

Hurricane Ida Sheltering Program FAQ:

Q: What is the Louisiana Hurricane Ida Sheltering program?

A: The Louisiana Hurricane Ida Sheltering program provides emergency sheltering assistance to residents in eligible **heavily impacted parishes until other temporary or permanent housing options are available**. This program is for Emergency Sheltering in the **most impacted Parishes that do NOT have other sheltering options currently available**.

Q: What are the program terms?

A: The program terms include acknowledgement of the following:

1. I release my information to allow the State, APTIM, FEMA and volunteer organizations the ability to provide assistance and connection to other recovery resources.
2. I accept responsibility for any damage caused to state property during my household's stay in our assigned shelter unit.
3. I understand this is a temporary shelter solution and I am actively working towards my household's Permanent Housing Solution.
4. I will continue to actively work towards my household's Permanent Housing Solution during the time I am in my state provided sheltering unit using all available recovery resources and/or assistance.

Q: Who is sponsoring this program?

A: The State of Louisiana Governor's Office of Homeland Security and Emergency Preparedness.

Q: What does it cost to participate in this program?

A: This program is sponsored by the State of Louisiana for temporary emergency Sheltering and provides sheltering units to eligible survivors for free. If you are assigned a sheltering unit on your property, you will be required to pay the associated utilities (electric, sewer, water). If you are assigned a sheltering unit at a group site, you will not be required to pay electric, sewer and water.

Q: Where is this program available?

A: This program is available in the most impacted Parishes – as of 10/3/2021, Lafourche, some communities in Jefferson, St. Charles, St. James, St. John the Baptist, and Terrebonne Parish.

Q: My Parish wasn't listed as an eligible Parish, why?

A: This program is for Emergency Sheltering in the most impacted Parishes. If you need shelter, you may register at idashelteringLA.com or you can call 844-268-0301 and an agent can assist with your registration. Available resources will be focused on the most heavily impacted parishes. If you need other recovery assistance from Hurricane Ida please visit www.getagameplan.org.

Q: Can I still register even if my Parish wasn't listed?

A: Yes, you can register to determine if you may be considered eligible and an alternate shelter solution is available. Available resources in this program are prioritized to those who do NOT currently have safe, secure, and habitable shelter in their home Parish and is focused on those in the most heavily impacted parishes from Hurricane Ida.

Q: My home was damaged by other disasters, am I eligible?

A: This is a new program and is only available for the Parishes in Louisiana most heavily impacted by Hurricane Ida.

Q: Am I eligible if I have insurance?

A: If you have insurance and filed your insurance claim and registered with FEMA and still need temporary sheltering assistance, you may be eligible. Complete your registration and continue to work with FEMA, insurance, and other available resources on your recovery options.

Q: Are undocumented individuals/families eligible for the program?

A: This program is for individuals/families needing Emergency Sheltering in the **most impacted Parishes that do NOT have other sheltering options currently available**. Participants are strongly recommended to register with FEMA and provide a FEMA ID to participate.

Q: If I am currently in safe housing through the TSA program but displaced from my Parish (or other area in State or out of State), can I be considered for the program?

A: This program is for Emergency Sheltering in the most impacted Parishes that do NOT have other sheltering options currently available and who wish to return to their home Parish.

Q: If I am eligible for the State program, do I automatically qualify for the FEMA Direct Housing Program or is eligibility different for these programs?

A: No, you do not automatically qualify. This program is for households needing temporary Emergency Sheltering in the **most impacted Parishes that do NOT have other sheltering options currently available**. The qualifications for this sheltering program and FEMA's Direct Housing Program are similar, but their eligibility criteria are different.

Q: I'm not sure if I'm eligible, can I still register?

A: Call center agents will not be making eligibility determinations. Please continue to register and a Community Outreach Specialist will follow up and confirm eligibility. Available resources in this program are prioritized to those who do NOT currently have safe, secure, and habitable shelter in their home Parish and is focused on those in the most heavily impacted parishes from Hurricane Ida.

