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- b. **CLICK** the **Next** button;
 - c. **COMPLETE** the letter by selecting the appropriate prompts provided on the **IRL LIST**;
 - d. **CLICK** the **Next** button; AND
 - e. **CLICK** the **Finish** button.
 3. **RFI for ONA**
 - a. **SELECT** the appropriate **FOR INFORMATION** based on if the applicant has received an **RFI** for that specific category or not;
 - b. **CLICK** the **Next** button;
 - c. **SELECT** the appropriate category option;
 - d. **CLICK** the **Next** button; AND
 - e. **CLICK** the **Finish** button (for NEMIS).
 - v. **RFI vs. ADOC for ADA/ RP Line Items for Disaster-Caused Injury or Disability (Not present on home pre-disaster)**
 1. If an **RFI** has **NOT** been previously sent and an applicant is requesting assistance for ADA items due to an injury or disability that happened as a result of the disaster for the following items:
 - a. Grab bars
 - b. Exterior Ramp
 - c. Paved path of travel to the primary residential entrance.
 - i. **GENERATE** an **RFI** for **HA-ADA Disaster-Caused Real Property**;
 - ii. **CLICK** the **Next** button;
 - iii. **SELECT** the appropriate category option;
 - iv. **CLICK** the **Next** button;
 - v. **CLICK** the **Finish** button; AND



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- vi. **PLACE** a courtesy call to the applicant and **EXPLAIN** what documentation is needed. Three call attempts are required.
- 2. If an **RFI** has been previously sent:
 - a. **GENERATE** and **MAIL** the **ADOC** for **HA-ADA Disaster-Caused Real Property** letter; AND
 - b. **PLACE** a courtesy call to the applicant and **EXPLAIN** what documentation is needed. Three call attempts are required.
 - i. Refer to the [Home Repair Assistance SOP](#) for additional information.
- v. **SELECT** the **Send letter to mail queue** option if routing to the **FEMA Complete** queue or the **Info Control - Pending Receipt** queue.
 - 1. DO NOT select **Send letter to mail queue** checkbox if routing to **FEMA Supervisor Review** queue.
- vi. **CLICK** the **Finish** button at the bottom of the pop-up;
- vii. **SET Timer** in **Info Control** screen, if applicable;
 - 1. **ADD** the appropriate verification requirement, **Pending Response**, if routing the **WP** to the **Info Control - Pending Receipt** queue.
 - 2. Refer to [Info Control](#) SOP for additional information.
- viii. **ADD** a **Comment**; AND
- ix. **ROUTE** as appropriate.

C. Processing Eligible Assistance

1. Processing Reconsideration for ONA Categories of Assistance

- a. The **Initial Asst Type** decision for ONA is a one-time selection and will NOT be available for subsequent decisions.
- b. **USE** the **Reconsideration** when:
 - i. The previous decision is an **Auto Determination** (Auto-D) or **Manual Insured Status** (**INS**, **INSFI**);
 - ii. Processing a voluntary withdraw from the applicant (**WVOA**);



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- iii. Processing an **Ineligible – Missed Inspection (IMI)**;
- iv. Processing an **Ineligible – No Contact for Inspection (INCI)**;
- v. Processing a **FEMA Correction (FCOR)**, case review determination, etc. that identifies continued unmet needs.
- vi. Overturning an initial ineligible decision to eligible upon an appeal review;
AND
- vii. Processing a supplemental assistance for the following types of ONA categories:
 - 1. [Transportation Assistance](#);
 - 2. [Personal Property Assistance](#);
 - 3. [Moving and Storage Assistance](#);
 - 4. [Miscellaneous Other Items](#);
 - 5. [Child Care Assistance](#);
 - 6. [Medical Assistance](#),
 - 7. [Dental Assistance](#); AND
 - 8. [Funeral Assistance](#).

2. Using **FEMA Review** or Additional for HA Categories of Assistance

- a. **FEMA Review** is related Lodging Expenses Reimbursement, Home Repair Assistance, and Home Replacement Assistance; and reviews initiated by FEMA where the staff has determined a previous decision was incorrect and sufficient information exists within NEMIS to change the decision or award amount.
- b. **FEMA Review** is an internally initiated processing review of a previous eligibility decision based on:
 - i. Change in policy or procedures.
 - ii. Discovery of an incorrect decision.
 - iii. An applicant's verbal request for FEMA to reconsider an eligibility decision based on supplemental information or information that may have been overlooked in the file.



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- c. **FEMA Review** can also be used when Disaster Specific Operating Procedures exist.
- d. Refer to [Scenario 4 – FEMA Review](#).
- e. **USE Additional** when paying a supplemental amount to a previous award, such as increasing the number of bedrooms or adding an extra month of rental assistance.
 - i. Supplemental Rental Assistance (**ERSUPP**) are evaluated under [Continued Temporary Housing Assistance](#) eligibility.

3. Using **Appeal** for HA and ONA Categories of Assistance

- a. Applicants have 60 days from the date on the new eligibility letter to appeal for additional assistance.
- b. **USE Appeal** when processing **Eligibility** decisions for the ONA categories. If the applicant received an eligibility decision (NOT a [status or manual processing code](#)) the new decision will be an **Appeal**.
 - i. **SELECT** the **Appeal** from **Asst Type** in the **ONA Worksheet** if two or more inspections return with a **WVOA**, **IMI**, or **INCI**, and the applicant requests a new inspection or reinstatement.

4. Verification Requirements

- a. If an applicant initially fails a verification due to lack of documentation submitted or NOT available at the time of inspection, staff can manually **ADD** the verification requirement once acceptable documentation is available.
 - i. For example, if an applicant fails for Identity Verification (IDV) and an appeal letter with acceptable documentation is submitted allowing IDV to Pass;
 - 1. **ADD** the **Identity Verification** requirement on the **Info Control** screen.
 - 2. **ASSOCIATE** the document with the verification requirement.
 - 3. **SET** the status as **Verified**.
- b. Verification requirements are the proof required to establish that an applicant is eligible for assistance in a particular category, and all verification requirements must be addressed prior to an eligibility determination or a payment being processed.



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- c. Each category of assistance has its own established set of verification requirements. **FOLLOW** the chart of Standard Verification Requirements for each category of assistance.

Category of Assistance	Verification Requirements Auto-Determined by Business Rules	Verification Requirements Manually Added
<ul style="list-style-type: none"> Home Repair Assistance Home Replacement Assistance Permanent/Semi-Permanent Housing Construction 	<ul style="list-style-type: none"> Identity Verification Homeowners Insurance Occupancy Ownership 	
<ul style="list-style-type: none"> Rental Assistance 	<ul style="list-style-type: none"> Identity Verification Homeowners Insurance (Owner) Renters Insurance (Renter) Occupancy 	
<ul style="list-style-type: none"> Lodging Expenses Reimbursement 	<ul style="list-style-type: none"> Identity Verification Homeowners Insurance (Owner) Renters Insurance (Renter) Occupancy 	<ul style="list-style-type: none"> Hotel/Motel Receipts
<ul style="list-style-type: none"> Personal Property Assistance 	<ul style="list-style-type: none"> Identity Verification Homeowners Insurance (Owner) Renters Insurance (Renter) Occupancy (NOT required for PP stored away from the primary residence) 	
<ul style="list-style-type: none"> Transportation Assistance 	<ul style="list-style-type: none"> Identity Verification Comprehensive Insurance Liability Insurance Vehicle Registration Vehicle Statement 	
<ul style="list-style-type: none"> Miscellaneous Other Items 	<ul style="list-style-type: none"> Identity Verification Occupancy 	<ul style="list-style-type: none"> For Generator Only: Medical Statement of Condition
<ul style="list-style-type: none"> Child Care Assistance 	<ul style="list-style-type: none"> Identity Verification Occupancy (not required) 	<ul style="list-style-type: none"> For manually generated RFI letters Only (SELECT one):



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Category of Assistance	Verification Requirements Auto-Determined by Business Rules	Verification Requirements Manually Added
		<ul style="list-style-type: none"> ○ Child Care Declaration Statement; ○ Child Care receipt/estimate/affidavit; OR ○ Other Expenses (last option).
<ul style="list-style-type: none"> • Moving and Storage Assistance 	<ul style="list-style-type: none"> • Identity Verification • Flood Structure/Contents Insurance • Occupancy • Moving and Storage Statement • Storage Requirements 	
<ul style="list-style-type: none"> • Medical Assistance 	<ul style="list-style-type: none"> • Identity Verification • Health Insurance for Medical • Medical Statement of Condition 	
<ul style="list-style-type: none"> • Dental Assistance 	<ul style="list-style-type: none"> • Identity Verification • Health Insurance for Dental • Dental Statement of Condition 	
<ul style="list-style-type: none"> • Funeral Assistance 	<ul style="list-style-type: none"> • Identity Verification • Burial Insurance • Funeral Statement of Condition 	

Table 1: Verification Requirements

- d. Verification requirements are set for each category of assistance based on the information provided at the time of registration .
- e. Information that substantiates and verifies a requirement can be obtained from several sources.
- f. All verification requirements must be addressed prior to an eligibility determination or a payment being processed.
- g. Additional verification requirements can be added to a category if needed for further processing.
- h. Some categories will automatically attach verification requirements that are currently NOT required for processing eligible payments.



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- i. For example, the Medical Assistance category includes a homeowner's insurance verification and the child care category includes an [Occupancy Verification](#) currently NOT required for processing.
- ii. Although a verification(s) is NOT required for processing, it cannot remain pending or NOT verified when a payment is being processed. The **Verification Status** must be set to **Verified**. The category being processed must be indicated as **Not Applicable**.
 1. For example: In cases where occupancy is NOT verified, e.g. [Child Care Assistance](#) only registrations, or the verification DOES NOT apply:
 2. **SET** the Verification Status to **Verified**; AND
 3. **SET** the **Assistance Affected By Verification Requirement** to **Not Applicable** by leaving the **Applicable** checkbox blank for the category being processed.
- i. If any verifications change from **Verified** in the initial inspection to **Not Verified** in any of the sub-sequential inspection(s):
 - i. **GENERATE** a request letter, e.g. **ADOC**, to request missing verification(s) requirement;
 - ii. **CALL** the applicant and **INFORM** them of the missing verification(s);
 - iii. **ADD** a **Comment** with a summary of the missing verification(s); AND
 - iv. **ROUTE** a **WP** to **FEMA Pre-Recoupment**.

5. Eligibility Codes

- a. There are multiple codes available in NEMIS. **USE** the authorized codes unless warranted by a Disaster Specific Operating Procedures (DSOP).
- b. **USE** the following eligibility codes for specific categories.
 - i. **INO - Ineligible Other Reason**

Ineligible - Roads and Bridges (IRB)	Ineligible - Determinations
Another Access	Additional Repair Assistance (HA, Home Repair Assistance)
Another Applicant	Unable to Reimburse over Approved Rental Rate (Rental Assistance, CTHA)
Not Caused by the Disaster	Not a legal resident (HA Categories)

Table 2: INO- Ineligible Other Reason

- ii. **INI** and **INFI** options: Available in HA categories



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INFI	INI
Insurance Settlement exceeds FEMA Eligible Damage (EVL or HA/ONA Maximums)	Insurance Settlement exceeds FEMA Eligible Damage (EVL or HA/ONA Maximums)
Missing Insurance Settlement Approval or Denial Letter	Missing Insurance Settlement Approval or Denial Letter
	Insurance Covers Living Expenses
<p>NOTE: Financial assistance for temporary housing expenses is NOT limited to a maximum award amount.</p> <p>When unmet needs for temporary housing is identified (ALE exhausted) applicants can submit their request for temporary housing assistance with the required documents any time during the open eligibility period (18 months) but they must initiate a request for temporary housing assistance before the financial closure of the disaster.</p> <p>Temporary housing assistance eligibility is only limited by the disaster's 18-Month eligibility period of assistance unless Disaster Specific Operation Procedures exist.</p>	

Table 3: INI and INFI options

iii. IOR – Ineligible Other Reason

Ineligible Other Reason - Child Care Assistance
No Disaster-Caused Increase in Financial Burden for Child Care
Not an Occupant
Child is Aged 14 – 18
Provider was Not Licensed
Received Assistance from Another Source
Signed and Dated Statement - Missing or Incomplete
Request for Ineligible Expenses

Table 4: IOR Child Care

1. Refer to [Section 7 IOR Letter Inserts](#) for additional information.

iv. IRCT: Two options for each selection (Initial and Appeal)

Continued Temporary Housing Assistance - IRCT
Direct Housing Assistance from FEMA
Financial Ability
Moved into permanent housing
Received CTHA from another agency
Non-Traditional Housing
Income loss NOT caused by the disaster
Other Reason – use as a last resort option if no other ineligible decision applies

Table 5: IRCT- CTHA

c. Auto Generated Code – NOT available for manual selection

Auto Generated Codes	
ILDOBR	Auto-generated Linked for Duplicate Review. UPDATE upon manual review.
IRND	Auto-generated Ineligible- Reported No Damage. Not an eligibility decision.
TSA	Transitional Shelter Assistance. Indicates eligibility.
TSAl	Transitional Shelter Assistance Information. Information was received from lodging contractor and loaded into applicants NEMIS file.

Table 6: Auto Generated Code



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d. Home Repair Assistance and Home Replacement Assistance

Home Repair Assistance		Home Replacement Assistance	
PND	Pending	PND	Pending
IPND	App with insurance being inspected	IPND	App with insurance being inspected
NPND	NFIRA – Non Compliance	NPND	NFIRA – Non Compliance
Eligible		Eligible	
EHR	Home Repair	ERPL	Replacement Housing
EHRZ	Home Repair, Flood Insurance Required	ERPLZ	Replacement Housing Flood Insurance Requirement
ERFD	Readily Fabricated Dwelling (Typically auto-generated)		
Ineligible		Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)	I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IAW	Same Address	IAW	Same Address
ICBRA	Damaged Dwelling Located in CBRA	ICBRA	Damaged Dwelling Located in CBRA
IDUPA	Duplicate Application	IDUPA	Duplicate Application
IID	Home is Safe to Occupy	IID	Home is Safe to Occupy
IIDV	Failed Identity Verification	IIDV	Failed Identity Verification
IINR	Ineligible Insured No Response	IINR	Ineligible Insured No Response
IMI	Missed Inspection	IMI	Missed Inspection
INCI	No Contact for Inspection	INCI	No Contact for Inspection
INDR	Damage NOT Caused by the Disaster	INDR	Damage NOT Caused by the Disaster
INFI	Has Flood Insurance	INFI	Has Flood Insurance
INI	Has Insurance	INI	Has Insurance
INO	Ineligible Other Reason	INO	Ineligible Other Reason
INONV	Occupancy NOT Verified	INONV	Occupancy NOT Verified
INPR	Not Primary Residence	INPR	Not Primary Residence
INS	Insured	INS	Insured
INSFI	Has Flood Insurance	INSFI	Has Flood Insurance
IOVR	Over Program Maximum	IOVR	Over Program Maximum
IOWNV	Home Repairs - Ownership NOT Verified	IOWNV	Home Repairs - Ownership NOT Verified
ISC	Sanctioned Community in SFHA	ISC	Sanctioned Community in SFHA
NCOMP	Non-compliant with Flood Insurance Requirement	NCOMP	Non-compliant with Flood Insurance Requirement
WVO	Applicant Withdrew Voluntarily	WVO	Applicant Withdrew Voluntarily

Table 7: Home Repair Assistance and Home Replacement Assistance

e. Rental Assistance and CTHA

Rental Assistance		Continued Temporary Housing Assistance (CTHA)	
PND	Pending	PND	Pending
IPND	App with insurance being inspected	IPND	App with insurance being inspected
NPND	NFIRA – Non Compliance	NPND	NFIRA – Non Compliance



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Eligible		Eligible	
ECBRA	Rent - CBRA	ERCT	CTHA
ENCOMP	Initial Rent Non-Compliance with Flood Insurance Requirement	ERSUPP	Supplemental Rental Assistance
ER	Initial Rental Assistance		
ERFD	Readily Fabricated Dwelling (Typically auto-generated)		
ERIA	Rental Assistance- Inaccessible		
ERU	Rental Assistance- Utilities Out		
Ineligible		Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)	I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IAW	Same Address	IAW	Same Address
IDUPA	Duplicate Application	IDUPA	Duplicate Application
IID	Home is Safe to Occupy	IID	Home is Safe to Occupy
IIDV	Failed Identity Verification	IIDV	Failed Identity Verification
IINR	Ineligible Insured No Response	IMI	Missed Inspection
IMI	Missed Inspection	INCI	No Contact for Inspection
INCI	No Contact for Inspection	INDR	Damage NOT Caused by the Disaster
INDR	Damage NOT Caused by the Disaster	INI	Has Insurance
INI	Has Insurance	INO	Ineligible Other Reason
INO	Ineligible Other Reason	INONV	Occupancy NOT Verified
INONV	Occupancy NOT Verified	INPR	Not Primary Residence
INPR	Not Primary Residence	INR	No Relocation
INR	No Relocation	IRCT	CTHA
INS	Insured		
INSFI	Has Flood Insurance		
WVO	Applicant Withdrew Voluntarily		

Table 8: Rental Assistance and CTHA

f. Housing Assistance and Permanent Housing Assistance

Housing Assistance		Permanent Housing	
PND	Pending	PND	Pending
IPND	App with insurance being inspected	IPND	App with insurance being inspected
NPND	NFIRA – Non Compliance	NPND	NFIRA – Non Compliance
Eligible		Eligible	
N/A	No eligible codes available	EPH	Permanent Housing
Ineligible		Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)	I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IAW	Same Address	IAW	Same Address
ICBRA	Damaged Dwelling Located in CBRA	ICBRA	Damaged Dwelling Located in CBRA
IDUPA	Duplicate Application	IDUPA	Duplicate Application
IID	Home is Safe to Occupy	IID	Home is Safe to Occupy
IIDV	Failed Identity Verification	IIDV	Failed Identity Verification
IINR	Ineligible Insured No Response	IINR	Ineligible Insured No Response
IMI	Missed Inspection	IMI	Missed Inspection



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INCI	No Contact for Inspection	INCI	No Contact for Inspection
INDR	Damage NOT Caused by the Disaster	INDR	Damage NOT Caused by the Disaster
INFI	Has Flood Insurance	INFI	Has Flood Insurance
INI	Has Insurance	INI	Has Insurance
INO	Ineligible Other Reason	INO	Ineligible Other Reason
INONV	Occupancy NOT Verified	INONV	Occupancy NOT Verified
INPR	Not Primary Residence	INPR	Not Primary Residence
INS	Insured	INS	Insured
INSFI	Has Flood Insurance	INSFI	Has Flood Insurance
IOVR	Over Program Maximum	IOVR	Over Program Maximum
IOWNV	Home Repairs - Ownership NOT Verified	IOWNV	Home Repairs - Ownership NOT Verified
ISC	Sanctioned Community in SFHA	ISC	Sanctioned Community in SFHA
NCOMP	Non-compliant with Flood Insurance Requirement	NCOMP	Non-compliant with Flood Insurance Requirement
WVO	Applicant Withdrew Voluntarily	WVO	Applicant Withdrew Voluntarily

Table 9: Housing Assistance and Permanent Housing Assistance

g. Transient Accommodations

Transient Accommodations	
PND	Pending
IPND	App with insurance being inspected
NPND	NFIRA – Non Compliance
Eligible	
ETR	Lodging Expenses
Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IAW	Same Address
IDUPA	Duplicate Application
IID	Home is Safe to Occupy
IIDV	Failed Identity Verification
IINR	Ineligible Insured No Response
ILER	Ineligible Lodging Expenses Reimbursement
IMI	Missed Inspection
INCI	No Contact for Inspection
INDR	Damage NOT Caused by the Disaster
INI	Has Insurance
INONV	Occupancy NOT Verified
INPR	Not Primary Residence
INS	Insured
INSFI	Has Flood Insurance
IOVR	Over Program Maximum
WVO	Applicant Withdrew Voluntarily

