



FEMA Direct Housing Guide

February 2020



FEMA

This page is intentionally blank.

Table of Contents

List of Figures	iv
List of Tables	iv
Chapter 1: Introduction	1
Purpose.....	1
Applicability and Scope.....	1
Supersession.....	1
Authorities and Foundational Documents.....	1
Document Management and Maintenance	3
Chapter 2: Direct Housing Overview	5
Individuals and Households Program.....	5
Housing Assistance.....	5
Housing Assistance (Financial)	5
Direct Housing Assistance.....	6
Chapter 3: Direct Housing Assistance Readiness Functions.....	9
FEMA Headquarters.....	9
Recovery Directorate, Individual Assistance Division.....	9
Logistics Management Directorate, Logistics Operations Division	10
FEMA Regional Offices.....	11
Chapter 4: Direct Housing Assistance Request and Approval.....	13
Sheltering and Housing Field Team.....	13
Requesting Direct Housing Assistance.....	15
Additional Direct Temporary Housing Assistance	15
PHC Request and Approval	16
Chapter 5: Direct Housing Assistance Implementation	19
Direct Housing Management Group	19
JFO Direct Housing Staffing.....	20
Pre-Placement Interview.....	24
PPI Setup	24
Callout Implementation	25
Administrator Process.....	26
Applicant Occupancy.....	27
Assembly of Case File Folders.....	27

Move-in	28
MLR Occupancy Exceptions	29
Direct Lease Occupancy Exceptions	29
Standard Move Out	30
Terminations	30
Sales and Donations	30
Chapter 6: TTHU Implementation	31
Contracting Strategies	31
MHU Baseline Inventory Requirement	32
Off-the-Lot RV Purchasing	33
Three-Tiered Approval Threshold for Purchasing RVs	33
TTHU Private, Commercial, and Group Site Overview and Considerations	34
Implementing a TTHU Housing Mission	36
Site Inspection and Selection	36
Haul and Install	41
Ready for Electric (RFE)	43
Ready for Occupancy (RFO)	43
Matching Applicant to TTHU	44
Applicant Occupancy	44
Chapter 7: Multi-Family Lease and Repair Implementation	45
Identification of Potential MLR Properties	45
Conduct Feasibility Assessments	46
Initial EHP Screening	46
Feasibility Assessment	46
Property Analysis and Selection	47
Property Review Board	48
Lease Eligible Properties	50
MLR Property Repair	53
RFO	53
Applicant Occupancy	54
Chapter 8: Direct Lease Implementation	55
Identification of Potential Direct Lease Property Management Companies	55

Direct Lease Property Management Company Analysis.....	56
Direct Lease Property Management Company Selection.....	57
Applicant Matching and Leasing of Properties	58
Ready for Occupancy (RFO).....	59
Applicant Occupancy.....	59
Chapter 9: Recertification	61
Schedule the Initial Recertification Visit.....	61
Prepare for the Initial Recertification Visit	62
Conducting a Recertification Visit.....	63
Realistic PHPs	64
Updating HOMES/NEMIS After Recertification Visit	65
Recertification HUTL Review	66
Prepare for and Conduct Subsequent Recertification Visits.....	67
Chapter 10: Termination of Direct Temporary Housing Assistance	69
Reasons for Termination	69
15 Day Warning Notices of Violation-Program Eligibility and General Conduct Violations.....	70
Warning Notice Development	70
Warning Notice Review.....	72
Warning Notice Delivery	72
Updating Information After Warning Notice Delivery.....	72
Tracking Progress After Warning Notice Delivery	72
Notice of Revocation – Major, General, and EOP	73
NOR Development	73
NOR Review	74
Updating Information After NOR Delivery.....	74
NOR Delivery.....	74
Updating Information After NOR Delivery.....	75
Tracking and Post-NOR Move-outs Process	75
Appeals	75
Notice to Surrender Possession (NTS)	76
Referral to the Department of Justice (DOJ) for Litigation	77
MLR Specific Termination Exceptions	77

Direct Lease Specific Termination Exceptions.....	78
Appendix A: Acronym List	A-1
Appendix B: Glossary	B-1
Appendix C: Authorities and Foundational Documents.....	C-1
Appendix D: Consolidated Staffing and Responsibilities for Program Implementation.....	D-1

LIST OF FIGURES

Figure 1: Doctrine Hierarchy	3
Figure 2: Tiers 1 and 2 MLR Properties and Measurement Benchmarks	48

LIST OF TABLES

Table 1: Direct Housing Assistance Options	7
Table 2: Sheltering and Housing Field Team Roles and Responsibilities.....	14
Table 3: Programmatic Direct Housing Responsibilities of IA and LMD	20
Table 4: Direct Housing Management Group and Key Stakeholder Functions.....	20
Table 5: Description of P-Codes.....	26
Table 6: Private, Commercial, and Group Site Considerations.....	35
Table 7: Consolidated Staffing and Responsibilities.....	D-1

CHAPTER 1: INTRODUCTION

Purpose

The *FEMA Direct Housing Guide* (DHG) establishes policies and procedures for providing direct housing to individuals and households affected by a disaster. Following a Presidential disaster declaration, where a state, territorial, or tribal government determines that an incident has exceeded its capabilities to respond, one of the first steps taken by the Federal Emergency Management Agency (FEMA) staff is to determine if there is a need to conduct a direct housing mission. The DHG describes how FEMA headquarters (HQ), regional, and field-level staff manage, coordinate, organize, and execute direct assistance.

The DHG provides an overview of the Individual Assistance (IA) Individuals and Households Program (IHP) but focuses on how direct assistance is provided to disaster survivors. The DHG reviews the conditions under which FEMA may authorize one or more forms of direct housing and outlines the eligibility requirements for disaster survivors. The DHG provides an overview of the direct housing lifecycle as it applies to all forms of direct housing assistance before moving into greater detail of each form of assistance in subsequent chapters.

Applicability and Scope

The DHG establishes a framework for staff working in the Recovery Directorate, Logistics Management Directorate (LMD), or Field Operations Directorate (FOD), as well as field-level personnel responsible for providing direct assistance.

The DHG emphasizes the roles, responsibilities, and procedures affiliated with providing direct assistance, which consists of Temporary Housing Units (THUs) in the form of Multi-Family Lease and Repair (MLR), Transportable Temporary Housing Units (TTHUs), Direct Lease, and Permanent Housing Construction (PHC). The DHG focuses on direct housing following a Major Disaster Declaration designated for IA, under the Stafford Act.

Supersession

This document is consistent with existing authorities, policy, and doctrine. It does not supersede doctrine or policy pertaining to the process and development of direct housing produced prior to the publication of the DHG. This document supersedes previous versions of the DHG.

Authorities and Foundational Documents

A number of foundational documents provide statutory, regulatory, and executive guidance for FEMA when implementing a direct housing mission. Key foundational documents for the DHG include the following:

Chapter 1: Introduction

- Public Law 93-288, as amended, Section 408(c) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act; 42 U.S.C. § 5174(c) and 5174(d)
- Title 44 of the Code of Federal Regulations (CFR), “Emergency Management and Assistance”
- Homeland Security Presidential Directive 5 (HSPD-5), 2003
- Rehabilitation Act of 1973, 29 U.S.C. § 701
- Title VI of the Civil Rights Act of 1964
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, August 11, 2000
- Direct Housing Assessment Standard Operating Procedures, May 2013
- Fair Housing Act of 1968, 42 U.S.C. §§ 3601-3631
- FEMA Incident Management Manual, September 2015
- FEMA Incident Management and Support Keystone, January 2011
- FEMA Recovery Operations Support Manual (ROSM), December 2019 (Operational Draft)
- Individual Assistance Program and Policy Guide (IAPPG), March 2019
- Integrated Operating Concept for Field Operations, December 2016
- Recovery Operations Playbook, February 2015
- Termination of Direct Temporary Housing Assistance Standard Operating Procedures, April 2016
- FEMA Directive 108-1 Environmental Planning and Historic Preservation Responsibilities and Program Requirements and Instruction 108-1-1

Appendix C: Authorities and Foundational Documents contains additional information about these documents.

As required by the Stafford Act and Federal civil rights laws, FEMA is committed to the equitable and impartial delivery of Direct Housing and any disaster housing related activities carried out by recipients of federal financial assistance, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, English proficiency, economic status, and/or without fear of retaliation or reprisal.

Chapter 1: Introduction

Figure 1 identifies the placement of the DHG in the hierarchy of FEMA Office of Response and Recovery doctrine.