Q: When is this assistance available?

A: This program is a temporary sheltering solution for those in the most highly impacted areas. If you are in need of this solution, please register for the program and we will review your needs and inform you of feasibility of the shelter location that meets your needs and any available sheltering units that match your household temporary sheltering needs. Continue to work with FEMA, insurance and other available resources on your permanent housing recovery plan and the program will contact you if we have any available sheltering option for your household needs.

Q: It's still hurricane season. Will the shelters be provided now, or when the season ends?

A: The State of Louisiana and this program and providing shelter to eligible residents immediately.

Q: Why is this program being offered?

A: Sheltering resources, including the FEMA Transitional Sheltering Assistance (TSA) program which provides sheltering in hotel rooms, have no available capacity in the most heavily impacted areas. If you need TSA Assistance, visit [Transitional Sheltering Assistance | FEMA.gov](#) for guidance.

Q: What is the website?

A: IdaShelteringLA.com

Q: Are there requirements for the password to create my account?

A: Minimum of 8 characters

And must contain at least 3 of the following:

Lowercase characters

Uppercase characters

Digits (0-9)

Symbols (@#\$%^&*(, etc.)

Q: I've tried to register online, but it's not letting me complete it, why?

A: All required fields must have information entered in order for registration to be saved/submitted. The website will identify what fields are not complete.

Q: I can't remember my username. How can I get it?

A: Call 844-268-0301 and an agent can provide this information to you.

Q: I registered online, but I forgot my password. How can I set a new one?

A: Go to IdaShelteringLA.com and click on Sign In. Then click Forgot Your Password and enter your email address to request a password reset. Click Send. You will receive an email to set a new one.

Q: What is the phone number?

A: (844) 268-0301

(844) 458-1806 TTY

Q: What are the call center hours?

A: The call center is open 7 days a week, 7 AM to 7 PM, Central Time.

Q: I have shelter but need other assistance. Where can I go?

A: If you need other recovery assistance from Hurricane Ida please call 211 or visit www.getagameplan.org.

Q: What is a Sheltering Unit?

A: A sheltering unit is a temporary structure suitable for short-term sheltering such as recreational vehicles, travel trailers, or other shelter units. By accepting a sheltering unit, you are agreeing to establish a recovery housing plan and work towards a temporary or permanent housing solution.

Q: What is a Housing Recovery Plan?

A: A Housing Recovery Plan is a set of identified actions that need to be taken to identify and attain a temporary or permanent housing solution.

Q: What is a temporary or permanent housing solution?

A: A temporary housing solution is a structure made suitable for living temporarily. A permanent housing solution is a structure suitable for living permanently. This could be a repaired home, a reconstructed home, or a home you relocate to instead of returning to the home you lived before Hurricane Ida.

Q: Why do I have to disclose personal information?

A: The state must be able to verify your identity and need. Without this information, we cannot register you in the program.

Q: Why do I have to sign a Release of Information (ROI)?

A: We require a signed document allowing the release of your information to allow GOHSEP, APTIM, FEMA and volunteer organizations the ability to provide assistance and connection to other recovery resources.

Q: I don't know my FEMA number/I don't have a FEMA number. Where can I get it?

A: You can access/request your FEMA number by logging into the FEMA app, logging on to [disasterassistance.gov](https://www.fema.gov/disasterassistance) or calling 1-800-621-3362.

Q: Why do I have to register with FEMA?

A: This Sheltering Program strongly encourages someone in your household to register with FEMA. This will help to ensure your household is registered for available recovery resources to support a whole community approach to providing recovery solutions.

Q: I'm sheltered in my eligible Parish, but I want something else. How do I get a shelter under this program?

A: This program is for residents who currently do not have shelter in their eligible Parish. You can register to determine if you may be considered eligible and an alternate shelter solution is available. Available resources in this program are prioritized to those who do not currently have safe, secure, and habitable shelter in their home Parish and is focused on those in the most heavily impacted parishes from Hurricane Ida.

Q: Why do you need to know who lives with me, and what needs we have?