Table 10: Transient Accommodations

h. Medical Assistance and Dental Assistance



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Medical Assistance		Dental Assistance	
PND	Pending	PND	Pending
Eligible		Eligible	
EMED	Medical Assistance	EDTL	Dental Assistance
Ineligible		Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)	I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IDUPA	Duplicate Application	IDUPA	Duplicate Application
IDUPL	Duplicate Losses Awarded under another application	IDUPL	Duplicate Losses Awarded under another application
IID	Minimal or No Medical Needs Required	IID	Minimal or No Dental Needs Required
IIDV	Failed Identity Verification	IIDV	Failed Identity Verification
IINS	Insurance Coverage	IINS	Insurance Coverage
INDR	Damage NOT Caused by the Disaster	INDR	Damage NOT Caused by the Disaster
INS	Insured	INS	Insured
INSS	Insufficient Documents or No Documents Submitted	INSS	Insufficient Documents or No Documents Submitted
INLR	Not a U.S. Citizen, Non-Citizen National, or Qualified Alien	INLR	Not a U.S. Citizen, Non-Citizen National, or Qualified Alien
IOR	Ineligible Other Reason	IOR	Ineligible Other Reason
IOVR	Over Program Maximum	IOVR	Over Program Maximum
WVOA	Voluntary by Applicant	WVOA	Voluntary by Applicant

Table 11: Medical Assistance and Dental Assistance

i. Miscellaneous Other Items and Personal Property Assistance

Other (Miscellaneous Other Items and Child Care Assistance)		Personal Property Assistance	
PND	Pending	PND	Pending
		IPND	App with insurance being inspected
		NPND	NFIRA – Non Compliance
Eligible		Eligible	
APVD	Approved for Assistance (Used for Child Care Assistance only)	EPP	Personal Property Assistance
EMISC	Miscellaneous Other Items	EPPZ	Personal Property, Flood Insurance Required
ECNA	Critical Needs Assistance		
ECSA	Clean and Sanitize Assistance		
Ineligible		Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)	I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
ICBRA	DD Located in CBRA	ICBRA	DD Located in CBRA
IDUPA	Duplicate Application	IDUPA	Duplicate Application
IDUPL	Duplicate Losses Awarded under another application	IDUPL	Duplicate Losses Awarded under another application
IID	Minimal or No Miscellaneous Needs Required	IIA	Inaccessible
IIDV	Failed Identity Verification	IID	Minimal or No PP Needs Required
IINS	Insurance Coverage	IIDV	Failed Identity Verification



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IINSF	Flood Insurance only, Inspection completed	IINS	Insurance Coverage
IINSI	All categories have appropriate insurance, excluding flood, inspection completed	IINSF	Flood Insurance only, Inspection completed
INDR	Damage NOT Caused by the Disaster	IMI	Missed Inspection
INONV	Occupancy NOT Verified	INCI	No Contact for Inspection
INLR	Not a U.S. Citizen, Non-Citizen National, or Qualified Alien	INDR	Damage NOT Caused by the Disaster
INPR	Not Primary Residence	INFI	Has Flood Insurance
INS	Insured	INI	Has Insurance
IISS	Ineligible Insufficient Substantiation Submitted NOTE: IISS is NOT used for Child Care processing.	IOR	Ineligible Other Reason
INSS	Insufficient Documents or No Documents Submitted NOTE: INSS is only used for Child Care processing.	INONV	Occupancy NOT Verified
IOR	Other Reason	INPR	Not Primary Residence
IOVR	Over Program Maximum	INS	Insured
WVOA	Voluntary, by Applicant	INSFI	Has Flood Insurance
		IOVR	Over Program Maximum
		ISC	Sanctioned Community in SFHA (not applicable to "other")
		NCOMP	Non-compliant with Flood Insurance Requirement
		WVO	Applicant Withdrew Voluntarily

Table 12: Miscellaneous Other Items and Personal Property Assistance

j. Transportation Assistance and Moving and Storage Assistance

Transportation Assistance	
PND	Pending
Eligible	
ETRAN	Transportation Assistance
Ineligible	
IDUPA	Duplicate Application
IDUPL	Duplicate Losses Awarded under another application
IID	Minimal or No Transportation Needs Required
IINS	Insurance Coverage
INDR	Damage NOT Caused by the Disaster

Moving and Storage Assistance	
PND	Pending
Eligible	
EMS	Moving and Storage Assistance
Ineligible	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
ICBRA	DD Located in CBRA
IDUPA	Duplicate Application
IDUPL	Duplicate Losses Awarded under another application
IID	Minimal or No Moving and Storage Needs Required



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INSS	Insufficient Documents or No Documents Submitted	IIDV	Failed Identity Verification
IOR	Ineligible Other Reason	IINS	Insurance Coverage
IOVR	Over Program Maximum	IINSF	Flood Insurance only, Inspection completed
IVINS	Vehicle – No Liability Insurance	IMI	Ineligible-Missed Inspection
IVNE	Vehicle – Non Essential	INCI	No Contact for Inspection
IVNR	Vehicle – NOT Licensed/Registered	INDR	Damage NOT Caused by the Disaster
IVRC	Vehicle – Cosmetic damages	INONV	Occupancy NOT Verified
		INLR	Not a U.S. Citizen, Non-Citizen National, or Qualified Alien
		INPR	Not Primary Residence
		INS	Insured
		INSS	Insufficient Documents or No Documents Submitted
		IOR	Other Reason
		IOVR	Over Program Maximum
		ISC	Sanctioned Community, In SFHA (not applicable to Moving and Storage)
		NCOMP	Non Compliant with flood insurance requirement
		WVOA	Voluntary by Applicant

Table 13: Transportation Assistance and Moving and Storage Assistance

k. Funeral Assistance

Funeral Assistance	
PND	Pending
Eligible	
EFNL	Funeral Assistance
Ineligible	
IOR	Other Reason

Table 14: Funeral Assistance

I. Manual Processing and Status Codes

- i. Certain codes can be processed for a second time in **FEMA Manual Determination** queue.
- ii. Even if the code is an ineligible determination, staff working **FEMA Manual Determination** can process the code one additional time before the applicant must appeal the decision.
 1. For example, if the applicant has insurance (**INS** or **INSFI**); AND



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- a. For **INS**, if the applicant has received an **Ineligible Insured No Response (IINR)** letter, they must submit an appeal letter with their insurance documentation.
2. The applicant submits an insurance settlement or denial letter, **SET** the verification requirements on the **Info Control** screen.
- iii. For certain codes, staff will follow procedures for reissuing an inspection, e.g. **IMI**, **INCI**, **WVO**, and **WVOA**. Refer to the [Inspection Requests and Comparisons](#) SOP for additional information.
- iv. Due to disaster activity or processing specifics, staff may receive additional processing instructions through a Supervisor/POC, Preshift, or other authorized source.
- m. The following status codes will NOT require an appeal letter when acceptable documentation is submitted unless there are two previous denials:

Manual Determination Processing and Status Codes	
I69	Signature NOT Obtained (only if a Disaster Specific requirement exists)
IMI	Missed Inspection
INCI	No Contact for Inspection
INS (Unless IINR received)	Insured - No Decision
INSFI	Has Flood Insurance
WVO (HA)	Applicant Withdrew Voluntarily
WVOA (ONA)	Voluntary by Applicant

Table 15: Manual Determination and Status Codes

6. IOR Denial Texts for ONA Processing

- a. When an appropriate ineligible ONA decision is NOT available, staff can utilize the **IOR** status/letter.
- b. When using an **IOR** determination and text insert:
 - i. **ADD** a clarifying **Comment** explaining the denial decision.
 1. This ensures staff will be provided with the information necessary to properly answer an applicant's questions regarding specifics of their denial and information needed for appeal.
 - ii. Some categories of assistance require a courtesy call to the applicant, such as Child Care Assistance.
 1. Refer to the [PPM Webpage](#) and **REVIEW** the SOP for the specific ONA category to confirm if a call is warranted.



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- iii. **ADD** the **Contact** for the phone call.
- b. There are six **IOR** letter insert types:
 - i. **Ineligible – Business-Related Expenses (Initial or Appeal);**
 - ii. **Ineligible – Unavailable Type of Assistance (Initial or Appeal);**
 - iii. **Ineligible – Expired Appeal Time** (appeal only);
 - iv. **Ineligible – Insurance Settlement Exceeds FEMA Eligible Damage (Initial or Appeal); AND**
 - v. **Ineligible- Additional Assistance.**
 - vi. **Ineligible – NOT a Citizen or Qualified Alien**

7. **IOR** Letter Inserts

- a. **ADD PND** line for the ONA category related to the **RFI**
- b. Letter generation from **Web NEMIS**
 - i. **Communication** screen > **Outgoing Correspondence** frame > **Add** button
 - 1. In the popup, **SELECT** the **ELIGIBILITY DECISION** option under **Available Letters**;
- c. **SELECT** **Appeal decision** or **Eligibility decision** and **CLICK Next**;
- d. **SELECT** the **IOR** eligibility determination and **CLICK Next**;
- e. **CLICK Finish**;
- f. **SCROLL** down and **SELECT** text entry;
- g. **CLICK** the **Next** button;
- h. **CLICK** the **Finish** button;
- i. **COPY** and **PASTE** the appropriate **IOR** letter insert into the **Insert** field;
- j. **HIGHLIGHT** the text and **MOVE** the **Margin Arrow** to **1**;



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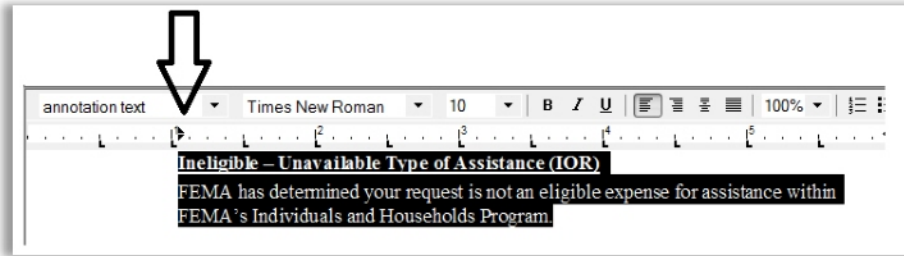


Figure 1: IOR letter text details.

k. **CLICK** the **OK** button; AND

l. **USE** the following **IOR** letter inserts:

Ineligible - Business-Related Expenses (Initial or Appeal)	
English	<p><u>Ineligible - Business-related Expenses (IOR)</u> FEMA has determined you are NOT eligible for the requested assistance because you indicated during your FEMA registration that your losses are business-related.</p> <p>If you decide to appeal this decision, please provide a signed and written explanation of how your losses are NOT business-related.</p>
Spanish	<p><u>No elegible - Gastos relacionado con Negocio (IOR)</u> FEMA determinó que usted no es elegible para la asistencia solicitada porque usted indicó durante su registración con FEMA, que sus pérdidas son relacionadas con un negocio.</p> <p>Si usted decide apelar esta decisión, por favor envíe una explicación escrita y firmada de cómo sus pérdidas no están relacionadas con un negocio.</p>
English – Appeal	<p><u>Ineligible - Business-related Expenses (IOR - Appeal)</u> FEMA has determined you are NOT eligible for the requested assistance because you indicated during your FEMA registration that your losses are business-related. FEMA may only provide assistance to individuals and households.</p>
Spanish - Appeal	<p><u>No elegible - Gastos relacionado con Negocio (IOR - Apelación)</u> FEMA determinó que usted no es elegible para la asistencia solicitada porque usted indicó durante su registración con FEMA, que sus pérdidas son relacionadas con un negocio. FEMA solo puede proveer asistencia a individuos y familias.</p>

Table 16: Ineligible- Business Related Expenses

Ineligible – Unavailable Type of Assistance (Initial or Appeal)	
English	<p><u>Ineligible - Unavailable Type of Assistance (IOR)</u> FEMA has determined your losses are NOT covered by FEMA's program. For information regarding this decision, please contact FEMA's Helpline.</p>
Spanish	<p><u>No elegible -Tipo de Asistencia No Disponible (IOR)</u> FEMA determinó que sus gastos no están cubiertos por el programa de FEMA. Para información en relación con esta decisión, por favor llame a la Línea de Ayuda de FEMA.</p>
English – Appeal	<p><u>Ineligible - Unavailable Type of Assistance (IOR - Appeal)</u> FEMA has determined your losses are NOT covered by FEMA's program.</p>
Spanish – Appeal	<p><u>No elegible -Tipo de Asistencia No Disponible (IOR - Apelación)</u> FEMA determinó que sus gastos no están cubiertos por el programa de FEMA.</p>

Table 17: Ineligible-Unavailable Type of Assistance



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Ineligible – Expired Appeal Time (appeal only)	
English – Appeal	<u>Ineligible - Expired Appeal Time (IOR - Appeal)</u> FEMA has determined you are NOT eligible for assistance because you did NOT submit your appeal within 60 days of the initial decision letter.
Spanish – Appeal	<u>No elegible - Tiempo de Apelación Expirado (IOR - Apelación)</u> FEMA determinó que usted no es elegible para asistencia porque usted no envió su apelación dentro de los 60 días a partir de la carta de decisión inicial.

Table 18: Ineligible-Expired Appeal Time

Ineligible - Insurance Settlement Exceeds FEMA Eligible Damage (Initial or Appeal)	
English	<u>Ineligible - Insurance Settlement Exceeds FEMA Eligible Damage (IOR)</u> FEMA has determined you are NOT eligible for assistance because your losses are covered by your insurance and your insurance settlement exceeds the eligible assistance available under FEMA's program. If your insurance DOES NOT cover all your losses, please provide a signed and written explanation, a copy of your insurance settlement, and receipts or estimates for the losses caused by the disaster.
Spanish	<u>No elegible - Liquidación de Seguro Excede los Daños Elegible de FEMA (IOR)</u> FEMA determinó que usted no es elegible para asistencia porque las pérdidas están cubiertas por su seguro, o la liquidación de seguro excede la asistencia elegible y disponible bajo el programa de FEMA. Si su seguro no cubre todas las pérdidas, por favor envíe una explicación escrita y firmada, una copia de la liquidación de su seguro, y recibos o estimado de los gastos causados por el desastre.
English – Appeal	<u>Ineligible - Insurance Settlement Exceeds FEMA Eligible Damage (IOR - Appeal)</u> FEMA has determined you are NOT eligible for assistance because the documents you provided prove your losses are covered by your insurance, or your insurance settlement exceeds the eligible assistance available under FEMA's program.
Spanish – Appeal	<u>No elegible - Liquidación de Seguro Excede los Daños Elegible de FEMA (IOR - Apelación)</u> FEMA determinó que usted no es elegible para asistencia porque los documentos que usted envió demostraron que sus pérdidas están cubiertas por su seguro, o la liquidación de su seguro excede la asistencia elegible y disponible bajo el programa de FEMA.

Table 19: Ineligible-Insurance Settlement

Ineligible – Additional Assistance (appeal only)	
English – Appeal	<u>Ineligible – Additional Assistance (IOR – Appeal)</u> FEMA has determined that you have been awarded all eligible assistance for this type of loss, and you are NOT eligible for additional assistance.
Spanish – Appeal	<u>No Elegible – Asistencia Adicional (IOR – Apelación)</u> FEMA ha determinado que a usted se le otorgó toda la asistencia elegible para este tipo de pérdida, y no es elegible para asistencia adicional.

Table 20: Ineligible-Additional Assistance



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8. Request Letter Types

- a. Staff has the option to request information from an applicant before making an eligibility determination. FEMA sends various letters to request this information and can be manually generated as needed.
- b. The **ADOC**, **RFI**, and the **RRDOC** letters are considered Request Letters.
- c. Depending on what information is needed or what category is being processed, **USE** the appropriate letter;

Letter Type	Letter Name	Queue
ADOC	Appeal Document Request	FEMA Appeal queue <ol style="list-style-type: none"> 1. SEND an ADOC to request additional information for an appeal. 2. If there is NOT an ADOC insert available, PROCESS the denial decision.
RFI	Request for Information	FEMA Manual Determination queue <ol style="list-style-type: none"> 1. REQUEST specific documents for initial requests. 2. If RFI DOES NOT apply, USE the denial decision.
RRDOC	Recertification Request for Documents	CTHA

Table 21: Request Letter Types

- d. Even though there are specific uses outlined for specific letters, there may be scenarios when a specific letter may NOT be available, and staff will use available letter.
 - i. For example, requesting information for LER, the **RFI** letter is NOT available for documentation that may be requested. Only **ADOCs** provide the appropriate request of information.

9. Routing Workpackets

- a. After a case review and eligibility decision is processed, the WP is routed to the appropriate queue.
- b. Based on the eligibility decision and category of assistance, **FOLLOW** the chart to route the completed cases.



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Routing Chart	
Case Type	Queue Routed To
IRCT or A-IRCT	FOLLOW the Continued Temporary Housing Assistance SOP .
Cases requiring an A-INO letter text insert	1. PROCESS in the current queue and ROUTE to FEMA Ineligible
Cases requiring an INO/A-SUPER letter for any other reason	<ol style="list-style-type: none"> 1. If a letter is NOT available, CALL the applicant to explain the ineligibility reason. (One call attempt) 2. If contact is successful, ROUTE the WP to FEMA Complete. 3. If contact is NOT successful, ROUTE the WP to FEMA Supervisor – Ineligibility Review QC <p>(If unavailable routing option, please continue to ROUTE to FEMA Manual Determination - Ineligibility REVIEW until the Supervisor routing option becomes available).</p>
Cases requiring an INO/ASUPER letter for any other reason, and routed to the FEMA Policy Review or FEMA Supervisor Review – Ineligible Review QC subqueues because the required contact to the applicant was NOT successful	<ol style="list-style-type: none"> 1. Caseworkers processing from the FEMA Policy Review or FEMA Supervisor Review – Ineligible Review QC subqueue are required to make up to 3 attempts to contact the applicant and explain the reason for the ineligibility. <ol style="list-style-type: none"> a. If contact with applicant is successful, <ol style="list-style-type: none"> i. EXPLAIN the ineligibility; ii. DELETE any active PND line(s); iii. ADD a Comment; AND iv. ROUTE to FEMA Complete. b. If contact with applicant is NOT successful: <ol style="list-style-type: none"> i. PLACE case on Hold in your name for the first and second attempt. c. On third unsuccessful attempt, <ol style="list-style-type: none"> i. DELETE any active PND line(s); ii. ADD a Comment; AND iii. ROUTE to FEMA Complete.
MH/TT ineligible for move out assistance	1. ROUTE to FEMA Manual Determination – MH/TT Review
ONA IOR Denials	1. FOLLOW ONA IOR Denials
Cases requiring an ILER decision – SUPER and ASUPER	<ol style="list-style-type: none"> 1. For disasters through DR-4272-TX, there is no text available for this decision. When making an ILER decision, PLACE case on Hold in your name for the 1st and 2nd attempt, then ROUTE to FEMA Ineligible after the 3rd attempt.
Cases requiring INI or INFI decisions – SUPER	<ol style="list-style-type: none"> 1. The SUPER letter will be manually generated with appropriate answer. See Section B.5.c.ii



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Table 22: Routing Chart

10. Registration Status Codes

- a. FEMA verifies the applicant's information, e.g. identity, address, etc., through an automated public records verification, at the time of registration and adds the results into **NEMIS** in the form of a **Registration Status** code.
 - i. If any of the following areas are **Failed**, the applicant may be asked to submit documentation.
- b. The registration codes appear in the **Registration Status** screen in **NEMIS**.
- c. **FOLLOW** the charts below to understand the definition for each **RI** status code.

