

Federal Emergency Management Agency
Housing Inspection Services
Virginia Disaster Operations Center
Winchester, VA 22603



DR-45XX-GA
On-Site Damage Level Assessment
May XX, 2021

Inspectors will conduct the inspection using the remote assessment job aid and below matrix. The inspector will read the opening script to confirm the applicant's identity, validate the privacy act statement, and convey the social distancing requirement for the follow-on exterior inspection process.

Inspectors will attempt to establish an appointment to visually inspect the home from the exterior. With an appointment granted, the inspector will knock on the door and request to view the applicant's photo ID, maintaining proper social-distancing. If the applicant/co-applicant is unable to meet with the inspector, the inspection will be returned as Withdrawn.

During the on-site assessment, the inspector will confirm that the damage recorded matches the majority of the damage conditions using the below matrix to align with the damage level. When the on-site assessment determines that the home is destroyed, the inspector will record the appropriate rebuild line item.

The inspector will record the line item EV-1 for all inspections using this guidance. Additionally, the inspector will take exterior photos validating the associated damage level.

Damage Level Matrix:

Flood/SBU/Seepage	
Damage Level (Owner/Renter)	On-site Evaluation (HWM – high water mark)
1 / Moderate	HWM of less than 3” and or ductwork, BBI, floor insulation or subfloor is inundated
2 / Moderate	HWM of 3” to 2’
3 / Moderate	HWM of 2’-1” to 4’
4 / Major	HWM of 4’-1” to 6’
5 / Major	HWM equal to or greater than 6’ 1”; or greater than 4’-1” in the basement with foundation wall damages requiring replacement of the walls; or when flood waters reach the first floor filling the basement.
Destroyed	Flood waters reach the first Occupied Floor's Ceiling, OR a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly. The dwelling has been affected to the point where only the foundation remains (ex. flood waters removed and smashed the entirety of the above grade structure). Or the dwelling is in imminent threat of collapse because of disaster-related damages such as impending landslide/mudslide or sinkhole.
Wind	
Damage Level (Owner/Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	<ul style="list-style-type: none"> • Roof covering – at least 10% removed; • Window glass - 2 or more windows missing glass; • Siding – some affected; • Light fixtures – at least 10% affected; • Floor covering – at least 10% affected
2 / Moderate	<ul style="list-style-type: none"> • Roof covering –25% removed; • Windows – at least 25% of windows missing glass or 10% of window frames are damaged; • Ext. Doors – 1 affected; • Siding – at least 10% removed; • Trees – limbs on dwelling; • Ceiling – at least 25% affected; • Int. Doors – at least 10% affected; • Light fixtures –10% affected; • Cabinets – reinstall only required; • Floor covering – 11% to 25% requires replacement; • Outlets – at least 5% affected
3 / Moderate	<ul style="list-style-type: none"> • Roof covering – 50% removed; • Windows - 50% of glass missing or 25% of window frames damaged; • Ext. Door – 1 req. replacement; • Siding – 25% removed; • Trees – 1 on the dwelling; • Ceiling – 50% affected; • Int. doors – 25% affected; • Light fixtures – 50% affected; • Cabinets – reinstall required; • Floor covering – 50% req. replacement;

	<ul style="list-style-type: none"> • Outlets/Switches – at least 10% affected
4 / Major	<ul style="list-style-type: none"> • Roof covering – 75% removed, or 25% of sheathing removed or frame damaged; • Windows – 75% of glass missing or 50% of window frames damaged; • Ext. Doors – 2 req. replacement; • Siding – 25% removed; • Soffit/fascia – 25% affected; • Gutters – 50% affected; • Electrical mast – 1 damaged • Floors – 10% of subfloor req. replacement; • Foundation – 50% of the lowest floor requires releveling; • Trees – 1 on dwelling; • Ceiling – 75% affected; • Int. doors – 50% affected; • Cabinets – 50% damaged; • Floor covering – 75% req. replacement; • Outlets/switches – 25% affected; • Water heater - repair
5 / Major	<ul style="list-style-type: none"> • Roof covering – 90% removed, or 75% of sheathing removed or 50% frame damaged; • Windows – 90% of glass missing or 75% of window frames damaged; • Ext. Doors – 3 req. replacement; • Siding – 50% removed; • Soffit/fascia – 50% affected; • Gutters – 90% affected; • Electrical mast – 1 damaged • Ext. Walls – 25% req. replacement • Floors – 25% of subfloor req. replacement; • Foundation – 90% of the lowest floor requires releveling; • Trees – 2 on dwelling; • Ceiling – 90% affected; • Int. doors – 50% affected; • Cabinets – 75% damaged; • Floor covering – 90% req. replacement; • Outlets/switches – 25% affected; • Water heater - replace
Destroyed	<ul style="list-style-type: none"> • A complete failure of two or more major structural components such as the removal of the roof frame, collapsing of basement walls or load bearing walls; • OR, only the foundation remains after complete removal of above grade structure.

Boat	To be recorded as the COD of Wind
Damage Level (Owner/Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
Boat Service Call / Moderate	<ul style="list-style-type: none"> Between 10% and 25% hull damage
Boat Sunk / Major	<ul style="list-style-type: none"> Record when the boat is sunk, either when physically viewing the craft or confirmation by local or Regional authorities such as the Coast Guard
Boat Repair / Major	<ul style="list-style-type: none"> Record when winds racked the craft against other boats, docks and or the ground distressing more than 25% of the hull and damaged the deck, hatches and rails. Or, when the boat has been raised and transported to dry-dock or able to visibly confirm damages to more than 25% of the hull and damages to the deck, hatches, rails and electrical power system.
Destroyed	<ul style="list-style-type: none"> Record when the vessel's hull is 80% compromised.
Earthquake	
Damage Level	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	<ul style="list-style-type: none"> Dwelling has a chimney or masonry fireplace requiring an inspection for operation; Interior walls – cracks < 12” to <25% of the interior wall surfaces; Water Heater - repair
2 / Moderate	<ul style="list-style-type: none"> Floor – Releveling <50% of floor area affected where piers will be reset; MH foundation – blocks shifted, minor skirting damage that can be reattached; Chimney/Fireplace – damage to structure and no longer functional; Electrical – Overhead electrical disconnected, service entrance damaged, 1 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls – Stucco or Brick veneer has 1/8” width cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >25% <50% of walls in the dwelling; Water Heater - repair
3 / Major	<ul style="list-style-type: none"> Structure – Dwelling separation at either the roof, floor or to another room; Foundation – Cracks in foundation walls >1/4” <1/2” width with no vertical lean, or slab cracks >1/4” <1/2”, or slab settling >2” but intact; Floor – Releveling >50% where piers will be reset; MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; Chimney – has collapsed requiring replacement; Fireplace – intact but sustained cracks requiring repairs; Electrical - Overhead electrical disconnected, service entrance damaged, 2 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls - Stucco or Brick veneer has 1/8” wide cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >50% of walls in the dwelling; Water Heater - replace

4 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >1" <2" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation >25% <50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 25% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" width cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >50% of walls in the dwelling; • Water Heater - replace
5 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >2" <4" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation > 50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 50% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >75% of walls in the dwelling; • Water Heater - replace
Destroyed	<ul style="list-style-type: none"> • Dwelling is leaning vertically >4" per story; • OR, a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly; • Or, the dwelling is in imminent threat of collapse because of disaster-related damages.
Fire	
Damage Level (Owner / Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	Home inundated with smoke and ash, but structure remains
2 / Major	Not to be used
Destroyed	Home was engulfed by fire and now destroyed where only the foundation remains

Service Calls	
Damage Level	On-site Evaluation
HVAC	Damage to heating and or cooling equipment leaving it non-functional
Well	Well receive damage and is inoperable
Septic System	Septic System receive damage and is inoperable
SF Road	Damage to driveway or private owned access road requiring repairs or debris removal to make it passible
MF Road	Damage to sole access road owned jointly by the applicant and other members of the community requiring repairs to make it accessible
Retaining Wall	Damage to an existing retaining wall or a situation where the home is in immediate threat of landslide or mudslide and a new wall is necessary for habitability of the structure?
ADA Ramp Repair	Damages to an accessibility ramp required for a household member to enter the home

Task Monitor Name/Task Monitor Name
DR XXXX-XX

Federal Emergency Management Agency
Housing Inspection Services
Virginia Disaster Operations Center
Winchester, VA 22603



DR-4611-LA
On-Site Damage Level Assessment
August 30, 2021

Inspectors will conduct the inspection using the remote assessment job aid and below matrix. The inspector will read the opening script, (except for the privacy statement and registration verification) when conveying the social distancing requirement for the follow-on exterior inspection process.

Inspectors will attempt to establish an appointment to visually inspect the home from the exterior. With an appointment granted, the inspector will knock on the door and request to view the applicant's photo ID, maintaining proper social-distancing. If the applicant/co-applicant, or approved 3rd Party is unable to meet with the inspector, the inspection will be returned as Withdrawn.

During the on-site assessment, the inspector will confirm that the damage recorded matches the majority of the damage conditions using the below matrix to align with the damage level. When the on-site assessment determines that the home is destroyed, the inspector will record the appropriate rebuild line item.

On-site Inspectors are to verify and record Vehicle damages and Eligible Purchases viewing all pertinent documents per the Inspection Guidelines.

The inspector will record the line item EV-1 for all inspections using this guidance. Additionally, the inspector will take exterior photos validating the associated damage level.

Damage Level Matrix:

Flood/SBU/Seepage	
Damage Level (Owner/Renter)	On-site Evaluation (HWM – high water mark)
1 / Moderate	HWM of less than 3" and or ductwork, BBI, floor insulation or subfloor is inundated
2 / Moderate	HWM of 3" to 2'
3 / Moderate	HWM of 2'-1" to 4'
4 / Major	HWM of 4'-1" to 6'
5 / Major	HWM equal to or greater than 6' 1"; or with foundation wall damages requiring replacement of the walls; or when flood waters reach the first floor filling the basement.
Destroyed	Flood waters reach the first Occupied Floor's Ceiling, OR a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly. The dwelling has been affected to the point where only the foundation remains (ex. flood waters removed and smashed the entirety of the above grade structure). Or the dwelling is in imminent threat of collapse because of disaster-related damages such as impending landslide/mudslide or sinkhole.
Wind	
Damage Level (Owner/Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	<ul style="list-style-type: none"> • Roof covering – at least 10% removed; • Window glass - 2 or more windows missing glass; • Siding – some affected; • Light fixtures – at least 10% affected; • Floor covering – at least 10% affected
2 / Moderate	<ul style="list-style-type: none"> • Roof covering –25% removed; • Windows – at least 25% of windows missing glass or 10% of window frames are damaged; • Ext. Doors – 1 affected; • Siding – at least 10% removed; • Trees – limbs on dwelling; • Ceiling – at least 25% affected; • Int. Doors – at least 10% affected; • Light fixtures –10% affected; • Cabinets – reinstall only required; • Floor covering – 11% to 25% requires replacement; • Outlets – at least 5% affected
3 / Moderate	<ul style="list-style-type: none"> • Roof covering – 50% removed; • Windows - 50% of glass missing or 25% of window frames damaged; • Ext. Door – 1 req. replacement; • Siding – 25% removed; • Trees – 1 on the dwelling; • Ceiling – 50% affected; • Int. doors – 25% affected; • Light fixtures – 50% affected; • Cabinets – reinstall required; • Floor covering – 50% req. replacement;

	<ul style="list-style-type: none"> • Outlets/Switches – at least 10% affected
4 / Major	<ul style="list-style-type: none"> • Roof covering – 75% removed, or 25% of sheathing removed or frame damaged; • Windows – 75% of glass missing or 50% of window frames damaged; • Ext. Doors – 2 req. replacement; • Siding – 25% removed; • Soffit/fascia – 25% affected; • Gutters – 50% affected; • Electrical mast – 1 damaged • Floors – 10% of subfloor req. replacement; • Foundation – 50% of the lowest floor requires releveling; • Trees – 1 on dwelling; • Ceiling – 75% affected; • Int. doors – 50% affected; • Cabinets – 50% damaged; • Floor covering – 75% req. replacement; • Outlets/switches – 25% affected; • Water heater - repair
5 / Major	<ul style="list-style-type: none"> • Roof covering – 90% removed, or 75% of sheathing removed or 50% frame damaged; • Windows – 90% of glass missing or 75% of window frames damaged; • Ext. Doors – 3 req. replacement; • Siding – 50% removed; • Soffit/fascia – 50% affected; • Gutters – 90% affected; • Electrical mast – 1 damaged • Ext. Walls – 25% req. replacement • Floors – 25% of subfloor req. replacement; • Foundation – 90% of the lowest floor requires releveling; • Trees – 2 on dwelling; • Ceiling – 90% affected; • Int. doors – 50% affected; • Cabinets – 75% damaged; • Floor covering – 90% req. replacement; • Outlets/switches – 25% affected; • Water heater - replace
Destroyed	<ul style="list-style-type: none"> • A complete failure of two or more major structural components such as the removal of the roof frame, collapsing of basement walls or load bearing walls; • OR, only the foundation remains after complete removal of above grade structure.

