



FEMA

September 26, 2017
FEMA-4338 GA – FS002

Fact Sheet

Desktop and Streamlined Inspections

Key messages

- As a result of numerous ongoing federal disaster response and recovery operations, FEMA is implementing two new Individual Assistance home inspection processes designed to expedite the federal assistance process for disaster survivors.
- The two new processes are Desktop inspections and Streamlined Inspections.

Desktop Inspections

- FEMA is performing a new home-damage self-assessment program called Callout and Review System (CARS).
- The new program started Sept. 17, 2017, and hours of operation are 9 a.m. to 9 p.m. daily (ET).
- Applicants will only be able to complete one (1) desktop inspection interview, and based on the interview, pre-determined amounts will be awarded.
- Renters and homeowners in IA-designated counties will be contacted in two ways:
 - Self-Assessment – Applicants will receive an email, auto-dialer call, or text message that allows them to provide FEMA of their level of damage for wind and flood.
 - Call-Outs – FEMA is performing call-outs for home damage assessments using the CARS system.
 - This callout began Sept. 17 and hours of operation are 9:00 am to 9:00 pm daily.
 - This scripted interview will help determine eligibility.
 - Renters will be asked to self-report the level of damage to determine eligibility for Rental Assistance and Personal Property Assistance.
 - Homeowners will be asked to self-report their home damage.
 - Those that report their home as destroyed will be prioritized for on-site inspection to verify damage.

(more)

Desktop and Streamlined Inspections, page 2

- Based on information provided by applicants, the system will provide a damage assessment result and determine the appropriate award amount to address disaster-caused losses for Personal Property and/or Real Property.
- **Real Property**
 - *Property will be identified on a 5-point scale* with five (5) being the highest level of uninsured damage (destroyed getting maximum grant of \$33,300) and one (1) being minimal damage, but habitable.
- **Personal Property**
 - *Assessments will be identified on a 3-point scale* with Z being the highest level of uninsured damage (\$5,100) and X being minimal damage (\$341.70).
 - *Applicants receiving minimal flood damage*, who do not qualify for Home Repair Assistance (damaged home was not uninhabitable), may be provided Clean and Removal Assistance – IF requested by the state and approved by FEMA.
 - *Applicants may not receive* over the maximum Individual and Households Program (IHP) grant award of \$33,300 for both real and personal property.
- **Rental Assistance**
 - *Applicants who need to relocate temporarily* may be eligible for Rental Assistance.
- In addition to meeting criteria to be considered eligible based on the self-assessment and callout results (for real or personal property), applicants must meet all general IHP eligibility requirements.
- Applicants who disagree with their award amounts may appeal with documentation of their disaster-caused losses within 60 days of the date listed on their FEMA determination letters.

Streamlined Inspections

- A disaster declaration was approved by the president for the State of Georgia Sept. 15, 2017, for damage caused by Hurricane Irma.
- FEMA typically utilizes on-site inspections of residences to determine eligibility for most forms of Individuals and Household Programs (IHP) Assistance.
- Recent declarations for the U.S. Virgin Islands, Puerto Rico, Florida and Georgia, along with potential declarations for Alabama and several Tribes, project an anticipated total of 1.46 million additional inspections.
- In addition, thousands of inspections are currently pending due to the aftermath of Hurricane Harvey; the estimated wait time for a traditional inspection is thirty-five days.
- To effectively address the needs of applicants affected by Hurricane Irma, FEMA will eliminate some inspections in order to streamline the processes traditionally required to verify losses.

(more)

Desktop and Streamlined Inspections, page 3

- FEMA will maintain the internal controls already in place to determine identity, ownership, and occupancy eligibility criteria.
- The above also applies to any subsequent Individual Assistance disaster declarations in the Continental U.S. for Hurricane Irma.
- The following populations **will not** receive a FEMA inspection:
 - **Home Inaccessible:** If a homeowner or renter reports at the time of registration, that they have no real or personal property damage, but their home is inaccessible, FEMA will award one month of rental assistance.
 - **Unavailable Utilities:** If a homeowner or renter reports at the time of registration that they have no real or personal property damage, but their essential utilities are temporarily unavailable, FEMA will award one month of rental assistance.
 - **Flood Insured and Flood Damage Only:** If a homeowner reports at the time of registration that they only have damage caused by flood and have flood insurance that will cover their disaster-caused damage, FEMA will award two months of initial rental assistance. These applicants may be eligible for continued rental assistance if needed.

###