ADDRESS	ADDRESS CODE DEFINITIONS
ADDR_BUS_FAILED	Address identified as NOT a Business address by the public records verification
ADDR_BUS_PASS	Address identified as a Business address by the public records verification
ADDR_DLVR_FAILED	Address identified as NOT a Deliverable address by the public records verification
ADDR_DLVR_PASS	Address identified as a Deliverable address by the public records verification
ADDR_DROP_FAILED	Address identified as a Mail Drop address by the public records verification
ADDR_DROP_PASS	Address identified as NOT a Mail Drop Address by the public records verification
ADDR_ERROR	*Definition currently NOT available*
ADDR_FAILED	Address failed one or more of the address checks by the public records verification
ADDR_INVALID	Address identified as an invalid address by the public records verification
ADDR_PASS	Address passed all of the address checks by the public records verification
ADDR_RISK_FAILED	Address identified as a High Risk address by the public records verification (such as a pawn shop, tattoo parlor, bar, etc.)
ADDR_RISK_PASS	Address identified as NOT a High Risk address by the public records verification

Table 23: Registration Status Codes

CONVERSION	CONVERSION CODE DEFINITIONS
CNVRTPV	TT on private lot
CNVRT_ELIG	Eligible 403 to 408 conversion
CNVRT_INEL	Ineligible 403 to 408 conversion
CNVRT_NO	No CLC or conversion

Table 24: Conversion Code Definitions

DUPLICATION	DUPLICATION CODE DEFINITIONS
DOBF	Duplication of Benefits - No Cross Disaster Benefits Found
EA1DUP	No EA cross DR duplicate
IAC_DUP_CHK_ERR	Internet Application Client Duplicate Check Error



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Table 25: Duplicate Code Definitions

EXPEDITED ASSIST	EXPEDITED ASSISTANCE CODE DEFINITIONS
EA1	Auto-generated EA 1st award
EA1DUP	No EA cross DR duplicate
EA2	Auto-generated EA 2nd award
EAINS	Potential EA case with HA=INS

Table 26: Expedited Assistance Code Definitions

EXTENSION	EXTENSION CODE DEFINITIONS
APR08EXTN	Paid through April 2008 for HUD transition
APR_EXTENSION	LL has NOT registered with CLC, April and May rent paid as financial to the applicant
AUG08EXTN	Paid through August 2008 for HUD transition
DEC07EXTN	Paid through December 2007 for HUD transition
DECEXTN	December 2007 scripted rental payment - NOT IHP max
EXT_DIRECT	403 - 408 sent to CLC for extension, NOT MOVED or NEVERIN
EXT_FINANCIAL	403 - 408 NOT sent to CLC, And MOVED OR NEVERIN
FEB08EXTN	Paid through February 2008 for HUD transition
JAN08EXTN	Paid through January 2008 for HUD transition
JANEXTN	January 2008 scripted rental payment - NOT IHP max
JUL08EXTN	Paid through July 2008 for HUD transition
JULEXTN	Part of the July 2007 rental assistance extension
JUN08EXTN	Paid through June 2008 for HUD transition
MAR_EXTENSION	Applicant paid rent as part of the March extension group per SCR 8076
MAR08EXTN	Paid through March 2008 for HUD transition
MARCH_EXTENSION	Same as MAR_EXTENSION
MAXAPR08EXT	Reached program max during April 2008 rental payment
MAXAUG08EXT	Reached program max during August 2008 rental payment
MAXDEC07EXT	Reached program max during December 2007 rental payment
MAXDECEXT	December 2007 scripted rental payment - at IHP max
MAXFEB08EXT	Reached program max during February 2008 rental payment
MAXJAN08EXT	Reached program max during January 2008 rental payment
MAXJANEXT	January 2008 scripted rental payment - at IHP max
MAXJUL08EX	Reached program max during July 2008 rental payment
MAXJULEXT	Max July 2007 rental assistance extension
MAXJUN08EXT	Reached program max during June 2008 rental payment
MAXMAR08EXT	Reached program max during March 2008 rental payment
MAXNOVEXT	November 2007 scripted rental payment - at IHP max
MAXOCTEXT	Hit Max as part of the October Extension
OCT_EXTENSION	Direct (CLC) payment through October as part of the October Extension (SCR 8039)
OCTEXTN	Financial payment through October as part of the October Extension (SCR 8347)
PRG_CLC	Program Extension Already in CLC
PRG_FIN	Program Extension Financial to CLC
NOVEXTN	November 2007 scripted rental payment - NOT IHP max
XTEND_CLCALL	Extension Call Out CLC
XTEND_FINALL	Applicants that have been receiving financial assistance from FEMA because their Landlord has NOT registered with CLC. They should have sufficient allowance under the cap to continue receiving financial assistance.
XTEND_FINPRT	Applicants that have been receiving financial assistance from FEMA because their Landlord has NOT registered with CLC. They



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EXTENSION	EXTENSION CODE DEFINITIONS
	have already reached the program MAX or are anticipated to reach the program MAX.

Table 27: Extension Code Definitions

FLOOD MAPPING	FLOOD MAPPING CODE DEFINITIONS
AFPMA	Automated Flood Plain Mapping - Accepted
AFPMF	Automated Flood Plain Mapping - No Flood Data Exists
AFPMN	Automated Flood Plain Mapping - NOT Mapped
AFPMF	Automated Flood Plain Mapping - Processing continued
AFPMR	Automated Flood Plain Mapping - Review, Manual Flood Plain Mapping
AFPMY	Automated Flood Plain Mapping - YES

Table 28: Flood Mapping Code Definitions

HUD	HUD CODE DEFINITIONS	AGENCY RESPONSIBLE	APPLICANT CONTACTS
DHAP3	MH/TT Applicants sent to DHAP	FEMA	HUD
HUD	Pre-DR HUD recipient	N/A	N/A
HUDEXPORT	Prior to 09/24/07; apps registered w/CLC -DEC paid by HUD	HUD	HUD; LL must contact the local PHA
	Post 09/24/07; CLC payments for DEC & JAN paid by FEMA	FEMA	FEMA; LL must contact the local PHA
HUDEXPORTP	Reached MAX post 09/24/07; sent to HUD	HUD	HUD; LL must contact the local PHA
HUDPAYDEC	HUD has paid/or will pay DEC rent	HUD	HUD
HUDPAYJAN	HUD has paid/or will pay JAN rent	HUD	HUD
HUDREADD	Registration re-added for DHAP consideration following a HUDREMOVE	HUD	HUD
HUDREMOVE	Apps ineligible for the transition	Neither	App can appeal; call HL
HUDSEP08	For DR 1603 - 1607, HUD has indicated to FEMA those applicants who were eligible for DHAP payments for September 08. NOT necessarily assisted, but were eligible.	HUD	HUD
INELHUD	HUD has denied this group of applicants for payment under DHAP and therefore they were NOT referred back to FEMA for any additional payments at this time	HUD	HUD
INELJHUD	HUD has determined the app ineligible for JAN payment	HUD	HUD
MAXJANEXT	App will meet IHP Max by Jan 31, 2008	HUD	HUD contacts LL to register
MISSJHUD	Missing JAN payment from HUD/DHAP	HUD	HUD



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HUD	HUD CODE DEFINITIONS	AGENCY RESPONSIBLE	APPLICANT CONTACTS
NO. CODE	No code in the Registration Status screen.	HUD	HUD
NOTINELHUD	Cases previously stamped as INELHUD; HUD reporting no longer shows being EOP* (back in process or fully leased in)	PHA/HUD	Public Housing Agency or HUD at 1-866-373-9509 or 1-866-785-3239
PDHUDA	Post-disaster HUD Assisted	HUD	HUD
RETDECHUD	HUD asked FEMA to pay DEC	FEMA	CALL the IHP Helpdesk
RETFEB08HUD	Returned to FEMA by HUD for FEB 08	FEMA	CALL the IHP Helpdesk
RETJANHUD	HUD asked FEMA to pay JAN	FEMA	CALL the IHP Helpdesk
RETMAR08HUD	Returned to FEMA by HUD for MAR 08	FEMA	CALL the IHP Helpdesk
RETMAY08HUD	Returned to FEMA by HUD for MAY 08	FEMA	CALL the IHP Helpdesk

Table 29: HUD Code Definitions

IDENTITY VERIFIED	IDENTITY VERIFIED CODE DEFINITIONS
IDVEXTEN	*Definition currently NOT available*
IDV_ERROR	Identity Proofing to verify SS# by Contractor; possible incorrect spelling of apps name
IDV_FAILED	Identity to verify SS# by Contractor; misspelling name, SSN entry error, date of birth entered incorrectly
IDV_INVALID	Identity unable to verify SS# by Contractor
IDV_PASS	Identity Proofing to verify SS# by Contractor; identity verification passed
IDProof_Fail_LN	Recorded when someone answers 3 of the 4 questions incorrectly, the second time.
IDProof_Error_LN	Recorded if no or NOT enough data exist to generate four IDP questions.
IDProof_Pend	Recorded when the system timed out or the browser was closed before answering the IDP questions.
IDProof_Skip	Recorded only during Call Center Registrations when the applicant elects NOT to answer the IDP questions.
IDProof_Pass_LN	Recorded when all questions are answered correctly.

Table 30: Identity Verified Code Definitions

INELIGIBLE ACORN REVIEW	INELIGIBLE ACORN REVIEW CODE DEFINITIONS
INEL_RVW_AUS	Ineligible Determination, of ACORN review, for Austin, TX
INEL_RVW_COG	Ineligible Determination, of ACORN review, for Council of Govt.
INEL_RVW_HOU	Ineligible Determination, of ACORN review, for Houston, TX
INEL_RVW_SAN	Ineligible Determination, of ACORN review, for San Antonio, TX

Table 31: Ineligible Acorn Review Code Definitions

INSPECTION	INSPECTION CODE DEFINITIONS
INRQ	Inspection NOT Required
IRQ	Inspection Required
SI	Registration Completed via Sweep Inspection Process, NOT Complete
SWEEPRI	Registration Completed via Sweep Inspection Process, Complete

Table 32: Inspection Code Definitions



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NFIRA	NFIRA CODE DEFINITIONS
NFIRA_MR	National Flood Insurance - Repair Assistance
NFIRA_MR	NFIRA Maintenance Required
NFIRAUPD	NFIRA Database has been Updated
PFIP	Paid Flood Insurance Premium
NFIRA_Mod	NFIRA info was updated in NEMIS

Table 33: NFIRA Code Definitions

OCCUPANCY	OCCUPANCY CODE DEFINITIONS
BIGEAEXP	Applicant has been exported to Myriad for occupancy verification
OCCV_ERROR	Occupancy Verification Error
OCCV_FAILED	Occupancy Verification Failed
OCCV_INVALID	Occupancy Verification Invalid
OCCV_PASS	Occupancy Verified - Yes
OCCVRFDM	Occupancy Verified - Yes (Manually)
OCCVRFDN	Occupancy Verified - No (auto process)
OCCVRFDX	Occupancy Verified - No (manually)
OCCVRFDY	Occupancy Verified - Yes (auto process)

Table 34: Occupancy Code Definitions

OWNERSHIP	OWNERSHIP CODE DEFINITIONS
OWN_PASS	Ownership Verified - Yes
OWNVRFDM	Ownership Verified - Yes (manually)
OWNVRFDN	Ownership Verified - No (auto process)
OWNVRFDX	Ownership Verified - No (manually)
OWNVRFDY	Ownership Verified - Yes (auto process)
OWNV_ERROR	Ownership Verification Error
OWNV_FAILED	Ownership Verified - No
OWNV_INVALID	Ownership Invalid

Table 35: Ownership Code Definitions

RECOUPMENT	RECOUPMENT CODE DEFINITIONS
RCP_THU_MMDDYY	Debt initiated due to Temporary Housing Unit rent collection and confirmed at Treasury for collection as of date specified (MMDDYY) at end of code.
RCP_AT_TR_MMDDYY	Debt confirmed at Treasury for collection as of date specified (MMDDYY) at end of code
RCP_RETURNED_01	Debt returned to FEMA from Treasury per FEMA request
RCP_RETURNED_02	Debt returned to FEMA from Treasury: Paid in full or otherwise satisfied per Treasury
RCP_RETURNED_03	Debt returned to FEMA from Treasury: Applicant is deceased per Treasury
RCP_RETURNED_04	Debt returned to FEMA from Treasury: Debt discharged due to bankruptcy
RCP_RETURNED_05	Debt returned to FEMA from Treasury: Inability to repay
RCP_RETURNED_06	Debt returned to FEMA from Treasury: Uncollectible
RCP_RETURNED_07	Debt returned to FEMA from Treasury: Miscellaneous reason
RCP_STOPPED_RES	Recoupment processing stopped due to restitution order.
RCP_CMA_Y	Current Mailing Address updated for Recoupment project per data from public records search (included in batch to/from contractor)
RCP_RVW	Included in 2010 batch of cases in which recoupment review was required and tracked.
RCP_STND	Pre-2010 recoupment decision stands. Written-off or discharged by FFC. This generic code was used temporarily, but was discontinued.



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RECOUPMENT	RECOUPMENT CODE DEFINITIONS
RCP_STND_BNK	Pre-2010 recoupment decision stands. Discharged by FFC due to bankruptcy. DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STND_DEC	Pre-2010 recoupment decision stands. Written off by FFC – Deceased. DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STND_HSP	Pre-2010 recoupment decision stands. Written off by FFC – Hardship. DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STND_NCE	Pre-2010 recoupment decision stands. Written off by FFC – NOT cost effective (per FFC/Treasury). DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STND_NCT	Pre-2010 recoupment decision stands. Under NCT Review – Case should NOT be processed for recoupment without specific authorization from NCT. If you have NOT been authorized to work the case, DO NOT create a WP for recoupment review and DO NOT generate a NOD letter.
RCP_STND_PIF	Pre-2010 recoupment decision stands. Paid in full per FFC. If this code is in the file, the FFC has reviewed the file and confirmed that the debt amount (per the NOD letter that was generated) has been repaid in full. NOTE: Agents should continue to review the case to determine if a termination is warranted. If Recoupment is warranted, a new NOD letter should be generated with the appropriate recoupment amount.
RCP_STND_RES	Pre-2010 recoupment decision stands. Discharged by FFC due to restitution. DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STND_UNC	Pre-2010 recoupment decision stands. Written off by FFC – Uncollectible. DO NOT terminate recoupment or process for further recoupment. Debt remains valid and should NOT be terminated. NOD letter should NOT be sent. ROUTE to FEMA Complete.
RCP_STOPPED_RES	Recoupment processing stopped due to restitution order
RCP_THU_DEBT	Debt initiated due to Temporary Housing Unit rent collection

Table 36: Recoupment Code Definitions

SSN	SSN CODE DEFINITIONS
SSN_DEATH_FAIL	SSN is IN the Social Security Death Index (SSN_DEATH_FAIL/SSN_DEATH_FAILED)
SSN_DEATH_FAILED	SSN is IN the Social Security Death Index (SSN_DEATH_FAIL/SSN_DEATH_FAILED)
SSN_DEATH_PASS	SSN is NOT in the Social Security Death Index
SSN_MULTI_FAIL	SSN is used by multiple identities, i.e. Identity theft
SSN_MULTI_FAILED	SSN is used by multiple identities, i.e. Identity theft
SSN_MULTI_PASS	SSN is NOT used by multiple identities, i.e. Identity theft
SSN_NAME_FAIL	SSN DOES NOT match name (SSN_NAME_FAIL/SSN_NAME_FAILED)
SSN_NAME_FAILED	SSN DOES NOT match name (SSN_NAME_FAIL/SSN_NAME_FAILED)
SSN_NAME_PASS	SSN matches name



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SSN	SSN CODE DEFINITIONS
SSN_VALID_FAIL	SSN is NOT in the valid range of SSNs issued by the Social Security Administration (SSN_VALID_FAIL/SSN_VALID_FAILED)
SSN_VALID_FAILED	SSN is NOT in the valid range of SSNs issued by the Social Security Administration (SSN_VALID_FAIL/SSN_VALID_FAILED)
SSN_VALID_PASS	SSN is in the valid range of SSNs issued by the Social Security Administration

Table 37: SSN Code Definitions

STEP	STEP CODE DEFINITIONS
STEP_APPLD	Applicant has applied for STEP
STEP_APRVD	Approved for STEP (and agreed to participate, basically a completed STEP inspection with a positive outcome and the applicant completing all of the States requirements)
STEP_CP_00-00-00	Date STEP repairs are completed
STEP_WD_00-00-00	Date applicant withdraws from STEP
0STEP_MBH	The applicant has moved back into their home after STEP

Table 38: STEP Code Definitions

TT/MH	TT/MH CODE DEFINITIONS
PPI	Pre-Placement Interview is the initial process of the MH/TT program
PPIEXTRQST	PPI Referral - External Request
PPIFNRL	PPI Referral - Funeral
PPINONENG	PPI Referral - Non English
PPIOWNHD	PPI Referral - Owner High Dollar
PPIRENTER	PPI Referral - Renter
THUNIT	The GCRO identified applicant as having been provided a temporary housing unit at some point in the recovery
TTFORM	The list of about 61000 applicants received from the field that are listed as being in travel trailers
09REBATE1	Applicant potentially eligible for THU rebate for 1 unit
09REBATE2	Applicant potentially eligible for THU rebate for 2 units

Table 39: TT/MH Code Definitions

MISCELLANEOUS	MISCELLANEOUS CODE DEFINITIONS
ACCT_RVW	Account Review
AD	After Deadline - Filing
DEBIT	Debit card entry logged via script
DOBT	*Definition currently NOT available*
CLCPRIME	Applicant transition from MH/TT to rental resource; may include deposit, utilities, damages to unit
CNTRTR	Contractor
ELA1	Applicant sent to CLC for Transitional Sheltering and is approved for direct assistance from CLC to the hotel
ELA_TRU	<i>Transitional Sheltering Assistance (TSA) for DR-4263-LA.</i>
HPDM	HA Payment Decision Made
HPOPIN	HPOP in (Hotel Outreach Program)
HPOPOUT	HPOP out (Hotel Outreach Program)
IACRI	Registration Entered by Applicant after 10/4/05 (Internet)
IFGAPRV	Individual Family Grant Approved
II	Invalid Incident
INCREP	Income Refused
INCREPVERF	Income Refused, referred to SBA



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MISCELLANEOUS	MISCELLANEOUS CODE DEFINITIONS	
INCVERF	Income Verified	
INSD	Insurance Denial	
IPAA	Internet Privacy Act Accepted	
IRAY	OTH Referral	
IRF	OTH Rollover FALSE	
JPM_EXPORT	FEMA sent a customer service file to JP Morgan for their debit card	
NLATE	Filed After Deadline but within grace period	
NPLATE	Invalid Filing Date with No Late Processing Accepted	
NR	Non-Registration	
OP	Outside Incident Period	
RIWEB	Web Registration via FEMA Rep. (Intranet)	
RIWEBX	Registration Entered by Applicant before 10/4/05 (Internet)	
SCCK	Sanctioned Community Check Performed	
THA_HA	Transitional Housing Assistance - Housing Assistance	Geospatial HA Payment
THA_I	Transitional Housing Assistance - Geospatial Ineligible	Geospatial Ineligible
THA_PP	Transitional Housing Assistance - PP	Geospatial PP Payment
UC	Undesignated County	
VR	Valid Registration	

Table 40: Miscellaneous Code Definitions

D. Processing Ineligible Decisions

1. **USE Reconsideration** when processing ineligible decisions for the specific secondary types of **ONA** (This process follows the same procedure for **Eligible** decisions).
2. Refer to [Eligibility Codes](#) for specific ineligible determinations.

E. Joint-Option Disaster Information (ONA Only)

1. If processing a Joint Option Disaster:

- a. ONA categories are only processed by the state, territorial, or tribal government.
- b. FEMA staff is authorized to process Housing Assistance (**HA**) categories.

2. If incoming mail generates a **WP** to a FEMA processing queue:

- a. **PROCESS** any outstanding issues within HA categories.
 - i. If an additional **WP** is available in a state processing queue such as **State Manual Determination**, **State Appeal**, or **State Supervisor Review**, NO further action for ONA is required.



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- ii. If an additional WP is NOT available in a state, territorial, or tribal queue; AND
 1. There are NO HA categories to address:
 - a. **ROUTE** the existing WP to the **State Manual Determination** queue.
 2. There are HA categories to address:
 - a. On the **Confirmation** screen, **SELECT** the appropriate **Routing** location for all HA categories;
 - b. **SELECT State Manual Determination** for all ONA categories; AND
 - c. **CLICK Submit**.

F. Appeals

Refer to the [Appeal Processing](#) SOP for additional information.

G. Exceptions

There may be unique scenarios NOT specifically identified within this SOP that may require additional assistance.

1. If unable to determine eligibility using available SOPs, Disaster Specific Operating Procedures, or other posted information:

- a. **CALL** the IHP Helpdesk ((b) (6) or the applicable extension number) or **EMAIL** the appropriate Supervisor/POC.
 - i. If after review by the IHP Helpdesk Specialist or Supervisor/POC it is determined additional clarification is required, the IHP Helpdesk Specialist or Supervisor/POC will:
 1. **EMAIL** a request for clarification to the appropriate team via the Helpdesk (FEMA-IHPHelpdesk@fema.dhs.gov).