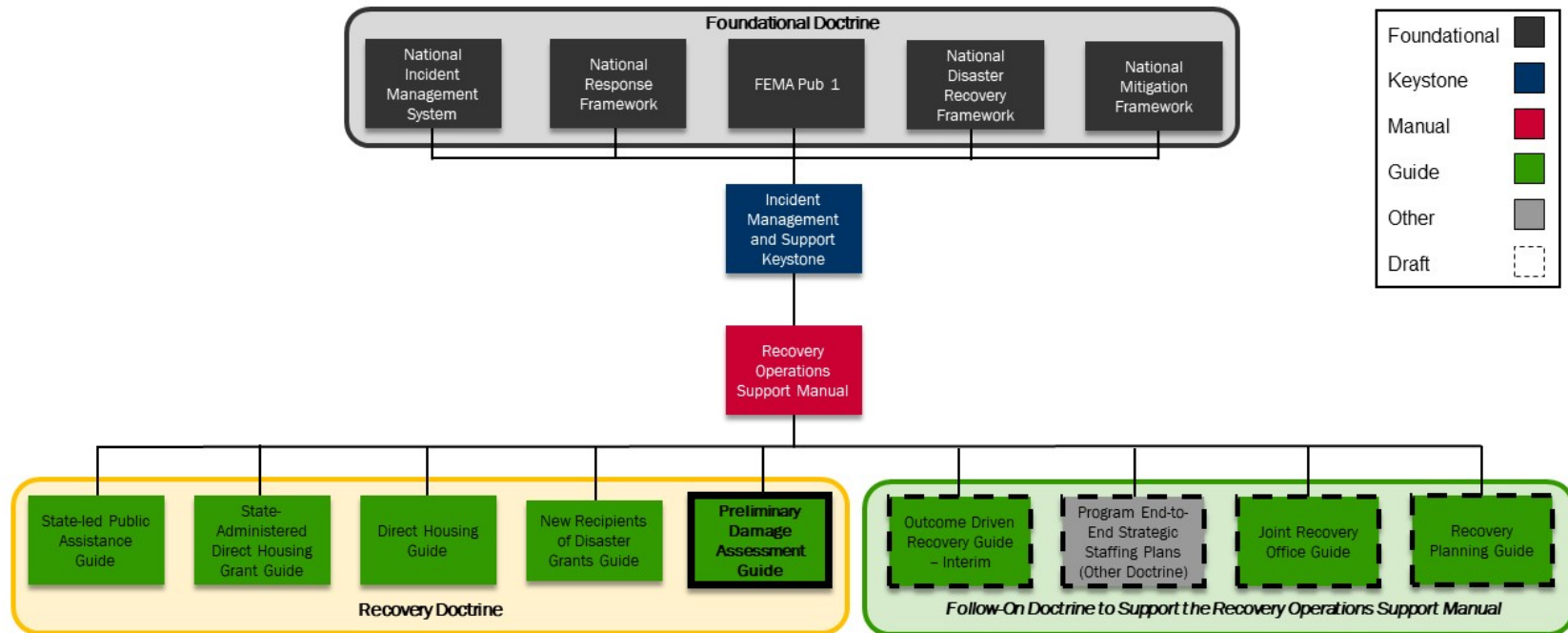


Figure 1: Doctrine Hierarchy

Document Management and Maintenance

The FEMA Office of Response and Recovery (ORR), Doctrine and Policy Office is responsible for the management and maintenance of this document. Comments and feedback from FEMA personnel and stakeholders regarding this document should be directed to the ORR Doctrine and Policy Office at FEMA Headquarters (HQ).

This page is intentionally blank

CHAPTER 2: DIRECT HOUSING OVERVIEW

Individuals and Households Program

IHP provides financial and direct assistance to eligible disaster survivors and households. The IHP Service Delivery Branch Program Management Section (PMS) is responsible for developing and implementing policy and doctrine that provides guiding principles for delivering timely, accurate and consistent components of the IHP.

To be considered for financial and direct assistance, an applicant must be a U.S. citizen, non-citizen national, or a qualified alien; FEMA must be able to verify their identity; insurance or other assistance received cannot meet their disaster-caused needs and the necessary expenses and serious needs must be directly caused by a declared disaster.

The two main provisions of IHP are Housing Assistance (HA) and Other Needs Assistance (ONA). Through HA, FEMA can provide both financial and direct housing assistance for temporary housing, home repairs, and home replacement. ONA can include personal property, moving, storage, funeral, medical, child care, and critical needs assistance.

Housing Assistance

The Housing Assistance provision of the IHP, authorized by Section 408(c) of the Stafford Act, provides financial and direct assistance for disaster-caused housing needs not covered by insurance or provided by any other source.

Eligible applicants may receive more than one type of HA, including a combination of financial and direct assistance. FEMA determines the appropriate types of HA to provide an eligible applicant based on disaster-caused loss, access to life sustaining services, cost-effectiveness, and other factors.

Housing Assistance (Financial)

Financial Housing Assistance refers to funds provided to eligible applicants for temporary lodging expenses, rental of temporary housing, or repair or replacement of a damaged primary residence. Temporary lodging expenses can include the cost of renting alternative housing accommodations or short-term lodging expenses at hotels or motels. Eligible homeowners may also receive financial assistance for the repair or replacement of their owner-occupied private residence.

When applicants cannot make use of Financial Assistance to obtain temporary housing due to a lack of available housing resources, FEMA may authorize the use of Direct Housing Assistance. For more information on financial assistance, see Chapter 3. Section IV of the [*Individual Assistance Program and Policy Guide \(IAPPG\)*](#).

Housing Assistance (Direct)

If FEMA determines that eligible applicants cannot utilize Rental Assistance due to a lack of available housing resources in the area and increasing the Rental Assistance rate to 125% of the U.S. Department of Housing and Urban Development (HUD) Fair Market Rent (FMR) will not be sufficient, the Assistant Administrator for Recovery (AA for Recovery), at the request of State, Tribal or Territorial (STT) governments, may authorize the use of Direct Housing Assistance.

Direct Housing Assistance consists of Direct Temporary Housing Assistance and PHC. Direct Temporary Housing Assistance provides THUs in the form of TTHUs (Recreational Vehicles [RVs] and Manufactured Housing Units [MHUs]), MLR, and Direct Lease. PHC provides financial or direct assistance (e.g. repairs vs. new construction) to construct permanent or semi-permanent housing in insular areas or Outside of the Continental United States (OCONUS). For more information on PHC, see Chapter 3. Section V.H. of the [IAPPG](#).

Table 1 provides an overview of each direct housing assistance option.

Chapter 2: Direct Housing Overview

Table 1: Direct Housing Assistance Options

Direct Housing Assistance	Option	Description	Timeline
	Recreational Vehicles (RVs)	Towable units placed on private, commercial or group sites. Ideal for applicants with households of five or less and need temporary housing for 6 months or less. RVs may only be installed in a Special Flood Hazard Area (SFHA) on a very limited basis as a last resort. RVs are not Uniform Federal Accessibility Standards (UFAS)-compliant.	Installation between 3-5 weeks from approval.
	Manufactured Housing Units (MHUs)	Available in 1-3-bedrooms depending on applicant's pre-disaster household composition. Multiple MHUs may be used for larger households. Can be placed on private, commercial or group sites for households requiring temporary housing for more than 6 months. UFAS-compliant MHUs are available for eligible disaster survivors with access and functional needs. Ramps, platform steps or other reasonable accommodations may be provided based on accessibility needs.	Installation between 4-6 weeks from approval. Private/Commercial: 3-5 weeks Group Sites: 2-5 months
	Multi-Family Lease and Repair (MLR)	Agreement between FEMA and property owners to repair existing multi-family housing units (e.g., apartments) for use as temporary housing. FEMA will identify UFAS compliant units and may modify units if no other UFAS-compliant units are available.	3-6 months from approval (Identify: 30 days; Repair/Modify: 2-4 months)
	Direct Lease	Contract with property owners to lease properties to use as temporary housing. FEMA will identify UFAS compliant units and may modify units to be UFAS-compliant if there are no other UFAS-complaint units available	Implementation can begin approximately, one month from approval.
	Permanent Housing Construction (PHC)	<p>Repair: FEMA may perform repairs necessary to restore the pre-disaster residence to a habitable condition. Eligible repairs will vary depending upon the nature of the disaster. Repairs to accessibility features and accessible routes will be guided by the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and HUD Design Details for Accessible Disaster Relief Housing.</p> <p>New Construction: Implemented when PHC is authorized and an applicant's pre-disaster primary residence is determined to be destroyed or repairs are infeasible. The PHC-New Construction cost cap considers the number of bedrooms, including the cost for UFAS compliant designs, as well as local cost factors and hazard mitigation.</p>	<p>Repairs begin 4-6 months from approval. One year or more to complete repairs.</p> <p>1-2 years for New Construction</p>

This page is intentionally blank

CHAPTER 3: DIRECT HOUSING ASSISTANCE

READINESS FUNCTIONS

Steady-state activities are required to ensure that FEMA, other federal agencies, and State, Local, Tribal, Territorial (SLTT) governments are prepared to respond quickly and efficiently to temporary and permanent housing needs following a Major Disaster Declaration authorizing IA. These activities should occur regardless of the frequency or severity of disaster activity within a given year.

