



Katrina

# RECOVERY TIMES

Vol. 2 This information provided by the State of Louisiana and the Federal Emergency Management Agency



## Interstate network on "Fast Track" to repair and recovery

Repairs of the I-10 "Twin Span" over Lake Pontchartrain connecting eastern New Orleans with Slidell will move forward rapidly. Work will begin on Monday, September 12 and continue 24 hours a day, seven days a week until the job is completed.



### Important Phone Numbers

#### FEMA

1-800-621-FEMA (3362)  
1-800-462-7585 (TTY)

#### American Red Cross (disaster assistance)

1-866-438-4636

#### American Red Cross (missing family members)

1-877-LOVED-1S  
(568-3317)

#### Find Family National Call Center

1-866-326-9393

#### Social Security

1-800-772-1213  
1-800-325-0778 (TTY)

#### Postal Services

1-800-275-8777

#### Salvation Army

1-888-363-2769

#### Project Share a Home

1-888-827-2525

#### LA Department of Social Services (food stamps)

1-888-524-3578

#### LA Department of Labor (unemployment)

1-800-818-7811

#### For information on ...

- Shelters
- Food stations
- Donated clothing
- Infant/baby goods
- Food boxes
- Medical
- Tree removal
- Dial 2-1-1**

### Message from...

**Thad Allen**

Vice Admiral, United States Coast Guard

*As the Principal Federal Officer for the federal response to Hurricane Katrina, I would like to express my deepest sympathy to the victims of the hurricane. The loss of life will forever remain beyond the ability of words to express.*

*I want to assure you that we in the federal family care deeply about Louisiana and residents along the Gulf Coast. Hundreds upon thousands have experienced unimaginable heartache and loss. As we perform our jobs, I have instructed recovery workers to treat all victims with the same care and respect they would show to members of their own family.*

*Shelter remains our most urgent priority for those displaced by the hurricane. The goal is to make sure everyone has a safe home in which to live, and we will do all we can to deliver this assistance as quickly and efficiently as possible.*

*Our mission is clear: to join hands with state and local partners to make sure every single person receives the help needed to start on the road to recovery. We pledge our utmost effort to overcome challenges when we find them and to build upon successes as we go. We will work hard, for as long as it takes. That is my commitment to you.*

### FINDING FAMILY

The Find Family National Call Center is the nationwide collection point and official clearinghouse for information on persons who may have been lost during the hurricane. If you are missing a family member as a result of the storm, call 1-866-326-9393 – 24 hours a day, 7 days a week.

### POST OFFICE

Providing the United States Postal Service with a change of address notice will redirect mail to your current location. The change of address form is available at any U.S. Post Office, online at <http://www.usps.com> or by calling 1-800-275-8777. If you are housed in a shelter, use the shelter address as your Current Mailing Address.

# FRAUD WARNING

As flood waters recede, opportunities for scam artists will rise. FEMA is asking everyone affected by Hurricane Katrina to be extra cautious when dealing with anyone seeking work, information or money.

Remember that FEMA disaster inspectors and recovery personnel never charge for services. Make sure you see photo identification before trusting anyone representing themselves as a government or law enforcement official.

Anyone who believes a fraudulent, would-be inspector has approached them should report the incident to the Department of Homeland Security's fraud hotline at 1-800-323-8603.

## MOSQUITO CONTROL

Emergency officials have begun spraying parts of New Orleans for mosquitoes and water-borne diseases. Residents should be aware that low-flying aircraft will spray one hour before dusk. Outlying areas of Louisiana may be sprayed at a later date.

Residents may opt to stay indoors during the operation or wear long sleeves and pants to minimize exposure. This spraying protection has been used before in heavily flooded areas and does not pose harm to people or animals.

This program is expected to last for the next six weeks. For more information, call the state pesticide hotline at 225-925-3763.

## REMINDERS

***Insurance:*** Even if you think your storm losses will be covered by insurance, you should still register with FEMA. You may be eligible for assistance not covered by insurance. After you receive your insurance settlement, you can call FEMA back and update your information.

