasse, La.

Shreveport DRC

Old Summer Grove Baptist Church
2820 Summer Grove Drive
Shreveport, La.

Webster Parish DRC

Old Wal-Mart Store
1100 Homer Rd.
Minden, La.

Washington Parish DRC

Living Word Christian Church
539 Avenue V
Bogalusa, La.