FEMA Headquarters

Recovery Directorate, Individual Assistance Division

The Disaster Housing Unit (HQ-IA-DHU), part of IA PMS at FEMA HQ, evaluates the doctrine and operational capabilities used to implement direct housing on a continuous basis to improve the timeliness, economy, and suitability of disaster housing assistance provided. This includes evaluating the effectiveness of the Housing Operations Management Enterprise System (HOMES), the Direct Housing system of record, and collaborating with the Recovery Technology Programs Division (RTPD) to identify system improvements to ensure it has the capabilities to implement all forms of direct housing assistance.

The HQ-IA-DHU coordinates with Recovery Reporting and Analytics Division (RAD) to maintain operational awareness using disaster related data on registrations, units occupied, recertifications, occupant housing plans and tentative move out dates.

The HQ-IA-DHU maintains the Housing Resources and Property Management Company Identification Contract. This contract provides the aggregate number of available rental resources within IA declared counties, parishes, and municipalities. This information assists FEMA leadership in pre- and post-disaster planning by identifying housing shortfalls.

The IA Program Support Branch (HQ-IA-PSB) maintains the IA Support Contract (IASC), a multiple award pre-positioned contract which provides a dedicated program manager ready to embed resources to support response and recovery efforts. These resources are scalable to meet disaster requirements and provides significant experience implementing variations of semi-permanent and permanent housing construction options inside the Continental United States (CONUS) and OCONUS. The services include but are not limited to: steady-state and planning support services, resource mobilization and deployment, congregate and non-congregate sheltering services, feeding services, distribution of emergency supplies, evacuee support services, reunification services, construction services, and staffing support services.

Logistics Management Directorate, Logistics Operations Division

The Manufactured Housing Operations Branch (HQ-LMD-MHOPs), part of LMD Logistics Operations Division at FEMA HQ, provides comprehensive logistics management services to include: MHU workforce, training, overseeing MHU baseline inventory, supporting LMD field operations and supporting Joint Field Office (JFO) direct housing requirements to execute direct housing missions. The Support Services Branch (HQ-LMD-SSB), also part of LMD Logistics Operations Division at FEMA HQ, provides the logistics field staff with policy and contract assistance.

HQ-LMD-MHOPs oversees the Logistics Housing Operations Unit Installation, Maintenance, and Deactivation contract (LOGHOUSE), which is designed to provide the services required for a TTHU mission. LOGHOUSE provides a-la-cart services including:

- Staging area design, construction and operation
- Site inspection for commercial and private sites
- Haul and install for MHUs and RVs
- Maintenance and deactivation of TTHUs
- Commercial park expansion design and construction
- Group and emergency group site design and construction
- Group site maintenance
- Tank and Pump System installation and maintenance

The HQ-LMD-MHOPs maintains the Logistics Construction Support Contract (LCSC) which provides technical and project management construction support services to FEMA's direct housing missions. This work can include project management and technical assistance in support of TTHU transportation to site, installation on site, maintenance on site, and deactivation. The LCSC can also be used to identify requirements and estimate costs for PHC missions.

The HQ-LMD-MHOPs maintains a contract capability, Logistics TTHU Mission Planning, which is designed to assist in analyzing the need for a potential housing mission and help leadership determine which forms of assistance to provide. The contract will provide information on local codes, permitting requirements, installation and transportation restrictions, and points of contact for state and local authorities.

The Transportation Management Branch (HQ-LMD-TMB) will use the FEMA Standard Tender of Service (STOS) program to schedule the transportation of TTHUs during steady state and disaster operations. The STOS program is a means of acquiring transportation services available to all Federal Agencies under the legal authority granted in 41 CFR 102-117. HQ-LMD-MHOPs is responsible for identifying TTHU needs and providing HQ-LMD-TMB with the items and dimensions, pick up location, destination and Required Delivery Date (RDD). HQ-LMD-TMB sources with a qualified Transportation Service Provider (TSP) to complete the

mission and is responsible for ensuring all mission requirements are met in a safe and expeditious manner. HQ-LMD-TMB maintains contact with the TSP to provide In-transit Visibility (ITV) throughout the movement process.

FEMA Regional Offices

FEMA Regional Offices coordinate with SLTT governments to pre-identify lead and support components for a State-led Disaster Housing Task Force (SLDHTF). During a disaster, the SLDHTF is activated to perform its disaster responsibilities and ancillary members are added. During continuing readiness operations, the SLDHTF consists of a standing group of members in the housing community who perform preparedness duties and regularly assess the housing readiness of the State.

FEMA Regional Offices coordinate with each State, Tribe or Territory and other appropriate partners (local governments, utility companies, voluntary agencies, community-based organizations supporting vulnerable populations, etc.) to establish a disaster housing strategy. Each strategy captures and documents critical, jurisdiction-specific processes and procedures in order to promote more efficient execution when there is a need for a disaster housing mission.

Regions can prepare for a direct housing mission by pre-identifying geographical areas or sites throughout the region's jurisdiction that are most likely to require a post-disaster housing mission. Regions can also pre-identify sites for potential:

- TTHU staging areas,
- Commercial TTHU sites,
- Group TTHU sites, and
- Direct Lease or MLR properties.

This page is intentionally blank

CHAPTER 4: DIRECT HOUSING ASSISTANCE REQUEST AND APPROVAL

Following a Major Disaster Declaration authorizing IA, the Region will coordinate with state and local officials to assess disaster-caused community impacts and determine the availability of housing resources within the HUD FMR or approved rental assistance rate for the disaster. If the Region or JFO determines there are disaster caused temporary or permanent housing needs, they may request virtual support from the HQ-IA-DHU.

Virtual analysis and planning support may be requested as early as pre-landfall when a notice event is anticipated. The HQ-IA-DHU and RAD provide dedicated resources to support the data and justification required to determine the need for a Direct Housing mission and develop implementation recommendations. Research and analytical capabilities should be leveraged whenever possible to provide situational awareness and decisional support to leadership.

Sheltering and Housing Field Team

For National Response Coordination Center (NRCC) Level 1 events with Major Disaster Declarations authorizing IA (and some Level 2s), the Federal Coordinating Officer (FCO) or Regional Administrator (RA) may request a Sheltering and Housing Field Team (SHFT) deploy to provide subject matter expert (SME) planning support in addition to the virtual analysis described above. This request will be approved or denied by the IA Division Director. The SHFTs are established, rostered teams made of up of FEMA HQ and Regional staff to support the JFO staff in outlining a streamlined suite of sheltering and housing solutions as well as case management services that promote effective and efficient housing recovery outcomes.

In the event that a SHFT is not deployed, a [Sheltering and Housing Strategy](#) should be developed for any disaster where multiple sheltering and housing options may be needed to support the needs of disaster survivors.

Table 2 outlines SHFT participants and their roles and responsibilities.

Chapter 4: Direct Housing Assistance Request and Approval

Table 2: Sheltering and Housing Field Team Roles and Responsibilities

Stakeholder	Roles and Responsibilities
Disaster Housing Unit	<ul style="list-style-type: none"> Assists with rental resource data collection. Coordinates needs assessment & Pre-Placement Interview (PPI). Provides disaster housing talking points to field leadership. Facilitates the development of the Sheltering and Housing Strategy.
Reporting and Analytics Division	<ul style="list-style-type: none"> Provides reporting, projections, and analysis to various stakeholders.
Mass Care	<ul style="list-style-type: none"> Uses data-informed metrics to make informed approval recommendations for counties that requested Transitional Sheltering Assistance (TSA). Projects appropriate funding levels to coincide with the predicted number of TSA-eligible applicants. Provides information and talking points regarding the capability and implementation for the Individual Assistance Support Contract (IASC) if needed.
Community Services	<ul style="list-style-type: none"> Coordinates programs to ensure Disaster Case Management (DCM) services and other applicable Community Services programs prioritize survivors in shelters, TSA, and/or Direct Housing programs. Uses registration, applicant data, shelter information, TSA data, and/or Direct Housing program projections to inform population scope and needs for DCM. Collaborates with non-federal entities and applicable internal/external stakeholders to foster partner integration and obtain a common understanding of roles/responsibilities, capabilities, resources, services, and mission. Incorporates shelters, TSA, and/or Direct Housing program metrics into the Notice of Award special terms and conditions.
Voluntary Agency Liaisons	<ul style="list-style-type: none"> Collaborates with Voluntary, Faith-based, and Community-based organizations to establish coordinated resources for disaster-related unmet needs.
Logistics Management Directorate	<ul style="list-style-type: none"> Identifies obstacles and solutions, such as geographic and infrastructure challenges. Provides strategic input to drive program timelines and strategy.
Office of Chief Counsel	<ul style="list-style-type: none"> Advises on legal authorities, requirements and parameters for the various Direct Housing Assistance options authorized under Section 408 of the Stafford Act. Coordinates resolution and concurrence on high-level legal issues.
Other FEMA Offices (as needed)	<ul style="list-style-type: none"> Public Assistance Planning Tribal Liaison Environmental and Historic Preservation (EHP) Hazard Mitigation Disability Integration Office of Equal Rights External Affairs
Other Federal Agencies (as needed)	<ul style="list-style-type: none"> Housing and Urban Development (HUD) U.S. Department of Agriculture (USDA) Small Business Administration (SBA)

Requesting Direct Housing Assistance

FEMA may provide Direct Housing Assistance in two forms: Direct Temporary Housing Assistance and PHC. FEMA will only authorize Direct Housing Assistance in response to a written request from the State/Territorial Coordinating Officer (SCO/TCO), Governor's Authorized Representative (GAR) or Tribal Chief Executive. The request will be submitted to the AA for Recovery through the RA with a Regional recommendation included.

