

DISASTER SURVIVOR ASSISTANCE

DR-4337-FL

DAILY SUMMARY REPORT

Report Date: October 23, 2017



FEMA

DSA Branch Director

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DAILY SUMMARY REPORT

Disaster: DR-4337-FL

Report Date: October 23, 2017

Registration Deadline: November 09, 2017

Designated/Assigned Counties: Alachua, Baker, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Gilchrist, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lafayette, Lake, Lee, Levy, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Polk, Pinellas, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Union, Volusia

Designated/Assigned Counties now on County Completion: Columbia, Dixie, Hardee, Hillsborough, Indian River, Lafayette, Martin, Orange, Osceola, Suwannee

Total Deployed Staff Assigned to DSA: 610					
PFT	CORE	Reservists/ Local Hires	FEMA Corps	Specialist Advisors	DHS Surge
36	16	95/29	148	3	283

Activity	Daily	Cumulative
Homes Visited	3,165	150,753
Survivor Interactions	2,344	118,165
Survivor Registrations	165	26,266
Case Updates	82	10,116
Case Inquires	173	15,432
Whole Community Referrals <i>(211, USDA, Catholic Charities, Red Cross, Aging Services, Crisis Counseling, Veteran Services, etc.)</i>	469	31,221
Community Locations Visited <i>(FBO, CBO & Charities, EM, Police, Fire, Post Office, etc.)</i>	221	4,797
Private Sector Visited (Businesses)	307	3,980
Public Space <i>(Outdoor places, Farmers Markets, Carnivals, Fairgrounds, Concert Halls, Parks)</i>	42	1,627
Other <i>(Speaker's Bureau, Town Hall Meeting, Shelters, etc.)</i>	3	278

Cumulative data above reflects SMART data as of 1900

*Daily summary numbers were based on information from the field

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SUMMARY OF FIELD ACTIVITY

DSA Mission Essential Tasks: Assess, Inform and Report (AIR), Registration Intake, Status Updates/Inquiries, Needs Assessments and Referrals to Whole Community Partners, Community Outreach and Partnerships

CRITICAL ISSUES: None Reported

EMERGING ISSUES: None Reported

OBSERVATIONS:

- Debris removal ongoing (All Counties)
- Roofs are being repaired or replaced (All Counties)
- Tarps visible on homes (Broward, Hendry, Manatee Counties)

TRENDS:

- Survivors reported receiving financial assistance for disaster-related food losses (All Counties)
- Survivors requested assistance for disaster-related food losses
 - Referred to D-SNAP, 211 and local food banks (All Counties)
- Survivors reported receiving unfavorable determination letters (All Counties)
 - Provided appeals process information and FEMA fax number to submit supporting documentation
- Survivors awaiting FEMA inspectors (All Counties)
 - Explained inspection wait time can be up to 45 days
- Survivors requesting assistance with Small Business Applications (SBA) (All Counties)
 - Referred to SBA

SIGNS OF RECOVERY:

- Home repairs underway (All Counties)
- Survivors reported inspections scheduled (All Counties)
- Survivors reported receiving disaster assistance, repairs underway (All Counties)

RUMORS:

- Two new strains of mold in Florida not indigenous to United States; causing medical issues to survivors (Collier, Lee)
- Financial assistance from FEMA will have to be paid back (Collier, Lee)
- Heavy debris is picked up by FEMA (Collier, Lee)

PARTNERSHIPS:

- Partnered with FEMA National Flood Insurance Program (NFIP), conducting outreach
- DSA supporting Florida Division of Emergency Management Virgin Islands Puerto Rico (VIPR) Mission
- Collaborating with State DSAT Coordinator

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- Coordinating field activities with Operations (State/FEMA)
- Coordinating with External Affairs to meet the State's goal of highlighting DSA activities in impacted areas
- Partnering with Mitigation, Disability Integration, State, Individual Assistance, Regional and District Coordinators and Operations
- Successful collaboration with State Voluntary Agency Liaison (VAL) Coordinator, Volunteer Florida Coordinator and Individual Assistance
- Supporting Individual Assistance at Disaster Recovery Centers (DRC)