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IV. EXAMPLES AND FAQs

The following process scenarios assume the applicant met all verifications and eligibility requirements.

Scenario 1 – Minimal or No Category Needs Required (IID) Decision

1. **FCOR** returned with **PP** line items.
 - a. **PROCESS** in the **FEMA Manual Determination** queue; AND
 - b. **SELECT Personal Property** from **Category** and **Reconsideration** from **Asst Type** in the **Worksheet**.

Result: SELECT Reconsideration

Scenario 2 – Initial WVOA status

1. The applicant called the Helpline and requested to be reinstated; AND
2. The initial inspection returned with **PP** line items.
 - a. **PROCESS** in the **FEMA Manual Determination** queue; AND
 - b. **SELECT Personal Property** from **Category** and **Reconsideration** from **Asst Type** in the **Worksheet**.

Result: SELECT Reconsideration

Scenario 3 – Initial INS status = Reconsideration

1. An applicant submitted insurance settlement which was less than the Financial HA and/or ONA Maximums; AND
2. The inspection returned with **PP** line items.
 - a. **PROCESS** in the **FEMA Manual Determination** queue; AND
 - b. **SELECT Personal Property** from **Category** and **Reconsideration** from **Asst Type** in the **Worksheet**;

Result: SELECT Reconsideration



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Scenario 4 – FEMA Review

1. An **FCOR** returned with increase in [FVL](#) amount for Home Repair Assistance.
 - a. **PROCESS** in the **FEMA Manual Determination** queue; AND
 - b. **SELECT Home Repair** from **Category** and **FEMA Review** from **Asst Type** in the **Worksheet**;
 - c. Refer to the [Inspection Requests and Comparisons](#) SOP for additional information for processing.

Result: SELECT FEMA Review

Scenario 5 – Initial INS status = Appeals

1. Applicant submitted insurance settlement which was less than the Financial HA and/or ONA Maximums;
2. Inspection returned with **PP** losses greater than applicant's insurance settlement;
3. Applicant is **Eligible – Personal Property**,
 - a. **PROCESS** in the **FEMA Manual Determination** queue; AND
 - b. **SELECT Personal Property** from **Category** and **Reconsideration** from **Asst Type** in the **Worksheet**.

Result: SELECT Reconsideration

Scenario 6 – Initial Eligible Miscellaneous Other Item (EMISC), e.g. Generator decision

1. The applicant submitted a [signed](#) appeal letter requesting reimbursement for the full purchase price of a generator which is above the line item price.
 - a. **PROCESS** in the **FEMA Appeal** queue; AND
 - b. **SELECT Other** from **Category** and **Appeal** from **Asst Type** in the **Worksheet**.

Result: SELECT Appeal

Scenario 7 – GENERATE an ADOC



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1. The applicant's appeal letter states that they are the owner of the home but has NOT provided proof of ownership.

NOTE: Based on disaster activity and SPU/CSAC processing assignments, cases may be processed in different queues and assigned to specific Applicant Processing Service (APS) staff.

FOLLOW posted Preshifts and instructions from POC/Supervisor regarding processing assignments for occupancy/ownership verifications and appeals.

- a. **PROCESS** in the **FEMA Manual Determination** or **FEMA Appeal** queue; AND
- b. **GENERATE** and **MAIL** an **ADOC**;
 - i. Refer to the [ADOC](#) section for additional information.
- c. **CALL** to inform applicant of missing proof of ownership.
- d. DO NOT add a **PND** line or set a **Timer**.
- e. **ADD** a **Comment**;
 - i. **Summary Line:** FACILITY# (NPSC#) ADOC FOR HR
 - ii. **Details:** Applicant submitted appeal letter without additional substantiation. NO proof of ownership. All verification requirements met. Generated **ADOC** requesting additional information. Routing to **FEMA Complete**.
- f. **ROUTE** to **FEMA Complete**.

Result: ADOC is sent to applicant for missing documentation.

Scenario 8 – GENERATE an RFI

1. Applicant submitted request for medical expenses and included a statement of no medical insurance and receipt from the doctor for medical care. Applicant DID NOT submit physician's statement.
 - a. **CREATE** a Medical Assistance **PND** line, if NOT already present;
 - b. At least one verification requirement on the **Info Control** screen needs to be set to **Pending Response**.



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- c. **GENERATE** an **RFI** for submission physician's statement that the medical issue was disaster-caused.
 - i. **SELECT** the **Send letter to mail queue** checkbox according to routing location.
 - 1. Refer to [Section 9 – Routing Workpackets](#) for additional information.
- d. **ADD** the appropriate verification requirement, **Pending Response** to set **Timer**;
 - i. Refer to [Request for Information \(RFI\)](#) and the [Info Control](#) SOP for additional information.
- e. **ADD** a **Comment**;
 - i. **Summary Line:** FACILITY# (NPSC#) **RFI SENT FOR MEDICAL**
 - ii. **Details:** Applicant submitted Doc # related only to a request for medical expenses including a statement of NO medical insurance and receipts for medical treatment. Generated **RFI** requesting physician statement. **SET** verification requirement to **Pending Response (Timer set)**. Routing **RFI** to **Info Control - Pending Receipt**.

Result: ROUTE the case to **Info Control Pending Receipt**.



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V. DEFINITIONS AND ACRONYMS

Definitions

Additional: Paying a supplemental amount to a previous award, such as increasing the number of bedrooms or adding an extra month of rental assistance.

Appeal: The method of applying for an official change to a previous determination through the submission of documents initiated by the applicant or co-applicant.

Business Rules: A set of conditions programmed into NEMIS that make electronic decisions for automatic processing (auto determination).

FEMA Review: Any review initiated by FEMA staff, where FEMA has determined a previous decision was incorrect and sufficient information exists within NEMIS to change the decision or award amount. **FEMA Review** can also be used when Disaster Specific Operating Procedures exist.

FEMA Verified Loss (FVL): The total dollar amount of IHP eligible disaster-caused damage to real and personal property as verified by FEMA. The FVL represents the total potentially eligible damage, but due to insurance coverage, the financial Housing Assistance maximum, and other eligibility factors, an applicant may NOT ultimately receive assistance for their full FVL.

Financial Housing Assistance Maximum: Financial assistance for Home Repair Assistance and Home Replacement Assistance for owner-occupied homes is limited to a maximum award amount, adjusted each fiscal year based on the Department of Labor Consumer Price Index for All Urban Consumers (CPI).

Financial Other Needs Assistance Maximum: Financial assistance for Other Needs Assistance Personal Property Assistance, Transportation Assistance, Moving and Storage Assistance, Medical and Dental Assistance, Funeral Assistance, Child Care Assistance, and Miscellaneous Other Items is limited to a maximum award amount, adjusted each fiscal year based on the Department of Labor CPI.

Reconsideration: Review of information and/or additional information by FEMA staff, which identifies an existing or continued unmet need for specific types of ONA decisions.

Signature: A valid signature may be evidenced by any mark made by pen or pencil denoting the signer's name or mark; a mark or name created and adopted through a software program such as Microsoft Word; adoption of an electronic signature that includes typing a name or mark at the end of an email; a digital image of a handwritten signature or mark; the click of an "I accept" button on an e-commerce site as his or her legal signature; or adoption of an electronic symbol, sound, or process that is attached to, or logically associated with, the document and executed by the applicant or his or her agent, with the intent to sign the document.



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Acronyms

COD	Cause of Damage
DRC	Disaster Recovery Center
DSA	Disaster Survivor Assistance
EMISC	Eligible Miscellaneous Other Items
FIT	Failed Income Test
FCOR	FEMA Correction
HA	Housing Assistance
IDV_PASS	Identity Verification Passed
IHP	Individuals and Households Program
IID	Minimal or No (Category) Needs Required (ONA Categories only)
IIDV	Ineligible Failed Identity Verification
IMI	Ineligible-Missed Inspection
INCI	Ineligible No Contact for Inspection
INS	Insured
IRND	Ineligible Reported No Damage
JFO	Joint Field Office
NEMIS	National Emergency Management Information System
ONA	Other Needs Assistance
POC	Point of Contact
PP	Personal Property
SBA	Small Business Administration
SOP	Standard Operating Procedure



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WVOA Withdraw Voluntary by Applicant

WP Workpacket



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VI. RELATED GUIDANCE

Please refer to the following:

- Standard Operating Procedures
 - [Appeal Processing](#)
 - [Child Care Assistance](#)
 - [Continued Temporary Housing Assistance](#)
 - [Funeral Assistance](#)
 - [Home Repair Assistance](#)
 - [Identity Verification](#)
 - [Info Control](#)
 - [Inspection Requests and Comparisons](#)
 - [Insurance Processing for HA and Personal Property](#)
 - [Medical and Dental](#)
 - [Miscellaneous Other Items](#)
 - [Moving and Storage](#)
 - [Occupancy Verification](#)
 - [Outbound Calls and Third Party Verifications](#)
 - [Ownership Verification](#)
 - [Personal Property Assistance](#)
 - [Transportation and Second Vehicle Requests](#)
- Resources
 - [Helpline NPSC Caller Services Reference Guide](#)
 - [Processing Procedures Manual \(PPM\)](#)



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REMOTE INSPECTIONS

DISASTER SPECIFIC OPERATING PROCEDURES

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II. Important Information	<p>*** This can be referenced by all staff ***(JFO, DRC, DSA, Helpline)</p> <p>***ALL processing employees must read this section***</p> <ul style="list-style-type: none"> ■ Prior to Processing 18
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I. OVERVIEW

This section describes information that every employee **must** read ***before addressing*** approved disaster specific assistance.

Purpose:

- FEMA may authorize various forms of assistance as a result of disaster specific circumstances.
- This document addresses the necessary disaster specific processing procedures for all open disasters using the Remote Inspections process due to the pandemic restrictions in place across the country, in addition to disasters with pending inspections.
- Currently, this DSOP applies to DR-4399-FL and forward, with the exception of those disasters with a separate DSOP.
 - Remote Inspection processing will apply to initial and appeal inspections completed on April 10, 2020 or later in all open disasters.
- All future damage level dollar amounts will be found on the applicable [Disaster Specific Information](#) webpage.

Disaster Specific Approvals:

- **Streamlined Inspections:**
 - For DR-4609-TN and forward, applicants that self-report at Registration Intake (RI) that they have minimal damages but can remain in their home will be automatically issued for inspection as long as they meet all other criteria for receiving an inspection.
 - For all disasters through DR-4607-MI, an automatic inspection will NOT be issued for the following applicants:
 - **OCCV_FAILED** and/or **IDV_FAILED** (only for disasters through DR-4606-LA); AND
 - Self-reports at RI that they had minimal damage and are able to live in their home (**SA_Triage_1**).
 - These cases will be stamped with the Registration Status Code **TRG_INELG**.



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- Applicants that self-report at RI that they had minimal damage (**SA_Triage_1**) and indicate Essential Utilities Out or Inaccessible will NOT receive a **TRG_INELG** Registration Status Code.
- These applicants will receive an auto-determined **IRND - Ineligible Reported No Damage** status and the [NOINSP Triage Level 1 No Inspection](#) letter that will advise the applicant to call Helpline if their situation changes.
 - The **IRND** status is NOT an eligibility determination.
 - If the applicant DOES NOT call Helpline within two weeks of registering, an auto dialer will be conducted to verify their situation has NOT changed.
 - For DR-4473-PR and DR-4476-TN a callout reminder will be completed via a CARS callout.
 - For all disasters prior to and including DR-4606-LA, applicants that fail occupancy, identity, or any other required verification will also receive the applicable ineligibility letter via automation.
- Applicants that received the [NOINSP Triage Level 1 No Inspection](#) letter will have 15 days from the end of the Registration Period to respond before receiving an **Ineligible-Home is Safe to Occupy (IID)** determination.
 - If the applicant calls FEMA to report additional home or personal property damages prior to receiving the **IID** letter:
 - **ACCEPT** the verbal request and **REQUEST** an initial inspection.
 - For all disasters prior to and including DR-4606-LA, identity and occupancy verifications must have been met.
- DO NOT accept verbal requests for inspection when:
 - For all disasters prior to and including DR-4606-LA, occupancy and/or Identity are NOT verified; AND/OR
 - An **IID** determination has been made.
 - These applicants must submit a signed appeal letter with their documents.



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■ Remote Inspections:

- To effectively and safely verify the needs of applicants in a situation with pandemic restrictions in place, a Remote Inspection process has been approved to provide assistance without the need for an on-site inspection. All initial inspections completed on April 10, 2020 or later will utilize the Remote Inspection process and Damage Level Awards.
- For all disasters prior to and including DR-4606-LA, ownership and occupancy will be verified with NEMIS public records. If the NEMIS public records verification is NOT available, the applicant will need to submit the applicable documents directly to FEMA prior to receiving an initial inspection.
- For DR-4607-MI and forward, applicants that failed identity, occupancy, and/or ownership verification during registration will NOT be required to submit identity, occupancy, and/or ownership documents prior to receiving an initial inspection.
 - If occupancy and/or ownership CANNOT be verified during the initial inspection, the applicant must still submit the required documentation to FEMA.
 - The state of Michigan allows for drivers license updates before the card expires. The updates will be provided on a sticker that will be placed on the back of the active drivers licenses. Michigan drivers licenses, that have not expired, with a sticker on the back showing the correct address, are acceptable proof of occupancy.
- For DR-4609-TN and forward, if occupancy and/or ownership CANNOT be verified during the initial inspection, the system will automatically check for a **PREV_DSTR_OCCV** or **PREV_DSTR_OWNV** code in the **Registration Status** screen.
- For DR-4609-TN and forward, applicants that self-report at Registration Intake (RI) that they have minimal damages but can remain in their home will be automatically issued for inspection as long as they meet all other criteria for receiving an inspection.
 - For Remote Inspections, FEMA inspectors will contact applicants via phone and determine if the applicant is able to complete the inspection via video streaming using Zoom Video Communications or FaceTime. If the video inspection is not possible, a remote inspection can still be completed by telephone. The inspection is intended to mirror the standard on-site inspection process remotely due to the need to maintain social distancing and to protect the health and safety of disaster survivors, FEMA employees, and contractors.
 - Housing Assistance (HA) specific items paid at actual such as HVACs, furnaces, well/septic systems, roads and bridges, and Americans with



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Disabilities Act (ADA) wheelchair ramps will be processed using standard procedures separate from Damage Level Award amounts. For ADA related items, refer to the [Home Repair Assistance](#) SOP for additional processing information.

- For DR-4547-MI and DR-4548-UT only:
 - Housing Inspection Services (HIS) will enter a comment to identify damages to interior furnaces.
- For DR-4557-IA and forward:
 - HIS will record a HVAC service call for interior and exterior heating and cooling system damages.
- For DR-4614-NJ, DR-4615-NY, and DR-4618-PA ONLY:
 - A re-inspection will be issued for cases that contain the **Comment 'AUTOMATED – SA_1 Onsite Reinspect'**.
 - Cases returning from re-inspection as **Withdrawn – Applicant Withdrew Voluntarily (WVO)** will be routed to **FEMA Special Handling**.
 - DO NOT process these cases.
 - If a case is found in any other processing queue, DO NOT process.
 - Cases returning from re-inspection as **Complete**:
 - If the inspection is returned with a damage level that is **less than or equal to** the previous damage level award:
 - **DELETE** the **PND** line;
 - **ADD** a **Comment**; AND
 - **ROUTE** the WP to **FEMA Complete**.
 - If the inspection returns with additional damages or a damage level that is greater than the previous damage level award:
 - **PROCESS** the additional assistance; AND
 - **DEDUCT** the previous Damage Level Award amount.



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- Refer to the [Inspection Requests and Comparisons](#) SOP for additional processing information.
- For disasters declared after DR-4605-WV, Hazard Mitigation funds under the Individuals and Households Program (IHP) may be provided for mitigation repairs such as shingles designed to withstand winds of up to 116 mph, a heavier rubberized membrane to be applied before shingles to help reduce or eliminate interior water damage, and/or a thicker sheathing material, also as a mitigation measure for water damage; elevating a flood-damaged water heater or furnace; and/or elevating or relocating a flood-damaged main panel.
- The additional Hazard Mitigation funds will be automatically included in the appropriate Damage Level Award amounts, except for furnace mitigation, and are subject to the financial Housing Assistance (HA) maximum.
- As only a service call is included for furnace/HVAC in the Remote Inspection Damage Level Awards, furnace mitigation will be paid upon successful appeal for a flood-damaged furnace. Refer to Section [D.4.](#) for additional information regarding processing appeals for a flood-damaged furnace.
- FEMA will notify applicants via a separate letter that their IHP grant for Home Repair Assistance includes funds for specific mitigation actions. The following are the letter codes for the Hazard Mitigation Supplemental Letter (HAZMSL):
 - Roofing Mitigation Measures Letter (HMRF)
 - Furnace Mitigation Measures Letter (HMFU)
 - Water Heater Mitigation Measures Letter (HMWH)
 - Electrical Main Panel Mitigation Measures – Elevation Insert (HMEPE)
 - Electrical Main Panel Mitigation Measures – Relocation Insert (HMEPR)
- Applicants cannot appeal for additional Hazard Mitigation funds or receive them separately from the following Damage Level Award Types:

Home Type	Hazard Mitigation Measure	Cause of Damage (COD)
House/Townhouse	Roof mitigation – added to Damage Levels 1 - 5	All



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Home Type	Hazard Mitigation Measure	Cause of Damage (COD)
Mobile Home	Roof mitigation – added to Damage Levels 1 – 5	All
Travel Trailer	Roof mitigation – added to Damage Levels 1 – 5	All
House/Townhouse	Elevating water heater – added to Damage Levels 1 - 5	Flood
House/Townhouse	Elevating main panel (Repair – added to Damage Level 4)	Flood
House/Townhouse	Relocating main panel (Replace – added to Damage Level 5)	Flood
Condo/Apartment	Elevating water heater – added to Damage Levels 1 - 5	Flood
House/Townhouse	Furnace—paid on appeal only when applicant eligible for actual repair/replacement cost	Flood
Condo/Apartment	Furnace—paid on appeal only when applicant eligible for actual repair/replacement cost	Flood

- Hazard Mitigation funds are NOT available for the following:
 - Condos and apartments will NOT be eligible for roof mitigation or flood-damaged main panel mitigation; AND
 - Travel trailers or mobile homes will NOT be eligible for any flood mitigation items, as it is generally more structurally feasible to elevate the entire dwelling than to elevate individual components.
- Damage Level Award determinations will be based on the applicant's responses. Damage Level Award amounts will include a variety of commonly damaged line items grouped together under new combined Damage Level Award line items for each disaster.
 - In non-flood disasters, the initial remote inspection CANNOT record Damage Levels above 4 unless there is an existing Destroyed (**GIS_DEST**) stamp. FEMA will automatically issue a Reinspection for exterior validation (EV) of damage to confirm if the damage exceeds Level 4.
 - If the damage exceeds Damage Level 4 or is deemed Destroyed, a new line item is added to address the Level 5 or Destroyed.
 - This process is automatic and applicants will NOT be required to appeal.
- Remote Inspections that return with the **GIS_DEST** stamp only OR with a **MH Replace**, **TT Replace**, OR **Residence Rebuild** line item will be awarded



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Replacement Assistance if all standard verifications are met and there are NO fraud indicators in the inspector's comments, e.g. **X100** or **X430**.

- For agents processing in the Special Handling queue, **ROUTE** all cases with the **GIS_DEST** stamp in the registration status box OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item in the file to the **Supervisor Review - DRRA PHC/STEP Return Funds** queue for processing.
 - DO NOT process these cases unless assigned.
- These cases should be reviewed for Temporary Housing Assistance.
 - Applicants that are eligible for Temporary Housing Assistance should be forwarded for review.
 - Refer to [Section B.1.](#) for additional processing information.
- Cases that return from the initial remote inspection with the **GIS_DEST** stamp only OR a **MH Replace**, **TT Replace**, OR **Residence Rebuild** line item but also have a pending inspection of any kind, e.g. **Reinspect**, **Appeal**, **FCOR**, **Inaccessible**, **QC**, etc., may be awarded Replacement Assistance as long as all standard verifications are met and there are NO fraud indicators in the inspector's comments, e.g. **X100** or **X430**.
- For agents processing in the Special Handling queue, **ROUTE** all cases with the **GIS_DEST** stamp in the registration status box OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item in the file to the **Supervisor Review - DRRA PHC/STEP Return Funds** queue for processing.
 - DO NOT process these cases unless assigned.
 - DO NOT pay Replacement Assistance if an initial inspection has NOT been performed.
 - Refer to [Section B.1.b.](#) for additional processing information.
- The inspector will verbally address personal property using standard line items and procedures.
- The Remote Inspection process DOES NOT affect the applicant's eligibility for types of Other Needs Assistance (ONA) that DO NOT require an inspection including Funeral, Child Care, Transportation, Medical, and Dental Assistance.