The AA for Recovery will evaluate the Direct Housing Assistance request from the STT government using information obtained from the [Sheltering and Housing Strategy](#) and provide approval if all of the following have been verified:

- Eligible applicants are unable to make use of Rental Assistance due to a lack of available housing resources;
- Increasing the Rental Assistance rate to 125% of the HUD FMR will not be sufficient to meet the disaster-caused housing needs; and
- Assistance from other providers, including other federal agencies, state, territorial, or tribal governments, and voluntary organizations is insufficient to meet the disaster-caused temporary housing needs of eligible applicants.

In the event the above criteria are verified, the AA for Recovery may authorize the Initial Direct Temporary Housing Assistance Approval in the form of TTHUs on private and commercial sites and MLR. Pursuant to the [Delegation of Authority SOP](#), Group Sites, Direct Lease, and PHC require additional requests and approvals.

Additional Direct Temporary Housing Assistance Requests and Approvals

Group Site Request and Approval

The FCO must submit the request for group sites in writing to the RA. The RA may approve the implementation of group sites if the approved Direct Temporary Housing Assistance options are not feasible.

The [FCO to RA Group Site Request](#) must include the following:

- A written request from the STT government for the specific group site;
- Assurance that all other housing options in the area have been exhausted;
- An analysis demonstrating insufficient rental resources exist and that an increase in the Rental Assistance rate will not be sufficient to meet applicant needs;
- An assessment of the number of feasible private and commercial sites where TTHUs may be placed, and MLR and Direct Lease properties compared to the number of eligible applicants with a verified need for direct housing within the county or parish where the group site will be located; and
- Identification of any restrictions for placing TTHUs on otherwise feasible private and commercial sites such as the JFO's efforts to negotiate waivers on restrictions to temporary housing.

Chapter 4: Direct Housing Assistance Request and Approval

If the RA endorses the FCO's request, they will submit notification to the AA for Recovery with their intent to approve, using the [Group Site RA Notification Template as described in the IHP Delegation of Authority SOP](#). If the RA does not endorse the request, they will provide instructions for further information necessary to support the request or additional factors to consider.

Direct Lease Request and Approval

FEMA will only authorize Direct Lease when the verified disaster-caused housing need cannot be met with other Direct Temporary Housing Assistance options.

The FCO must submit a written request, through the RA, to the AA for Recovery demonstrating the need for Direct Lease using the [Direct Lease Request Template](#). The AA for Recovery will review the request and make a final determination regarding approval of Direct Lease.

The request for Direct Lease must include the following:

- Updated information on the current and projected numbers of applicants who are eligible for Direct Temporary Housing Assistance;
- Information on the projected capacity for providing MLR, TTHUs on private sites, and TTHUs on commercial sites, and the costs and timeframes associated with each;
- Data supporting that other forms of Temporary Housing Assistance are not sufficient to meet the disaster-caused housing need;
- Market research to determine the number of property management companies and estimate the number of properties available to support Direct Lease, and the associated costs; and
- Associated costs of implementing Direct Lease.

If the RA endorses the FCO's request, they will submit the memo to the AA for Recovery for approval. If the RA does not endorse the request, they will provide instructions for further information necessary to support the request or additional factors to consider. The RA is authorized to approve properties up to 200% of FMR; however, the AA for Recovery must approve Direct Lease costs above the 200% of FMR. The [Direct Lease – FMR Increase Notification Template](#) can be used to both notify and request increases.

PHC Request and Approval

PHC Repair and/or New Construction may be considered when no alternative housing resources are available and all forms of Direct Temporary Housing Assistance are unavailable, infeasible, or not cost-effective. FEMA will only authorize PHC in response to a written request from a STT government. The request for PHC from the FCO, through the RA must include the following:

- Evaluation of occupants' inability to temporarily relocate outside the affected area;

Chapter 4: Direct Housing Assistance Request and Approval

- Evaluation of occupants' inability to make use of financial Repair or Replacement assistance;
- Unique environmental factors and socio-economic or cultural considerations that adversely impact the provision of Temporary Housing Assistance;
- All federal and SLTT government compliance, ordinances, zoning, permitting, and construction requirements as well as cultural and climate considerations and standard types of housing used in the area;
- Average house square footage, utilizing RS Means to price repair items in order to calculate the cost cap for PHC Repair; and
- If the RA endorses the FCO's request, they will submit the memo to the AA for Recovery for approval.

This page is intentionally blank

CHAPTER 5: DIRECT HOUSING ASSISTANCE IMPLEMENTATION

The RA will review the [Sheltering and Housing Strategy](#) developed by the SHFT to determine which forms of Direct Temporary Housing Assistance best meets the needs of disaster survivors based on the number of eligible applicants, current locations, and the availability, feasibility, and cost-effectiveness of each option.

Direct Housing Management Group

Once the forms of Direct Housing are finalized, the FCO executes an addendum to the agreement between FEMA and the state, territorial, or tribal government that describes the types of assistance that will be implemented, and the responsibilities of each party. JFO leadership from IA Direct Housing (JFO-IA-Direct Housing) and LMD Manufactured Housing Operations (JFO-LMD-MHOPs) retain the programmatic decision-making authority necessary to implement the mission. The JFO Deputy IA Branch Director for Direct Housing (Deputy IABD for Direct Housing) is responsible for setting the requirements for the Direct Housing mission, and JFO LMD External Support Branch Director (MHOPS EXBD) is responsible for providing facilities, contracting, and support services for TTHU aspects of the housing mission, and applying strong project and construction management practices. These roles and responsibilities are described in further detail below and in their respective chapters.

Table 3 lists the general roles and responsibilities of IA and LMD support functions for initiating a Direct Housing mission.

Chapter 5: Direct Housing Assistance Implementation

Table 3: Programmatic Direct Housing Responsibilities of IA and LMD

IA Responsibilities	LMD Responsibilities
<p>IA establishes the overall strategy and generates the staffing, resource, and coordination requirements needed to implement the Sheltering and Housing Strategy. IA determines these requirements by examining disaster survivor data, potential housing options, and requirements for potential solutions which may include, but are not limited to the following:</p> <ul style="list-style-type: none">• Congregate and non-congregate shelter populations;• Registration Data;• Incorporation of procedures for meeting the access needs of survivors with disabilities• Potential availability of MLR properties;• Potential availability of Direct Lease properties;• Potential utilization of TTHUs on private sites, in coordination with LMD;• Potential need for and availability of commercial or group sites;• Required number and composition of types of TTHUs• Potential need for PHC - Repair and/or New Construction.	<p>LMD executes field implementation of TTHU-related aspects of the Sheltering and Housing Strategy, such as the following:</p> <ul style="list-style-type: none">• Initiate and manage contract actions and MA to support TTHU operations, including TTHU procurement, transportation, storage, staging, installation, maintenance, deactivation, and disposal;• Feasibility assessments for private, commercial, and group sites, including coordination with EHP regarding environmental and historic preservation & floodplain and wetland management compliance;• Lease commercial and group sites based on IA Branch requirements;• Group site design, construction, maintenance, demobilization, and remediation; and• Ensure QA/QC management.

JFO Direct Housing Staffing

Based on size, scope, and complexity of the Direct Housing mission, various components and positions within the JFO are needed to support the execution. Direct Housing stakeholders are organized under a Direct Housing Management Group and support the mission by performing key functions, which are outlined below. Additionally, other JFO stakeholders outside of direct housing play critical coordination roles in support of the direct housing mission.

Table 4 describes the responsibilities of the Direct Housing Management Group and key stakeholders.