***Debit cards:*** FEMA has completed its debit card pilot program. Debit cards were issued in three shelters in Texas. FEMA continues to provide expedited assistance to all eligible evacuees. You may choose to have your payment mailed to a temporary shelter or have it electronically deposited in your bank account. The first step is to register with FEMA.

## *Mental Health*

*If you have been displaced by Hurricane Katrina and need mental health assistance, please call 1-888-524-3578 from 7 a.m. to 7 p.m. More information can be found at the Louisiana Department of Social Services website at [www.dss.state.la.us](http://www.dss.state.la.us).*

**Louisiana Department of Revenue (LDR)  
offers residents of state tax filing extensions**

LDR will offer all Louisiana residents sheltered both within and outside of the state of Louisiana extensions on tax filing if required by circumstances related to Hurricane Katrina. In addition LDR provides sales tax credit for replacement of certain items lost in the storm that are not covered by insurance. Details can be obtained on the LDR website at [www.revenue/louisiana.gov](http://www.revenue/louisiana.gov).

**Louisiana Department of Health and Hospitals  
(DHH) active in shelters**

In full response mode and planning a presence in all sheltered areas, DHH has established two response teams to go into shelters and assist evacuees needing services such as counseling, substance abuse treatment or therapeutic services for people with developmental disabilities. A "Find Family Call Center" has been established at 1-866-326-9393. <http://www.dhh.louisiana.gov/>.

DHH has established the Find Family Call center. This toll-free telephone number is designed to assist families and individuals who are seeking news on possible deceased family members. The telephone number is 1-888-326-9393. It was activated last week and has received 800 calls. In addition, 18 family members already have been reunited with those who were presumed deceased, but who survived.

Active in addressing other critical needs, in conjunction with several state and federal agencies, DHH has also enacted a mosquito control plan for the area. U.S. Air Force began aerial spraying on September 11<sup>th</sup>.

The Louisiana Medicaid Program will expand to include many who have lost their homes and jobs in the storm. Many verification requirements have been eliminated to make applications easier. Application can be obtained from any Medicaid Office.

**Louisiana Department of Labor (DOL)  
accepting unemployment applications**

DOL is now accepting applications for Unemployment Insurance and Disaster Unemployment Assistance. DOL has taken over 115,000 applications related to the storm. Job seekers can visit [www.laworks.net](http://www.laworks.net). A toll free number 1-866-310-1585 is available from 8:00 a.m. to 4:30 p.m. Monday through Friday for those evacuees lacking access to the Internet.

**Louisiana Department of Education (DOE) News-  
Superintendents of Louisiana's school districts  
access damages and recovery plans**

Orleans, St. Bernard and Plaquemines Parishes are currently

accessing damages to schools. Prompt updates will be provided as these surveys continue. Jefferson Parish has inspected 57 of its 87 schools reporting that 37 received no damage. St. Tammany reports that 5 of its 51 schools have been severely damaged and are currently unusable. St. Charles Parish has accessed 19 of its schools reporting only minor roof damage. Washington Parish reports 3 of its 9 schools require major repairs. Dates for reopening of the school systems are pending completion of these surveys and are expected to be available in the near future.

DOE has activated a toll free hotline for parents: 1-877-453-2721. <http://www.doe.state.la.us/ld/index.html>.

DOE has set up a website for displaced teachers [www.teachlouisiana.com](http://www.teachlouisiana.com). Applications for open positions throughout the state can be forwarded to districts with positions available.

**Board of Regents, Colleges and Universities  
mission to inform and aid displaced students**

Nicholls State University will resume classes on Wednesday, September 14<sup>th</sup> accepting over 570 students displaced from flooded areas. Registration has been extended to September 19<sup>th</sup> with late registration fees waived. Visit [www.nicholls.edu](http://www.nicholls.edu) or call 877-NICHOLLS. Similar arrangements have been established at unaffected universities throughout the state.

Southeastern resumed classes on Thursday, September 8<sup>th</sup>, accepting over 400 displaced students at the Hammond campus. The Baton Rouge Nursing Center and Livingston Parish Literacy Center in Walker have also reopened. Visit [www.selu.edu](http://www.selu.edu) or call 985-549-2000 for further details.