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- For all disasters from DR-4399-FL through DR-4607-MI, Transportation Assistance will be based off documentation provided in response to a Request for Information (**RFI**) letter as NO insurance documentation will be viewed during the Remote Inspection process.
- For disaster DR-4609-TN and forward, Transportation Assistance will be recorded during the Remote Inspection exterior validation process.
- Generators and Miscellaneous items reported during Remote Inspection will NOT be recorded. If the applicant indicates a need, the inspector will direct the applicant to contact Helpline.
 - Refer to the [Helpline – Assistance for Generators \(Misc/Other\)](#) section for additional information.
- For linked registrations, standard Duplicate Resolution guidance will apply. Refer to [Duplicate Investigation and Resolution Processing](#) SOP for additional processing information.

■ **DR-4547-MI: Michigan DOB Legal Action Letter**

- As a result of legal action taken by the state of Michigan, applicants that receive both HA and Other Needs Assistance (ONA) will receive a letter explaining if a settlement is received from the legal action they may have to pay FEMA back for any Duplication of Benefits (DOB).
- These applicants will receive a **MIDOB – Michigan DOB Legal Action** letter.

■ **DR-4547-MI: Fair Market Rent (FMR) Increase for Rental Assistance**

- A 125 percent FMR increase for Continued Temporary Housing Assistance (CTHA) payments has been approved for DR-4547-MI.
 - The 125 percent FMR increase DOES NOT apply to initial Rental Assistance payments.
 - The 125 percent FMR increase applies to rental properties located in Arenac, Gladwin, Iosco, Midland and Saginaw counties. Applicants who relocate outside of these five counties will receive the FMR for the county in which they choose to reside.
 - Refer to the [Authorization Memorandum](#) and the [2020 FMR and Utility Allowance](#) on the [DR-4547-MI](#) Disaster Specific Information webpage for additional information.

■ **DR-4547-MI: Late Applications and Late Appeals**



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- The late application period for DR-4547-MI ended on 11/29/2020.
 - DO NOT process late application requests received after 11/29/2020. Refer to the [Late Applications](#) SOP for additional processing information.
- The late application exception for dry wells ended on December 6, 2020.
 - DO NOT process late application requests for dry wells received after 12/6/2020.
- Late appeals related to wells and water access will continue to be accepted until further notice.
 - DO NOT deny an applicant if the appeal was NOT received within the 60-day timeframe.

■ **DR-4614-NJ: Fair Market Rent (FMR) Increase for Rental Assistance**

- A 125 percent FMR increase for Continued Temporary Housing Assistance (CTHA) payments has been approved for rental properties located in Hunterdon, Somerset, and Union counties in DR-4614-NJ.
- A 115 percent FMR increase for CTHA payments has been approved for rental properties located in Bergen and Passaic counties in DR-4614-NJ.
- A 110 percent FMR increase for CTHA payments has been approved for rental properties located in Essex, Gloucester, Middlesex, and Morris counties in DR-4614-NJ.
 - The above FMR increases DO NOT apply to initial Rental Assistance payments.
 - Applicants who relocate outside of these counties will receive the FMR for the county in which they choose to reside.
 - Refer to the [Authorization Memorandum](#) and the [2021 FMR and Utility Allowance](#) on the [DR-4614-NJ](#) Disaster Specific Information webpage for additional information.

■ **DR-4617-NC: Fair Market Rent (FMR) Increase for Rental Assistance**

- A 125 percent FMR increase for Continued Temporary Housing Assistance (CTHA) payments has been approved for rental properties located in Buncombe, Haywood and Transylvania counties in DR-4617-NC.
 - The 125 percent FMR increase DOES NOT apply to initial Rental Assistance payments.



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- Applicants who relocate outside of these three counties will receive the FMR for the county in which they choose to reside.
- Refer to the [Authorization Memorandum](#) and the [2021 FMR and Utility Allowance](#) on the [DR-4617-NC](#) Disaster Specific Information webpage for additional information.

■ **DR-4618-PA: Fair Market Rent (FMR) Increase for Rental Assistance**

- A 115 percent FMR increase for Continued Temporary Housing Assistance (CTHA) payments has been approved for rental properties located in Bucks, Chester and Montgomery counties in DR-4618-PA.
- A 110 percent FMR increase for CTHA payments has been approved for rental properties located in Delaware and York counties in DR-4618-PA.
- The above FMR increases DO NOT apply to initial Rental Assistance payments.
- Applicants who relocate outside of these counties will receive the FMR for the county in which they choose to reside.
- Refer to the [Authorization Memorandum](#) and the [2021 FMR and Utility Allowance](#) on the [DR-4618-PA](#) Disaster Specific Information webpage for additional information.

■ **Expanded Lodging Expense Reimbursement (LER)**

- **DR-4614-NJ and DR-4615 NY**
 - The eligibility period for Lodging Expense Reimbursement has been extended and the standard seven day overlap restriction with Rental Assistance has been removed for DR-4614-NJ and DR-4615 NY.
 - The eligibility period for LER begins on 09/01/2021 and can be awarded through 30 days from any Initial Rental Assistance award certification date, when all other eligibility criteria are met.
 - Refer to the [DR-4614-NJ](#) or [DR-4615-NY](#) Disaster Specific Information page for additional information.
- **DR-4618-PA**
 - The eligibility period for Lodging Expense Reimbursement has been extended and the standard seven day overlap restriction with Rental Assistance has been removed for DR-4618-PA.



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- The eligibility period for LER begins on 08/31/2021 and can be awarded through 30 days from any Initial Rental Assistance award certification date, when all other eligibility criteria are met.
- Refer to the [DR-4618-PA](#) Disaster Specific Information page for additional information.
- Refer to [Section B.10.](#) for additional processing information.

■ Critical Needs Assistance (CNA):

- CNA is a disaster specific assistance type and must be requested by the state, territory, or tribal government.
 - Staff may review the [Disaster Specific Page](#) to ensure there is a CNA Authorization Memorandum for the appropriate disaster; the memo indicates CNA is approved for that specific disaster.
- Immediate or critical needs are life-saving and life-sustaining items including, but NOT limited to: water, food, first aid, prescriptions, infant formula, diapers, consumable medical supplies, durable medical equipment, personal hygiene items, and fuel for transportation.
- Eligibility criteria may be changed or waived on a disaster-specific basis, but generally applicants in **APPROVED** disasters will be considered for CNA if all the following apply:
 - The applicant registers within the CNA eligibility period set for this disaster;
 - They pass FEMA's identity and occupancy verification process;
 - Any associated high-risk fraud flags are resolved;
 - They are displaced from their pre-disaster primary residence as a result of the disaster or they are sheltering in their pre-disaster residence and report a need to shelter elsewhere.
 - They assert that they have a critical need and request financial assistance for those needs and expenses.
 - Their pre-disaster primary residence is located in a designated area.
 - They report damage that may impact the habitability of their home.
- CNA is limited to a one-time payment of \$500.00 per household and awarded via automation. NO manual processing of CNA should occur.



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- CNA is provided under ONA as Eligible Critical Needs Assistance (ECNA).
- Refer to the [Disaster Specific Information](#) page for additional information.

■ Clean and Sanitize Assistance (CSA)

- For DR-4609-TN and forward, FEMA may provide a limited amount of financial assistance to applicants with disaster-caused real property damage that did NOT render the home uninhabitable.
- **CSA** is a disaster specific assistance type and must be requested by the state, territory, or tribal government.
 - Staff may review the [Disaster Specific Page](#) to ensure there is a CSA Request or Authorization Memorandum for the appropriate disaster; either memo indicates CSA is approved for that specific disaster. The following disasters are approved for **CSA**:
 - [DR-4614-NJ](#);
 - [DR-4615-NY](#);
 - [DR-4617-NC](#);
 - [DR-4618-PA](#); AND
 - [DR-4629-CT](#).
- Applicants must meet the following eligibility criteria in order to receive CSA:
 - They pass FEMA's identity verification process;
 - The pre-disaster primary residence is located in an area designated for Individual Assistance;
 - Based on a FEMA inspection, the applicant has disaster damage recorded or, for renters, noted clean-up actions are needed or have been taken;
 - The damage is NOT covered by the applicant's insurance; AND
 - FEMA determines the applicant's disaster-damaged primary residence is safe to occupy.
- **CSA** is limited to \$300 per eligible household. This amount is based on the average historical cost of cleaning, sanitizing, and removing floor covering after a flood.



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- **CSA** will be awarded as an automated one-time payment.
 - Cases that are stopped post-inspection must be manually processed. Refer to [Clean and Sanitize Assistance-Manual Processing](#) for additional processing information.

■ Transitional Sheltering Assistance (TSA)

- FEMA may provide TSA when necessary to owners and renters from identified areas, who are unable to return to their pre-disaster primary residence for an extended period of time because their home is uninhabitable or inaccessible.
- Applicants in **APPROVED** disasters will be considered for TSA if all the following apply:
 - Their primary residence is located in an area designated for TSA.
 - They pass FEMA's identity and occupancy verification process;
 - Any associated high-risk fraud flags are resolved;
 - Their registration is not linked with another valid registration for FEMA assistance as a duplicate registration.
 - They lack adequate insurance coverage for Additional Living Expenses (ALE) or Loss of Use (LOU).
- Refer to [Transitional Sheltering Assistance](#) SOP for additional information.

Other Items to Note:

■ Helpline:

- For all disasters through DR-4607-MI, applicants that reported minimal damages at the time of RI will NOT be issued an inspection and will be stamped with **TRG_INELG** and receive a **NOINSP** letter.
 - These applicants will have 15 days from the end of the Registration Period to respond before receiving an **IID** determination. Applicants **DO NOT** have to submit a written appeal when requesting an inspection until after the **IID** determination.
 - **ACCEPT** a verbal request for an inspection from the applicant.



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- If a Workpacket (WP) DOES NOT already exist, **CREATE** a WP requesting an initial inspection in (**FEMA Manual Determination** blank subqueue).
 - **CREATE** a **Comment/Contact** indicating that the applicant needs an inspection.
 - **Summary:** Remote Inspection Request
 - **Details:** Applicant received **NOINSP_ Triage Level 1 No Inspection** letter and called Helpline to request an inspection.
- Applicants who self-report they had a minor damage and could safely live in their home, but also reported utility outage or inaccessibility may also verbally request an inspection until two weeks after Registration Period closes.
 - These applicants do not have the **TRG_INELG** Registration Status Code.

■ **Helpline: Insured Applicants for DR-4563-AL and forward**

- Applicants who stated they have applicable insurance coverage at the time of registration, will receive a **No Decision – Insured letter, INS**.
 - Applicants accessing their online DAC account will view a “Not Approved” status.
- These applicants will have 60 days from the date of letter to provide copies of an insurance settlement approval or denial letter.
 - Applicants who **DO NOT** provide copies of insurance settlement or denial within the 60 days of **INS** letter, will receive **IINR – Ineligible Insured No Response**. Once applicants receive the **IINR**, they must include an appeal letter with any submission of insurance documents.

■ **Helpline – Assistance for Generators (Misc/Other)**

- If an applicant calls indicating a need for a Generator and/or Miscellaneous items:
 - **ADVISE** the applicant to submit supporting documentation;
 - **GENERATE** an RFI; AND
 - **CREATE** a **Comment/Contact** indicating the need for a Generator and/or Miscellaneous items.



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- All applicants must meet the required conditions of eligibility, e.g. medical/utility documentation, as outlined in the [Generator](#) SOP.

■ **Third Party Inspection Request**

- If a displaced applicant/co-applicant states they are NOT able to meet with the inspector and wishes to authorize a third party to meet with the inspector, FEMA will require a Written Consent letter, a completed [Authorization for the Release of Information Under the Privacy Act](#) form, or a Power of Attorney, Guardianship, or Conservatorship document from the applicant to authorize a third party inspection.
- Inspectors will only meet with the applicant, co-applicant, or a designated third party to perform an inspection.
- The third party MUST be over the age of 18 in order to attend the inspection on the applicant's/co-applicant's behalf.
- Once an acceptable Written Consent is received and inspection is requested, include the name and contact number of the third party in the Inspection Request Comment.
- Refer to the [Written Consent and Sharing Applicants Information](#) SOP for additional information.

■ **Helpline – Road and Bridges Callout**

- An assigned Road and Bridge group will complete an outreach (three call attempts) to all applicants with an **SF Service Call (6700 Line Item)** to determine if the damages were to a single family or multi-family road or bridge.
- If the applicant returns the call:
 - **CONFIRM** whether the applicant's home is the only one that relies on the road and/or bridge access or if multiple families rely on the road and/or bridge; AND
 - **INFORM** applicant that a portion of the FEMA award was intended for a service call to obtain a contractor's estimate for the damages that can be submitted to FEMA as an appeal for more assistance.

■ **Helpline - Change in Registrant**

- If an applicant calls and requests to have an **Occupant** changed to **Registrant**:
 - **ADVISE** the applicant to submit a written request to include documentation including ownership and occupancy; AND



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- **ADD** a **Contact** that includes information provided by applicant.
 - Refer to the [Helpline NPSC Caller Services Reference Guide](#) for additional information.

■ **Helpline - Michigan Legal Action Letter**

- If an applicant calls and requests information pertaining to the **Michigan DOB Legal Action** letter:
 - **ADVISE** the applicant that by law, FEMA CANNOT provide assistance for losses or expenses covered by another source, such as insurance, legal action, or state and non-FEMA programs.
 - **INFORM** the applicant:
 - If they receive any funds from legal action involving the damage to their home, they are required to notify FEMA of the amount of funds received and provide copies of any legal notices that describe what losses those funds are intended to cover.
 - FEMA will review this information to determine whether any funds received from legal actions cover the same losses or expenses provided by FEMA IHP assistance.
 - **ADD** a **Contact** that includes information provided by applicant.



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II. IMPORTANT INFORMATION

This section describes information that every employee **must** read ***before processing*** disaster specific assistance.



Prior to Processing:

- The ONA processing option is **FEMA Option**.
 - Staff is authorized to process and discuss all HA and ONA categories of assistance.
- Fraud Reviews
 - Prior to processing, **CHECK** for codes in the **Registration Status** box for any Fraud Stamp indicators.
 - Refer to the [Fraud Review SOP](#) for additional information.
- Sequence of Delivery
 - Housing Assistance (HA)
 - Temporary Housing Assistance, if eligible; AND
 - Repair or Replacement Assistance.
 - Other Needs Assistance (ONA)
 - Funeral Assistance, if there is a pending funeral review;
 - **SPLIT/ROUTE** the Funeral pending (PND – Pending) line to the **FEMA** or **State Funeral** queue for processing by designated staff. Refer to the [Funeral Assistance SOP](#) for additional information.
 - When moving to the next eligible award in the sequence, if necessary, **ADJUST** the eligible award by one full funeral maximum amount to ensure funds are available for funeral expenses.



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- DO NOT hold/deduct funds when processing ADA item awards.
 - DO NOT delay processing other eligible funds to await a funeral decision.
 - Personal Property Assistance; AND
 - All other categories, if funds are available under their respective maximum amount of assistance.
- Individuals and Households Program (IHP) Maximum (system limit only)
- In an effort to minimize errors, the system will generate a popup if the total combined payment exceeds \$100,000
 - Total combined payments include (in any combination)
 - HA
 - ONA
 - ADA related line items
 - Temporary housing and ADA-related line items are NOT counted toward the financial HA and ONA maximums, so in rare instances an applicant's total award may exceed \$100,000.
 - If this happens, **PLACE** the case on "Hold – Program Review".
 - **EMAIL** the IHP Helpdesk for assistance: fema-ihphelpdesk@fema.dhs.gov.
 - **INCLUDE** the following on the email:
 - **Subject Line:** DR #, Reg #, and a subject that includes 'System Limit Exceeded'.
 - **Body:** A description of the request and list of processing actions pending.
 - The Program Management Section will have to authorize this payment.
- ADA assistance reviews are only assigned to a limited group of Specialized Processing Unit (SPU) staff.
- DO NOT process ADA RP items unless specifically assigned.



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- If a WP with RP ADA line items is identified outside of the **FEMA Special Handling** queue;

- **ADD a Comment**; AND
- **ROUTE** to the **FEMA Supervisor Review – ADA Process** subqueue

■ **Disability and Communication Needs:**

- Prior to processing, **REVIEW** the **NEEDS TO DO** popup.
 - This popup will provide information on the applicant or household's Disability and Communication Needs.
 - If the **NEEDS TO DO** link is **RED**:
 - **REVIEW** the Disability and Communication Needs frame located on the **Registration Info** screen for applicant's preferred communication.
 - Refer to [Disability and Communication Needs](#) for guidance and procedures to accommodate communication needs and access and functional needs;
 - If non-English speaking applicants requires assistance, refer to the [Language Line SOP](#);
 - For assistance in performing outbound calls to applicants and third parties, refer to the [Outbound Calls and Third Party Verification SOP](#) for additional information.



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III. PROCESS

A. Eligibility Verifications

Applicants must meet the eligibility criteria for each form of disaster specific assistance in order to receive that category.

1. Most disaster specific payments will auto-process in NEMIS based on pre-determined eligibility requirements.
2. Refer to the [Disaster Specific Information](#) webpages and Authorization Memos available in the Memorandum frame for additional information.

B. Processing Eligible Assistance

1. Remote Inspections Information

- a. The Damage Level Award amount will be visible in NEMIS with the applicable award level in the Inspection **INSP Real Property** tab frame.
 - i. Refer to [Disaster Specific Information](#) webpage for the Damage Level Award Amount line items for each disaster.
 - ii. In some disasters, Replacement Assistance may be paid based on geospatial confirmation of the Remote Inspection. Replacement Assistance will NOT be selected by an inspector based on a Remote Inspection only.
 1. **SPLIT** the WP to the **FEMA Manual Determination** queue when the applicant is eligible for Temporary Housing Assistance and **RETAIN** the Home Repair portion in queue for three days until the destroyed claim can be validated by GIS data or visual review by Housing Inspection Services.
 - a. Refer to [Section B.1.b.iii – iv.](#) for additional processing information.
- b. Applicants that are potentially eligible for Replacement Assistance will have a **GIS_DEST** stamp only OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item in the file.
 - i. For agents processing in the Special Handling queue, **ROUTE** all cases with the **GIS_DEST** stamp in the registration status box OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item in the file to the **Supervisor Review - DRRA PHC/STEP Return Funds** queue for processing.
 1. DO NOT process these cases unless assigned.



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- ii. If there is a **GIS_DEST** stamp OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item is in the file, the following **MUST** be confirmed before awarding Replacement Assistance:
 1. An initial inspection has been performed (including **Inaccessible**);
 2. All standard verifications are met; AND
 3. NO fraud indicators are in the inspector's comments, e.g. **X100** or **X430**.
- iii. If there is a pending inspection of ANY kind, e.g. **Reinspect**, **Appeal**, **FCOR**, **Inaccessible**, **QC**, etc., the applicant may still be eligible for Replacement Assistance if:
 1. An initial inspection has been performed (including **Inaccessible**);
 2. All standard verifications are met;
 3. NO fraud indicators are in the inspector's comments, e.g. **X100** or **X430**; AND
 4. **GIS_DEST** stamp only OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item is present in the file.
- iv. When the **GIS_DEST** stamp OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item is added to the file:
 1. **REVIEW** the file to ensure all standard verifications are met.
 - a. DO NOT pay Replacement Assistance if there is NO **GIS_DEST** stamp OR a **MH Replace**, **TT Replace**, or **Residence Rebuild** line item in the file.
 - b. DO NOT pay Replacement Assistance if there is an **X100** or **X430** code in the inspector's comments.
 - c. DO NOT pay if an initial inspection has NOT been performed.
 2. **PROCESS** the Replacement Assistance award by following the steps below:
 - a. **ADD** the '**Residence Rebuild**' line item (for **GIS_DEST** stamp only);
 - b. **ADD** a **Comment**; AND
 - c. **ROUTE** to **FEMA Approval NON-DRM**.