BRANCH I

COLUMBIA COUNTY – DSA Commenced 09/17/2017	County Completion 10/09/2017
DIXIE COUNTY – DSA Commenced 09/23/2017	County Completion 10/13/2017
LAFAYETTE COUNTY – DSA Commenced 09/24/2017	County Completion 10/10/2017
SUWANNEE COUNTY – DSA Commenced 09/17/2017	County Completion 10/10/2017

BRANCH II

ALACHUA COUNTY – DSA Commenced 09/25/2017

City of Archer

- Conducted outreach in affected areas
- Provided disaster assistance information for dissemination to Faith Based Organizations (FBO) including First United Methodist Church, Bethlehem Presbyterian, Archer United Methodist, Archer Church of the Nazarene, and Landmark Baptist in Archer area

Observations:

- “Beware of Dog” signs displayed
 - Provided disaster assistance information when possible

Trends:

- Survivors registered
 - Provided status updates and inquiries
 - Referred survivors to Disaster Recovery Center (DRC) for additional assistance
- Survivors reported receiving unfavorable determination letters
 - Provided appeals process information and FEMA fax number to submit supporting documentation
- Survivors reported food losses due to extended power outages
 - Referred to D-SNAP
- Survivors reported minimal damages

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BRADFORD COUNTY – DSA Commenced 09/25/2017

City of Hampton, Unincorporated Community of Melrose

- Conducted outreach in affected areas
 - Standing water remains a concern in Little Santa Fe Lake area
 - Survivors reported debris accumulation
 - Referred to 211 and Emergency Manager (EM)
 - Survivors reported concern over long-term effects to foundations/structures from groundwater
 - Referred to Emergency Manager (EM)
 - Businesses sustained disaster-related food losses
 - Referred to Small Business Administration (SBA)

Observations:

- Roof damage in Hampton

Trends:

- Survivors reported receiving unfavorable determination letters
 - Explained Sequence of Delivery; provided appeals process information and FEMA fax number to submit supporting documentation
- Survivors reported food losses due to power outages
 - Referred to D-SNAP

Rumors:

- An accident occurred when vehicle struck debris in roadway



Substantial tree damage and debris on Volkswagen Drive in Hampton

DUVAL COUNTY – DSA Commenced 09/12/2017

City of Jacksonville

- Conducted outreach in affected areas

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Observations:

- Survivors reported mild to moderate wind and tree damage
 - Primary roof damage caused by falling tree limbs
- Large senior population in Lake Forest Hills area
 - Provided status updates and inquiries

Trends:

- Survivors registered for assistance
 - Provided status updates and inquiries
- FEMA inspections in progress
- Survivors expressed gratitude for FEMA assistance

Signs of Recovery:

- Survivors reported contact with FEMA inspectors; many inspections completed
- Debris removal underway
- Survivors reported homeowners insurance is covering repairs to damaged property
- Utility repairs underway

Rumors:

- FEMA will not provide assistance if survivors have insurance
 - Explained Sequence of Delivery and provided instructions to submit insurance documentation

MARION COUNTY – DSA Commenced 9/27/2017

Town of Reddick, Unincorporated Area of Citra

- Conducted outreach in affected areas

Observations:

- Survivors reported wind and tree damage
- Damage to fences throughout area

Signs of Recovery:

- Fallen trees and limbs are cut for removal

Trends:

- Survivors reported not understanding the Small Business Administration (SBA) loan application
 - Explained Sequence of Delivery
 - Referred to Small Business Administration (SBA) for assistance with application process
- Survivors awaiting FEMA inspectors
 - Explained inspection wait time can be up to 45 days
- Survivors reported not repairing homes while waiting for FEMA inspector
 - Survivors reported additional damage occurring due to weather conditions

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- Advised survivors repairs can begin while awaiting inspection; document repair process for validation of damages
- Survivors reported feeling relieved they could begin repairs
- Survivors reported food losses due to power outages
 - Referred to D-SNAP and provided dates and locations

NASSAU COUNTY – DSA Commenced 9/22/2017

City of Fernandina Beach

- Conducted outreach in affected areas

Observations:

- Survivors awaiting debris removal
 - Notified Emergency Manager (EM)
- Rain during reporting period limited door-to-door activity

Trends:

- Survivors expressed gratitude for FEMA disaster assistance
 - Provided status updates and inquiries

Signs of Recovery:

- Repairs to windows and roofs apparent throughout County
- Debris removal progressing

Rumors:

- Survivors reported tornado damage in Geiger Road area
- Visible wind damage of unknown source in Geiger Road area
 - Provided case status updates and inquiries



Wind caused roof damage Geiger Road area

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Tree damage and debris from recent high winds in Geiger Road area

PUTNAM COUNTY – DSA Commenced 9/12/2017

City of Palatka, Unincorporated Community of Palatka

- Conducted outreach in affected areas
- Conducted on-site registration at Walmart, South State Road 19, Palatka

Observations:

- Standing water beside road along St. Johns River near State Route 17
- Rivershore Drive heavily saturated with water; passable to vehicles

Signs of Recovery:

- Road and infrastructure repairs underway in Satsuma

Rumors:

- Survivors reported Palatka area near St. Johns River routinely floods
 - All roads presently accessible
 - Referred to Emergency Manager (EM)
- Survivors along St. Johns River near State Route 17 and Rivershore Drive reported river has not receded since storms that immediately preceded hurricane
 - Referred to Emergency Manager (EM)

BRANCH III

CITRUS COUNTY – DSA Commenced 09/24/2017

City of Crystal River

- Conducted outreach in affected areas
 - Survivors reported no damages, declined registration
 - Provided disaster assistance information
 - Encouraged registration

DAILY SUMMARY REPORT

HARDEE COUNTY – DSA Commenced 09/21/17

County Completion 10/16/2017

HERNANDO COUNTY – DSA Commenced 09/21/17

City of Brooksville

- Conducted outreach in affected areas
 - Provided status updates and inquiries
- Provided disaster assistance information to Faith Based Organizations (FBO) and Community Based Organizations (CBO) for dissemination

Trends:

- Debris removal ongoing

HILLSBOROUGH COUNTY – DSA Commenced 09/14/2017 **County Completion 10/09/2017**

City of Riverview

- Conducted on-site registration at Disaster Recovery Center (DRC) #3, Hillsborough Community College, 6437 Watson Road #101, Riverview
 - Provided status updates and inquiries
 - Provided appeals process information and FEMA fax number to submit documentation
 - Explained inspection wait time can be up to 45 days

Trends:

- DSA Specialist Advisors assisted DSA with complex case updates

INDIAN RIVER COUNTY – DSA Commenced 09/19/2017 **County Completion 10/12/2017**

City of Vero Beach

- Conducted on-site registration at Mobile Disaster Recovery Center (MDRC) #14C, 6155 College Lane, Vero Beach
 - Provided status updates and inquiries
 - Survivors expressed frustration with inspection wait times
 - Reassured survivors they would be contacted by an inspector
 - Explained inspection wait time can be up to 45 days

LAKE COUNTY – DSA Commenced on 09/21/17

Cities of Clermont, Paisley, Umatilla

- Conducted outreach to affected areas
 - Survivor expressed frustration with FEMA appeals process
 - Explained Sequence of Delivery
 - Provided FEMA fax number to submit supporting documentation
 - Provided disaster assistance information to Faith Based Organizations (FBO) for dissemination on websites and social media
 - Survivors expressed hesitancy to file claims with homeowners insurance; concerned over cancellation or rate increases
 - Survivors reported large deductibles

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- Declined registration
- Provided Disaster Assistance information and advised of November 9, 2017 deadline

Trends:

- Survivors reported inspectors not observing all damages

MARTIN COUNTY – DSA Commenced 09/19/2017

County Completion 10/06/2017

ORANGE COUNTY – DSA Commenced 09/15/2017

County Completion 10/09/2017

- Conducted outreach in affected areas
 - Provided disaster assistance information to Community Based Organizations (CBO) for dissemination

Observations:

- Debris continues to accumulate along Boardman and Putnam streets

OSCEOLA COUNTY – DSA Commenced 09/15/2017

County Completion 10/11/2017

PASCO COUNTY – DSA Commenced 09/21/2017

Cities of Holiday, Hudson, Land O' Lakes, Odessa, Wesley Chapel, Zephyrhills

- Conducted outreach in affected areas
 - Provided status updates and inquiries
 - Provided disaster assistance and Small Business Administration (SBA) information to Faith Based Organizations (FBO) and Community Based Organizations (CBO) for dissemination
- Conducted on-site registration at Mobile Disaster Recovery Center (MRDC), Regional Hurricane Center, 11611 Denton Avenue, Hudson
 - Provided status updates and inquiries
 - Survivors requested information on disaster-related food assistance
 - Referred to Food for Florida (D-SNAP)
 - Survivors expressed frustration with inspection wait times of up to 45 days
 - Assured survivors they would be contacted by an inspector
 - Survivors expressed apprehension as Transitional Sheltering Assistance (TSA) deadline approaches
 - Referred to Red Cross and Pasco County Human Services

Partnerships:

- Supported Individual Assistance (IA) at Mobile Disaster Recovery Center

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POLK COUNTY – DSA Commenced 09/18/2017

Cities of Davenport, Fort Meade, Haines City, Winter Haven

- Provided outreach to affected areas
 - Survivors reported inability to afford repairs due to high deductibles
 - Explained Sequence of Delivery
 - Completed registrations
 - Survivors reported receiving unfavorable determination letters
 - Explained difference between denial and ineligibility
 - Explained Sequence of Delivery
 - Provided appeals process information and FEMA fax number to submit supporting documentation
 - Survivors reported confusion over appeals process
 - Explained Sequence of Delivery, provided appeals process information and location of DRC #9 for assistance
- Provided disaster assistance information to Faith Based Organizations (FBO) for dissemination

Trends:

- Survivors continue to express gratitude for DSA/FEMA presence
- Debris removal ongoing

ST. LUCIE COUNTY – DSA Commenced 09/16/2017

City of Fort Pierce

- Conducted on-site registration at St. Lucie County Library/Lakewood Park Branch, 7605 Santa Barbara Drive, Fort Pierce
 - Provided status updates and inquiries
 - Survivors expressing frustration with inspection wait times
 - Reassured survivors they would be contacted by an inspector
 - Explained inspection wait time can be up to 45 days

SUMTER COUNTY – DSA Commenced 09/20/2017

Cities of Bushnell, Lake Panasoffkee

- Conducted outreach in affected areas
 - Provided disaster assistance information to Faith Based Organizations (FBO) and Community Based Organizations (CBO) for dissemination

VOLUSIA COUNTY – DSA Commenced on 09/18/2017

City of Daytona

- Provided disaster assistance information to local Faith Based Organizations (FBO) for dissemination
- Provided disaster assistance and Small Business Administration (SBA) information to Community Based Organizations (CBO) for dissemination

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BRANCH IV

CHARLOTTE COUNTY – DSA Commenced on 09/22/2017

City of Punta Gorda

- Conducted outreach in affected areas
- Conducted on-site registration at Charlotte Home and Garden Show, 75 Taylor Road, Punta Gorda, in partnership with FEMA National Flood Insurance Program (NFIP)
 - Referred survivors to Whole Community Partners

DESOTO COUNTY – DSA Commenced 09/25/2017

City of Arcadia

- Conducted on-site registration at Mobile Disaster Recovery Center (MDRC #15C), 125 North Hillsborough, Arcadia
- Conducted outreach in affected areas
 - Provided disaster assistance and Small Business Administration (SBA) information to Private Sector for dissemination (8 businesses, 107 employees, 12,000 customers weekly)
 - Provided disaster assistance information to Community Based Organizations (CBO) and Faith Based Organizations (FBO) for dissemination (1,700 employees/members)

HENDRY COUNTY – DSA Commenced on 09/16/2017

City of Clewiston

- Conducted on-site registration at Montura Ranch Community Center, 255 North Hacienda Street, Clewiston
 - Provided disaster assistance information to survivors
 - Survivors were pleased DSA/FEMA was in the Community