LSU has established a hurricane information hotline for students and staff 1-800-516-6444. The Board of Regents hotline is 866-415-2269. [www.regents.state.la.us](http://www.regents.state.la.us).

**Other key post-secondary numbers**

Louisiana Community and Technical College  
225-922-1633, 225-922-0958, 225-922-0959  
and 225-922-0804  
SUNO Students 866-334-7638  
SUNO Staff 866-334-8294  
UNO 225-578-7816  
Delgado 225-216-8336  
Nunez 225-216-8344  
University of Louisiana System  
225-342-6950  
LTC 225-922-1633

**Louisiana National Guard (LNG) leads nation's largest natural disaster response**

With 50,116 troops activated, the Louisiana National Guard is at the forefront of the most comprehensive response in U.S. history, surpassing the previous record response, the 1989 California Loma Prieta earthquake that called for 32,000 California Guardsmen. Governors of 40 states have activated and begun to dispatch their forces to support Louisiana and Mississippi units. The primary mission of the LNG includes security operations, search and rescue, evacuation of New Orleans, medical, law and citizen support. <http://www.ohsep.louisiana.gov/>.

**Department of Social Services (DSS) keeping track of the numbers**

For missing or lost children call 1-800-THE-LOST or log onto [www.missingkids.com](http://www.missingkids.com). DSS is partnering with the National Center for Missing and Exploited Children to reunite families.

An extension of the Disaster Food Stamp Program began September 10<sup>th</sup> and continues through September 15<sup>th</sup> to residents of the following parishes:

*Orleans, Jefferson, Plaquemines, St. Bernard, Washington, St. Charles, St. John, West Feliciana, Lafourche, Terrebonne, Tangipahoa, Livingston, and St. Helena.* For more information about Food Stamp Benefits or other social service programs, visit the DSS website [www.familiesla.com](http://www.familiesla.com) or call 888-LAHELPU (888-524-3578).

**RESCUE OR FIND A PET**

The American Society for the Prevention of Cruelty to Animals has the following advice for pet owners:

If you know of a pet that may be stranded after the storm and needs rescue, call toll-free 1-888-773-6489 between 8 a.m. and 6 p.m. You may also e-mail [katrinalostpet@ldaf.louisiana.gov](mailto:katrinalostpet@ldaf.louisiana.gov) and leave information about the number of animals that need rescuing, their species and their location.

If you have been evacuated out of state and have left pets behind in Louisiana, call the Animal Rescue Command Center at 225-925-3980. If you are looking for your pets, you may want to contact the Humane Society near your home or [www.petfinder.com](http://www.petfinder.com). To view pictures of strays, to find out where local veterinary clinics were evacuated and to obtain additional contact numbers, log on to [www.vetmed.lsu.edu](http://www.vetmed.lsu.edu).

**DISASTER RECOVERY CENTERS OPEN**

State and federal officials recommend that people affected by Hurricane Katrina register for assistance by calling 1-800-621-FEMA (3362), or TTY 1-800-462-7585 for those with speech- or hearing-impairment. You may also register online at [www.fema.gov](http://www.fema.gov). If you do not have access to phone or Internet service, you may register for assistance at a local Disaster Recovery Center (DRC).

At a DRC, storm victims can have their questions answered by a FEMA recovery specialist. Also, representatives of local, state and voluntary agencies, as well as loan officers from the U.S. Small Business Administration, will be on hand to provide program and service information.

Disaster Recovery Centers are open in the following locations:

Lafayette DRC  
111 Liberty Ave.  
Lafayette, LA

Monroe DRC  
Civic Center Conference Hall  
401 Lea Joyner Expressway  
Monroe, LA

Plaquemine DRC  
Iberville Parish Library  
24605 J. Gerald Barrett Blvd. (Hwy 1)  
Plaquemine, LA

Rapides Parish DRC  
2255 Macarthur Drive  
Alexandria, LA

Shreveport DRC  
Old Summergrove Baptist Church  
2820 Summergrove  
Shreveport, LA

Until further notice, Disaster Recovery Centers are open 9 a.m. to 7 p.m. seven days a week.