Boat	To be recorded as the COD of Wind
Damage Level (Owner/Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
Boat Service Call / Moderate	<ul style="list-style-type: none"> Between 10% and 25% hull damage
Boat Sunk / Major	<ul style="list-style-type: none"> Record when the boat is sunk, either when physically viewing the craft or confirmation by local or Regional authorities such as the Coast Guard
Boat Repair / Major	<ul style="list-style-type: none"> Record when winds racked the craft against other boats, docks and or the ground distressing more than 25% of the hull and damaged the deck, hatches and rails. Or, when the boat has been raised and transported to dry-dock or able to visibly confirm damages to more than 25% of the hull and damages to the deck, hatches, rails and electrical power system.
Destroyed	<ul style="list-style-type: none"> Record when the vessel's hull is 80% compromised.
Earthquake	
Damage Level	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	<ul style="list-style-type: none"> Dwelling has a chimney or masonry fireplace requiring an inspection for operation; Interior walls – cracks < 12” to <25% of the interior wall surfaces; Water Heater - repair
2 / Moderate	<ul style="list-style-type: none"> Floor – Releveling <50% of floor area affected where piers will be reset; MH foundation – blocks shifted, minor skirting damage that can be reattached; Chimney/Fireplace – damage to structure and no longer functional; Electrical – Overhead electrical disconnected, service entrance damaged, 1 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls – Stucco or Brick veneer has 1/8” width cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >25% <50% of walls in the dwelling; Water Heater - repair
3 / Major	<ul style="list-style-type: none"> Structure – Dwelling separation at either the roof, floor or to another room; Foundation – Cracks in foundation walls >1/4” <1/2” width with no vertical lean, or slab cracks >1/4” <1/2”, or slab settling >2” but intact; Floor – Releveling >50% where piers will be reset; MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; Chimney – has collapsed requiring replacement; Fireplace – intact but sustained cracks requiring repairs; Electrical - Overhead electrical disconnected, service entrance damaged, 2 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls - Stucco or Brick veneer has 1/8” wide cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >50% of walls in the dwelling; Water Heater - replace

4 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >1" <2" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation >25% <50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 25% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" width cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >50% of walls in the dwelling; • Water Heater - replace
5 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >2" <4" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation > 50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 50% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >75% of walls in the dwelling; • Water Heater - replace
Destroyed	<ul style="list-style-type: none"> • Dwelling is leaning vertically >4" per story; • OR, a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly; • Or, the dwelling is in imminent threat of collapse because of disaster-related damages.
Fire	
Damage Level (Owner / Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	Home inundated with smoke and ash, but structure remains
2 / Major	Not to be used
Destroyed	Home was engulfed by fire and now destroyed where only the foundation remains

Service Calls	
Damage Level	On-site Evaluation
HVAC	Damage to heating and or cooling equipment leaving it non-functional
Well	Well receive damage and is inoperable
Septic System	Septic System receive damage and is inoperable
SF Road	Damage to driveway or private owned access road requiring repairs or debris removal to make it passible
MF Road	Damage to sole access road owned jointly by the applicant and other members of the community requiring repairs to make it accessible
Retaining Wall	Damage to an existing retaining wall or a situation where the home is in immediate threat of landslide or mudslide and a new wall is necessary for habitability of the structure?
ADA Ramp Repair	Damages to an accessibility ramp required for a household member to enter the home

Craig Wince / Ron Kincer
DR 4611-LA

Federal Emergency Management Agency
Housing Inspection Services
Virginia Disaster Operations Center
Winchester, VA 22603



DR-4649-PR
On-Site Damage Level Assessment
March 29, 2022

Inspectors will conduct the inspection using the remote assessment job aid and below matrix. The inspector will read the opening script, (except for the privacy statement and registration verification) when conveying the social distancing requirement for the follow-on exterior inspection process.

Inspectors will attempt to establish an appointment to visually inspect the home from the exterior. With an appointment granted, the inspector will knock on the door and request to view the applicant's photo ID, maintaining proper social-distancing. If the applicant/co-applicant, or approved 3rd Party is unable to meet with the inspector, the inspection will be returned as Withdrawn.

During the on-site assessment, the inspector will confirm that the damage recorded matches the majority of the damage conditions using the below matrix to align with the damage level. When the on-site assessment determines that the home is destroyed, the inspector will record the appropriate rebuild line item.

On-site Inspectors are to verify and record Vehicle damages and Eligible Purchases viewing all pertinent documents per the Inspection Guidelines.

Inspectors are to select the ACE Remote Inspection button No for Onsite Exterior inspections. When confirming damages through GIS when not visiting the dwelling, select Yes for Remote Inspections.

The inspector will take exterior photos validating the associated damage level.

Damage Level Matrix:

Flood/SBU/Seepage	
Damage Level (Owner/Renter)	On-site Evaluation (HWM – high water mark)
1 / Moderate	HWM of less than 3” and or ductwork, BBI, floor insulation or subfloor is inundated
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Destroyed	Flood waters reach the first Occupied Floor's Ceiling, OR a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly. The dwelling has been affected to the point where only the foundation remains (ex. flood waters removed and smashed the entirety of the above grade structure). Or the dwelling is in imminent threat of collapse because of disaster-related damages such as impending landslide/mudslide or sinkhole.
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2 / Moderate	<ul style="list-style-type: none"> • Roof covering –25% removed; • Windows – at least 25% of windows missing glass or 10% of window frames are damaged; • Ext. Doors – 1 affected; • Siding – at least 10% removed; • Trees – limbs on dwelling; • Ceiling – at least 25% affected; • Int. Doors – at least 10% affected; • Light fixtures –10% affected; • Cabinets – reinstall only required; • Floor covering – 11% to 25% requires replacement; • Outlets – at least 5% affected
3 / Moderate	<ul style="list-style-type: none"> • Roof covering – 50% removed; • Windows - 50% of glass missing or 25% of window frames damaged; • Ext. Door – 1 req. replacement; • Siding – 25% removed; • Trees – 1 on the dwelling; • Ceiling – 50% affected; • Int. doors – 25% affected; • Light fixtures – 50% affected; • Cabinets – reinstall required; • Floor covering – 50% req. replacement;

	<ul style="list-style-type: none"> • Outlets/Switches – at least 10% affected
4 / Major	<ul style="list-style-type: none"> • Roof covering – 75% removed, or 25% of sheathing removed or frame damaged; • Windows – 75% of glass missing or 50% of window frames damaged; • Ext. Doors – 2 req. replacement; • Siding – 25% removed; • Soffit/fascia – 25% affected; • Gutters – 50% affected; • Electrical mast – 1 damaged • Floors – 10% of subfloor req. replacement; • Foundation – 50% of the lowest floor requires releveling; • Trees – 1 on dwelling; • Ceiling – 75% affected; • Int. doors – 50% affected; • Cabinets – 50% damaged; • Floor covering – 75% req. replacement; • Outlets/switches – 25% affected; • Water heater - repair
5 / Major	<ul style="list-style-type: none"> • Roof covering – 90% removed, or 75% of sheathing removed or 50% frame damaged; • Windows – 90% of glass missing or 75% of window frames damaged; • Ext. Doors – 3 req. replacement; • Siding – 50% removed; • Soffit/fascia – 50% affected; • Gutters – 90% affected; • Electrical mast – 1 damaged • Ext. Walls – 25% req. replacement • Floors – 25% of subfloor req. replacement; • Foundation – 90% of the lowest floor requires releveling; • Trees – 2 on dwelling; • Ceiling – 90% affected; • Int. doors – 50% affected; • Cabinets – 75% damaged; • Floor covering – 90% req. replacement; • Outlets/switches – 25% affected; • Water heater - replace
Destroyed	<ul style="list-style-type: none"> • A complete failure of two or more major structural components such as the removal of the roof frame, collapsing of basement walls or load bearing walls; • OR, only the foundation remains after complete removal of above grade structure.

Boat	To be recorded as the COD of Wind
Damage Level (Owner/Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
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Boat Sunk / Major	<ul style="list-style-type: none"> Record when the boat is sunk, either when physically viewing the craft or confirmation by local or Regional authorities such as the Coast Guard
Boat Repair / Major	<ul style="list-style-type: none"> Record when winds racked the craft against other boats, docks and or the ground distressing more than 25% of the hull and damaged the deck, hatches and rails. Or, when the boat has been raised and transported to dry-dock or able to visibly confirm damages to more than 25% of the hull and damages to the deck, hatches, rails and electrical power system.
Destroyed	<ul style="list-style-type: none"> Record when the vessel's hull is 80% compromised.
Earthquake	
Damage Level	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	<ul style="list-style-type: none"> Dwelling has a chimney or masonry fireplace requiring an inspection for operation; Interior walls –cracks < 12” to <25% of the interior wall surfaces; Water Heater - repair
2 / Moderate	<ul style="list-style-type: none"> Floor – Releveling <50% of floor area affected where piers will be reset; MH foundation – blocks shifted, minor skirting damage that can be reattached; Chimney/Fireplace – damage to structure and no longer functional; Electrical – Overhead electrical disconnected, service entrance damaged, 1 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls – Stucco or Brick veneer has 1/8” width cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >25% <50% of walls in the dwelling; Water Heater - repair
3 / Major	<ul style="list-style-type: none"> Structure – Dwelling separation at either the roof, floor or to another room; Foundation – Cracks in foundation walls >1/4” <1/2” width with no vertical lean, or slab cracks >1/4” <1/2”, or slab settling >2” but intact; Floor – Releveling >50% where piers will be reset; MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; Chimney – has collapsed requiring replacement; Fireplace – intact but sustained cracks requiring repairs; Electrical - Overhead electrical disconnected, service entrance damaged, 2 interior light fixtures damaged; Roof – Roof tiles are displaced or cracked to <30% of the roof surface, or roof frame damage to <25% of the roof surface. Ext. Walls - Stucco or Brick veneer has 1/8” wide cracks <12” long to <25% of the dwelling Int. Walls – cracks exceeding 12” long to >50% of walls in the dwelling; Water Heater - replace

4 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >1" <2" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation >25% <50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 25% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" width cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >50% of walls in the dwelling; • Water Heater - replace
5 / Major	<ul style="list-style-type: none"> • Structure – Dwelling is leaning vertically >2" <4" per story; • Foundation – dwelling has moved laterally and fallen off its foundation requiring raise and resetting on repaired supports; • Foundation > 50% of foundation wall has collapsed or with cracks > ½" in width exceeding 3' in length, or the wall is leaning > 1/8" per foot with crack at base, or slab cracks >1/2" width running throughout the dwelling; • MH Foundation – MH has slide off of supports breaking straps, > 25% of blocks are broken requiring replacement; • Chimney – Masonry chimney has collapsed requiring replacement; • Fireplace – has sustained major cracks requiring significant repairs; • Electrical - Overhead electrical disconnected, service entrance damaged, 3 interior light fixtures damaged; • Roof – Roof tiles are displaced or cracked to >30% of the roof surface, or there is significant roof frame damage to > 50% of the roof area; • Ext. Walls - Stucco or Brick veneer has >1/8" cracks >12" long to >25% of the dwelling • Int. Walls – cracks exceeding 12" long to >75% of walls in the dwelling; • Water Heater - replace
Destroyed	<ul style="list-style-type: none"> • Dwelling is leaning vertically >4" per story; • OR, a complete failure of two or more major structural components such as the collapsing of basement walls/foundation, load-bearing walls, or roof assembly; • Or, the dwelling is in imminent threat of collapse because of disaster-related damages.
Fire	
Damage Level (Owner / Renter)	On-site Evaluation (select the damage level containing the majority of conditions)
1 / Moderate	Home inundated with smoke and ash, but structure remains
2 / Major	Not to be used
Destroyed	Home was engulfed by fire and now destroyed where only the foundation remains

Service Calls	
Damage Level	On-site Evaluation
HVAC	Damage to heating and or cooling equipment leaving it non-functional
Well	Well receive damage and is inoperable
Septic System	Septic System receive damage and is inoperable
SF Road	Damage to driveway or private owned access road requiring repairs or debris removal to make it passible
MF Road	Damage to sole access road owned jointly by the applicant and other members of the community requiring repairs to make it accessible
Retaining Wall	Damage to an existing retaining wall or a situation where the home is in immediate threat of landslide or mudslide and a new wall is necessary for habitability of the structure?
ADA Ramp Repair	Damages to an accessibility ramp required for a household member to enter the home

Craig Wince /Cheryl Eckhardt
Task Monitors DR 4649-PR

Remote Housing Inspection Job Aid Ice-Snow

February 20, 2021

- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING						
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021: Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</i></p>					
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<table border="1"> <tr> <td>Yes</td> <td>Go to 3</td> </tr> <tr> <td>No</td> <td>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</td> </tr> </table>	Yes	Go to 3	No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.
Yes	Go to 3					
No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.					
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>	<table border="1"> <tr> <td>Yes</td> <td>Go to 4</td> </tr> <tr> <td>No</td> <td>Withdraw the inspection.</td> </tr> </table>	Yes	Go to 4	No	Withdraw the inspection.
Yes	Go to 4					
No	Withdraw the inspection.					