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- c. For all disasters from DR-4399-FL through DR-4607-MI, Transportation will be recorded during Remote Inspections; however, all Transportation Assistance will be processed manually based on documentation provided in response to RFI letters.
 - i. If sufficient information is NOT on file when the request is received and an **RFI** was not previously mailed:
 - 1. **GENERATE** and **MAIL** the **RFI** for **Transportation-Liability Ins. Req = Yes** and DO NOT set timer; AND
 - 2. **FOLLOW** all other standard processing information.
- d. For disaster DR-4609-TN and forward, Transportation Assistance will be recorded during the Remote Inspection exterior validation process.
 - i. Refer to [Transportation and Second Vehicle Requests](#) SOP for additional processing information.

2. Exterior Assessment Inspections - Reinspection:

- a. HIS is requesting Reinspection for some cases with severe damages recorded to confirm if Damaged Dwelling (DD) is destroyed.
 - i. If a Reinspection requested by HIS is returned with the same or decreased damage levels complete the following:
 - 1. **DELETE** the **PND** line;
 - 2. **ADD** a **Comment**; AND
 - 3. **ROUTE** the WP to **FEMA Complete**.
 - ii. If a Reinspection requested by HIS is returned with an increase to the damage level or additional damages, **PROCESS** and **DEDUCT** the previous Damage Level Award amount.

3. Inspection Errors:

- a. If an applicant was awarded an incorrect Damage Level Award due to conflicting **CODs** or **home type**, e.g. Damage Level Award for Flood with COD listed as Wind/Rain:
 - i. **VERIFY** the Cause of Damage (COD) and home type; AND



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- ii. **CONFIRM** the Item Name/Line Item Description (Damage Level Award) matches the COD and home type.
- iii. If there is a discrepancy in the COD OR home type, **REQUEST** an **FCOR** inspection.
- iv. If the **FCOR** returns with confirmation that an overpayment was made, **ROUTE** the WP to Pre-Recoupment Review.
- b. If an applicant was awarded an incorrect Damage Level Award due to conflicting **damage levels**, e.g. subsequent inspection returned with a Damage Level Award that was less than the initial Damage Level Award:
 - i. DO NOT route the WP to Pre-Recoupment Review.
 - ii. **PROCESS** the case according to the appeal processing steps in [Section D.10.b.](#)

4. Inspection Returns with Undeclared COD - Fire:

- a. Prior to processing, **REVIEW** the inspector's **Comments** to determine if the inspector was able to confirm with the fire department that the fire was directly caused by the disaster.
 - i. If yes, and the applicant has met all other eligibility verification requirements; **PROCESS** as eligible **EHR**.
 - ii. If no, **CONTINUE** to [step b.](#)
- b. **REVIEW** the **Communication** screen for a report from the Fire Department that confirms the fire was directly caused by the disaster.
 - i. If available, and the applicant has met all other eligibility verification requirements; **PROCESS** as eligible **EHR**.
 - ii. If NOT available, **CALL** the Fire Department to confirm the fire was directly caused by the disaster. Three call attempts are required. If the Fire Department contact number is NOT available in the inspector's **Comment**, **PERFORM** an internet search for the non-emergency contact number for the Fire Department that services the city/town where the disaster-damaged residence is located.
 - 1. If confirmed, and the applicant has met all other eligibility verification requirements; **PROCESS** as eligible **EHR**.



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2. If NOT confirmed, or the Fire Department indicates the report is NOT finalized; **PROCESS** as **Ineligible – Damage Not Caused by the Disaster (INDR)** and **CALL** the applicant to explain the decision. One call attempt is required.

5. Clean and Sanitize Assistance: Manual Processing:

- a. CSA must be approved on a disaster-specific basis prior to payment.
 - i. CSA may appear in NEMIS in any disaster after inspection, however CSA should **ONLY** be processed when the \$300 amount is included in line item **1113-CSA**.
 1. The line item without a value indicates CSA has NOT yet been approved.
- b. CSA will generally be automated. However, some cases may stop post-inspection and may require manual processing.
- c. In order to be eligible for CSA, the applicant must meet the following criteria
 - i. IDV_PASS;
 - ii. The pre-disaster primary residence is located in a declared county;
 - iii. The damage is NOT covered by insurance; AND
 1. If the applicant has insurance that covers the damage, **PROCESS** as **Ineligible – Insured (IINS)**; AND
 2. **ROUTE** to **FEMA Ineligible**.
 - iv. The disaster-damaged primary residence is safe to occupy; AND
 - v. The Inspector recorded line item **1113-CSA** and the \$300 amount is included in the line item.
- d. **PERFORM** a thorough case review to determine if the applicant is eligible for CSA.
 - i. **REVIEW** the **Line Items** screen to determine if the **1113-CSA** line item is in the file.
 1. If the **1113-CSA** line item is present and the award has NOT been processed:



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- a. **ADD** a **PND** line (if one DOES NOT exist) on the **PP/Other Assistances** frame;
 - b. **SELECT** the **Other** processing screen;
 - c. **CLICK Add Item** on the **Payment Calculator** frame and **ENTER** the following:
 - i. **Item Type:** MISCOTH EST/RCPT;
 - ii. **Type of Misc Item:** CSA;
 - iii. **Receipt Date:** The Completed date for the inspection;
 - iv. **Purchase Amount:** \$300;
 - v. **Quantity:** 1;
 - vi. **Price per Item:** \$300; AND
 - vii. **CLICK Save.**
 - d. **UPDATE** the **Eligibility Code** to **EMISC**;
 - e. **CLICK Continue**;
 - f. **ADD** a **Comment**; AND
 - i. **Summary Line:** Facility # (NPSC#) CSA = ELIGIBLE
 - g. **ROUTE** to **FEMA Approval NON-DRM.**
2. **DO NOT** generate the CSA award letter.

6. Special Handling Queue:

- a. If the case is a reinspection, **REVIEW** to ensure making a manual payment would NOT result in a duplicate payment for a specific line item, such as Replacement Assistance.
 - i. **READ** Events History for reason for Inspection;
 - ii. **VERIFY** the Cause of Damage (COD); AND
 - iii. **VERIFY** if the Item Name/Line Item Description (Damage Level Award) matches the COD;



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1. If paying the case would cause a duplicate payment:

- a. **DELETE** the **HA/ONA PND** line;
- b. **ADD** a **Comment**; AND
- c. **ROUTE** the WP to **FEMA Complete**.

7. Processing Residence Type "Other" and Non-Traditional Housing:

- a. Due to the unique nature of some housing structures, HIS may provide a designation of "Other" as the residence type at the time of inspection. This designation does NOT automatically equate to "non-traditional housing" nor does it make the applicant ineligible for home repair funds.
 - i. When the residence type is listed as "Other", **REVIEW** the file and **ENSURE** all eligibility criteria has been met including **HRR = Yes**.
 1. If there are Damaged Level Award line items listed in the inspection report, **PROCESS** the award using standard processing guidelines.
 2. If there are NO Damage Level Award line items listed in the inspection report, **PROCESS** the case as "non-traditional housing" using standard processing guidelines. Refer to the [Home Repair Assistance](#) SOP for additional details.
- b. **Housing Assistance (HA):**
 - i. Applicants who meet standard verification requirements, including occupancy, and have a "non-traditional housing" identifier are:
 1. Eligible to receive NO more than two months of Temporary Housing Assistance (any form or type of rental assistance).
 - a. Refer to the [Rental Assistance](#) SOP for additional information.
 2. Eligible for Lodging Expense Reimbursement (LER).
 - a. The standard eligible period for LER begins on the first day of the incident period, NOT to exceed seven days from the approved date of any initial Rental Assistance award, e.g. ER, ERU, ERIA, etc.
 - b. For utility outage and inaccessibility, the eligible period for LER begins on the first day of the incident period up to and including the confirmed



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date the utilities or access is restored, OR seven days from the approved date of any initial Rental Assistance, whichever occurs first.

- i. Refer to the [Lodging Expense Reimbursement](#) SOP for additional information.

c. **Other Needs Assistance (ONA):**

1. If pre-disaster occupancy CANNOT be verified, applicants may only be eligible for ONA categories that DO NOT require the occupancy verification such as Transportation, Medical, Dental, Funeral, and Child Care Assistance.

- d. FEMA does NOT provide Direct Assistance, Home Repair Assistance, Replacement Assistance, or CTHA to residents of non-traditional housing.

8. Single Family & Multi Family Roads & Bridges – Paying Actual

- a. Applicants that submit documentation for Single Family (SF) Road and Bridge repair or replacement with an **SF Service Call (6700 Line Item)**, must have the following reflected in their file:

- i. **HRR = Yes; AND**

1. If **HRR = No, REQUEST** an Appeal inspection prior to payment.

- ii. Line items relating to the SF line (**6700 Line Item for SF Service Call**).

1. If the **SF Service Call** line item is NOT present, **REQUEST** an appeal inspection.

- a. Upon return of the inspection, if the **6700** line item is present, **CONTINUE** the steps below to complete processing of actual expenses in addition to any other unmet need.

- iii. A verifiable estimate or itemized invoice/receipt. Three calls attempts to the contractor to verify the following is required before making an ineligible determination:

1. Is this a single family or multi-family access road?

2. Is the SF road/bridge the only access to the DD?

- a. If NO, **PROCESS** the ineligible determination;

- b. **ADD a Comment; AND**



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- c. **ROUTE to FEMA Ineligible.**
3. Were the damages to the SF R/B caused by the disaster?
 - a. If NO, **PROCESS** the ineligible determination;
 - b. **ADD a Comment**; AND
 - c. **ROUTE to FEMA Ineligible.**
4. Are the repairs considered an upgrade? If so, are they optional or required for a building code/ordinance requirement?
- b. If the all verifications have been completed, **PROCESS** the eligible **EHR** award.
 - i. **UPDATE** or **CREATE** a **Home Repair Appeal PND** line on the **HA** tab; AND
 - ii. From the **Inspection Real Property** tab, **CLICK** on the **ADD** button to open the **Real Property Item ADD** pop-up.
 - iii. In the **Item** frame, **COMPLETE** the following:
 1. In the **Item Category** text box **SELECT** 'Single Family Road and Bridge' from the dropdown selections;
 2. In the **Item** text box, **SELECT** 'Text Entry' from the dropdown selections.
 3. In the **Other Description** text box **TYPE** the following:
 - a. **Single Family Road and Bridge.**
 4. In the **Item Details** frame, **COMPLETE** the following:
 - a. In the **Damage Type** text box, **SELECT** the damage type from the dropdown selections;
 - b. **LEAVE** the **Item UOM** (Unit of Measure) text box blank;
 - c. In the **Unit Cost** text box, **ENTER** the actual cost of the item; AND
 - d. In the **Item Qty** text box, **ENTER** one.
 5. In the **Award** frame, **COMPLETE** the following:
 - a. In the **HA Quantity** text box **ENTER** one; AND
 - b. The **HA Award** text box should auto-fill.



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6. If necessary, **SELECT** the item for payment using the applicable drop-down selections;
 7. **ACCESS** the **Worksheet** and **UPDATE** to **EHR**;
 8. **MAKE** any required deductions for previous SF line awards in the - **Misc.** field;
 - a. DO NOT deduct **Line Item 6700** for **SF Service Call**.
 9. **ADD** a **Comment**; AND
 10. **ROUTE** to **FEMA Approval NON-DRM**.
- iv. When a Multi-Family (MF) Road and Bridge is identified, **ROUTE/SPLIT** the WP to the **FEMA Supervisor Review - Multifamily Road and Bridge** subqueue.
- v. If the request is for MF, staff will follow normal MF procedures.
1. In addition to normal processes, applicants must submit line item receipts or estimates to determine the award amount, NOT documents that only reflect a lump sum cost. Staff will ensure none of the receipts and repairs are duplicative when identifying the total award amount for the MF road or bridge.
 2. Staff will also verify with the contractor the following questions (questions are **NOT** an eligibility requirement, only needed for clarification):
 - a. Are repairs for a road, bridge, or dock?
 - b. Are repairs already complete?
 - c. Are the repairs in-kind (to pre-disaster condition)?
 - i. If NOT in-kind, describe changes. Are they required for access and functional needs or local codes and ordinances?
 - d. Will the road/bridge/dock be moved?
 - i. If so, where and what are the dimensions (length/width/depth) of the ground disturbance?
 - e. For bridges only: What is the name of the river or stream the bridge crosses?



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- f. **ADD a Comment** that captures all the above information.
- 3. For all other processes, refer to [Road and Bridges SOP](#).

9. DR- 4547 Michigan Late Application Review, Late Appeals, and Well Processing

- a. Due to continued changes in the water table due to the damaged dam, applicants may apply after the close of the registration period due to a dry well.
 - i. A previously functional well that has recently dried out is an acceptable late application reason for DR-4547-MI only.
 - ii. Late applications for dry wells should NOT be accepted after 12/6/2020. Any requests received after this date will be ineligible for assistance.
 - 1. Refer to the [Late Applications](#) SOP for additional processing information.
- b. Applicants in DR-4547-MI may continue to submit appeals related to wells and water access regardless of the date of the appeal.
 - i. **PERFORM** a thorough case review to determine any unmet needs.
 - ii. DO NOT deny an applicant if the appeal was NOT received within the 60-day timeframe.
- c. For DR-4547-MI, applicants may report that their well has run dry, during or after the incident period, due to the breaking of the local dam.
 - i. HIS will identify well damages regardless of the date of loss. An inspector comment identifying damage to the well is sufficient to process appeal requests for payment at actual cost.
 - 1. A contractor must confirm that the damage to the well was caused by the disaster prior to payment at actual cost.
 - 2. DO NOT deny an applicant if documentation on file shows well damages that occurred outside the incident period.
 - ii. Applicants that report damages to their well may:
 - 1. Request home repair assistance to connect to the municipality utilities;
 - 2. Request home repair assistance to repair/replace the well;
 - 3. Request home repair assistance to drill deeper under their current well;OR



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4. Request home repair assistance to install a water tank or hauled water tank (up to 1,000 gallons).
- iii. Applicants will be awarded home repair assistance, at actual cost, for the municipality utility connection, well repair/replacement, well digging, OR water tank or hauled water tank installation.
1. Applicants CANNOT receive funds for municipal utility connection well repair/replacement, well digging, AND water tank or hauled water tank installation, unless the funds will be used to permanently fill the damaged well.
 - a. Home repair assistance may be awarded on appeal for an additional attempt at drilling a new well OR installing a water tank or hauled water tank for the following applicants:
 - i. Applicants whose first drilling efforts were NOT successful;
 - ii. Applicants who successfully drilled a new well but subsequently failed due to movement of the underlying aquifer; AND
 - iii. Applicants who have NOT taken any action to obtain a water source for their disaster-damaged dwelling.
 - b. Staff will contact the applicant upon receipt of the appeal to advise of the options prior to awarding additional home repair assistance.
 - i. Refer to the [Appeals for Wells](#) chart for additional information.
2. Before processing assistance, **REVIEW** the file to ensure the applicant has NOT previously received assistance for municipal utility connection, well repair/replacement, OR well digging.

Appeals for Wells		
If Appeal is requesting:	And:	Then:
Municipality Utility Connection, Well Repair/Replacement, OR Well Digging	<ol style="list-style-type: none"> 1. There is an estimate on file; OR 2. There are receipts for a previous UNSUCCESSFUL drilling attempt on file; AND 3. There may or may NOT have been 	<ol style="list-style-type: none"> 1. CALL the applicant and ADVISE of the options for a water source. Three call attempts are required. 2. If successful, READ the following to the applicant: <i>"Due to your loss of access to potable water to your disaster-damaged primary residence, FEMA may provide financial assistance for you to repair or replace your private water well. However due to the unstable aquifers in the area many wells have failed and drilling new</i>



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	previous well digging attempts	<p><i>private wells has been unsuccessful. Due to the inconsistent results and lack of core drilling guarantee, as an alternative option, you may want to consider installing a water tank or hauled water tank. Based on estimates or receipts, FEMA can provide you with financial assistance to install a 1,000-gallon water tank or hauled water tank, supported by a water filtration system of average quality, installed above or below ground.</i></p> <p><i>Please keep in mind that the maximum amount of assistance you may receive for eligible Home Repair costs is \$35,500.</i></p> <p><i>If you choose to spend your financial assistance to drill a new water well and drilling is unsuccessful, you will be responsible for any additional costs associated with drilling a well or water tank or hauled water tank that exceed your Housing Assistance maximum. FEMA will not provide additional funds for you to continue drilling until you reach a viable water source or to install a water tank or hauled water tank.</i></p> <p><i>If you choose to install a water tank or hauled water tank, you will need to submit a signed appeal letter and a verifiable contractor's estimate. Please include your disaster number, registration number, last four digits of social security number, and your name on all pages of any correspondence you send. In addition, the contractor's statement or estimate must include the contractor's name, phone number, and the cost to install the water tank or hauled water tank. All estimates must include contact information for the service provider, allowing us to verify the information.</i></p> <p><i>Would you like me to continue to process your appeal for a new private water well? Or would you like to pursue an appeal for a water tank or hauled water tank with updated documentation? Please be aware that this will be the final round of financial assistance FEMA</i></p>
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		<p><i>will provide you to address your household's water needs under this disaster."</i></p> <p>3. If the applicant opts FOR the water tank or hauled water tank:</p> <p>a. ADVISE the applicant to submit an appeal letter and GENERATE an ADOC.</p> <p>b. Once documentation has been received, PROCESS the appeal request according to the processing steps in Section 7.b.v.</p> <p>4. If the applicant opts AGAINST the water tank or hauled water tank, PROCESS the appeal request according to the processing steps in Section 7.b.iv.</p>
	The applicant is submitting receipts, NOT estimates, for an initial SUCCESSFUL well	<p>1. CALL the applicant and ADVISE of the options for a water source. Three call attempts are required.</p> <p>2. If successful, READ the following to the applicant:</p> <p><i>"Due to your previous loss of access to potable water to your disaster-damaged primary residence, FEMA may provide financial assistance for you to repair or replace your private water well. Your access to potable water may have been restored. However, due to the unstable aquifers in the area many wells have continued to fail and drilling new private wells has been unsuccessful. Due to the inconsistent results and lack of core drilling guarantee, as an alternative option, you may want to consider installing a water tank or hauled water tank. Based on estimates or receipts, FEMA can provide you with financial assistance to install a 1,000-gallon water tank or hauled water tank, supported by a water filtration system of average quality, installed above or below ground. If you do not want to install a water tank or hauled water tank, FEMA may also provide you with one additional drilling in an attempt to access potable water if your water source later becomes compromised due to the disaster.</i></p> <p><i>Please keep in mind that the maximum amount of assistance you may receive for eligible Home Repair costs is \$35,500.</i></p> <p><i>If you choose to spend your financial assistance to drill a new water well and drilling is unsuccessful, you will be responsible for any additional costs associated with drilling a well</i></p>



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		<p><i>or water tank or hauled water tank installation that exceed your Housing Assistance maximum. FEMA will not provide additional funds for you to continue drilling until you reach a viable water source or to install a water tank or hauled water tank.</i></p> <p><i>If you choose to install a water tank or hauled water tank, you will need to submit a signed appeal letter and a verifiable contractor's estimate. Please include your disaster number, registration number, last four digits of social security number, and your name on all pages of any correspondence you send. In addition, the contractor's statement or estimate must include the contractor's name, phone number, and the cost to install the water tank or hauled water tank. All estimates must include contact information for the service provider, allowing us to verify the information.</i></p> <p><i>Would you like me to continue to process your appeal for a new private water well? Or would you like to pursue an appeal for a water tank or hauled water tank with updated documentation? Please be aware that this will be the final round of financial assistance FEMA will provide you to address your household's water needs under this disaster."</i></p> <p>3. If the applicant opts FOR the water tank or hauled water tank:</p> <p>a. ADVISE the applicant to submit an appeal letter and GENERATE an ADOC.</p> <p>b. Once documentation has been received, PROCESS the appeal request according to the processing steps in Section 7.b.v.</p> <p>4. If the applicant opts AGAINST the water tank or hauled water tank, PROCESS the appeal request according to the processing steps in Section 7.b.iv and ADD a Comment that the applicant may be considered for one additional drilling attempt if their water source later becomes compromised due to the disaster.</p>
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Table 1: Appeals for Wells

i. If an applicant submits an estimate for municipality utility connection, well repair/replacement, OR well drilling:

1. **CALL** the contractor to verify the estimate. Three call attempts are required. The following items must be verified by the contractor:



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- a. Type of inspection completed by contractor;
 - b. Cause of damage;
 - c. Damage to the well was caused by disaster;
 - d. Distance required to connect to the municipality utilities;
 - e. Distance required to dig under well utilities (if well digging); AND
 - f. Improvements/upgrades are optional or required for a building code/ordinance requirement.
 - i. Optional upgrades that are NOT required to meet local codes or ordinances are ineligible.
2. **PROCESS** the home repair appeal award at actual based on verified estimates up to the HA maximum.
- a. **SELECT Utility** from the **Item Category** dropdown selections;
 - b. **SELECT Text Entry** from the Item dropdown selections;
 - c. In the **Other Description** text box, **TYPE** the following entry: **WELL ACTUAL**;
 - d. **DEDUCT** any previous awards provided for wells. **DO NOT** deduct for **Service Call**.
 - i. Refer to the [Appeal Processing](#) SOP for additional information.
 - e. **DEDUCT** any previous awards provided for wells. **DO NOT** deduct for **Service Call**.
 - f. Refer to the [Appeal Processing](#) SOP for additional information.
3. **CALL** the applicant to explain the purpose and amount of the award. Three call attempts are required.
- a. If the call is successful, **READ** the following statement to the applicant:

"You are responsible for using these funds for their intended purpose. You are also responsible for securing any permits needed for constructing a private water well or for establishing a residential connection to the municipal water supply. All work must comply with federal, state, and local Environmental and Historic Preservation (EHP) permits, laws, and regulations to ensure your safety and protect natural



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resources. In addition, you will not be considered for future well or water tank or hauled water tank assistance."

i. **ADD a Comment;**

1. **Summary Line:** (NPSC #) WELL ASSISTANCE AWARD

2. **Comment Details:** Explained the purpose and amount of the award to the applicant. Advised applicant that they will not be considered for future well or water tank or hauled water tank assistance.

b. If the call is unsuccessful, **ADD** the following **Comment** for Helpline:

i. **Summary Line:** (NPSC #) WELL ASSISTANCE AWARD

ii. **Comment Details:** **EXPLAIN** the purpose and amount of the award. **ADD** the following statement and **ADVISE** Helpline to read the statement to the applicant:

"You are responsible for using these funds for their intended purpose. You are also responsible for securing any permits needed for constructing a private water well or for establishing a residential connection to the municipal water supply. All work must comply with federal, state, and local Environmental and Historic Preservation (EHP) permits, laws, and regulations to ensure your safety and protect natural resources. In addition, you will not be considered for future well, water tank or hauled water tank assistance."

4. **GENERATE** the Michigan Well Processing (**MIWPR**) letter; AND

5. **ROUTE** to **Approval NON-DRM**.

ii. If an applicant submits an estimate for water tank or hauled water tank installation:

1. **CALL** the contractor to verify the estimate. Three call attempts are required. The following items must be verified by the contractor:

- a. Type of inspection completed by contractor;
- b. Cause of damage;
- c. Damage to the well was caused by the disaster;
- d. Type of water tank or hauled water tank (above or underground);



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- e. Distance required to dig under well utilities (if underground);
 - f. Size of the water tank or hauled water tank being installed (must be 1,000 gallons or less); AND
 - g. Improvements/upgrades are optional or required for a building code/ordinance requirement.
 - i. Optional upgrades that are NOT required to meet local codes or ordinances are ineligible.
2. **PROCESS** the home repair appeal award at actual based on verified estimates up to the HA maximum.
- a. **SELECT Utility** from the **Item Category** dropdown selections;
 - b. **SELECT Text Entry** from the Item dropdown selections;
 - c. In the **Other Description** text box, **TYPE** the following entry: **WATER TANK or HAULED WATER TANK ACTUAL**;
 - d. **DEDUCT** any previous awards provided for wells. **DO NOT** deduct for **Service Call**.
 - i. Refer to the [Appeal Processing](#) SOP for additional information.
3. **CALL** the applicant to explain the purpose and amount of the award. Three call attempts are required.
- a. If the call is successful, **READ** the following statement to the applicant:

"You are responsible for securing the necessary permits for installing a water tank or hauled water tank must comply with federal, state, and local Environmental and Historic Preservation (EHP) permits, laws, and regulations to address concerns for your safety and the protection of resources."
 - b. If the call is unsuccessful, **ADD** the following **Comment** for Helpline:
 - i. **Summary Line:** (NPSC #) WATER TANK ASSISTANCE AWARD
 - ii. **Comment Details:** **EXPLAIN** the purpose and amount of the award. **ADD** the following statement and **ADVISE** Helpline to read the statement to the applicant:



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"You are responsible for securing the necessary permits for installing a water tank or hauled water tank must comply with federal, state, and local Environmental and Historic Preservation (EHP) permits, laws, and regulations to address concerns for your safety and the protection of resources."

4. **GENERATE** the **MIWPR** letter; AND
5. **ROUTE** to **Approval NON-DRM**.

10. Expanded Lodging Expense Reimbursement (LER): DR-4614-NJ & DR-4615-NY, DR-4618-PA Only

- a. In order to accommodate extended lodging stays caused by the disaster, the eligibility period for **LER** has been extended to 30 days from the date of any initial Rental Assistance Award, and the restriction of a seven day overlap with Rental Assistance has been removed.
- b. Applicants will be required to meet all other standard eligibility criteria for **LER**.
 - i. Refer to the [Lodging Expense Reimbursement](#) SOP for additional processing information.
- c. **LER** with any combination of Expedited or initial Rental Assistance:
 - i. If the applicant has NOT been previously processed for a portion of their lodging expense due to an overlap with Rental Assistance:
 1. **PROCESS** additional **LER** due to expanded **LER** memo, deducting any previous **LER** assistance for the same dates.
 - a. Following the standard process, only use paid verifiable lodging receipt(s) or credit card bill statement(s) to process assistance. DO NOT process future hotel stay dates.
 - b. Refer to the [Lodging Expense Reimbursement](#) SOP for additional information.
 2. If the applicant continues to stay in a hotel/motel, **LER** can continue until they vacate or up until 30 days post Rental Assistance, whichever occurs first.
 - ii. Applicants will have the entire initial Rental Assistance award(s) available for them to locate a temporary housing unit and use for a security deposit and/or rent.



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- iii. If the applicant moves into a temporary housing unit (e.g. apartment), the last night of eligibility is the Move-In date on the signed lease/housing agreement, OR up until the 30 days from the date of any initial Rental Assistance award, whichever occurs first.
1. **CONFIRM** the assistance provided for **LER** DOES NOT cause a duplication of benefits with eligible Continued Temporary Housing Assistance (CTHA) awards.
 - a. Refer to the [Continued Temporary Housing Assistance](#) SOP for additional information.

C. Insurance Processing

Insured applicants may submit documents or statements requesting a case review. The following section lists the procedures authorized for insured applicants with Remote Inspections. The initial HA/ONA decision for this group of applicants is generally **INS** or **INSFI** pre-inspection or **INI/INFI** post-inspection.

1. Missing insurance settlement or denial information

- a. Some situations can be resolved by performing a courtesy call to the insurance company. Refer to the [Insurance Processing for HA and Personal Property](#) SOP for additional Information.
- b. If the call attempt to the insurance provider is successful:
 - i. **OBTAIN** the required information from the insurance provider;
 - ii. **ENTER** a **Contact** with the information provided by the insurance provider;
AND
 - iii. **CONTINUE** processing.
- c. If the call attempt to the insurance provider is unsuccessful:
 - i. **COMPLETE** a review of all other verification requirements and documents received.
 - ii. If there is NOT an insurance settlement or denial letter on file; OR, the insurance settlement or denial letter is NOT sufficient:
 1. **PROCESS** the assistance request as **INI** or **INFI** with the **Missing Insurance Settlement or Denial Letter** insert;
 2. **ADD** a **Comment**; AND



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3. **ROUTE to FEMA Ineligible.**

- d. For **DR-4563-AL** forward, **REVIEW** the **Communication** screen for an **IINR** letter.
 - i. If the **IINR** letter is in the file, the applicant must submit a signed appeal letter with their insurance documents.
 - 1. If the applicant has NOT submitted a signed appeal letter, **GENERATE** an **ADOC** letter with the following inserts:
 - a. **Missing Appeal Letter**; AND
 - b. **Missing Insurance Settlement or Denial Letter.**

2. Insurance settlement or denial letter on file

- a. **UPDATE** the **Insurance Substantiation/Settlement** frame on the **Assistance** screen.
 - i. For **DR-4563-AL** forward, if the applicant received an **IINR** letter; they must submit a signed appeal letter.
 - 1. If the applicant has NOT submitted a signed appeal letter, **GENERATE** an **ADOC** letter with the **Missing Appeal Letter** insert.
 - ii. If the applicant submitted an insurance denial for an insured COD; or a denial confirmed with the insurance provider:
 - 1. **PROCESS** the assistance according to the Damage Level Award recorded by inspection;
 - 2. **ADD** a **Comment**; AND
 - 3. **ROUTE** to **FEMA Approval NON-DRM.**
 - iii. If the applicant submitted an insurance settlement and received any insurance funds for the insured COD, **PERFORM** an insurance comparison against the Damage Level Award (HA/ONA line item) according to the COD and insurance type.
 - 1. If the insurance settlement is less than the Damage Level Award recorded by inspection;



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- a. **PROCESS** assistance according to the Damage Level Award recorded by inspection and the unmet need;
 - b. **DEDUCT** the insurance settlement(s) on the NEMIS **Worksheet**;
 - c. **ADD** a **Comment**; AND
 - d. **ROUTE** to **FEMA Approval NON-DRM**.
2. If the insurance settlement is greater than the Damage Level Award recorded by inspection:
 - a. **PROCESS** the ineligible determination according to the COD identified (e.g. **INI** or **INFI**);
 - b. **ADD** a **Comment**; AND
 - c. **ROUTE** to **FEMA Ineligible**.
 - iv. If the insurance settlement was provided for a COD other than the one recorded by inspection, e.g. wind settlement vs. flood FEMA Verified Loss (FVL):
 1. **PROCESS** the assistance according to the Damage Level Award recorded by inspection;
 2. **ADD** a **Comment**; AND
 3. **ROUTE** to **FEMA Approval NON-DRM**.

D. Appeals

Appeal documentation received will be used to determine when to award additional assistance in order to minimize the need for FEMA inspections in a pandemic environment.

1. The appeal process will remain unchanged for all processes NOT impacted by Remote Inspections, to include [personal property](#) and appeals for repair items paid at actual cost.
2. Appeal requests should be accompanied by documentation to support the appeal request such as repair receipts, contractor estimates, or other supporting documentation such as written statements or notices from local officials.
 - a. DO NOT deduct **Service Call** from any additional EHR awards.



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3. For DR-4547-MI and DR-4548-UT, HIS will enter a comment to identify damages to interior furnaces in lieu of a **Service Call** line item. An inspector comment identifying damage is sufficient to continue with appeal requests for payment at actual cost.
 - a. For DR-4547-MI only: If HIS DOES NOT enter a comment identifying damages to interior furnaces, but the JFO DR-4547-MI OUTREACH callout identifies the applicant had damages, then the applicant may still be eligible for additional assistance upon appeal.
 - b. DO NOT send an **FCOR** or **Appeal** inspection for furnace only.
4. For disasters declared after DR-4605-WV with the COD Flood, if the applicant appeals for the actual cost of a flood-damaged furnace based on a receipt or estimate and a **Service call** line item is on file for the disaster-damaged furnace:
 - a. **ADD 4401 – Mitigation – Furnace, Elevate** to include with the furnace award;
 - b. If the receipt/estimate includes an amount for furnace mitigation, **DEDUCT** that amount from the award since the applicant will receive the **4401 – Mitigation – Furnace, Elevate** line item; AND
 - c. If the home type is travel trailer or mobile home, do not add the furnace mitigation line item. It is typically more feasible to elevate the entire unit than individual components.
5. **VERIFY** the items listed on the estimate are eligible under the IHP program and exclude items for payments such as detached garages and other non-essential rooms or items.
6. Applicants must receive an initial Remote Inspection prior to a payment on appeal. DO NOT pay based on receipts alone if a full Remote Inspection has NOT been completed. This DOES NOT apply to applicants that previously received an onsite inspection and a real property award. Refer to [Section D.8.](#) for more information on processing these cases.
7. For real property assistance awarded based on Remote Inspections, in most cases, FEMA will base appeal decisions and awards on verifiable appeal documentation rather than completing a second appeal Remote Inspection, unless an appeal determination has been completed for an additional Damage Level Award amount. Refer to [Disaster Specific Information](#) webpage for disaster specific Damage Award Level line item pricing.
 - a. When the combined total of all submitted estimates are less than any previous Damage Level Award received:
 - i. **CALL** the applicant and **EXPLAIN** the need for additional verifiable invoice/receipt or estimate OR **VERIFY** if the applicant was in process of



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gathering additional receipts/estimates to support their submitted HA appeal request. Three call attempts are required.

- ii. **GENERATE** and **MAIL** an **ADOC** with the applicable insert for the missing receipt(s) or estimate(s). **SELECT** the '**ADOC Contractors Estimate**' insert when requesting contractor's estimates.
 - iii. **ADD** a **Comment**; AND
 - iv. **ROUTE** to **FEMA Complete** or appropriate queue as instructed by Supervisor/POC, preshift, or another authorized source.
- b. If additional estimates are NOT available:
- i. **PROCESS** the ineligible decision.
 - 1. Home Repair – **A-INO – Additional Repair Assistance**.
 - ii. **ADD** a **Comment**; AND
 - iii. **ROUTE** to **FEMA Ineligible**.
8. **When the combined estimates are greater than the initial Damage Level Award received for Home Repair:**
- a. **CALL** the contractor to **VERIFY** all estimates, bills, and receipts. Three call attempts are required. The following items must be verified with the contractor:
 - i. Type of inspection completed by contractor;
 - ii. Cause of damage;
 - iii. Damage to item or component was cause by disaster; AND
 - iv. If there are any improvement or upgrade observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
 - b. **PROCESS** the home repair appeal award based on verified submitted estimates.
 - c. **DO NOT** process more than one Damage Level Award increase for the same cause of damage.
 - i. **Processing in WebNEMIS:**
 - 1. **UPDATE** or **CREATE** a **Home Repair PND** line on the **Assistance** tab;
 - 2. From the **Home Repair** tab on the **Real Property Line Items** section:



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- a. **SELECT** the '**Add**' link;
 - b. In the **Add Item** frame **COMPLETE** the following:
 - i. In Item Category, **SELECT 'Speed Estimating'** from the dropdown selections;
 - ii. In the Item, **SELECT 'Line item description/ Damage Level Award'**; AND
 - iii. **SAVE** the selections.
 - d. **DEDUCT** the previous home repair Damage Level Award when processing an appeal Damage Level Award level increase.
 - i. DO NOT deduct **Service Call** line items from any additional EHR awards.
 - e. **ADD** a **Comment**; AND
 - f. **ROUTE** to **FEMA Approval NON-DRM**.
9. **Appeals above the Highest Damage Level Award and Destroyed/Replacement:**
- a. If an applicant appeals for level 5 and has previously received a level 4 Damage Level Award they must submit:
 - i. Verifiable contractor's estimate(s); OR
 - ii. Verifiable documentation from a local official on official letter head, e.g. a condemnation report or notice.
 - 1. If documentation is NOT on official letter head, **CALL** the applicant and **REQUEST** a letter on official letter head.
 - 2. **ADD** a **Comment**; AND
 - 3. **ROUTE** to **Complete**.
 - iii. **CALL** and **VERIFY** all estimates, bills, receipts, or local official statement.
 - 1. Three call attempts are required to confirm the following:
 - a. What type of inspection was completed by the contractor or local official (Onsite or Remote)?
 - b. Were the damages caused by the disaster?



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- c. Is the home repairable?
- d. Do the damages require replacement of structure?
- e. If there are any improvements or upgrades observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
- iv. **ADD a Comment;**
 - 1. **DETAIL** all specifics items addressed and **INCLUDE** the justification for the increase in the Damage Level Award that was verified with the contractor or local official.
- v. **ROUTE to FEMA Supervisor Review – WPP.**
 - 1. Designated staff will be assigned to process these cases.
- vi. **PROCESS** the home repair appeal award based on verified submitted estimates.
 - 1. Refer to [D.7.c.i](#) for adding Damage Level line item.
- vii. **DEDUCT** the previous home repair Damage Level Award.
 - 1. DO NOT deduct **Service Call** line items from any additional EHR awards.
- viii. **ADD a Comment;**
- ix. **ROUTE to FEMA Approval NON-DRM.**
- x. If unable to reach the contractor:
 - 1. **GENERATE** an **ADOC**. One call attempt to explain missing documents to the applicant is required.
 - 2. **ADD a Comment;** AND
 - 3. **ROUTE to Complete.**
- b. If an applicant appeals for above a level 5 (NOT destroyed) and has previously received a level 4 or 5 Damage Level Award, they must submit:
 - i. Verifiable contractor's estimate(s); OR
 - ii. Verifiable documentation from a local official, on official letterhead, e.g. a condemnation report or notice.



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1. If documentation is NOT on official letterhead, **CALL** the applicant and **REQUEST** a letter on official letterhead.
2. **ADD a Comment; AND**
3. **ROUTE to Complete.**
- iii. **CALL** and **VERIFY** all estimates, bills, receipts, or local official statement.
 1. Three call attempts are required to confirm the following:
 - a. What type of inspection was completed by the contractor or local official (Onsite or Remote)?
 - b. Were the damages caused by the disaster?
 - c. Is the home repairable?
 - d. Do the damages require replacement of structure?
 - e. If there are any improvements or upgrades observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
- iv. **ADD a Comment;**
 1. **DETAIL** all specifics items addressed and **INCLUDE** the justification for the increase in the Damage Level Award that was verified with the contractor or local official.
- v. **ROUTE to FEMA Supervisor Review – WPP;**
 1. Designated staff will be assigned to process these cases.
- vi. **PROCESS** the home repair appeal award based on verified submitted estimates up to the HA maximum.
 1. Total Replacement award amounts for a Mobile Home or Travel Trailer should NOT exceed the State/County Average Award. Refer to [Disaster Specific Information](#) webpage for specific amounts per disaster.
 - a. In addition to Replacement amount, these applicants may also be eligible for items typically paid at actual e.g. wells, septic systems.
- vii. **Processing in WebNEMIS:**
 1. **UPDATE** or **CREATE** a **Home Repair PND** line on the **Assistance** tab;



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2. From the **Home Repair** tab on the **Real Property Line Items** section;
3. **SELECT** the '**Add**' link;
 - a. In the **Add Item** frame **COMPLETE** the following;
 - b. In the Item category **SELECT 'Speed Estimating'** from the dropdown selections;
 - c. In the Item **SELECT Text Entry**;
 - d. In the **Other Desc** text box **TYPE** the following:
 - i. **ABOVE LEVEL 5 NOT DESTROYED.**
 - e. In the **Items Details**, frame **COMPLETE** the following:
 - i. In the **Damage Type** text box, **SELECT** the damage type from the dropdown selections.
 - ii. **SELECT EACH** in the **Item UOM** (Unit of Measure) text box.
 - iii. In the **Unit Cost** text box, **ENTER** the verified estimate amount.
 - iv. In the **Item Qty** text box, **ENTER** One.
 - f. In the **Award** frame, **COMPLETE** the following:
 - i. In the **HA Quantity** text box **ENTER** one.
 - ii. In **HA Award** text box should auto-fill.
 - g. **SELECT SAVE.**
 - h. **ACCESS** the **Real Property Line Items** section on the **Home Repair** frame;
 - i. **SELECT** the **Text Entry Item** just entered;
 - ii. **CLICK** on **Select Item** link;
 - iii. In the **Select Item** box Category choose **Not Insured**;
 - iv. **SELECT SAVE.**
 - i. **ACCESS** the **Payment Calculator** on the **Home Repair** frame:



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- i. **CLICK** on **Misc. Adj** link;
- ii. **MAKE** any required deductions for previous Damage Level Awards in the – **Misc. Amount** field.
 - 1. DO NOT deduct **Service Call** line items from **EHR** award.
- iii. In the **Note** box enter comment for deduction, e.g. previous Damage Level Award 4.
- iv. **SELECT SAVE**.
- j. **ADD a Comment**;
- k. **ROUTE to FEMA Approval NON -DRM**
- viii. If unable to reach the contractor:
 - 1. **GENERATE** an **ADOC**. One call attempt to explain missing documents to the applicant is required.
 - 2. **ADD a Comment**; AND
 - 3. **ROUTE to Complete**.
- c. If an applicant appeals for Destroyed/Replacement, they must submit:
 - i. Verifiable contractor's estimate(s); OR
 - ii. Verifiable documentation from a local official, on official letterhead, e.g. a condemnation report or notice.
 - 1. If documentation is NOT on official letterhead, **CALL** the applicant and **REQUEST** a letter on official letterhead.
 - 2. **ADD a Comment**; AND
 - 3. **ROUTE to Complete**.
 - iii. **CALL** and **VERIFY** all estimates, bills, receipts, or local official statement.
 - 1. Three call attempts are required to confirm the following:
 - a. What type of inspection was completed by the contractor or local official (Onsite or Remote)?