Signs of Recovery:

- Survivors reported inspections being completed

HIGHLANDS COUNTY – DSA Commenced 09/17/2017

Cities of Lake Placid, Sebring, Avon Park

- Conducted on-site registration at Disaster Recovery Center (DRC) #6, 4509 West George Boulevard, Sebring
 - Survivors in Sebring reported need for debris removal
 - Referred to Emergency Manager
- Provided disaster assistance information to Faith Based Organizations (FBO) for dissemination on websites and social media

LEE COUNTY – DSA Commenced 09/12/2017

City of Bonita Springs

- Continued to support Hazard Mitigation's Community Education Outreach (CEO) at Ace Hardware, 9100 Bonita Beach Road, Bonita Springs
- Conducted outreach at Bonita Springs Riverfest
 - Distributed disaster assistance information

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Unincorporated Community of Lehigh Acres

- Conducted on-site registration at Veterans Park Recreation Center, 55 Homestead Road South, Lehigh Acres

City of North Fort Myers

- Provided disaster assistance information to local Faith Based Organizations (FBO) dissemination (1500 members)

Unincorporated Community of Alva

- Conducted on-site registration at Fort Meyers Skatium Athletic Arena, 2250 Broadway, Fort Myers
 - Survivors reported being unable to meet high deductibles on insurance claims
 - Survivors reported road construction near Ten Mile Canal is causing flooding
 - Referred to the Emergency Manager

Observations:

- Debris removal ongoing
- Roof repairs underway

MANATEE COUNTY – DSA Commenced on 09/18/2017

Cities of Palmetto, Ellenton

- Conducted outreach in affected areas
 - Provided disaster assistance information to survivors in mobile home parks (625 residences)
 - Manager stated damage mainly to awnings and screens; repairs underway
 - Survivors reported having Triage phone inspections

Signs of Recovery:

- Roofs are being repaired or replaced

OKEECHOBEE COUNTY – DSA Commenced 09/17/2017

City of Okeechobee, Unincorporated Southern Portion of Okeechobee County

- Conducted outreach in affected areas
 - Provided disaster assistance information to Private Sector for dissemination
 - Survivors requested information on disaster-related unemployment
 - Referred to Disaster Unemployment Assistance (DUA)

SARASOTA COUNTY – DSA Commenced on 09/17/2017

City of Sarasota

- Conducted outreach in affected areas
 - Provided disaster assistance information to three (3) Faith Based Organizations (FBO) (2,680 members) for dissemination
 - Attended three (3) services, introduced to congregation by pastors and interacted with members
 - Church emailed disaster assistance information to over 2,500 members

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- Provided disaster assistance information to five (5) Whole Community Partners (145 employees) for dissemination

COLLIER COUNTY – DSA Commenced 09/12/2017

City of Naples

- Continued to support Hazard Mitigation's Community Education Outreach (CEO) at Lowe's Home Improvement Store # 0613, 6415 Naples Boulevard, Naples
- Conducted outreach in affected areas
 - Referred survivors to Team Rubicon for assistance with muck outs and debris removal

Unincorporated Area of Golden Gate

- Conducted on-site registration at Golden Gate Community Center, Mobile Disaster Recovery Center (MDRC) #12A, 4701 Golden Gate Parkway, Naples
 - Survivors expressed concern MDRC will close before disaster-related issues are resolved
 - Reported to DSA/IA Leadership
- Conducted on-site registration at Lorenzo Walker Technical College, 3702 Estey Avenue, Naples
 - Survivors reported receiving unfavorable determination letters
 - Provided appeals process information
 - Referred survivors to MDRC #12A to fax supporting documentation
 - Undocumented survivors hesitant to register with FEMA
 - Encouraged registration

City of Immokalee

- Conducted outreach in affected areas
 - Survivors requested disaster-related food and wage losses information
 - Provided referrals to Whole Community Partners including Disaster Unemployment Assistance (DUA), D-SNAP and 211

Trends:

- Survivors informed friends/neighbors of MDRC location
- Survivors reported poorly executed inspections by FEMA inspectors led to unfavorable determination letters
 - Provided appeals process information and FEMA fax number to submit supporting documentation