Chapter 5: Direct Housing Assistance Implementation

Table 4: Direct Housing Management Group and Key Stakeholder Functions

	Position	Functions
Direct Housing Management Group	Federal Coordinating Officer (FCO)	Provides guidance for the overall direct housing mission.
	Deputy Individual Assistance Branch Director Direct Housing (Deputy IABD for Direct Housing)	Manages the delivery of Housing Assistance to ensure consistent, timely, and high-quality services for eligible disaster survivors.
		Coordinates with the Disaster Housing Unit (HQ-IA-DHU) on disaster-specific setup for Housing Operations Management Enterprise System (HOMES)/ National Emergency Management Information System (NEMIS) and Pre-Placement Interviews (PPI) to ensure a timely startup and implementation of the direct housing mission.
		Oversees all Direct Temporary Housing Assistance functions including implementation, licensing-in, recertification, and closeout responsibilities with appropriate stakeholders.
		Monitors IA Direct Housing staffing requirements, adjusts to ensure functional areas are right-sized throughout each state of the housing mission and coordinates staffing deployments with IA Cadre Management.
	Manufactured Housing Operations External Support Branch Director (MHOPs EXBD)	Advises direct housing organizational elements regarding the laws, regulations, and policies that govern logistical support of direct housing missions.
		Maintains running estimates to ensure adequate resources are available for direct housing mission requirements, and ensures the staging area is capable of meeting current, emerging, or anticipated resource requirements.
		Determines external facility requirements to support housing mission objectives in coordination with section chiefs, branch directors, and state partners.
		Determines initial staging requirements to support direct housing mission objectives in coordination with section chiefs, branch directors, and state partners.
	Individuals and Households Program Group Supervisor (HUGS)	Supervises Direct Temporary Housing Assistance functions including PPI, licensing-in, recertification, revocations, and move-out.
		Manages staff responsible for move-in, recertification, revocation, and move-out.
		Ensures all PPI and recertification transactions are recorded in HOMES to maintain a continuous written record during each phase of the direct housing process.
	Manufactured Housing Unit Leader (MHUL)	Coordinates with the HUGS to develop implementation plan for manufactured housing delivery and installation.
		Monitors the contractor's work products and track work schedule to ensure timely completion of work.
		Monitors incoming Site Inspection Requests (SIRs) and work orders to ensure they include all necessary information.
		Coordinates with EHP and Hazard Mitigation staff to ensure compliance with EHP laws, regulations and Executive Orders.
		Oversees commercial and group site identification, development, installation and maintenance to ensure they are established and maintained appropriately.
	Manufactured Housing Manager (MHMG)	Coordinates with state and local governments to identify and expedite permit and inspection processes.
		Works directly for the MHUL and coordinates contract oversight and documentation efforts related to manufactured housing operations.
		May act as the lead of the MHSS in the field and MHSP in the JFO.
		May serve as an assistant COR on the TTHU Log HOUSE contract.

Chapter 5: Direct Housing Assistance Implementation

	Position	Functions
Direct Housing Management Group	Individuals and Households Program Housing Task Force Leaders (HUTL)	PPI HUTL: Oversees the development and execution of PPI callouts from the Joint Field Office (JFO) and matches applicant with the most appropriate form of direct housing assistance in coordination with the HQ-IA-DHU.
		Multi-Family Lease and Repair (MLR) HUTL: Oversees and coordinates the delivery of MLR, including coordinating with the Contracting Officer Representative (COR) on the identification, feasibility, and selection of MLR eligible properties while ensuring compliance with Standard Operating Procedures (SOP).
		Direct Lease HUTL: Oversees and coordinates the execution of Direct Lease, including coordinating with the COR on the Request for Information (RFI), selecting properties, and ensuring compliance with SOPs.
		Recertification HUTL: Oversees recertification to ensure recertification visits are completed in a timely and efficient manner, recorded in HOMES/NEMIS, and executed in compliance with SOPs.
		Revocations HUTL: Oversees revocations to ensure occupants are provided timely and accurate warning notices, notices of revocation, notices to surrender and penalty fees, as appropriate, and in compliance with SOPs.
		Assists the COR with monitoring the haul and install of Transportable Temporary Housing Unit (TTHUs).
		Conducts Ready for Occupancy (RFO) inspections and signs final inspection (009-0138) forms for all TTHUs.
		Can be technical monitors if appointed by COR.
	Manufactured Housing Support Specialist (MHSS)	Manages the HOMES system.
		Coordinates with IA Applicant needs with Staging area to match units with applicants.
		Coordinates with Environmental and Historic Preservation (EHP) and Hazard Mitigation staff to ensure compliance with EHP laws, regulations and Executive Orders.
	Contracting Officer (CO)	Responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships.
		Ensures that sufficient funds are available for obligation.
		Ensures that contractors receive impartial, fair, and equitable treatment.
		Requests and considers the advice of specialists in audit, law, engineering, information security, transportation, and other fields, as appropriate.
		Designate and authorize, in writing and in accordance with agency procedures, a contracting officer's representative (COR) on all contracts and orders other than those that are firm-fixed price, and for firm-fixed-price contracts and orders as appropriate, unless the contracting officer retains and executes the COR duties.
	Contracting Officer Representative (COR)	Ensures performance of all necessary actions for effective contracting.
		Ensures contracts are executed in compliance with policy and that the contractors are in compliance with the terms of the contract.

Chapter 5: Direct Housing Assistance Implementation

Position		Functions
Key Stakeholders	Environmental Planning and Historic Preservation Advisor (EHAD)	Advises FEMA and SLTT officials on all matters, as required, to comply with EHP laws, regulations and Executive Orders, including public notice requirements.
		Implements the eight-step process for the Temporary Housing Units (THUs) located in Special Flood Hazard Areas (SFHAs).
	Field Office of Chief Counsel (JFO-OCC)	Advises on legal authorities, requirements, and parameters for direct housing assistance options authorized under Section 408 of the Stafford Act.
		Provides support in developing, reviewing, and finalizing required memoranda and legal documents.
		Identifies, resolves, and coordinates Office of Chief Counsel (OCC) concurrence on legal issues throughout the direct housing assistance operation life cycle.
		Serves as the point of contact (POC) to legal counterparts in other federal agencies and state and local government entities.
		Reviews external messaging and correspondence on direct housing assistance programs and activities.
	Mass Care/Emergency Assistance Group Supervisor (MCGS)	Ensures the direct housing mission receives timely and pertinent information and trends regarding shelter populations to identify housing needs and inform strategies.
		Ensures the direct housing mission receives timely and pertinent information and trends regarding the TSA population.
		Coordinates with the HUGS to ensure eligible TSA applicants are prioritized for direct housing assistance.
	Voluntary Agency Liaison (VAL)	Oversees programs that provide support to direct housing occupants by identifying unmet needs and matching them with available resources.
	Community Services Group Supervisor (CSGS)	Coordinates with the HUGS to ensure direct housing occupants in Disaster Case Management (DCM) are prioritized and offered solutions to assist in achieving their Permanent Housing Plan (PHP).
	Disability Integration Advisor (DIA)/Equal Rights Advisor (ERAD)	Provides guidance for facilitating disability-inclusive disaster recovery.
		Ensures the direct housing strategy is inclusive of people with a disability and others with access and functional needs.
		Ensures civil rights compliance in the delivery of Direct Housing by providing access for people with disabilities and people with limited English language proficiency.
	External Affairs Officer (EAO)	Coordinates with the direct housing organizational elements in order to facilitate coordination with traditional JFO elements.
		Coordinates and provides support for internal and external partner messaging.
		Works with and provides information to congressional offices, as needed.

Pre-Placement Interview

PPIs can begin once the AA for Recovery has approved a direct housing mission. The purpose of PPI is to determine if the applicant has an unmet temporary housing need and to attempt to match them with an available housing resource. Based on the PPI, call center agents from the IA Applicant Services Section (APS) Caller Services & Case Processing (CSAC) Unit categorize applicants by their current status (i.e. no contact, located a resource, eligible for direct housing) and record this information to identify recommendations, status, and direct housing eligibility. PPI categories are referred to as “P-Codes”. Once the Direct Housing Management Group stands up, the Deputy IABD for Direct Housing coordinates with HQ-IA-DHU to begin pre-placement interview (PPI) callouts. The deployed IA Liaison may support this task.