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4	Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to next question
		No	Record the appropriate NPR response.
	Do you Own or Rent your home?		Confirm, Go to 3
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Ice-Snow Assessment
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the Assessment Script

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ICE-SNOW ASSESSMENT			
1	<u>Ice - Snow Damage Level 3 Questions:</u>		
	Did the interior of your home receive <u>6" or more</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or;
		No	Ask the next question
	Has at least half of your roof covering become damaged from ice and snow?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	Did a tree fall on your home becoming uprooted and is now inside your dwelling?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	<u>Ice - Snow Damage Level 2 Questions:</u>		
	Did the interior of your home receive <u>less than 6"</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;
		No	Ask the next question
Was the electrical service entrance physically removed from the home requiring reattachment or replacement? (This is not the electrical line from the power pole.)	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;	
	No	Ask the next question	
Has a quarter but less than a half of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or:	
	No	Ask the next question	

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	Did tree limbs fall onto your home and puncture the roof resulting in water entering the dwelling?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
		No	Ask the next question
	Was there significant damage from melting ice or snow to 2 or more rooms?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
		No	Ask the next question
<u>Ice-Snow Damage Level 1 Questions:</u>			
	Has less than a quarter but more than 10% of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
		No	Ask the next question
	Was there significant damage from melting ice or snow to one room?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
		No	Go to 2
<u>Damage Level 1 questions:</u> Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
2	Proceed to record all causes of damage reported or to the <u>Service Call questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser, or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call or Renter Moderate line item</u> . Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about Accessibility Ramp to the home			
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspc: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:

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- Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

2.19.2021:

Addition of ice/snow damage assessment

Undeclared COD of Fire in Ice/Snow events: When the dwelling is damaged as a result of fire in an Ice/Snow event as verified by the ACE User Guide (i.e. confirmation with fire marshal), record the COD as Ice/snow.

1.15.2021:

Updated Read This First opening statement to ‘...phone / *video (optional by applicant)*...’

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record “Moderate Damage”. Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant’s home is inaccessible – added.

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Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

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4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

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Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

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Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items *(updated 2.19.21)*:



Dmg_Lvl_Items_2.19
.2021.xlsx

Minimal or No Damage

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Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

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Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

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Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

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Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

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Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

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Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

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Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021: Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</i></p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p> <p>Go to 4</p> <p>Withdraw the inspection.</p>

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4	Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to next question
		No	Record the appropriate NPR response.
	Do you Own or Rent your home?		Confirm, Go to 3
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Ice-Snow Assessment
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the Assessment Script

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ICE-SNOW ASSESSMENT			
1	<u>Ice - Snow Damage Level 3 Questions:</u>		
	Did the interior of your home receive <u>6" or more</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or;
		No	Ask the next question
	Has at least half of your roof covering become damaged from ice and snow?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	Did a tree fall on your home becoming uprooted and is now inside your dwelling?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	<u>Ice - Snow Damage Level 2 Questions:</u>		
	Did the interior of your home receive <u>less than 6"</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;
		No	Ask the next question
	Was the electrical service entrance physically removed from the home requiring reattachment or replacement? (This is not the electrical line from the power pole.)	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;
		No	Ask the next question
Has a quarter but less than a half of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or:	
	No	Ask the next question	

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Did tree limbs fall onto your home and puncture the roof resulting in water entering the dwelling?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
Was there significant damage from melting ice or snow to 2 or more rooms?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
<u>Ice-Snow Damage Level 1 Questions:</u>		
Has less than a quarter but more than 10% of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Ask the next question
Was there significant damage from melting ice or snow to one room?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Go to 2
<u>Damage Level 1 questions:</u> Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
2	Proceed to record all causes of damage reported or to the <u>Service Call questions</u> .	

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser, or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call or Renter Moderate line item</u> . Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about Accessibility Ramp to the home			
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:

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- Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like "app states roof damage to back of house" or "app states tree branch fell on roof damaging shingles" (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

2.19.2021:

Addition of ice/snow damage assessment

Undeclared COD of Fire in Ice/Snow events: When the dwelling is damaged as a result of fire in an Ice/Snow event as verified by the ACE User Guide (i.e. confirmation with fire marshal), record the COD as Ice/snow.

1.15.2021:

Updated Read This First opening statement to ‘...phone / *video (optional by applicant)*...’

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record “Moderate Damage”. Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant’s home is inaccessible – added.

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Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

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4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

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Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

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Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include "Condo/Apt" (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove "Apt." from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items *(updated 2.19.21)*:



Dmg_Lvl_Items_2.19
.2021.xlsx

Minimal or No Damage

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Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

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Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

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Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

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Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

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Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

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Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

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Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

Remote Housing Inspection Job Aid Ice-Snow

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OPENING			
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021: Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</i></p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	Yes	Go to 3
		No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>	Yes	Go to 4
		No	Withdraw the inspection.

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4	Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

Remote Housing Inspection Job Aid Ice-Snow

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to next question
		No	Record the appropriate NPR response.
	Do you Own or Rent your home?		Confirm, Go to 3
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Ice-Snow Assessment
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the Assessment Script

Remote Housing Inspection Job Aid Ice-Snow

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ICE-SNOW ASSESSMENT			
1	<u>Ice - Snow Damage Level 3 Questions:</u>		
	Did the interior of your home receive <u>6" or more</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or;
		No	Ask the next question
	Has at least half of your roof covering become damaged from ice and snow?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	Did a tree fall on your home becoming uprooted and is now inside your dwelling?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage.</u> Or
		No	Ask the next question
	<u>Ice - Snow Damage Level 2 Questions:</u>		
	Did the interior of your home receive <u>less than 6"</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;
		No	Ask the next question
Was the electrical service entrance physically removed from the home requiring reattachment or replacement? (This is not the electrical line from the power pole.)	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or;	
	No	Ask the next question	
Has a quarter but less than a half of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage.</u> Or:	
	No	Ask the next question	

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Did tree limbs fall onto your home and puncture the roof resulting in water entering the dwelling?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
Was there significant damage to 2 or more rooms as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
<u>Ice-Snow Damage Level 1 Questions:</u>		
Has less than a quarter but more than 10% of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Ask the next question
Was there damage to one room as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Ask the next question
Was there a broken water line in the crawlspace or the exterior as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Go to 2
<u>Damage Level 1 questions:</u> Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
2	Proceed to record all causes of damage reported or to the <u>Service Call questions</u> .	

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser, or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call or Renter Moderate line item</u> . Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about Accessibility Ramp to the home			
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as "Not Verified" and comment about the impending relocation.
 - Comment: "Offsite Assessment - Intent to occupy"
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.

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- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspce: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.

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- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

2.21.2021:

Addition of one question for Ice-snow damage level 1 pertaining to damaged water lines in the crawlspace or exterior.

2.19.2021:

Addition of ice/snow damage assessment

Undeclared COD of Fire in Ice/Snow events: When the dwelling is damaged as a result of fire in an Ice/Snow event as verified by the ACE User Guide (i.e. confirmation with fire marshal), record the COD as Ice/snow.

1.15.2021:

Updated Read This First opening statement to '...phone / *video (optional by applicant)*...'

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

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8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

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~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items *(updated 2.19.21)*:



Dmg_Lvl_Items_2.19
.2021.xlsx

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Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

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Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

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Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

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Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

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Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

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Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING						
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021: Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</i></p>					
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<table border="1"> <tr> <td>Yes</td> <td>Go to 3</td> </tr> <tr> <td>No</td> <td>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</td> </tr> </table>	Yes	Go to 3	No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.
Yes	Go to 3					
No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.					
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>	<table border="1"> <tr> <td>Yes</td> <td>Go to 4</td> </tr> <tr> <td>No</td> <td>Withdraw the inspection.</td> </tr> </table>	Yes	Go to 4	No	Withdraw the inspection.
Yes	Go to 4					
No	Withdraw the inspection.					

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4	Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to next question
		No	Record the appropriate NPR response.
	Do you Own or Rent your home?		Confirm, Go to 3
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Ice-Snow Assessment
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the Assessment Script

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ICE-SNOW ASSESSMENT			
1	Ice - Snow Damage Level 3 Questions:		
	Did the interior of your home receive <u>6" or more</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage</u> . Or;
		No	Ask the next question
	Has at least half of your roof covering become damaged from ice and snow?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage</u> . Or
		No	Ask the next question
	Did a tree fall on your home becoming uprooted and is now inside your dwelling?	Yes	Record <u>Ice-Snow Damage Level 3 or Renter-Major Damage</u> . Or
		No	Ask the next question
	Ice - Snow Damage Level 2 Questions:		
	Did the interior of your home receive <u>less than 6"</u> of rising water as a result of a broken water line?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or;
		No	Ask the next question
Was the electrical service entrance physically removed from the home requiring reattachment or replacement? (This is not the electrical line from the power pole.)	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or;	
	No	Ask the next question	
Has a quarter but less than a half of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:	
	No	Ask the next question	

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Did tree limbs fall onto your home and puncture the roof resulting in water entering the dwelling?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
Was there significant damage to 2 or more rooms as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 2 or Renter-Moderate Damage</u> . Or:
	No	Ask the next question
<u>Ice-Snow Damage Level 1 Questions:</u>		
Has less than a quarter but more than 10% of your roof covering become damaged from ice or snow?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Ask the next question
Was there damage to one room as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Go to 2
Was there a broken water line in the crawlspace or the exterior as a result of the event?	Yes	Record <u>Ice-Snow Damage Level 1 or Renter-Moderate Damage after confirming impact to habitability</u> , Or
	No	Go to 2
<u>Damage Level 1 questions:</u> Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
2	Proceed to record all causes of damage reported or to the <u>Service Call questions</u> .	

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser, or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call or Renter Moderate line item</u> . Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about Accessibility Ramp to the home			
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as "Not Verified" and comment about the impending relocation.
 - Comment: "Offsite Assessment - Intent to occupy"
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.

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- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspc: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.

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- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

Remote Housing Inspection Job Aid Ice-Snow

February 21, 2021

Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

2.21.2021:

Addition of one question for Ice-snow damage level 1 pertaining to damaged water lines in the crawlspace or exterior.

2.18.2021:

Addition of ice/snow damage assessment

Undeclared COD of Fire in Ice/Snow events: When the dwelling is damaged as a result of fire in an Ice/Snow event as verified by the ACE User Guide (i.e. confirmation with fire marshal), record the COD as Ice/snow.

1.15.2021:

Updated Read This First opening statement to '...phone / *video (optional by applicant)*...'

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

Remote Housing Inspection Job Aid Ice-Snow

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8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

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~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items (*updated 2.19.21*):



Dmg_Lvl_Items_2.19
.2021.xlsx

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Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

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Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

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Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

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Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

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Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

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Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

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Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

Assessor Award Package Job Aid

April 23, 2020

- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

Assessor Award Package Job Aid

April 23, 2020

OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	<p>Verified</p> <p>Not Verified</p>	<p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>	
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored and recorded for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

Assessor Award Package Job Aid

April 23, 2020

HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, confirm the residence type (Question 4) and select the <u>“Not Affected”</u> option for appliances and furnishings, ask the relocation need only after confirming either Utilities Out, a FTR situation, or Tagged/Immediate Threat condition to exist; Go to 4
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the <u>“Out of Incident Period”</u> option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be <u>“No”</u> with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as <u>“Other”</u> when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about road or driveway damages.			
	Is there any disaster caused damage to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlpace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
 - **Only record one type of foundation**
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
 - Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”

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- If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

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Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

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Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

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Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

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Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

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Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

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4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

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Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

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Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.
4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

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Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

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Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

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Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	<p>Verified</p> <p>Not Verified</p>	<p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>	
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. And note that a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions.</u>			

WIND/RAIN ASSESSMENT				
1	Wind/Rain Damage Level 4 Questions:			
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>	
		No	Ask the next question	
	Wind/Rain Damage Level 3 Questions:			
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2	Boats				
	For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
				No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
		No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
	No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3	Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home’s exterior walls, is the home leaning more than 4”?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home’s roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about road or driveway damages.			
	Is there any disaster caused damage to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		
	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home			
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspac: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
 - **Only** record one type of foundation
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
 - Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”

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- If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

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Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

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Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

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Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

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Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

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Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

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4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

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Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

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Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.
4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

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Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

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Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

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Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	<p>Verified</p> <p>Not Verified</p>	<p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>	
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2	Boats				
	For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
				No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
		No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
	No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3	Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home’s exterior walls, is the home leaning more than 4”?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home’s roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about road or driveway damages.			
	Is there any disaster caused damage to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
 - **Only record one type of foundation**
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
 - Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”

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- If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

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Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

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Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

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Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

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Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

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Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

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4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

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Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

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Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.
4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

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Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

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Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

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Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	<p>Verified</p> <p>Not Verified</p>	<p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>	
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. And note that a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2 nd or 3 rd floor requires further questioning about lower floors to have been filled. Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1</u> or Renter Moderate Damage – Go to 6	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2</u> or Renter Moderate Damage – Go to 6	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3</u> or Renter Moderate Damage - Go to 6	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4</u> or Renter Major Damage - Go to 6	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5</u> or Renter Major Damage.- Go to 6	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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	Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
		No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>			
	Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
		No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about landslide damages.			
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: "Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days."