BRANCH V

BROWARD COUNTY – DSA Commenced 09/18/2017

City of Plantation

- Conducted outreach in affected areas
 - Survivors reported difficulty understanding determination letters
 - Reviewed determination letters

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- Provided appeals process information and referred to Disaster Recovery Center (DRC) #18A to fax supporting documentation
- Provided disaster assistance information to Faith Based Organizations (FBOs) for dissemination
 - Provided location of Disaster Recovery Center (DRC) #18A

Concerns:

- Inspectors with out-of-state telephone numbers reported survivors do not answer their telephone calls
 - Result is longer wait times and frustration for both survivors and inspectors
 - Elevated to DSA Leadership, FEMA Operations

Trends:

- Minimal damage reported
- Debris removal ongoing

Rumors:

- FEMA is responsible for the removal of malodorous debris on Jacaranda Royale Drive
 - Referred to Emergency Manager (EM)

City of Pompano

- Conducted outreach in affected areas
 - Provided disaster assistance information to Faith Based Organizations (FBOs) for dissemination
 - Survivors reported difficulty coping with stress from disaster-related cleanup
 - Referred to Crisis Counseling and Crisis Cleanup

Trends:

- Debris removal nearing completion
- Survivors requested assistance with Small Business Administration applications
 - Referred to Small Business Administration (SBA) at Disaster Recovery Center (DRC) #18

Cities of Fort Lauderdale, Hollywood, Cooper, Miramar

- Conducted outreach in affected areas
- Conducted outreach at Farmers' Market
 - Distributed disaster assistance information for dissemination

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MIAMI-DADE COUNTY - DSA Commenced 09/15/2017

City of Miami and Surrounding Areas

- Conducted on-site registration at Mobile Registration Intake Center (MRIC), North Dade Regional Library, 2455 Northwest 183rd Street, Miami Gardens
- Conducted on-site registration at MRIC in Hadley Park, 1350 Northwest 50th Street, Miami
- Staff at Miami-Dade Fire Station Nine, 69 Northeast Street, Miami identified damaged areas for outreach
 - DSA will follow-up

MONROE COUNTY – DSA Commenced 09/12/2017

Cities of Key Largo, Marathon, Marathon Key

- Provided disaster assistance information to Faith Based Organizations (FBO) and Community Based Organizations (CBO) for dissemination
 - Revisited Limited English Proficiency (LEP-Spanish) mobile home park assisted by LEP interpreter
 - Registered survivors, provided status updates and inquiries and referrals to Whole Community Partners
 - Survivors expressed appreciation for interpreter

Trends:

- Survivors requested assistance with
 - Small Business Administration (SBA) applications
 - Understanding determination letters
 - Appeals process information
 - Submission of supporting documentation
 - Provided FEMA fax number and location of Disaster Recovery Center (DRC), 3126 Flagler Avenue, Key West
- Survivors requested assistance with disaster-related food and wage losses
 - Referred to D-SNAP, 211, local foodbanks and Disaster Unemployment Assistance (DUA)

PALM BEACH COUNTY – DSA Commenced 09/18/2017

City of West Palm Beach, Roosevelt Estates Area

- Conducted outreach in affected areas

Trends:

- Survivors reported minimal damages; insurance deductibles higher than repair costs
- Survivors expressed gratitude to DSA/FEMA for disaster assistance

Cities Pahokee, Boynton Beach

- Conducted outreach in affected areas

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Trends:

- Survivors requested assistance with disaster-related food and wage losses
 - Referred to D-SNAP, 211, local food banks and Disaster Unemployment Assistance (DSA)
- Survivors requested assistance with
 - Small Business Administration (SBA) applications
 - Understanding determination letters
 - Appeals process information
 - Submission of supporting documentation
 - Provided FEMA fax number to submit supporting documentation and location of Disaster Recovery Center (DRC) #2
- Supported the City of Pahokee Park, Recreation Department Community Give-A-Way, 360 East Main, Pahokee
 - Provided disaster assistance information

END OF DAILY REPORT