PPI Setup

Once Direct Housing is approved, HQ-IA-DHU coordinates with JFO-IA-Direct Housing and the HQ-IA-PMS-Coordination Unit to set up an initial coordination call to discuss the requirements for the PPI callout. These requirements include the number of call attempts, hours of operation, identifying the HQ-IA-PMS-Coordination Unit and JFO PPI points of contact (POCs), other disaster specifics that may apply, and reporting requirements. HQ-IA-DHU is responsible for developing and maintaining PPI script templates, which are circulated with meeting participants for review before the script is finalized. In order to meet the civil rights requirements of providing access to people with disabilities or people with limited English proficiency, OER must be included in revisions to the PPI callout script. Once completed, the HQ-IA-PMS-Coordination Unit notifies the [HQ-IA-APS-CSAC Unit](#) of the pending PPI callout to obtain a dedicated telephone line. The HQ-IA-PMS-Coordination Unit then notifies RAD to begin developing reports to load eligible applicant cases into HOMES.

Under extraordinary circumstances, a modification to the standard process may occur based on the needs of the impacted area. These needs include, but are not limited to, insulated or remote areas where specified tribal, cultural, or language requirements surpass the capabilities of the HQ-IA-APS-CSAC Unit. Modifications to the standard process must be approved by the HQ-IA-PMS Chief.

Once the PPI script is approved by HQ-IA-DHU and JFO-IA-Direct Housing, a final coordination call occurs. During this call, JFO-IA-Direct Housing and HQ-IA-APS-CSAC Unit POCs are reconfirmed. The HQ-IA-APS-CSAC Unit provides an approximate number of staff available, the training requirements, the estimated start date and time, and confirm questions regarding the script. RAD will confirm the type of reporting that will be available, the frequency, and the recipient(s) of the report(s). RAD will also confirm the JFO PPI priorities (e.g., TSA applicants) to provide applicant information reports to the automation team to load into HOMES.

HOMES Access Rights

FEMA staff requesting HOMES access rights for the first time must email FEMA-RTPD-Support@fema.dhs.gov for the team position of DA_PPI1 to be added to their Fire and Explosion Investigation Management System (FEIMS) profile.

FEMA staff with DA_PPI1 rights who require HOMES access rights for a new disaster must complete the HOMES access request form and have it signed by their supervisor. Signed forms must be sent to FEMA-IHPHELPDESK@fema.dhs.gov.

Following final confirmation of the script and callouts, the HQ-IA-PMS-Coordination Unit will post relevant pre-shift notices for the HQ-IA-APS-CSAC Unit call center agents, and the RTPD HOMES Innovations Team will post final copies of the script.

Callout Implementation

The HQ-IA-APS-CSAC Unit is responsible for conducting the calls unless the HQ-IA-IHP-PMS Chief approves the JFO conducting PPI calls. They also determine the number of staff assigned to perform these calls, which will be based on the total number of applicants, and hours of operation. HQ-IA-DHU is responsible for developing and maintaining PPI Admin Callout templates, which are circulated with meeting participants for review before the script is finalized.

The PPI callouts assess an individual's housing need and potential disabilities or limited English language proficiency and make preliminary eligibility determination for direct housing. P-Codes are assigned by the call center agents in HOMES based on the applicant's answers during the interview. Applicants determined to have a need for direct housing will be assigned a P-4 code.

Table 5 provides a description of P-Codes.

Table 5: Description of P-Codes

P-Code	Code Description
P0	NO CONTACT-CALLED NO ANSWER
P0-1	1ST CALL-NO ANSWER
P0-2	2ND CALL-NO ANSWER
P0-3	3RD CALL-NO ANSWER
P0-4	4TH CALL-NO ANSWER
AFTER P-04 THE CASE GOES TO "NO CONTACT QUEUE"	
P1	APPLICANT LIVING IN DAMAGED DWELLING
P2	APPLICANT HAS LOCATED A RESOURCE
P3	DISASTER SPECIFIC - JFO USE ONLY
P4	APPLICANT TO BE CONSIDERED FOR FEMA PROVIDED UNIT
P5	APPLICANT INELIGIBLE FOR DIRECT TEMPORARY HOUSING
P6	APPLICANT WILL LOCATE A RESOURCE
P8	DISASTER SPECIFIC - REQUIRES PRIOR DHU APPROVAL

Further evaluation of these applicants will be completed during the administrator process. This is completed once the interviews have occurred, and the HUGS or designee reviews and approves the P-codes assigned. When a trend of erroneous actions is identified, the JFO PPI POC will work with the CSAC Unit to address the trends and ensure they are corrected as soon as possible.

Administrator Process

After HQ-IA-APS-CSAC Unit completes the initial PPI, the PPI work packet is sent to the PPI administration queue and confirmed by JFO-IA-Direct Housing. The PPI HUTL identifies staff to serve as PPI Administrators to review all information gathered during the initial and Administrator interviews. Additional information may be required from the applicant during PPI Administrator review to determine the type of THU that best accommodates each household's needs and priorities established by the state, territory, or tribal leaders. Examples include the availability of private sites, access and functional needs, household composition, and required documentation. PPI Administrators use an "admin script" to match applicants to the best available housing option for the household based on the type and location of the THU, household composition, access and functional needs, and permanent housing plan. Coordination with ODIC and the Equal Rights Advisor may be required for advice on specific solutions to accommodate the needs of individuals with disabilities.

The HUGS, or designee, will make the final determination on which housing option is available for each eligible applicant, including the type and location of the THU to be provided.

- For private sites, the HUGS or designee will route the PPI work packet to site/map inspection in HOMES for JFO-LMD-MHOPs to issue a site inspection to determine site feasibility.
- For Commercial, Group, MLR, and Direct Lease, the HUGS or designee will place the PPI work packet on hold in HOMES for the particular housing option identified. Once a unit is Ready for Occupancy (RFO), the HUGS or designee will assign the applicant to the unit to be housed.

For TTHUs, JFO-LMD- MHOPs will monitor canned reports from HOMES, including the Direct Housing Reports Dashboard, to stay informed of the number and location of applicants determined to be eligible for TTHU placement and on hold for site identification so they can order the necessary unit types and prioritize securing commercial or group site locations in these areas. For more information, see Chapter 6: TTHU Implementation.

Applicant Occupancy

Once the applicant's eligibility is determined, they are matched with the form of direct housing assistance that best meets their needs using PPI results and site inspections (for owners). The JFO-IA-Direct Housing Applicant Services Program Specialist (ASSP) will notify the applicant and provide information on next steps. If FEMA identifies an eligible applicant with a disability whose housing needs cannot be met by an available unit, FEMA will make the necessary modifications as a reasonable accommodation and/or modification, so the applicant receives a habitable, safe, accessible, and functional housing unit.

Eligible applicants with a household member who has a disability, or other access and functional needs requiring mobility assistance, shall be offered THUs with ground floor access on a priority basis. Such households shall not be offered a THU above the ground floor unless the unit can be accessed by an elevator or other accessible route.

Assembly of Case File Folders

In advance of move-in, the ASSP will assemble a case file for each THU household. All staff with access to case files must always safeguard all occupants' personally identifiable information (PII) to prevent unauthorized disclosure. PII, which is any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to an applicant. PII is a form of Sensitive Information, which includes, but is not limited to, PII and Sensitive PII.

Sensitive PII (SPII) is PII, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. SPII requires stricter handling guidelines because of the increased risk to an individual if the data is inappropriately accessed or compromised. Some categories of PII are sensitive as stand-alone data elements, including your Social Security number (SSN) and driver's license or state identification number. Other data elements such as citizenship or

Chapter 5: Direct Housing Assistance Implementation

immigration status, medical information, ethnic, religious, sexual orientation, or lifestyle information, in conjunction with the identity of an individual (directly or indirectly inferred), are also SPII.

Best Practices for Safeguarding Personally Identifiable Information

PII may only be shared outside of DHS under the following conditions:

- The person whose PII is being shared consents in writing to the information sharing, (6 U.S.C. 5.21); or
- The recipient's need for the information is related to his or her official duties; or
- There is a published routine use in the applicable system of record notice (SORN) (All DHS SORNs are posted on the DHS Privacy Office website [www.dhs.gov/privacy]); and
- If PII is contained in records covered by a SORN, there must be an authorized disclosure exception to use the routine use exception to the Privacy Act prohibition to disclosure (5 U.S.C. 522a(b));
- The sharing of PII with third parties is consistent with Department policy, including DHS's privacy policies and information sharing policies, and consistent with all FEMA Privacy policies; and
- The sharing of SPII is coordinated with Field Counsel.

FEMA staff should not create unnecessary or duplicative collections of PII. Unauthorized replication may constitute an unauthorized or illegal Privacy Act system of records. If there is a need to print, copy, or extract sensitive PII from a larger dataset, limit the new data set to include only the specific data elements needed to perform the task at hand. Additionally, delete or destroy duplicate copies of PII created to perform a particular task or project when they are no longer needed.