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- b. Were the damages caused by the disaster?
 - c. Is the home repairable?
 - d. Do the damages require replacement of structure?
 - e. If there are any improvements or upgrades observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
- iv. **ADD a Comment;**
- 1. **DETAIL** all specifics items addressed and **INCLUDE** the justification for the increase in the Damage Level Award that was verified with the contractor or local official.
- v. **ROUTE to FEMA Supervisor Review – WPP.**
- 1. Designated staff will be assigned to process these cases.
- vi. **PROCESS** the home replacement appeal award based on verified submitted estimates.
- 1. **Processing in WebNEMIS:**
 - a. **UPDATE** or **CREATE** a **Home Replacement Housing PND** line on the **Assistance** tab.
 - b. From the **Home Replacement** tab on the **Real Property Line Items** section:
 - c. **SELECT** the '**ADD**' link;
 - d. In the '**Add Item**' frame, **COMPLETE** the following:
 - i. When the DD is a House/Townhouse or Condo from the dropdown selections:
 - 1. In the **Item Category**, **SELECT** 'General' from the drop-down selections;
 - 2. In the **Item**, **SELECT** 'Residence Rebuild';
 - 3. In the **Item Details** section, **SELECT** 'Damage Type';
 - 4. In the **Item Qty** text box, **ENTER** one; AND
 - 5. **SAVE** your selections.



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ii. When the DD is a Mobile Home/Travel Trailer from the drop-down selection:

1. In **Item Category**, **SELECT** 'Mobile Home/Travel Trailer' from the dropdown selections;
2. In the **Item**, **SELECT** 'Replace';
3. In the **Item Details** section, **SELECT** 'Damage Type';
4. In the **Item Qty** text box, **ENTER** one;
5. **SAVE** your selections.

vii. **ACCESS** the **Worksheet** and **UPDATE** to **ERPL/ERPLZ**;

viii. **DEDUCT** the previous home repair Damage Level Award;

1. DO NOT deduct **Service Call** line items from any additional EHR awards.

ix. **ADD** a **Comment**; AND

x. **ROUTE** to **FEMA Approval NON-DRM**.

10. Appeals for Residence Type "Other" and Non-Traditional Housing:

a. Applicants with residence type 'Other' at time of inspection that appeal for an amount that is above the initial Damage Level Award 1 must submit;

i. Verifiable contractor's estimate(s); OR

ii. Verifiable documentation from a local official on official letterhead.

1. If the documentation is NOT on official letterhead, **CALL** the applicant and **REQUEST** a letter on official letterhead.

iii. **CALL** and **VERIFY** all estimates, bills, receipts, or local official statement.

1. Three call attempts are required to confirm the following:

- a. What type of inspection was completed by the contractor or local official (Onsite or Remote)?
- b. Were the damages caused by the disaster?
- c. Is the home repairable?



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iv. **ADD a Comment;**

1. **DETAIL** all specific items to be addressed and **INCLUDE** the justification for Damage Level increase that was verified.

v. **PLACE** the case on **HOLD - Program Review;** AND

vi. **EMAIL** the IHP Helpdesk – Attention Processing Procedures Team (PPT) for review.

1. PPT will **REVIEW** and **CONSULT** with HIS.

- a. Once the review has been completed, PPT will return the case to SPU for processing.

11. **Appeal Inspection Requests and Returned Inspections:**

a. **REQUEST** an appeal inspection for the following:

- i. The initial determination was **IID**;
- ii. Retaining walls, sea walls, boats when they have been moved to wet/dry dock;
- iii. Single and Multi-Family Road and Bridge appeals; OR
- iv. Real Property/Structural Damage Level Award.
 1. Combined total of estimates or receipts reflect amounts that exceed the next Damage Level Award for the same cause of damage (more than one level increase from the initial Damage Level Award).

a. **CALL** the contractor to **VERIFY** the losses are disaster caused.

- i. If verified, **REQUEST** an appeal inspection;

ii. **ADD a Comment;** AND

1. **INCLUDE** all specific items to be addressed in the appeal request. HIS will rely on comments when performing appeal inspections.

2. **ROUTE to Send to Inspection.**

- b. If the appeal inspection returns with the same level of damage or a lower level than the initial inspection, the applicant will still receive the



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next Damage Level Award, less any previous Damage Level Award, to ensure consistency in the appeal process.

- i. Refer to [Section IV. Appeal Examples](#) for additional processing information.
- b. If Appeal is for a RP line item to be paid at Actual ONLY:
 - i. **VERIFY** the estimate is for RP items paid at Actual ONLY;
 - ii. **CALL** the contractor to **VERIFY** all estimates, bills and receipts. Three call attempts are required. The following items **MUST** be verified with the contractor;
 1. Type of inspection completed by the contractor;
 2. Cause of damage;
 3. Damage to item or component was caused by the disaster; AND
 4. If there are any improvement or upgrade observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
 5. For additional verification questions for specific items to be paid at actual refer to the [Outbound Calls and Third Party Verifications](#) SOP.
 - iii. **REQUEST** appeal inspection;
 1. **DETAIL** all specific items to be addressed and **INCLUDE** the justification for reason for appeal inspection. HIS will rely on comments when performing appeal inspections.
 - iv. **DO NOT** process a subsequent Damage Level Award appeal unless results from a second inspection support the increase, i.e. Inspection returns with an increased Damage Level Award.
 - v. **DO NOT** deduct **Service Call** line items from any additional EHR awards.
 - vi. **ADD** a **Comment**; AND
 - vii. **ROUTE** to **FEMA Approval NON-DRM**.
- c. If the Damage Level Award has already been increased once based on an Appeal decision:
 - i. **VERIFY** the estimates for the subsequent appeal are more than the total of the previous highest Damage Level Award;



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- ii. **CALL** the contractor to **VERIFY** all estimates, bills and receipts. Three call attempts are required. The following items **MUST** be verified with the contractor;
 - 1. Type of inspection completed by the contractor;
 - 2. Cause of damage;
 - 3. Damage to item or component was caused by the disaster; AND
 - 4. If there are any improvement or upgrade observed, **VERIFY** if they are optional or required for a building code/ordinance requirement.
 - iii. **REQUEST** appeal inspection;
 - 1. **DETAIL** all specific items to be addressed and **INCLUDE** the justification for reason for appeal inspection. HIS will rely on comments when performing appeal inspections.
 - iv. **DO NOT** process more than one Damage Level Award increase above the initial Damage Level Awards for the same cause of damage upon subsequent appeal unless results from a second inspection support the increase.
 - 1. Refer to [D.6.c.i](#) for adding Damage Level line item .
 - v. **DEDUCT** the previous home repair Damage Level Award.
 - 1. **DO NOT** deduct **Service Call** line items from any additional EHR awards.
 - vi. **ADD** a **Comment**; AND
 - vii. **ROUTE** to **FEMA Approval NON-DRM**.
12. Appeal inspections for cases that had an initial onsite inspection prior to April 09, 2020 will be processed on appeal with traditional line items for Real Property and Personal Property. For **DR-4473-PR** see existing DSOP for further processing guidance.
- a. **REVIEW** and **VERIFY** the submitted receipts and estimates using standard procedures.
 - i. **PAY** at actual any real property items such as HVACs, well/septic systems, ADA wheelchair ramps, and roads and bridges.
 - ii. **SEND** all other real property appeals cases for an appeal inspection.



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1. **ADD a Comment; AND**
 - a. **INCLUDE** all specific items to be addressed in appeal request. HIS will rely on comments when performing appeal inspections.
 2. **ROUTE** the WP to **Send for Inspection**.
13. For applicants that subsequently received a **GIS_DEST** stamp OR a **MH Replace, TT Replace, or Residence Rebuild** line item after receiving an initial Damage Level Award, refer to [D.8.b.vi.](#) for processing.
14. **Appeals for Retaining Walls**
- a. Applicants that submit documentation for a retaining wall repair or replacement with a Retaining Wall Service Call (**9293 Line Item**), **MUST** have the following reflected in their file:
 - i. **HRR = Yes; AND 9293 Line Item for Retaining Wall Service Call.**
 1. If the Retaining Wall service call line item is **NOT** present, **REQUEST** an appeal inspection.
 - ii. A verifiable estimate or itemized invoice/receipt. Three calls to the contractor are **REQUIRED**.
 1. What type of inspection was completed (Onsite or Remote)?
 2. Were the damages caused by the disaster?
 3. Is the home repairable?
 4. Does the damage to the retaining wall affect the habitability of the home?
 - iii. **ADD a Comment;**
 1. **DETAIL** all specific items to be addressed, **INCLUDE** the justification for retaining wall repair or replacement.
 - iv. **PLACE** the case on **HOLD- Program Review; AND**
 - v. **EMAIL** the IHP Helpdesk – Attention Processing Procedures Team (PPT) for review.
 - b. If **HRR = No**
 - i. **REQUEST** an **Appeal Inspection**.



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E. Exceptions

There may be unique scenarios not specifically identified within this DSOP that may require additional assistance.

1. If unable to determine eligibility using available SOPs, DSOPs, or other posted information:

- a. **CALL** the IHP Helpdesk at (b) (6) or the applicable extension number; or **EMAIL** the appropriate Supervisor or Point of Contact (POC).
 - i. If after review by the IHP Helpdesk Specialist or Supervisor/POC it is determined additional clarification is required, the IHP Helpdesk Specialist or Supervisor/POC will:
 1. **EMAIL** a request for clarification to the appropriate team via the Helpdesk (FEMA-IHPHelpdesk@fema.dhs.gov).



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IV. APPEAL EXAMPLES

Scenario 1: An applicant in DR-4476-TN located in Flood Zone A appeals for additional damages to their Mobile Home. They had both wind/rain and flood damages.

1. Initial Damage Level Award for wind/rain: Level 2 \$3,152.90.
 - a. The applicant appealed with \$4,500.00 in verifiable wind/rain receipts.
 - b. They are eligible for an Appeal Damage Level 3 \$5,561.97.
 - c. **DEDUCT** the previous wind/rain Damage Level Award.
2. Initial Damage Level Award for flood: Level 1 \$4,009.96.
 - a. The applicant also submitted \$8,000.00 in verifiable flood repair estimate and receipts.
 - b. They are eligible for an Appeal Damage Level 2 \$9,568.38.
 - c. **DEDUCT** the previous flood Damage Level Award.

Result: PROCESS home repair as **EHR** Damage Level 3
minus Damage level 2 ($\$5,561.97 - \$3,152.90$) = \$2,409.07

Also, **PROCESS** home repair as **EHRZ** Damage Level 2
minus Damage Level 1 ($\$9,568.38 - \$4,009.96$) =
\$5,558.42.

Scenario 2: An applicant in DR-4476-TN appeals for additional damages to their home for wind/rain.

1. Initial Damage Level Award for wind/rain: Level 4 \$14,481.29.
 - a. The applicant appealed with \$32,500.00 in verifiable wind/rain receipts.
 - b. They are eligible for an Appeal Damage Level 5 up to the HA maximum.
 - i. **CALL** the contractor to **VERIFY** all estimates, bills, receipts OR red tag. Three call attempts are required.
 - ii. **ADD** a **Comment**; AND
 - iii. **PROCESS** Damage Level Award 5 up to the HA maximum.



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iv. **DEDUCT** the previous Damage Level Award.

1. DO NOT deduct **Service Call** line items from any additional EHR award.

v. **ROUTE** to **Approval NON-DRM**.

Scenario 3: An applicant in DR-4476-TN appeals for additional damages to their Condo for wind/rain.

1. Initial Damage Level Award for wind/rain: Level 2 \$1,311.48.
 - a. The applicant appealed with \$4,000.00 in verifiable wind/rain receipts.
 - b. Amount being appealed is more than the next Damage Level Award amount. Staff is unable to reach contractor for verification.
 - c. **CALL** the applicant to **REQUEST** additional documentation.
 - d. **GENERATE** and **MAIL** an **ADOC** with applicable insert.

Result: GENERATE ADOC select – ADOC Contractors Estimate insert.

Scenario 4: An applicant in DR-4476-TN appeals for additional damages to their home for flood.

1. Initial Damage Level Award for flood: Level 2 \$ \$7,386.71.
 - a. The applicant appealed with \$20,000.00 in verifiable wind/rain receipts.
 - b. Amount being appealed is more than the next Damage Level Award amount. An appeal amount CANNOT exceed one Damage Level Package without an appeal inspection.
 - c. **REQUEST** an appeal inspection if the receipts exceed the next Damage Level Package.
 - d. Appeal inspection returns with the same FVL as initial Remote Inspection.
 - e. **PROCESS** the next Damage Level Award 3 \$16,400.45.
 - f. **DEDUCT** the previous flood Damage Level Award.



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Result: PROCESS home repair as **EHR** Level 3 minus
Level 2 (\$16,400.45 -\$7,386.71) = \$9,013.14.

Scenario 5: An applicant in DR-4476-TN appeals for additional damages to their home for wind/rain. Applicant has received a previous Appeal award up to next Damage Level Award.

1. Initial Damage Level Award for wind/rain: Level 2 \$ \$3,872.11.
 - a. The applicant initially appealed with \$8,000.00 in verifiable wind/rain receipts.
 - b. Applicant was awarded an Appeal decision up to Damage Level Award 3 \$6,900.98.
 - c. Additional documentation has been verified with more than \$15,000 in damages.
 - d. **REQUEST** an appeal inspection since receipts exceed the next Damage Level Award package.

Scenario 6: An applicant in DR-4536-MS was awarded an initial Damage Level Award 1, Applicant appealed with estimates totaling \$2,558 all verifications were met and Applicant was awarded Damage Level Award 2 . Applicant submitted an additional appeal documentation totaling \$7,000.

1. Initial Damage Level Award for wind/rain: Level 1 \$ \$1,373.35.
 - a. The applicant initially appealed with \$2,558.00 in verifiable wind/rain receipts.
 - b. Applicant was awarded an Appeal decision up to Damage Level Award 2 \$3,689.58.
 - c. Additional documentation has been verified with more than \$7,000 in damages.
 - d. **REQUEST** an appeal inspection since receipts exceed the next Damage Level Award package.



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V. DEFINITIONS AND ACRONYMS

Definitions

Clean and Sanitize Assistance (CSA): For DR-4609-TN and forward, 2021, this assistance may be implemented on a disaster specific basis and provided to eligible homeowners and renters whose disaster damages do not render their home uninhabitable to ensure minimal damage to and/or contamination of the home is addressed in a timely manner to prevent additional losses and potential health and safety concerns.

Condominium (Condo): A type of housing where each residence owns their individual unit in a multi-dwelling building and shares the operational cost of the common areas and grounds.

- The Condo/Apartment Damage Level Awards apply to condos owned by the owner-occupant. FEMA DOES NOT provide Repair or Replacement Assistance to renters in apartments.

Damage Level Award: Damage Level Awards amounts are determined for each disaster and include a variety of commonly damaged line items grouped together under new combined Damage Levels Award line items.

Finished Basement: A part of the home that is used as living space. Recorded by inspectors only if the basement room is deemed essential, e.g. essential bedroom. An essential bedroom is one the household requires because there are no other vacant bedrooms in the home.

Identity Verified: Applicant will be IDV Pass if their name, DOB, and SSN match with the information recorded in the Social Security Administration.

Personal Property: Items traditionally identified as eligible under ONA Personal Property (e.g. clothing, household items, furnishings or appliances, tools, computers, uniforms).

Sequence of Delivery: The sequence of delivery establishes the order in which IHP assistance is provided to the disaster survivors.

Unfinished Basement: A part of the home that is not used as part of living space, e.g. non-essential recreational rooms.

Acronyms

ADA	Americans with Disabilities Act
ADOC	Appeal Request Documentation Letter



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ASUPER	Appeal Super Letter
COD	Cause of Damage
CSA	Clean and Sanitize Assistance
DD	Damaged Dwelling
ERIA	Eligible Inaccessible Rental Assistance
ERU	Eligible Utilities Out Rental Assistance
EV	External Validation by HIS
HA	Housing Assistance
HIS	Housing Inspection Services
HRR	Habitability Repairs Required
IHP	Individuals and Household Program
IID	Ineligible - Home is Safe to Occupy
INO	Ineligible - Other Reason
NOINSP	No Inspection
ONA	Other Needs Assistance
POC	Point of Contact
RFI	Request for Information
RI	Registration Intake
SBU	Sewer Backup
WP	Workpacket



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VI. RELATED GUIDANCE

Please refer to the following:

- Standard Operating Procedures
 - [Appeal Processing](#)
 - [Continued Temporary Housing Assistance](#)
 - [Duplicate Investigation and Resolution Processing](#)
 - [Home Repair Assistance](#)
 - [Generator](#)
 - [Identity Verification](#)
 - [Inspection Requests and Comparisons](#)
 - [Insurance Processing for HA and Personal Property](#)
 - [Lodging Expense Reimbursement](#)
 - [Miscellaneous Other Items](#)
 - [Occupancy Verification](#)
 - [Outbound Calls and Third Party Verifications](#)
 - [Ownership Verification](#)
 - [Rental Assistance](#)
 - [Roads and Bridges](#)
 - [Written Consent and Sharing Applicants Information](#)
- Resources
 - [Citizenship Status and Eligibility for Disaster Assistance Fact Sheet](#)
 - [Helpline NPSC Caller Services Reference Guide](#)



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VII. APPENDIX A

NOINSP_ Triage Level 1 No Inspection Letter text

FEMA has received your application for disaster assistance. In your application, you indicated that the damage caused by the disaster did not make your home unsafe to live in. Based on this information, FEMA will not inspect your home for damage caused by the disaster. Therefore, you will not receive FEMA financial assistance for temporary housing, home repair or replacement, or personal property at this time.

This letter is not the final decision for whether you are eligible for housing and personal property assistance. If you have more damage than reported in your application and/or cannot live in your home, please call FEMA at 1-800-621-3362. FEMA will then schedule an inspection of your home.

If you do not contact FEMA to provide additional information, you will receive a denial letter based on the information you provided in your application. The letter will include information on your appeal rights.

In addition, FEMA does provide other types of financial assistance that do not require a home inspection. This assistance may include child care, medical or dental expenses, or vehicle damage. If you have applied for these types of assistance, FEMA will contact you separately about your eligibility.

If you have questions, please visit www.DisasterAssistance.gov, or call FEMA's Helpline at 800-621-FEMA (3362). If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362. If you feel that you have been discriminated against, you may contact the Civil Rights Unit within the Office of Equal Rights by email at FEMA-Civil-Rights-Program-OER@fema.dhs.gov or call 202-212-3535.