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspaces: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:

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- Forced to relocate / tagged
- Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
- Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - ~~For every remote inspection use the Disaster Specific Condition, X440, and comment "OFFSITE ASSESSMENT COMPLETED"~~
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like "app states roof damage to back of house" or "app states tree branch fell on roof damaging shingles" (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming “remote” inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

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4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

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RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

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If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

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No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been*

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made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as “No”. Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager’s name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant’s indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ

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Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

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Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

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Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

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Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

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Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence

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... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

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High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	<p>Verified</p> <p>Not Verified</p>	<p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>	
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. And note that a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2 nd or 3 rd floor requires further questioning about lower floors to have been filled. Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2' to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4' to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
No		Ask about landslide damages.			
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: "Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days."

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- **A habitable home is safe, sanitary and functional.** Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. **FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS, and select “No” for Habitability Compromised. (clarified 5.22.2020)**
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspc: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
 - **Only** record one type of foundation
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.

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- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
 - Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

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Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

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Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

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Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

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Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

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Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

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Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

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Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

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Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

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Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

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Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

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Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

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Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions:		
Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
	Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Ask the next question
	Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home			
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.

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- Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.

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- Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

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Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

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Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

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Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:

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Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, ~~if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement for inaccessible dwellings.~~

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

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Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA’s current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

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Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	Yes	Go to 3
		No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>	Yes	Go to 4
		No	Withdraw the inspection.
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1</u> or Renter Moderate Damage – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2</u> or Renter Moderate Damage – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3</u> or Renter Moderate Damage - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4</u> or Renter Major Damage - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5</u> or Renter Major Damage.- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home			
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. **Exception for video conferencing when conducting the interview, but do not retain any images.**
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.

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- Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlpace: When flooding exists in a crawlpace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlpace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlpace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:

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- Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

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Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

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Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

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Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:

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Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, ~~if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement for inaccessible dwellings.~~

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

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Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA’s current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

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Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific. ~~At this time, no~~

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

*"This is ____, a **contracted** inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."*

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OPENING			
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p> <p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p> <p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT				
1	<u>Wind/Rain Damage Level 4 Questions:</u>			
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>	
		No	Ask the next question	
	<u>Wind/Rain Damage Level 3 Questions:</u>			
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
	Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Ask the next question
	Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.

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- Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.

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- Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

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Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

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Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

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Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:

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Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, ~~if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement for inaccessible dwellings.~~

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

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Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA’s current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

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Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	Wind/Rain Damage Level 4 Questions:		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
	No	Ask the next question	
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
	No	Ask the next question	
	Wind/Rain Damage Level 3 Questions:		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
	No	Ask the next question	
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
	No	Ask the next question	

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. **Exception for video conferencing when conducting the interview, but do not retain any images.**
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.

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- Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlpace: When flooding exists in a crawlpace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlpace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlpace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:

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- Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

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Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

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Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

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Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:

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Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, ~~if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement for inaccessible dwellings.~~

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

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Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA’s current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

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Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific. ~~At this time, no~~

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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July 22, 2020

- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1</u> or Renter Moderate Damage – Go to 6		
		3" to 2' (ankle to knee)	Yes, Record <u>Flood Damage Level 2</u> or Renter Moderate Damage – Go to 6		
		2' to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3</u> or Renter Moderate Damage - Go to 6		
		4' to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4</u> or Renter Major Damage - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5</u> or Renter Major Damage.- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace , condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the External HVAC Service Call or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.

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- Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- **HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.**
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.

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- Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

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The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Remote Housing Inspection Job Aid

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

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Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. ***Do not concern yourself with multi-family separation during the interview.***” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

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Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

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Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

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Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

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Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

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4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

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Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

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Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following:
Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

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No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone /video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	Yes	Go to 3
		No	When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>	Yes	Go to 4
		No	Withdraw the inspection.
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>	Yes	Go to 5
		No	Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2' (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2' to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4' to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage</u> .
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace , condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the External HVAC Service Call or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the <u>Renter Moderate Damage Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. **Exception for video conferencing when conducting the interview, but do not retain any images.**
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.

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- Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlpace: When flooding exists in a crawlpace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlpace received water or when claiming soft floors (releveling)...
- **HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlpace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.**
- Habitability Special Conditions:

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- Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

FEMA inspectors (not contracted) may use, when approved by HIS management video conferencing with the applicant.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

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The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

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Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

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Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

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Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

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Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

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Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

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4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

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Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

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July 22, 2020

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following:
Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

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No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, a contracted inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1. No further questions below need to be asked.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , Or <u>Renter Moderate</u> Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home			
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- **9.30.2020: Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership.**
 - **For renters; when the red hazard triangle exists:**
 - **Obtain and comment on the landlord's name and contact information, but do not contact them.**
 - **Add the comment: Residency not verified per FEMA Instruction.**
 - **For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.**
 - **Add the comment: Residency / Ownership not verified per FEMA Instruction.**

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- ~~Occupancy/Primary Residence verification and Home Ownership verification:~~
 - ~~Owners – If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.~~
 - ~~Add a comment when Occupancy/Primary Residence or Ownership are not verified.~~
 - ~~Renters – If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.~~
 - ~~Add a comment when Occupancy/Primary Residence or Ownership are not verified.~~
- ~~Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”~~
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...

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- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).

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- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

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6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (~~Retracted 9.30.2020~~)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (~~Retracted 9.30.2020~~)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

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Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

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Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

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PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items



Dmg_Lvl_Items_9.18
.2020.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

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Multi-Family Road and Bridge Damage

Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: **9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field.** 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

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Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

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Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

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Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

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Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

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Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

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Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

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Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

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High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats							
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3			
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3			
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3					
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.							
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .							

EARTHQUAKE ASSESSMENT				
1 Damage Level 4 questions:				
Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>		
	No	Ask the next question		
Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>		
	No	Ask the next question		
Damage Level 3 questions:				
Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>		
	No	Ask the next question		

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- **9.30.2020: Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership.**
 - **For renters; when the red hazard triangle exists:**
 - **Obtain and comment on the landlord's name and contact information, but do not contact them.**
 - **Add the comment: Residency not verified per FEMA Instruction.**
 - **For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.**
 - **Add the comment: Residency / Ownership not verified per FEMA Instruction.**

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- ~~Occupancy/Primary Residence verification and Home Ownership verification:~~
 - ~~Owners – If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.~~
 - ~~Add a comment when Occupancy/Primary Residence or Ownership are not verified.~~
 - ~~Renters – If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.~~
 - ~~Add a comment when Occupancy/Primary Residence or Ownership are not verified.~~
- ~~Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”~~
- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...

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- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).

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- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

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6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (~~Retracted 9.30.2020~~)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (~~Retracted 9.30.2020~~)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

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Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

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Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

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PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items:



Dmg_Lvl_Items_9.18
.2020.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

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Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: **9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field.** 4.16.2020 update: Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be “Yes”. The inspector will include the landlord’s name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as “No”. Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager’s name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant’s indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

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Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

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Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

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Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

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Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

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Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

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Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

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Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

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High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, a contracted inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1. No further questions below need to be asked.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1</u> or Renter Moderate Damage – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2</u> or Renter Moderate Damage – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3</u> or Renter Moderate Damage - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4</u> or Renter Major Damage - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5</u> or Renter Major Damage.- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3</u> or Renter-Moderate Damage.
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage.
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , Or <u>Renter Moderate</u> Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.

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- Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.

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- Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

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Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

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Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

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Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

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Current Award Package RP Line Items



Dmg_Lvl_Items_9.18
.2020.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

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Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

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Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.
4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / video (optional by applicant), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, call or text you for the</p>

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			interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).	See instructions below, prior to proceeding to the Remote Assessment Beginning Script	

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3</u> or Renter-Moderate Damage.
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage, Or;
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2</u> or Renter-Moderate Damage.
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and official's record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant's statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, at least three attempts during two days with 5-6 hours between each call.

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- Add a comment when Occupancy/Primary Residence or Ownership are not verified.
- Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during the course of two days.”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspac: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:

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- Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

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Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

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Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

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Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

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Current Award Package RP Line Items:



Dmg_Lvl_Items_9.18
.2020.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *“Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**”* And the draft guidelines also state, *“The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.”* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

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Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace

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- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

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Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

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Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

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Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant. 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

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Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

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Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the ‘Guidance’ or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

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Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021:</i> Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / <i>video (optional by applicant)</i>, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration</p>

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			ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).		See instructions below, prior to proceeding to the Remote Assessment Beginning Script

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	Wind/Rain Damage Level 4 Questions:		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
	No	Ask the next question	
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
	No	Ask the next question	
	Wind/Rain Damage Level 3 Questions:		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question	
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question	

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:

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- Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like "app states roof damage to back of house" or "app states tree branch fell on roof damaging shingles" (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

1.15.2021:

Updated Read This First opening statement to ‘...phone / *video (optional by applicant)*...’

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record “Moderate Damage”. Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant’s home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM’s in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

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Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the “finish” basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming “remote” inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

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Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

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Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

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GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items:



Dmg_Lvl_Items_2.1.
2021.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

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Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects

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the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

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Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

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Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

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Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

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Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

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Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence

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... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

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Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p><i>1/15/2021:</i> Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / <i>video (optional by applicant)</i>, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration</p>

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			ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).		See instructions below, prior to proceeding to the Remote Assessment Beginning Script

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1 Damage Level 4 questions:			
Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>	
	No	Ask the next question	
Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>	
	No	Ask the next question	
Damage Level 3 questions:			
Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>	
	No	Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:

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- Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like "app states roof damage to back of house" or "app states tree branch fell on roof damaging shingles" (new 5.21.2020).
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

1.15.2021:

Updated Read This First opening statement to ‘...phone / *video (optional by applicant)*...’

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record “Moderate Damage”. Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant’s home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM’s in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

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Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the “finish” basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming “remote” inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

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Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text “Contract” prior to “inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I’m calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

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Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

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GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items:



Dmg_Lvl_Items_2.1.
2021.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

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Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects

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the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

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Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

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Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

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Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

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Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

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Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remote inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence

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... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

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Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

*"This is ____, a **contracted** inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."*

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OPENING				
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / <i>video (optional by applicant)</i>, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration</p>

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			ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).		See instructions below, prior to proceeding to the Remote Assessment Beginning Script

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> - Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home **for remote assessments. For hybrid / exterior inspections record the dwelling’s size of residence following the current ACE User Guide (updated 4.6.2021).**
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, DO NOT record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.

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- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: ~~FEMA HIS personnel~~ Inspectors will conduct ~~all~~ interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). ~~Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.~~
 - The following steps will be utilized by ~~FEMA~~ inspectors to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.6.2021:

Clarified outbound message to state “Contracted” inspector.

Re-instituted the measuring of the dwelling’s size for hybrid / exterior inspections.

Clarified requirement to conducted VRS inspections.

Undeclared incident of fire updated

1.15.2021:

Updated Read This First opening statement to ‘...phone / video (optional by applicant)...’

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record “Moderate Damage”. Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant’s home is inaccessible – added.

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Remove the furnace damage line of questioning for earthquakes

Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

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4.14.20 Update (Retracted 9.30.2020)

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

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Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

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Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items:



Dmg_Lvl_Items_2.1.
2021.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit

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to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

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Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

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Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

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Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT (4.6.2021, for hybrid / exterior inspections record the size of residence per the ACE User Guide.)