Move-in

During move-in, the HUGS or designee performs a walk-through of the unit with the occupant and documents the unit's condition on [FEMA Form 009-0-138 Manufactured Housing Unit Inspection Report](#). During this walk-through, the HUGS or designee will demonstrate the use of all appliances and safety devices in the unit, as well as inform the occupant of the rules and regulations outlined in the occupancy agreements.

TTHU occupants must sign [FEMA Form 009-0-5 Revocable License](#). Direct Lease occupants must sign [Direct Lease Temporary Housing Agreement](#) and MLR occupants must sign [FEMA Form 009-0-135 MLR Temporary Housing Agreement](#). There may also be other forms of agreement used at FEMA's discretion to govern the use of the THU. While agreements are slightly different based on the type of THU, see below, all occupants must agree to:

- Take action to secure permanent housing in a reasonable timeframe;
- Actively participate in and make themselves available for FEMA's recertification process;
- Abide by all applicable federal, state, and local laws; and
- Refrain from conduct which adversely affects FEMA's property interest in the THU or the rights of other THU occupants to enjoy safe, secure, and functional temporary housing.

Chapter 5: Direct Housing Assistance Implementation

The occupant may not alter the THU, apart from hanging pictures and window treatments, and all alterations that may cause damage to the roof, siding, undercarriage, or components within the unit are not allowed. Violations can result in FEMA terminating the occupant's eligibility to remain in the THU.

Applicants are provided with the contact procedures and necessary numbers for reporting maintenance issues and issued two sets of keys. Information is also provided on the recertification process and requirements. The ASSP is responsible for informing the occupant that they are required to establish a realistic PHP for their household no later than the first recertification.

Once the applicant moves into the THU, the HUGS is responsible for ensuring staff regularly review each occupant's eligibility for continued Direct Temporary Housing Assistance. If an applicant violates the revocable license, other housing agreement, or the lease with the landlord, FEMA may determine the applicant is no longer eligible for continued assistance with FEMA. For additional details on Recertification, see Chapter 9: Recertification.

MLR Occupancy Exceptions

Once notified that the applicant successfully passed all applicable background checks, the MLR HUTL or designee contacts the applicant and schedules a time for move in. The MLR HUTL or designee will coordinate, as necessary, to have the property owner's representative present to perform a walk-through of the property with the applicant and a FEMA Representative at move-in.

The applicant will sign a lease with the property owner at the time of occupancy. The property owner may use the standardized lease provided by FEMA or use their own lease contract incorporating the [MLR Lease Addendum](#). JFO-OCC and the Contracting Officer Representative (COR) will review the property owners lease, which should be part of the initial proposal. FEMA will review [FEMA Form 009-0-135 MLR Temporary Housing Agreement](#), with the occupant and collect their signature. For more information on MLR, see Chapter 7: Multi-Family Lease and Repair Implementation.

Direct Lease Occupancy Exceptions

Once the lease is secured, the Direct Lease HUTL will provide the COR with the [Direct Lease Property Tracking Sheet](#) outlining the applicants matched to specific units. The property management company is responsible for performing all background checks and other assessments and will let the COR know if the THU is not feasible for the applicant.

Once an applicant passes the background check, if required, the property management company will notify the Direct Housing HUTL through the COR. The Direct Lease HUTL will contact the applicant and begin the move-in process. The applicant is required to sign [Direct Lease Temporary Housing Agreement](#), with FEMA and the [Direct Lease Occupant Lease](#)

[Agreement Template](#) with the property owner/property management company. The property owner/property management company will ensure they are clearly identified on the lease agreement. All agreements must be scanned into the NEMIS and documented with a contact.

The individual property owners, through the property management company, will execute lease agreements with the applicant using the [Direct Housing Occupant Lease Agreement Template](#) and inserting the required information, where indicated, following the normal procedure associated with a tenant lease.

Extension of Direct Housing Assistance

FEMA may extend Direct Temporary Housing Assistance beyond the 18-month period of assistance due to extraordinary circumstances when the affected STT government requests an extension in writing. For additional information on extensions for Direct Housing Assistance, see [IAPPG](#) Chapter 3, Section V.C.4.

Standard Move Out

When an occupant achieves their permanent housing plan, a move out inspection will be scheduled with the applicant. For TTHUs, the unit will either be prepared for additional use or deactivated and disposed. For Direct Lease and MLR, the unit is deactivated and disposed by the HUGs notifying the COR the unit is no longer needed. The COR notifies the property management company and returns the unit to the property owner's control as specified in the contract. More information can be found in Chapter 7: Multi-Family Lease and Repair Implementation and Chapter 10: Termination of Direct Temporary Housing Assistance.

Terminations

FEMA will terminate Direct Temporary Housing Assistance when THU occupants fail to comply with the terms and conditions of their revocable license, or other forms of agreement, or when the period of assistance ends by revoking the agreement. For additional information on Terminations, see Chapter 10: Termination of Direct Temporary Housing Assistance.

Sales and Donations

In some cases, FEMA may sell TTHUs to occupants or donate TTHUs to SLTTs or qualified non-profit organizations. FEMA may consider donating TTHUs for housing applicants after implementing TTHU sales to occupants but not prior to using other means of disposal. For additional information on Sales and Donations, see [IAPPG](#) Chapter 3, Section V.F.

CHAPTER 6: TTHU IMPLEMENTATION

TTHUs are readily-fabricated dwellings (i.e., RV or MHU) purchased or leased by FEMA and provided to eligible applicants for use as temporary housing for a limited period of time. FEMA prioritizes RVs for eligible applicants who are projected to have a temporary housing need of six months or less. For those with a projected need of longer than six months, FEMA will generally utilize another form of Direct Temporary Housing Assistance (MHUs and MLR or Direct Lease, if approved).

Contracting Strategies

FEMA utilizes six LOGHOUSE contracts to provide the services necessary to support direct housing missions through the provision of contracted, expeditiously deployable resources.

LOGHOUSE is awarded as an Indefinite Delivery, Indefinite Quantity (IDIQ) contract. It is designed to offer multiple award IDIQ hybrid type contracts, that include Fixed Price, Cost Reimbursement, Labor Hour, and Time and Material components. The awards fall into the following task area designations: Full and Open, Small Business Set-Aside Haul and Install, and Small Business Maintenance and Deactivation. Contractors awarded Full and Open solicitations may be called on to perform any areas of work defined under the contract.

Based on the anticipated size and complexity of each mission, task orders can be adapted to meet the needs of the disaster. Estimates of the number of units are subject to increase or decrease at all times during the mission based on actual survivor needs.

The services in the LOGHOUSE contract include, but are not limited to:

- Program Support and Management Services
 - Providing all materials, labor, tools, equipment, and services necessary for the work performed; and
 - Providing and training staff in the skillsets needed to safely meet the scope of work.
- Transportation Services
 - Transporting TTHUs from pickup locations designated by FEMA to delivery locations designated by FEMA without causing any damage to the TTHUs.
- Staging Site Operational Services
 - Providing services for the inspection, construction, and property improvement to areas selected as staging areas; and
 - Staffing and operating TTHU staging locations and receiving TTHUs.
- FEMA-Operated TTHUs Staging Area Support Services
 - Providing services for support staffing to FEMA-operated staging areas.
- Commercial Park Expansion, Design, and Construction Services

Chapter 6: TTHU Implementation

- Analyzing the feasibility of commercial site locations;
 - Performing services to expand commercial park sites to accommodate TTHU installation; and
 - Ensuring sites meet requirements as defined.
- Group Site Design and Construction Services
 - Analyzing the feasibility of group site locations
 - Designing and performing group site construction; and
 - Ensuring group site design can accommodate the placement of Residential Fire System's External Tank and Pump Systems.
- Group Site Inspection and Maintenance Services
 - Performing systematic inspections of group site areas, including: plumbing and systems, electrical systems, roads, grounds, and perform maintenance as required.
- TTHU Installation Services
 - Performing site inspections at delivery locations.
 - Ensuring space is available for the installation of the Residential Fire System's External Tank and Pump Systems; and
 - Ensuring the system is installed and operating properly.
- TTHU Maintenance Services
 - Performing maintenance activities; and
 - Ensuring proper maintenance of Residential Fire Sprinkler System and the External Tank and Pump Systems.
- TTHU Deactivation Services
 - Performing TTHU deactivations, as directed by FEMA; and
 - Deactivating Residential Fire Sprinkler Systems and the External Tank and Pump Systems; and
 - Recovery of components for FEMA's reuse.

MHU Baseline Inventory Requirement

LMD maintains a national inventory of TTHUs at the storage yards. LMD also utilizes existing contracts for the production and purchase of TTHUs. FEMA only procures MHUs certified to comply with 24 CFR Part 3280, Manufactured Home Construction and Safety Standards. LMD also stores and retains contracts for the production and purchase of MHUs built in compliance with the UFAS to accommodate applicants with disabilities and others with access and functional needs. The AA for Recovery, in consultation with the AA of LMD and HQ-OCC, determines the size and composition of the MHU inventory, including specific identification of requirements for UFAS-compliant MHUs.