A: If you are eligible for the program, we need to match you with the best available shelter solution based on the number of people in the household, and if they have any needs to be considered when looking for sheltering solutions.

Q: What are considerations for access and functional needs (ramps, doorways, bathrooms)?

A: Our Community Outreach Specialists will work with eligible participants to match you with the best available sheltering option based on your needs.

Q: I have pets, can you accommodate them too?

A: Yes, pets will be considered when choosing the best available sheltering option for you.

Q: I rent a home; can I still have a solution provided to me at this location?

A: If eligible, yes, pending homeowner approval and site assessment, this option may be available to you.

Q: I live in an apartment, what shelter options are available to me?

A: If eligible, and based on your needs, we will work to find the best shelter solution for you at a group site.

Q: I rent, why do you need to know about my HUD (Housing and Urban Development) status?

A: There may be additional sheltering options available to assist you on your road to recovery.

Q: What is a group site?

A: A group site is a location where two or more households will be sheltering in their own individual sheltering units. Group sites may be built on land not previously used for sheltering units such as

recreational vehicles, travel trailers, or other shelter units. A group site may also be referred to as a commercial site if the location is currently used or have previously been used as a RV Park or a Manufactured Housing community.

Q: What is a private site?

A: A private site is a location where one household is sheltered on property that they own or have written permission from the landowner to use for their individual shelter unit.

Q: I own my home but prefer to shelter at a group site. Is that an option?

A: Yes, pending eligibility and availability, this may be an option available to you.

Q: Why do I need an assessment of my property?

A: We must verify that your property is suitable for a sheltering solution that meets your needs. In order to do this, we must perform a visual inspection of the property.

Q: Do I need to be at my property for the assessment?

A: The assessment does not require you to be at home and does not require access to the inside of your home. We prefer to send the next available program site assessor to your home as soon as possible. For easy identification, the site assessor will have a badge and work order.

Q: Why do I need to sign a Right of Entry (ROE)?

A: You need to authorize our Site Assessors, Community Outreach Specialists, and other Program Support Team members to access your property where the temporary sheltering unit will be/is located during the duration of the program.

Q: I own my home but rent the land. Will I still need the landowner to complete a Right of Entry (ROE)?

A: Yes, a landowner must provide a signed ROE as the shelter will be placed on their property.

Q: Why do I have to disclose personal information?

A: The state must be able to verify your identity and need. Without this information, we cannot register you in the program.

Q: Why do I have to sign a Release of Information (ROI)?

A: We require a signed document allowing the release of your information to allow GOHSEP, APTIM, FEMA and volunteer organizations the ability to provide assistance and connection to other recovery resources.

Q: I don't have access to the internet/printer, or need help completing and submitting my forms (Release of Information, Right of Entry, Government-issued ID). How can I get assistance with this?

A: You can use a smartphone, visit a public location with Free Wi-Fi or call 844-268-0301 and a Community Outreach Specialist can arrange for submission of your form at a location within your eligible Parish.

Q: How do I download and complete my documents on the website, including the ROE and ROI?

A: Go to IdaShelteringLA.com. For the Right of Entry, we have added a feature where you can complete and sign your documents in your registration using a touchscreen device. At the top of your registration you will see Right of Entry. Click on your name (displayed as your FEMA ID) or the drop down arrow and click Sign a Right of Entry button. The form will automatically load. Complete and sign on a touchscreen device. ROE will be automatically saved to your registration. You can also download the documents. Go to "Information" at the top of the page. Locate the Release of Information form and Right of Entry form. Click on each link to download the document(s) and save the document(s) on your computer. If you are using a phone, the document(s) need to be saved to your phone. The forms are in a fillable format allowing you to fill them out on the computer or your phone without having to print them. Once you are finished filling out the document, save the complete version to your computer or phone.

Q: How do I upload my documents on the website, including the ROE, ROI, and a copy of my government-issued identification?