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Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

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Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

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Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on

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the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: ~~Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.~~ 4.6.2021, Inspectors are to follow the current guidance when recording the undeclared incident type of fire. Inspectors are to confirm the fire was disaster caused by viewing the fire report or speaking to the Fire Marshall /Official. There is a required comment with the fire department contact name, phone number, incident report and date of the fire. When the fire report is not available, or if the report states the fire was not disaster caused, do not record any damage from fire and comment on who confirmed this condition.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

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No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone or video contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Damage Level Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING				
1	<p>Hello, my name is _____ and I am a contracted inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone / <i>video (optional by applicant)</i>, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>			
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>	
3	<p>Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. <i>In addition to the information we will collect from you during your assessment, we may use Government provided post-event visual imagery to validate your claim.</i></p> <p>Additionally, a FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.</p> <p>Do you understand this statement?</p>		<p>Yes</p> <p>No</p>	<p>Go to 4</p> <p>Withdraw the inspection.</p>
4	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Yes</p> <p>No</p>	<p>Go to 5</p> <p>Have the applicant call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration</p>

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			ID, and once obtained, call or text you for the interview to be conducted
5	Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).		See instructions below, prior to proceeding to the Remote Assessment Beginning Script

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Is your home currently inaccessible due to road or bridge closures or standing water over the road?	Yes	Return as Inaccessible following the ACE prompts
		No	Go to 3
3	Have you been back to your home since the event?	Yes	Go to 4
		No	If they have not been back to their home and are unsure of damages to their residence, ask the applicant if they plan to return to their home within the next 7 days. If Yes, provide your contact information and hold the inspection for up to 7 days. If No, Withdrawn the inspection and advise the applicant to call FEMA when they return, or to pursue the 3 rd Party authorization.
4	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 5
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
5	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	For apps in non-traditional homes with damage and no structural components, use the Forced to Relocate special condition. If the home had one or more structural component, record SF/Duplex Dmg Level 1.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis, and no unoccupied bedrooms were available on a higher floor?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
		No		No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	<p>How high did the flood water rise inside your home on this floor?</p> <p>(Note: When flooding has filled the basement affecting the next floor record the basement damage level of 4 (finished or unfinished) and the next floor's high water level. Flood waters that reach the 2nd or 3rd floor requires further questioning about lower floors to have been filled.</p> <p>The maximum flood damage level for a basement is 4.</p> <p>Assessors will confirm overall habitability, especially questioning applicants with dwellings whose flood waters were less than 3" on a slab or CS)</p>	Less than 3" (Ankle Deep)	Yes, Record <u>Flood Damage Level 1</u> or Renter Moderate Damage – Go to 6		
		3" to 2 (ankle to knee)	Yes, Record <u>Flood Damage Level 2</u> or Renter Moderate Damage – Go to 6		
		2'-1" to 4' (knee to waist)	Yes, Record <u>Flood Damage Level 3</u> or Renter Moderate Damage - Go to 6		
		4'-1" to 6' (waist to head)	Yes, Record <u>Flood Damage Level 4</u> or Renter Major Damage - Go to 6		
		Greater than 6' (over Your Head)	Yes, Record <u>Flood Damage Level 5</u> or Renter Major Damage.- Go to 6		
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

WIND/RAIN ASSESSMENT				
1	Wind/Rain Damage Level 4 Questions:			
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>	
		No	Ask the next question	
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>	
		No	Ask the next question	
	Wind/Rain Damage Level 3 Questions:			
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>	
		No	Ask the next question	
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage, Or;</u>	
		No	Ask the next question	

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Moderate Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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Wind/Rain Damage Level 1 Questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.		
Is your home's roof missing at least 10% or more of its shingles or roof covering, or did the loss of roof covering result in damages to interior of the home that impact your ability to live there?"	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
			No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3 Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home's exterior walls, is the home leaning more than 4"?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home's roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
No		Ask the next question	

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2</u> questions:		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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Damage Level 1 questions: Ask additional questions confirming if there was an impact to habitability, considering residence and foundation type. If confirmed, record a Damage Level 1.			
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Ask the next question	
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;	
	No	Go to 2	
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

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Service Call and PP (exclude condominium dwellers from this line of questioning)					
1	Is there any disaster caused damage to an interior or exterior heating or cooling element, such as a furnace, condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>HVAC Service Call</u> or Renter Moderate line item. External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about single-family road or driveway damages.			
	Were there damages to your home's driveway or privately owned road requiring repairs or debris removal to make it passable? (Single-family road)	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about multi-family road damages
				No	Ask about multi-family road damages
		No	Ask about multi-family road damages.		
	Were there damages to a road owned jointly by you and other members of your community requiring repairs to make it passable? (Multi-family road)	Yes	Is this road the only road available to access your home?	Yes	Confirm the COD and record the <u>MF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide damages.
				No	Ask about landslide damages.
		No	Ask about landslide damages.		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call</u> or Renter-Moderate Damage line item to initiate the relocation question. Ask about Accessibility Ramp to the home				
Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item</u> or the Renter Moderate Damage <u>Line Item</u> - Go to 2				
2	Confirm Personal Property losses using available ACE selections.				

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Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

Procedure and ACE Functionality:

- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.
- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment "GIS_DEST". To be absolutely sure, verify with the applicant that their home was destroyed. If so, record the appropriate destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select "Destroyed" for a renter in the Habitability Compromised screen. Then proceed with the inspection as normal for addressing personal property.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant's identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant. Exception for video conferencing when conducting the interview, but do not retain any images.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Inspectors are no longer required to confirm Occupancy/Primary Residency or Home Ownership in the field. When there is no red hazard triangle, select Merchant Statement for occupancy and Official's Record for ownership and comment that verification was provided by FEMA.
 - For renters; when the red hazard triangle exists:
 - Obtain and comment on the landlord's name and contact information, but do not contact them.
 - Add the comment: Residency not verified per FEMA Instruction.
 - For owners: when the red hazard triangle exists for either residency or ownership, no further investigation or contact to verify will be conducted.
 - Add the comment: Residency / Ownership not verified per FEMA Instruction.

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- Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home **for remote assessments. For hybrid / exterior inspections record the dwelling’s size of residence following the current ACE User Guide (updated 4.6.2021).**
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- A habitable home is safe, sanitary and functional. Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without federal assistance. If the inspector determines, after further questioning the applicant of the dwelling’s condition that the disaster caused damages are minimal enough for it to be reasonable to expect them or the landlord to make repairs, **DO NOT RECORD A DAMAGE LEVEL or SERVICE CALLS**, and select “No” for Habitability Compromised. (clarified 5.22.2020)
- Record Real Property line items for owners in the exterior room.
- Flooded Crawlspace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.
 - **Do not** record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...
- HWM in Garage and not in dwelling: When flooding type waters enter the garage and not on the first occupied floor, **DO NOT** record a flood damage level for the first floor unless floor insulation/ductwork is damaged per the Crawlspace guidance. If there is damage to a furnace in the garage, record the HVAC Service Call.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.

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- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant's statement as normal.
- Comment Field:
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
 - Provide a few brief/short comments describing the damage and the location. Like “app states roof damage to back of house” or “app states tree branch fell on roof damaging shingles” (new 5.21.2020).
- American Sign Language Interpreter Services: ~~FEMA HIS personnel~~ Inspectors will conduct ~~all~~ interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). ~~Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.~~
 - The following steps will be utilized by ~~FEMA~~ inspectors to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.6.2021:

Re-instituted the measuring of the dwelling's size for hybrid / exterior inspections.

Clarified the requirement to conducted VRS inspections.

Undeclared incident of fire updated

1.15.2021:

Updated Read This First opening statement to '...phone / video (optional by applicant)...

1.7.2021:

Updated Privacy or opening statement alerting the survivor on the use of imagery to verify damages.

12.10.2020:

Clarified to provide a comment about FEMA providing verification for occupancy and or ownership.

Elevated Dwellings, use of Flood Damage Level 1 or Renter Moderate Damage when the damage is confined to the enclosed area below the elevated dwelling, regardless of the type of room(s) or the HWM.

9.30.2020:

Inspectors are no longer required to verify occupancy/residency and or ownership.

9/18/2020:

Amended Wind Damage Level 3 responses for a renter to now record "Moderate Damage". Previous selection was Major Damage.

8/26/2020

New line of questioning to confirm if the applicant's home is inaccessible – added.

Remove the furnace damage line of questioning for earthquakes

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Water levels now distinguished.

7/22/2020

Clarified HWM's in garages not reaching the first occupied floor, record per crawlspace guidance and if the furnace is damaged, record the HVAC SC.

Damage Levels no longer include the furnace line item therefore, inspectors are to ask about both exterior and interior HVAC mechanical damages (furnaces / condensers) recording the HVAC Service Call when either component is damaged.

Maximum basement damage level is a four (4).

Condominiums no longer receive the service call questions when utilizing the FTR situation when only such external items exist.

Inspectors are to confirm if an upper bedroom is available prior to confirming the "finish" basement damage level.

6.16.2020

Removed the required DR-Specific Special Condition selection for Remote Assessments. This change was implemented due to an ACE 4.11 software updated deployed 6.13.2020 noting a field confirming "remote" inspections.

6.2.2020

Service calls may be recorded on remote assessment appeals.

5.22.2020

Updated requirement to comment on damages and habitability confirmation.

5.14.2020

Updated the questionnaire to address multi-family road damages.

4.16.20 Update (Retracted 9.30.2020)

~~Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.~~

~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.~~

4.14.20 Update (Retracted 9.30.2020)

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~~The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.~~

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

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Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

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Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, address as destroyed with Residence, Rebuild, TT/MH, replace for owners, or Destroyed for renters. Otherwise, the determination of destroyed will only be achievable through the remote inspection interview with the applicant with onsite validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Current Award Package RP Line Items:



Dmg_Lvl_Items_2.1.
2021.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit

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to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

6.2.2020: Assessors are to now verify multi-family road and bridge damages using this revised document/script.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 9.30.2020 update, inspectors are no longer required to verify occupancy or ownership in the field. 4.16.2020 update: Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

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Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

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Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

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Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: (8.26.2020 update) Follow the line of questioning when the applicant states the home to be inaccessible, record this status in the ACE software.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, no photo requirement for inaccessible dwellings.

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT (4.6.2021, for hybrid / exterior inspections record the size of residence per the ACE User Guide.)

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Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

9.30.2020 update, Inspectors are no longer required to confirm occupancy: 4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

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Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

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Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on

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the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: ~~Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster-caused.~~ 4.6.2021, Inspectors are to follow the current guidance when recording the undeclared incident type of fire. Inspectors are to confirm the fire was disaster caused by viewing the fire report or speaking to the Fire Marshall /Official. There is a required comment with the fire department contact name, phone number, incident report and date of the fire. When the fire report is not available, or if the report states the fire was not disaster caused, do not record any damage from fire and comment on who confirmed this condition.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: (8.26.2020): Disaster specific.

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No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Verified</p> <p>Not Verified</p> <p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored and recorded for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p> <p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, confirm the residence type (Question 4) and select the “ <u>Not Affected</u> ” option for appliances and furnishings, ask the relocation need only after confirming either Utilities Out, a FTR situation, or Tagged/Immediate Threat condition to exist; Go to 4
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house (single-family dwelling), townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 5	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 5	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 5	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 5	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 5	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			
5	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .				

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WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home's roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home's exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
		No	Ask the next question

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<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> .
	No	Ask the next question
<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question

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Are two or more windows missing glass?			Yes	Record <u>Wind Damage Level 1</u> or Renter Moderate Damage, Or;
			No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?			Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
			No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?			Yes	Record <u>Wind Damage Level 1</u> or Renter-Moderate Damage, Or;
			No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?			Yes	Record <u>Wind Damage Level 1</u> or Renter-Moderate Damage, Or;
			No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?			Yes	record <u>Wind Damage Level 1</u> or Renter-Moderate Damage.
			No	Go to 3
2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair</u> or Renter Major Damage line item - Go to 3
			No	Record <u>Boat Service Call</u> or Renter Moderate only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk</u> or Renter Major Damage line item - Go to 3		

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	No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.
3	Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home’s exterior walls, is the home leaning more than 4”?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home’s roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	<u>Damage Level 3 questions:</u>		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Has the home’s foundation or concrete floor incurred cracks that exceed ¾” in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage, Or;</u>
		No	Ask the next question
Is more than a half of your home’s roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage, Or;</u>	
	No	Ask the next question	

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Damage Level 2 questions:		
Are there cracks in exterior walls exceeding a ½" in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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	Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT

1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

Service Call and PP

1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home’s well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about home accessways			
	Is there any disaster caused damage to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		

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	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage</u> line item to initiate the relocation question. Ask about Accessibility Ramp to the home
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If so, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2
2	Confirm Personal Property losses using available ACE selections.	

Remote Assessment Closing

1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the

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inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.

- The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment in the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

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Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *When not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: 4.9.2020 update: Inspectors may contact the applicant’s landlord when contact information is provided to verify occupancy. No other external verifications are required.

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Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating a FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no "Retaining Wall Service Call" line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

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Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

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Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

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Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

4.14.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

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Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

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Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

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The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

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Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

Assessor Award Package Job Aid

Revision 6.2 - April 16, 2020

- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

Assessor Award Package Job Aid

Revision 6.2 - April 16, 2020

OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Verified</p> <p>Not Verified</p> <p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored and recorded for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p> <p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, confirm the residence type (Question 4) and select the “ <u>Not Affected</u> ” option for appliances and furnishings, ask the relocation need only after confirming either Utilities Out, a FTR situation, or Tagged/Immediate Threat condition to exist; Go to 4
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house (single-family dwelling), townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 5	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 5	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 5	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 5	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 5	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			
5	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .				