A: Go to IdaShelteringLA.com, if you already have an account click on "Sign In". Click on your FEMA ID to access your registration details and scroll to the bottom of the page under the Document Upload section. Click Add Files, then click Choose Files, select the file you want to upload and click add files. You should see them displayed under the Document Upload section after completing these steps. Repeat steps to add additional documents.

If you do not already have an account, click "Register Here" and complete your registration. On the last page of registration click "Add files" and add your saved documents. Click on Click your FEMA ID to access your registration details and scroll to the bottom of the page under the Document Upload section. Click Add Files, then click Choose Files, select the file you want to upload and click add files. You should see them displayed under the Document Upload section after completing these steps. Repeat steps to add additional documents.

Q: I'm having trouble answering the questions on the Right of Entry (ROE) and Release of Information Forms (ROI). Who can help?

A: Call 844-268-0301 and an agent can transfer you to a Community Outreach Specialist to help you understand the forms and answer the questions.

Q: How long is this shelter available to us?

A: This program is designed to bridge the gap until other temporary or permanent housing options are available. By accepting a sheltering unit, you are agreeing to establish a recovery housing plan and work towards your housing solution. The state will continue to evaluate your temporary sheltering needs and work with you to schedule a date for you to move out of your sheltering unit to a temporary or permanent housing solution.

Q: If I transition from this program to the FEMA direct housing program, will I keep the same unit?

A: The State of Louisiana and FEMA are coordinating on the delivery of this temporary sheltering solution. If you are assigned a temporary Shelter unit from the state and are determined to be eligible for a temporary housing unit from FEMA, a Community Outreach Specialist will assist you with your transition options to support your household's housing recovery plan.

Q: Is there an opportunity for me to purchase the unit?

A: The temporary shelter is provided free of charge during the duration of the program. Once the program ends, or you no longer need temporary shelter, a Community Outreach Specialist will assist you with your transition options to support your household's housing recovery plan and any options that may be available to you regarding the temporary sheltering unit provided to you.

Q: I've registered, what's next?

A: A Community Outreach Specialist will review your registration and confirm your eligibility. These are the program steps:

- Register online or through call center
- Determine eligibility
- Receive approval for shelter
- Site assessment for feasibility
- Match shelter with survivor needs
- Move into temporary assigned shelter unit
- Monthly inspection of shelter
- Perform maintenance as necessary
- Move out of shelter and continue on your housing recovery

Q: My eligibility has been confirmed, what's next?

A: We are matching you with the best available sheltering solution and will be in contact with you to discuss the next steps. If you requested a private site and have submitted your Right of Entry (ROE), we will be conducting a site assessment to ensure the feasibility of a shelter on your property.

Q: I'm eligible and I've been waiting ____ days for my shelter solution, what is taking so long?

A: The state is working hard to provide a shelter solution to all eligible residents. We are still working on providing the shelter solution that works best for you. Please continue to work with FEMA, insurance, and other available resources to continue working towards a permanent recovery housing plan.

Q: Is there an order in which shelters will be provided to eligible participants?

A: Yes, residents who have already expressed the need for shelter to their eligible heavily impacted Parish will have their registrations reviewed first and attempts to match available shelter solutions to their needs will be made. All completed registrations will be reviewed, and available resources will be prioritized to those who do NOT currently have safe, secure, and habitable shelter in their eligible heavily impacted Parish.

Q: Will I have to pay utilities for this unit on my property or if in a community or group setting?

A: If you are assigned a sheltering unit on your property, you will be required to pay the associated utilities (electric, sewer, water). If you are assigned a sheltering unit at a group site, you will not be required to pay electric, sewer and water.

Q: My power provider is Entergy; how do I contact them to update my account or turn on my power?

A: You can reach the dedicated hotline for temporary sheltering for Entergy accounts by dialing 1-866-557-4240.

Q: My shelter needs maintenance. What do I do?

A: The call center will route this request to a Community Outreach Specialist.

Q: I need to reschedule my assessment/move in date/maintenance appointment/move out date. What do I do?

A: The call center will route this request to a Community Outreach Specialist.