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WIND/RAIN ASSESSMENT			
1	<u>Wind/Rain Damage Level 4 Questions:</u>		
	Is your home's roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home's exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	<u>Wind/Rain Damage Level 3 Questions:</u>		
	Is more than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
		No	Ask the next question

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<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage</u> .
	No	Ask the next question
<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question

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Are two or more windows missing glass?			Yes	Record <u>Wind Damage Level 1</u> or Renter Moderate Damage, Or;
			No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?			Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
			No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?			Yes	Record <u>Wind Damage Level 1</u> or Renter-Moderate Damage, Or;
			No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?			Yes	Record <u>Wind Damage Level 1</u> or Renter-Moderate Damage, Or;
			No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?			Yes	record <u>Wind Damage Level 1</u> or Renter-Moderate Damage.
			No	Go to 3
2 Boats				
For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair</u> or Renter Major Damage line item - Go to 3
			No	Record <u>Boat Service Call</u> or Renter Moderate only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
	No	Record the <u>Boat Sunk</u> or Renter Major Damage line item - Go to 3		

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	No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.
3	Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home’s exterior walls, is the home leaning more than 4”?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home’s roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	<u>Damage Level 3 questions:</u>		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Has the home’s foundation or concrete floor incurred cracks that exceed ¾” in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage, Or;</u>
		No	Ask the next question
Is more than a half of your home’s roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage, Or;</u>	
	No	Ask the next question	

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Damage Level 2 questions:		
Are there cracks in exterior walls exceeding a ½" in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question

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	Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
		No	Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; <u>Renters should be recorded with the Moderate Damage Line Item</u> - Ask about home accessways			
	Is there any disaster caused damage to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		

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	Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage</u> line item to initiate the relocation question. Ask about Accessibility Ramp to the home
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If so, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2
2	Confirm Personal Property losses using available ACE selections.	

Remote Assessment Closing

1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, **at least three attempts during two days with 5-6 hours between each call.**
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts **during the course of two days.**”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
- Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”
 - If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the

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inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.

- The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

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Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

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Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

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Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

Question: The draft script states, “*Were there damages to your home’s driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**” And the draft guidelines also state, “*The inaccessible status is not used for private road or bridge damage that is the applicant’s responsibility to repair.*” What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?*

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

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Answer: **4.16.2020 update:** Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, **at least three attempts during two days with 5-6 hours between each call**. No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area.* ... When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Assessor Award Package Job Aid

Revision 6.2 - April 16, 2020

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Assessor Award Package Job Aid

Revision 6.2 - April 16, 2020

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISIR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not be able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a "no" response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

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Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant's verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA's will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

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4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, **at least three attempts during two days with 5-6 hours between each call.**

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

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Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

Assessor Award Package Job Aid

Revision 6.2 - April 16, 2020

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following:
Registered? NO ... Liability Insurance? YES or NO, depending on the applicant's response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as "not available". Address vehicle registration and liability insurance based on the applicant's verbal statements, and address the liability insurance policy viewed as No. If the vehicle is "Not Available" add a comment "Offsite Assessment = Vehicle not available"

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn't have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

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No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.

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- I. [APPLICANT QUESTIONNAIRE / INTERVIEW](#)
- II. [PROCEDURE AND ACE FUNCTIONALITY](#)
- III. [Q & A](#)

Assumption:

Remote inspection will be assigned to experienced inspectors who are familiar with the intuitive screen-by-screen flow of the ACE inspection software as well as the procedures and guidelines that govern the inspection process. Inspectors make phone contact with the applicant and follow the standard protocol they use on field inspections. They begin by verbally confirming the applicant's name and contact information and proceeding to follow the prompts in the ACE software for things like household members, number of bedrooms occupied, utility outages, and unmet needs. The inspector follows a guided script, asking the applicant questions about the type of home they live in, the foundation, and the degree of damage the home sustained from the disaster. The inspector asks any off-script clarifying questions as they deem necessary from their experience and from the information the applicant provides and arrives at an overall classification of the degree of damage to the structure of the home. Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence.

Assessor Award Package Procedure:

Record the SINGLE greatest damage level for each reported COD. Dwelling's containing a basement where flooding rose to the first floor inundating the basement, record both a basement damage level and a dwelling damage level. Dwellings with exterior well, septic system, road/bridges, or landslide damages will include the appropriate line item for these damages. Use the damage classifications below to confirm the appropriate Renter RP damage level.

Suggested text introduction to be used if applicant doesn't answer:

"This is ____, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me anytime between X AM and X PM at [XXX-XXX-XXXX] so we can discuss your damage."

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OPENING			
1	<p>Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.</p> <p>Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone, and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.</p>		
2	<p>This may take 15 to 30 minutes to complete. Do you have time for this call now?</p>	<p>Yes</p> <p>No</p>	<p>Go to 3</p> <p>When you are available, please contact me @ __ between the hours of __ and __ to continue this interview, I will hold the inspections for the next 7 days.</p>
3	<p>Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?</p>		<p>Verified</p> <p>Not Verified</p> <p>Go to 4</p> <p>Ask them to call FEMA to obtain it and to call or text you back.</p>
4	<p>Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).</p> <p>Before I continue, I must tell you this call may be monitored and recorded for quality assurance purposes. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs.</p> <p>Also, I must read you this statement: The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws. Do you understand this statement?</p>		<p>Yes</p> <p>No</p> <p>See instructions below, prior to proceeding to the Remote Assessment Beginning Script</p> <p>Withdraw the inspection</p>

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HOME TYPE AND CAUSES OF DAMAGE			
1	Is the home in which you have requested assistance your primary residence, that is, one in which you live in for 6 months or more during the year? (if necessary, re-verify the dwelling address)	Yes	Go to 2
		No	Record the appropriate NPR response.
2	Have you been back to your home since the event?	Yes	Go to 3
		No	If they have not been back to their home and are unsure of damages to their residence, confirm the residence type (Question 4) and select the “ <u>Not Affected</u> ” option for appliances and furnishings, ask the relocation need only after confirming either Utilities Out, a FTR situation, or Tagged/Immediate Threat condition to exist; Go to 4
3	Was your home damaged as a result of [List Eligible Damage Types] that began on [Date] and ended on [Date]? (Disaster specific dates and COD to be applied) Note, renters will be assessed at the time of the interview, owners at the time of the incident.	Yes	Confirm the causes of damage and Go to 4
		No	Return the inspection using the “ <u>Out of Incident Period</u> ” option
4	Which of the following best describes your home: a house-single/duplex, townhouse, condominium, apartment, mobile home, travel trailer, assisted living facility, dormitory, correctional facility, military housing, boat, or another residence not listed?	Assisted Living Facilities Dormitories Correctional Facilities Military Housing	Follow existing guidance when inspected as renters, relocation answer will be “ <u>No</u> ” with minimal PP losses evaluated.
		Boat	Proceed to Wind Step #2
		Record the residence type as “Other” when they state their residence type is not listed.	When identified that the applicant lives in a non-traditional dwelling, inspectors will follow existing guidance recording the force to relocate special condition, ask the relocation question and confirm acceptable PP losses.
		All other residences,	Follow the COD Assessment Scripts

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FLOOD ASSESSMENT					
1	Does your home have a basement?	Yes	Do any household members sleep in the basement on a nightly basis?	Yes	Finished basement damage level will be considered when there is flood in this area – Go to 2
				No	Unfinished basement level will be considered when there is flood in this area – Go to 2
		No	Go to 2		
2	Did the interior of your home receive flood waters?	Yes	Go to 3		
		No	Where did the flooding occur?	If exterior, confirm location and high water mark - Go to 5 or 6	
3	Please describe on which floor flood waters rose inside your home.	Record the floor – Go to 4			
4	How high did the flood water rise inside your home on this floor? (Note: When flooding has filled the basement affecting the next floor, record the basement damage level of 5 (finished or unfinished) and the next floor's high water level)	Less than 3" (Ankle Deep)		Yes, Record <u>Flood Damage Level 1 or Renter Moderate Damage</u> – Go to 6	
		3" to 2 (ankle to knee)		Yes, Record <u>Flood Damage Level 2 or Renter Moderate Damage</u> – Go to 6	
		2' to 4' (knee to waist)		Yes, Record <u>Flood Damage Level 3 or Renter Moderate Damage</u> - Go to 6	
		4' to 6' (waist to head)		Yes, Record <u>Flood Damage Level 4 or Renter Major Damage</u> - Go to 6	
		Greater than 6' (over Your Head)		Yes, Record <u>Flood Damage Level 5 or Renter Major Damage</u> .- Go to 6	
		No homes will be recorded as Destroyed during the remote interview - Go to 5			

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5	If no flood water entered the home and the applicant indicates the dwelling to have a crawlspace, ask:	Was the ductwork, floor insulation/bottom board insulation, or subfloor inundated by flooding water in the crawlspace?	Yes	Record Flood Damage Level 1 or Renter Moderate Damage – Go to 6. (note, the high water level will be recorded as 1” on the first floor).
			No	No damage level to be recorded – Go to 6
6	Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions.</u>			

WIND/RAIN ASSESSMENT			
1	Wind/Rain Damage Level 4 Questions:		
	Is your home’s roof missing more than quarter of its plywood or sheathing exposing the attic or the inside of your home to the elements?	Yes	<u>Wind Damage Level 4 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Have more than a quarter of your home’s exterior walls been removed to the point they are no longer supporting the next upper floor or roof?	Yes	Record <u>Wind Damage Level 4 or Renter-Major Damage.</u>
		No	Ask the next question
	Wind/Rain Damage Level 3 Questions:		
	Is more than half of your home’s roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question
	Are more than half of your windows missing glass?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Is there damage from wind or rain to more than half of your home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 3 or Renter-Major Damage.</u>
	No	Ask the next question
<u>Wind/Rain Damage Level 2 Questions:</u>		
Is more than a quarter but less than half of your home's roof missing shingles or its covering?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Are more than a quarter but less than half of your home's windows missing glass?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Has more than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Is there damage from wind or rain to more than a quarter but less than half of the home's ceiling requiring replacement?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage, Or;</u>
	No	Ask the next question
Were more than half of the kitchen cabinets damaged by wind or rain?	Yes	Record <u>Wind Damage Level 2 or Renter-Moderate Damage.</u>
	No	Ask the next question

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<u>Wind/Rain Damage Level 1 Questions:</u>		
Is your home's roof missing some of its shingles or covering?	Yes	Record <u>Wind Damage Level 1</u> , or <u>Renter – No Damaged or Minor Damages</u> , Or;
	No	Ask the next question
Are two or more windows missing glass?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter Moderate Damage</u> , Or;
	No	Ask the next question
Has more than a quarter but less than half of your home's siding been removed or damaged?	Yes	Record <u>Wind Damage Level 1</u> , no damage for a renter, Or;
	No	Ask the next question
Did a tree or trees fall on your home damaging the dwelling?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is there damage to more than one room but less than a quarter of the home's ceilings requiring replacement?	Yes	Record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Were a quarter but less than half of your home's kitchen cabinets damaged by wind or rain?	Yes	record <u>Wind Damage Level 1</u> or <u>Renter-Moderate Damage</u> .
	No	Go to 3

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2	Boats				
	For Occupied Boats: Is the boat/vessel currently afloat?	Yes	Did the vessel sustain damage to more than a quarter of the hull requiring replacement (replacement, not just repainting)?	Yes	Record <u>Boat Repair or Renter Major Damage line item</u> - Go to 3
				No	Record <u>Boat Service Call or Renter Moderate</u> only if hull damage is between 10 and 25%; otherwise do not record anything for RP - Go to 3
		No	Record the <u>Boat Sunk or Renter Major Damage line item</u> - Go to 3		
	No homes will be recorded as Destroyed during the remote interview process and therefore, do not record the Boat Replace or Residence Rebuild line item.				
3	Proceed to record all causes of damage reported or to the <u>PP Assessment questions</u> .				

EARTHQUAKE ASSESSMENT			
1	Damage Level 4 questions:		
	Looking at your home’s exterior walls, is the home leaning more than 4”?	Yes	Record <u>EQ Damage Level 4 or Renter Major Damage, Or;</u>
		No	Ask the next question
	Is more than half of your home’s roof frame damaged exposing the attic or the inside of your home to the elements?	Yes	Record <u>EQ Damage Level 4 or Renter-Major Damage</u>
		No	Ask the next question
	Damage Level 3 questions:		
	Has more than a quarter of the home moved off of its foundation?	Yes	Record <u>EQ Damage Level 3 or Renter-Major Damage, Or;</u>
		No	Ask the next question

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Has the home's foundation or concrete floor incurred cracks that exceed $\frac{3}{4}$ " in width or the width of your thumb?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
Is more than a half of your home's roof covering damaged as a result of the earthquake?	Yes	Record <u>EQ Damage Level 3 or Renter Major Damage</u> , Or;
	No	Ask the next question
<u>Damage Level 2 questions:</u>		
Are there cracks in exterior walls exceeding a $\frac{1}{2}$ " in width or the width of your smallest finger?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Is more than a quarter of your home's roof covering damaged?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Has the home's floor become out of level to the extent the majority of doors no longer close?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Are there cracks to more than half of the interior walls?	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
	Yes	Record <u>EQ Damage Level 2 or Renter-Moderate Damage</u> , Or;

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Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	No	Ask the next question
Damage Level 1 questions:		
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Ask the next question
Was the water heater damaged?	Yes	Record <u>EQ Damage Level 1 or Renter-Moderate Damage</u> , Or;
	No	Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .		

FIRE ASSESSMENT			
1	Please describe the damages to your home as a result of the fire	Only the foundation remains	Record <u>Fire Damage Level 2 or Renter Major Damage</u> ; further confirmation of damages will be assessed external to the applicant interview, such as use of geospatial imagery - Go to 2
		Soot and ash inside the structure	Record <u>Fire Damage Level 1 or Renter Moderate Damage</u> - Go to 2
2 Proceed to record all causes of damage reported or to the <u>Service Call and PP Assessment questions</u> .			

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Service Call and PP					
1	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	If yes, confirm the COD and record the <u>External HVAC Service Call or Renter Moderate line item</u> . External A/C or heat pump appliances that were flooded and have not been confirmed to be inoperable will not be recorded as damaged. Ask about Well/Septic			
	Did your home's well or septic system receive damage and is now unusable?	If yes, confirm the COD and record the <u>Well Service Call and/or Septic Service System Call Line Item</u> ; Renters should be recorded with the <u>Moderate Damage Line Item</u> - Ask about road or driveway damages.			
	Is there any disaster caused damage to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? Do not concern yourself with multi-family separation during the interview.	Yes	Is this privately-owned road the only road available to access your home?	Yes	Confirm the COD and record the <u>SF Service Call or Renter Moderate Damage Line Item</u> – Ask about landslide/mudslide
				No	Ask about landslide/mudslide
		No	Ask about landslide/mudslide		
Is your home in an immediate threat of a landslide or mudslide?	If yes, confirm the COD and record <u>Retaining Wall Service Call or Renter-Moderate Damage line item</u> to initiate the relocation question. Ask about Accessibility Ramp to the home				
	Does your home have an accessibility ramp for a household member to enter the dwelling and was it damaged by the disaster	If Yes, confirm the COD and record the <u>ADA Ramp Repair Line Item or the Renter Moderate Damage Line Item</u> - Go to 2			
2	Confirm Personal Property losses using available ACE selections.				

Remote Assessment Closing	
1	I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contracted by the Small Business Administration (SBA). If you do, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.
2	Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.

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Procedure and ACE Functionality:

- Check the comments section before contacting the applicant. If FEMA has confirmed the home is destroyed you will see a comment “GIS_DEST”. To be absolutely sure, verify with the applicant that their home was destroyed. If so, proceed with the inspection as normal for addressing personal property. This is the only situation where you will use one of the destroyed line items for an owner (residence rebuild, travel trailer replace, or mobile home replace) or select “Destroyed” for a renter in the Habitability Compromised screen.
- Conduct the remote inspection with the Registrant, Co-Registrant, or authorized third party.
- Use the 9 digit FEMA registration number to confirm the applicant’s identity. Ask the applicant to give you the last four digits to confirm their ID, and provide them with the first four digits to confirm you are a legitimate inspector.
- Do not request or accept to receive any electronic documents, photos, or videos from the applicant.
- When the applicant acknowledges their understanding, begin the inspection process following the screens in ACE. Confirm primary residence, the date the damage occurred, addresses and contact information, household composition, bedrooms occupied, insurance coverage, unmet needs, clothing, work and school items, and all other information as you normally would.
- Select No for Photo ID Viewed.
- Occupancy/Primary Residence verification and Home Ownership verification:
 - Owners - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and official’s record for ownership and the comment that the verification was provided by FEMA.
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Renters - If there is no red hazard triangle, address as normal with merchant’s statement for occupancy and the verification was provided by FEMA. If there is a red hazard triangle, attempt a contact to the landlord and provide their name and contact number when available, **at least three attempts during two days with 5-6 hours between each call.**
 - Add a comment when Occupancy/Primary Residence or Ownership are not verified.
 - Comment: “Offsite Assessment – Occupancy Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts **during the course of two days.**”
 - Intent to occupy: Do not attempt to prove intent to occupy. Record occupancy as “Not Verified” and comment about the impending relocation.
 - Comment: “Offsite Assessment - Intent to occupy”
- Homeless: Change the applicant to a renter. The Habitability Compromised selection will be No, and limited personal property will be recorded.
- Do not record eligible (miscellaneous) purchased items purchased or rented in response to the disaster. If they say they purchased an item, advise them to call the FEMA helpline for more information and keep their receipt as they will need to submit it in the future.
- Use the Interview Question MS Excel file to determine the real property level of damage to the home. Only answer those with an orange background. When done with questions, either roll back all answers until the form is blank, or close it without saving and open again for use with next applicant.

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- Address personal property as you normally would, using what you have determined about the damage to the home as the evidence to validate (or not validate) all personal property.
- For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”
- Use 100 for the size of the home.
- Non-traditional housing: Select “Other” for residence type and a descriptive comment. For example: “Offsite Assessment – Tent on bare earth”
- Habitability will be based on the home’s condition immediately following the event for Owners; and at the time of the phone interview for Renters.
- Record Real Property line items for owners in the exterior room.
- **Flooded Crawlpace: When flooding exists in a crawlspace, ask the applicant if flood waters reached the dwelling’s floor insulation, bottom board insulation, ductwork or subflooring. If Yes, record the Damage Level of 1 for the residence type recording a high water location on the first floor of 1”.**
 - **Do not record a damage level merely if the crawlspace received water or when claiming soft floors (releveling)...**
- Habitability Special Conditions:
 - Forced Relocation: When the applicant indicates they were forced to relocate due to the disaster, attempt to verify this condition with the LL or building manager providing their name and contact information. When unable to verify, retain the FTR situation recording the habitability determination of “Yes”. If the LL is evicting the applicant to occupy the home, add the landlord’s name and phone number in a comment.
 - Immediate Threat or Tagged Home: Address the habitability determination as “Yes”. Habitability determination is also “Yes” when the home has been tagged by the local building department as unsafe to occupy due to the disaster.
- Address habitability compromised as Yes if you have determined that the real property damage is:
 - Forced to relocate / tagged
 - Owners - any of the LEVEL line items, any of the service calls, or any of the destroyed line items.
 - Renters – Major, Moderate, or Destroyed
 - Record owner/renter destroyed only when the GIS_DEST comment is present. Add a comment when FEMA confirms the residence is destroyed: “Offsite Assessment = FEMA confirmed GIS Destroyed”
- If HRR= No: Add a comment describing the situation. For example:
 - Offsite Assessment – App Reported No Damage
 - Offsite Assessment – Personal Property Items
- Address current location based on the applicant’s statement as normal.
- Comment Field:
 - For every remote inspection use the Disaster Specific Condition, X440, and comment “OFFSITE ASSESSMENT COMPLETED”

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- If the applicant is unable/unwilling to provide responses to questions that are critical to completion of the inspection, the inspector will specifically note in comments.
- American Sign Language Interpreter Services: FEMA HIS personnel will conduct all interviews requiring the use of sign language interpretive services through the Video Relay Services (VRS). Contracted inspectors discovering applicants with this need will notify their lead/supervisor returning the inspection to the Host/Assign Queue for FEMA to retrieve via the JADE process. The HIS Contractor will notify the TM/ISC of this situation, careful not to disclose applicant PII for FEMA to retrieve the inspection.
 - The following steps will be utilized by FEMA to communicate the interview with the applicant through VRS once obtaining the inspection:
 1. Inspector calls survivor (number listed in NEMIS), someone other than survivor picks up and indicates that survivor wishes to use their VRS equipment.
 2. Inspector obtains number for VRS equipment from the person who picked up
 3. Inspector then calls the FRS @ 877-709-5801
 4. Inspector provides VRS phone number for the FRS rep to call & connect
 5. Engages in the interaction

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Questions and Answers:

Note: The following document interchanges remote inspections with award packages. To clarify, the entire process will be conducted remotely, by inspectors electronically communicating with applicants to ascertain their damages and losses. To identify the real property damage level is that of the award package concept. Given the historical events of this document, award packages were first relayed as guidance to the HIS contract firms, later FEMA clarified the process to be a remote inspection process.

4.16.20 Update

Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, at least three attempts during two days with 5-6 hours between each call. No other external verifications are required.

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts during two days with 5-6 hours between each call.

4.14.20 Update

The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, at least three attempts.

4.10.2020 updates

Question: Should the Host flag inspections for manual review when either occupancy or ownership is not verified?

Answer: Follow any disaster specific addenda and when not supported (no requirement), no flag is necessary.

4.9.2020

Read This First tab of the Job Aid:

Question: Is it permissible to add the text "Contract" prior to "inspector when stating: Hello, my name is _____ and I am an *Contract* inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Answer: Yes

Question: If the applicant does not return the call for an interview when unable to obtain their Registration ID, What WD status should the inspection be returned?

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Answer: Withdrawn Option 2 after 7 days.

Question: When the applicant does not understand or answers no the testament statement, What WD status should the inspection be returned?

Answered: Withdrawn Option 1.

Interview Questions tab of the Job Aid:

Question: Should the inspector ask about water heater damages for flooding?

Answer: No

Question: When asking about exterior damages, should the inspector inquire about insulation damages for flood?

Answer: No. When waters did not reach the interior of the home there is no damage level to record, regardless of damages to floor insulation. However, the applicant may identify exterior damages to the HVAC component that will drive habitability when recording a service call.

Guidance tab:

Question: Is the inspector required to comment on Eligible Purchases not recorded.

Answer: No

Question: Can Service Call line items be addressed with destroyed dwellings?

Answer: Yes

RP line item tab:

Question: Will FEMA provide a Help Text description for each of the new damage description line items?

Answer: Not at this time, use the questionnaire (interview dialogue) to confirm the damage level.

Question: Is missing 50% or more of siding a damage level 2?

Answer: Yes

Guideline Questions:

Question: Are inspectors to contact applicants between 7 am and 9 pm local time?

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Answer: Inspectors are eligible to contact applicants using existing protocols similar to when establishing appointments, such as in the hours noted in the question.

Question: Are inspectors to ask the applicant to measure their high water elevation?

Answer: Applicants may if they desire to do so, use a measuring device to indicate the high water elevation in their home. However, the established measurements from the questionnaire should suffice.

Question: Is it possible to streamline the recording of personal property only recording affected appliances when no other similar device(s) is/are operable or exist?

Answer: The recording of PP has been noted as a concern during the two-year development of this concept where at this time, it is requested that a complete inventory be obtained similar to a conventional inspection.

Question: What does FEMA consider “clear” when verifying electrical components of an appliance to have been inundated or sustained major physical damage to record repair or replace?

Answer: Inspectors are to question applicants about damages to appliances that would include an understanding of the unit being inundated or to have sustained major damage.

Question: Will vehicle only inspections be returned as Withdrawn?

Answer: Yes, but the intent is not to issue vehicle only inspections.

GIS Destroyed:

If *FEMA provides the validation* that a home is destroyed prior to the inspection, such as the GIS_DEST stamp approach used in the California fire disasters, that would be the one exception for us to send back an inspection as destroyed with residence rebuild/TT/MH replace. Otherwise, the determination of destroyed will not be achievable through the remote inspection interview with the applicant with no validation.

Response: Confirmed, Procedures have been updated.

PRIOR TO APRIL 2, 2020:

Apartment In the RP Line Item

Question: Typically apartments are associated with renters. Some of the RP level of damage line items include “Condo/Apt” (see attached). Since the line item recorded for a damaged apartment will likely be a Renter line item. To avoid any confusion, would it be best to remove “Apt.” from the RP lines item name?

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Answer: Normally HIS would agree, but in response to PR many inspectors have recorded owners to be residing in apartments. For this reason there is a designation of Condo/Apt for a damage level. Background pricing accounts for only interior damages.

Award Package RP Line Items

Question: Please confirm if the attached doc, Award Package RP Line Items shared on 3/17 is still current?

Answer: Latest RP line item document are listed in the RP line item tab of the Excel version of the Job Aid, or below:



Award Package RP
Line Items.xlsx

Minimal or No Damage

Question: It is understood that inspections with no or minimal damage will be filtered out via the triage process, but inevitable some will be issued. Applicants may exaggerate damages when registering and later discover the home had minimal or no damages. In the event the assessor determines through the interview process there are no damages that rise to a level I or no damages period, is anything extra required of the assessor in this situation? Would there be any benefit to adding another level of damage, i.e., None or minimal damages not impacting habitability. Does FEMA need any triggers to identify applicants who may only qualify for clean and debris remove, i.e., “muck out” assistance?

Answer: No to all three questions

No Appliance Damage Line Item

Question: If the applicant states they have NO personal property damage, may the assessor record the No Furnishing and/or No Appliance Damage line items?

Answer: Yes

Finished vs. Unfinished Basements

Question: Please confirm ... The assessor will record a finished or an unfinished basement level of damage based solely on whether or not there is an occupied bedroom in the basement? Is this understanding correct?

Answer: Yes

Multi-Family Road and Bridge Damage

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Question: The draft script states, *"Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable? If Yes, record the **SF Service Call or Renter-Moderate line** item. **Do not concern yourself with multi-family separation during the interview.**"* And the draft guidelines also state, *"The inaccessible status is not used for private road or bridge damage that is the applicant's responsibility to repair."* What is expected of the assessor, if perchance the applicant voluntarily states that damages to a multi-family road or bridge are preventing access to their home? Would the assessor record the home as Inaccessible?

Answer: Applicants indicating damages to a private or group owned road, record the SF R&B SC initiating an HRR of Yes and the relocation question. The ACE Habitability schema will be updated to fire on the new line items and proposed service calls.

Occupancy and Ownership Verification

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS state, *when not confirmed by FEMA, inspectors are not required to make attempts to verify. In such instances, the inspector will address Occupancy and/or Ownership as Not Verified.* Is this correct?

Answer: **4.16.2020 update:** Inspectors may contact the applicant's landlord when contact information is provided to verify occupancy, **at least three attempts during two days with 5-6 hours between each call.** No other external verifications are required.

Force to Relocate

Question: The DRAFT Award Packages Inspection Guidelines - Rev 3.26.2020 HIS states ... *Forced To Relocate - At times a renter may be displaced to allow a landlord to occupy the home. The inspector is required to verify with the landlord that the applicant was forced to relocate due to the disaster. When confirmed, the habitability determination will be "Yes". The inspector will include the landlord's name and phone number in a comment. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, the inspector will address habitability determination as "No". Forced To Relocate will also be used for a condo owner when there is damage to real property items such as the roof or heating system located in a shared area. ...* When the inspector selects the Forced to Relocate under Special Conditions, the tablet opens up to Add auto comment and details which forces the inspector to record a comment. Will the inspector be required to call the condo management to verify and record a required comment similar to the one for a renter?

Answer: 4.10.2020 update: Applicants indicating an FTR situation will require the assessor to obtain the condo or apartment manager's name (LL) and contact number, attempt to verify this condition inserting a comment to the contact information and outcome of the attempts. When unable to verify, retain the FTR condition with the applicant's indication of a need to relocate.

HOST Action: When the inspector was unable to verify the FTR situation with the LL / Building manager, flag the inspection for manual review.

Preventing the Recording of Destroyed or Ineligible RP Line Items

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Question: A suggestion To prevent the assessor from recording a dwelling as destroyed, or from recording any other ineligible RP line items, remove all lines items except the eligible RP and service call line items. To prevent the recording of a destroyed dwelling, the following line items should NOT be available for the assessor to select:

- 6391 Residence Rebuild
- 6980 Mobile Home Replace
- 6981 Travel Trailer Replace
- 5533 Renter Destroyed

Answer: 4.10.2020 update: Since allowing assessors to record a rebuild line item when indicated through the GIS-DEST comment or as noted by FEMA HIS, the Rebuild RP line items will remain displayed. Inspectors will remain cognizant of this situation. All returned inspections with the Rebuild line item will stop for review in NEMIS confirming this selection.

Retaining Wall Service Call for Flood

Question: The flood script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record Retaining Wall Service Call or Renter-Moderate Damage line item to initiate the relocation question.* There is no “Retaining Wall Service Call” line item. Did FEMA intend for the assessor to record the Access/Debris Service Call? Or will there be a new line item?

Answer: the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Threat of Landslide or Mudslide from Earthquake

Question: The earthquake script question: *Is your home in an immediate threat of a landslide or mudslide? If so, record EQ Damage Level 1 or Renter-Moderate Damage line item.* This response is different than the response for the same question in the flood script. Did FEMA intend for the assessor to record EQ Damage Level 1 instead of a service call line item? The habitability determination for immediate threat or tagged homes is addressed under Habitability Special Conditions.

Answer: Use the new line item Retaining Wall Service Call or Renter Moderate Damage will be used.

Appeal for Award Packages

Question: Will there be two separate appeal processes; one for a remote award package (one and done, no further appeal inspection) and the other where the applicant has received a complete on-site inspection?

Answer: Yes, two separate processes. Initial inspections performed after April 9, 2020 will be assessed using damage levels (award package concept) where subsequent appeals will likewise verify the damage level. Inspections performed prior to April 10, 2020 recording conventional line items will have appeals assessed through conventional line items.

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4473-PR Foundation Service Call

Question: For DR-4473-PR, to meet the existing addendum, are inspectors to add the Foundation SC. This will also make the dwelling uninhabitable requiring an answer to the relocation question. If there are no other noted RP damages from the EQ script/job aid, the Foundation SC will be the only RP line item.

Answer: Yes

Award Package (Damage Level) line items

Question: Since all RP items will be visible for DR-4473-PR and DR-4476-TN, will users will need to be cognizant only to record one of the award package items plus eligible companion service calls?

Answer: Yes

Speed Estimating for Award Package Items

Question: Will the proposed line items for this Award Package (damage level) concept be placed within the Speed Estimating inspection damage category.

Answer: Yes

Triage for 4473

Question: If/when FEMA pulls back the SA_TRIAGE_1 cases in Puerto Rico (DR-4473), this will only be from the Triage and Contractor Assign queues, correct? We won't pull any that might be in the FISR queue as appeals, reinspects, withdrawn, etc.?

Answer: Correct. If there are SA-1s that are being reissued, like appeals, withdrawn, etc. HIS will do the inspection (In-house or Contracted entity). It's only the SA-1s that are in triage and assign that we are planning to not perform and send the letter (IRND or NOINPSN) or something like that was the letter code.

Inaccessible Inspections:

Question: How will inspectors perform inaccessible inspections? Will the inaccessible determination be based on verbal confirmation from the applicant that the home is inaccessible? Or will inaccessible inspections be removed via the triage process?

Answer: YES If applicant stated inaccessible at time of registration they will get removed and 1 month rent and told to call back when accessible.

Question: Inspectors will not able to acquire photos of blocked access for inaccessible homes. Will FEMA waive this requirement?

Answer: YES, if applicant states inaccessible after registration therefore receiving call for inspection and situation supports claim they will return it inaccessible and no photo requirement

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Photo ID Viewed:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: YES

Question: Should Photo ID Viewed always be recorded as NO?

Answer: YES during the remote process (*Inspectors will indicate a “no” response to photo ID viewed*).

Interviewee – Applicant and who else?

Question: Can the phone interview/inspection be performed with someone other than the Registrant or Co-Applicant? Please advise.

Answer: 4.9.2020 update, in addition to either the applicant or co-applicant, a FEMA verified 3rd Party members may participate in the remote inspection.

Size of Residence:

Question: Will the inspector record the size of residence per similar guidance as was issued in Addendum #1 for DR 4407 CA? ... i.e., Size of residence (SOR), may be verified by tax website or the applicant’s verbal statement. If unknown, enter the SOR as 1000 sq. ft.

Answer: Record 100 SQ FT

Name Change:

Question: How would inspectors address name changes without seeing documentation? Verbally?

Answer: Yes

Power of Attorney:

Question: Will FEMA waive the Photo ID requirement for POA? There should be comment from FEMA with name for verification.

Answer: 4.10.2020 update: POA’s will be verified by FEMA prior to issuing the inspection through the 3rd Party indication. When not provided, return the inspection as Withdrawn commenting appropriately.

Multiple Dwellings at the Same Address?

Question: Do inspectors need to ask if there are Multiple Dwellings at the Same Address?

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Answer: No, as long as they state it is there primary residence.

No Contact Guidance:

Question: Will the inspector follow FEMA's current No Contact guidance, minus the photo requirements?

Answer: YES

Renter and Owner Primary Residence Verification:

Question: Will FEMA waive the requirement to call the utility company? The utility company typically will not provide this information due to PII restrictions.

Answer: YES

Question: The inspector's attempt to call the landlord or harbor master will be the effort to exhaust all means to verify residency for the renter. For the owner, if residency cannot be verified, the inspector will have to record residency not verified and FEMA will have to request verifiable documentation for the applicant.

4.16.20 Update: The inspector will attempt a contact to the landlord and provide their name and contact number when available. If Occupancy is Not Verified, Include the landlord name, contact number, and the times you attempted to contact the landlord, **at least three attempts during two days with 5-6 hours between each call.**

Answer: Correct (4.9.2020 update, inspectors will utilize the LL for a renter's verification when provided)

Home Ownership Verification:

Question: Given the current PII restrictions, inspectors will not and should not request or receive any electronic documents, PII, photos or videos from the applicant. Is this understanding correct?

Answer: Correct

Eligible Purchases:

Question: Are inspectors to record Eligible Purchases?

Answer: No, direct applicants to contact the FEMA Helpline for more information and request that they keep all receipts.

Damages to Garages and Outbuildings:

Question: Damages to necessary real property in garages and outbuildings such as essential electrical and plumbing components that affect the habitability will be addressed through the overall assessment and level of damage determination for the home. Is this understanding correct?

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Answer: YES

Question: Will the inspector address essential appliance in garages and outbuildings as normal.

Answer: Correct

Non-Traditional Housing:

Question: How will the inspector address RP damage for non-traditional dwelling? With a reduced LOD line item or lump sums?

Answer: Follow the questions (script) applying the applicant's response to obtain an overall level of damage. Also, Select "Other" for residence type and a descriptive comment. For example: "Offsite Assessment – Tent on bare earth"

Motor Homes:

Question: How should the inspector address motor homes since motor homes will be addressed as travel trailers? How should the inspector address damages to a travel trailer?

Answer: Follow script for travel trailers

Real Property Damages for Condo Owners

Question: The inspector will address RP damages for condos owner through the RP damage assessment script and will apply a corresponding level of damage. When there is no recordable RP damage, but there is non-recordable damage outside the applicant's unit affecting access or habitability, the inspector will follow the force to relocate guidance. Is this correct?

Answer: YES

Incomplete Inspection:

Question: We anticipate incomplete inspections will be rare or non-existent under the remote inspection scope. The inspector can determine a level of damage for any home with a high-water mark. If the dwelling is not accessible due to damages to the applicant's private road or bridge, the inspector will record a service call. Can FEMA think of an instance when an incomplete inspection would be recorded under the remoter inspection scope?

Answer: Assessor will follow the questions applying the applicant's answers to determine the level of damage to record. Do not consider damages if applicant is unable to define or explain without entry to dwelling.

Tagged Home

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Question: The inspector will determine a level of damage only from the RP damages that the applicant can verify through the real property inspection questions. The inspector will not address damaged PP or RP if the applicant is unable to determine the extent of damage due to NOT being able to enter the home. If there is a consistent high-water mark, the inspector will determine a level of damage for flood.

Answer: Yes

Transportation:

Question: Since the inspector will not be able to view and verify the level of damage for transportation, does FEMA want the inspector to record Not Available/Not Verified for the level of damage?

Answer: Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

Question: Since the inspector is not be able to view the vehicle registration or the liability insurance policy, should the inspector record the following: Registered? NO ... Liability Insurance? YES or NO, depending on the applicant’s response ... Liability Insurance Viewed?

Answer: For vehicles, if the applicant answers Yes to the first question and No to the second question indicating they have a transportation need, address the year, make and model of all vehicles. Address the level of damage for all vehicles as “not available”. Address vehicle registration and liability insurance based on the applicant’s verbal statements, and address the liability insurance policy viewed as No. If the vehicle is “Not Available” add a comment “Offsite Assessment = Vehicle not available”

The Damage Level Must Support the Verbal PP Losses:

Question: Per the Assessor Award Package Script from 3/25, Once the inspector has determined the level of structural damage to real property, the ACE prompts for personal property room furnishings and appliances are addressed using the context of the real property damage as the evidence or lack of evidence ... Inspectors are expected to exercise discretion when recording verbal personal property losses. Just as if the inspector was onsite, the inspector will only record verbal PP damages that are realistic and supported by the assessed level of damage. Correct?

Answer: YES

Limited English Proficiency:

Question: If the applicant doesn’t have a family member available at the time of the call, they will be returning the inspections and reassigning it to another inspector - correct? Can the Language Line Services be used? On that note do they have to implement some type of ASL relay or is this something outside of their capabilities at the moment?

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Answer: With these being done by telephone, it is preferred to avoid the calls to Language line and such. ASL services will be conducted by FEMA assessors following the instructions in the 'Guidance' or Procedures section.

Undeclared damage of Fire

Question: What will be the process to address the undeclared COD of fire?

Answer: Similarly to what FEMA did during Florida and Georgia Stream-lined inspections in 2018, assessors will record WIND as the COD when a FIRE is confirmed to be disaster caused.

Remote inspections using video:

Question: Will remote inspections use video assessments

Answer: At this time, no

No Contact:

Question: Will the length of time required to hold No Contact inspections remain the same in the absence of site visits? If so, will additional contact attempts (5, 7, more) be required?

Answer: Hold for 7 days per the Contract PWS/PRS

Withdrawn:

Question: Will (should) withdrawn inspections require additional details for the contact date/time with the applicant?

Answer: No, follow current guidance

High Water Mark (HWM)

Question: For cause of damage flood, will a standard HWM for input into ACE be required that corresponds with each level of damage (i.e. level 1 HWM = 2 inches, level 2 HWM = 18 inches, etc.)? We believe standardization of the HWM entered into ACE may reduce potential FCORs vs the inspector entering any HWM that falls within the established ranges for levels of damage, especially while we cannot implement edit checks for this new inspection process.

Answer: follow the guidance for the Award Package Concept (damage levels) when recording the appropriate HWM and Damage Level.