The AA for Recovery and LMD consider the following factors when determining FEMA's inventory requirements:

- The production rate of FEMA's TTHU contracts, including ramp-up time;
- The installation rate of FEMA's installation contracts, including ramp-up time; and
- The need to support concurrent disaster housing operations.

When the national MHU inventory cannot support the MHU needs of the housing mission, FEMA generally uses existing production contracts to acquire additional MHUs.

Off-the-Lot RV Purchasing

Because of their ample availability in the commercial market, and to avoid maintaining an inventory of RVs in storage, LMD may purchase RVs from commercial dealers in the local area, if possible. This will occur to fulfill direct housing mission requirements if the scope of the direct housing mission, as defined by the Deputy IABD for Direct Housing, exceeds the number of available MHUs in inventory. When this happens, HQ-LMD-MHOPS must follow the guidelines below on minimum requirements and unacceptable features when RVs are purchased directly from existing dealer inventories.

Recreational Vehicles

- Required Features include, but are not limited to:
 - 200 square feet minimum, and
 - A separate sleeping area (may be separated by a door, pocket door, accordion door, or curtain).
- Unacceptable Features include, but are not limited to:
 - Propane fireplaces (electric fireplaces are acceptable);
 - TVs, exterior kitchens and exterior grilling equipment;
 - Interior hydraulic or other motorized features in the living area such as a bed that comes down from the ceiling, similar to those in a toy hauler;
 - Interior steps that transition between one living area and another or between a living area and a bedroom (not including the sleeping area of a fifth wheel trailer located over the fifth wheel hitch);
 - Expandable travel trailer or expandable fifth wheel (slide out sides are acceptable);
 - Teardrop trailer; or
 - Folding trailer.

Three-Tiered Approval Threshold for Purchasing RVs

In addition, a three-tiered approach for purchasing RVs will be executed to help facilitate the overall purchasing process and provide better transparency to the survivors and general public.

- **Tier 1:** Purchases are limited to RVs classified as travel trailers. This tier will be used for most housing missions when there is sufficient dealer inventory available.

- Tier 1 RVs are automatically approved with the approval of direct housing assistance,
- **Tier 2:** Purchases include fifth wheels. This tier will be used when there is limited inventory or access to travel trailers or dealer inventory will be stretched thin because of the demand from multiple large housing missions.
 - The FCO may authorize the use of Tier 2 RVs based on the recommendations of the Direct Housing Coordination Cell.
 - Notification in writing to the AA for Recovery, LMD, and the IA Division Director is required.
- **Tier 3:** Purchases include toy haulers, or another form of non-motor home-style RVs (nothing that incorporates a vehicle engine and can be driven on its own). This tier will be used in response to catastrophic shelter and housing missions. FEMA takes into consideration reasonable accommodations and potential enhanced costs for this tier. The minimum feature requirements will still apply.
 - If Tier 3 RVs are necessary, the FCO must submit a request to the AA for Recovery for review and approval prior to initiating the purchase of these types of RVs.

TTHU Private, Commercial, and Group Site Overview and Considerations

When the housing strategy includes the use of TTHUs, FEMA gathers detailed information on local requirements and capabilities for installing TTHUs and evaluates potential placement sites. FEMA will consider impacts to environmental, cultural and historical resources prior to conducting work on the site. FEMA will not authorize TTHU sites that that may have adverse impacts to threatened or endangered species, to their critical habitats or on and historical properties. The following options are available, depending on need and availability, for TTHU placement:

- **Private sites** are provided by an applicant at no cost to FEMA, typically on their property near their pre-disaster residence.
- **Commercial sites** are existing manufactured home or recreational vehicle parks with available pads that FEMA may lease for the purpose of providing Direct Temporary Housing Assistance.
- **Group sites** may be utilized when private and commercial sites cannot meet operational requirements. The sites should be identified by the state or local government, leased using General Services Administration (GSA) resources, and constructed by FEMA. Group sites may include publicly owned park land with adequate utilities available.

Table 6 provides an overview of the requirements for TTHU sites.

Chapter 6: TTHU Implementation

Table 6: Private, Commercial, and Group Site Considerations

Private Sites	Commercial Sites	Group Sites
<ul style="list-style-type: none"> • The owner of the private site must certify that they are the landowner or have written approval for use of the site. • The owner must give FEMA permission to access the site to deliver, install, maintain, repair, and remove the TTHU. • The site must have sufficient access for FEMA to safely deliver, install, and remove the TTHU. • The site must meet local zoning requirements for a TTHU site. • The site must be sufficiently clear of debris and other obstacles for placement of a TTHU and accessories (including UFAS-compliant platform steps or ramps) pursuant local requirements and household needs. • Sanitation, including public sewer or private septic system, must be available and functional. • FEMA generally does not perform repairs to the site (such as wells and septic tanks) to make the site TTHU feasible. • The local power company must be capable of installing electrical service, a temporary power pole, and meter panel for the TTHU. • FEMA will not connect electrical service for the TTHU to the applicant's pre-disaster residence. • FEMA will not pay additional costs for utilities, grounds maintenance, trash removal, snow removal. • Potable water service must be available and functional at the site. 	<ul style="list-style-type: none"> • FEMA prioritizes locations within reasonable commuting distance and locations near community and wraparound services (e.g., schools, community-based service providers, and public transportation). • To the extent possible, FEMA leases commercial sites at a fair market price in the affected area based on the pre-disaster pad lease rates. If necessary, FEMA may also utilize GSA contracts for commercial leases. • FEMA only authorizes cost-effective repairs to make the site functional, including those necessary to meet reasonable accommodation requests for applicants with access and functional needs. • FEMA will not pay additional costs for utilities, grounds maintenance, trash removal, propane refills, snow removal, or other costs unless such costs were typically included in leases and the lease amount prior to the disaster and the utilities in question are not metered separately by the utility provider. • FEMA prioritizes commercial sites with existing usable pads before considering sites that require improvement or expansion. • FEMA only expands or improves commercial sites as a cost-effective alternative to building a group site. • FEMA may negotiate with the park owner for deductions to the lease agreement based on the cost of improvements made to the commercial site. 	<ul style="list-style-type: none"> • All common-use areas of the group site (including accessible travel paths) must be built in accordance with UFAS. • At least 15 percent of the pads in a group site and at least five percent of the TTHUs installed must comply with UFAS. • Site must meet all local zoning and planning regulations • Site must be approved by local government and receive applicable building and occupancy permits • The site must be within reasonable distance to community-based and other wraparound services. • FEMA incorporates separate green spaces into group sites to accommodate households with children or pets. • FEMA will contract for, grounds maintenance, trash removal, and snow removal. Utilities may only be provided when separate metering is not cost effective due to the size of the site. • May be subject to local/state transportation (roadways) and Public Safety (Fire and Police protection) regulations.

Implementing a TTHU Housing Mission

The Deputy IABD for Direct Housing, MHOPs EXBD, and their respective staffs are responsible for coordinating the establishment and management of the direct housing mission, to include: staffing and contracting strategies.

Site Inspection and Selection

JFO-LMD-MHOPs is responsible for coordinating private and commercial site inspections or identifies potential group sites based on the ongoing JFO-IA-Direct Housing assessment of the direct housing mission's needs. Site inspections are typically performed by MHSPs and contractors. Site inspections are signed off by MHUL prior to installation of TTHU or lease if commercial or group site.

The Deputy IABD for Direct Housing is responsible for ensuring the MHOPs EXBD is aware of the number and location of applicants in the queue for sites so they can prioritize securing commercial or group sites in these areas. The number of applicants on hold for commercial or group sites is dependent on the number approved for a TTHU who do not have a feasible private site. The JFO-LMD-MHOPs is responsible for determining the feasibility of potential TTHU sites, including coordinating with EHP and Mitigation to ensure compliance with EHP laws, regulations and Executive Orders. EHP consideration includes, but is not limited to, floodplain and wetland management, the Endangered Species Act and Section 106 of the National Historical and Preservation Act. If an applicant's private site is infeasible, they are placed back on hold for a commercial or group site.

All applicant information and correspondence must be entered into HOMES and NEMIS to ensure the systems of record include all relevant information for tracking and monitoring progress.

Private Sites

Private sites are typically the first option for TTHU placement. Once JFO-IA-Direct Housing approves an applicant for a TTHU, information must be gathered to determine if the applicant's private property will accommodate the size and number of TTHUs needed for their household. JFO-LMD-MHOPs will inspect each potential private site provided by JFO-IA-Direct Housing to determine site feasibility. The proposed site must have electricity, water, septic/sewer available; adequate ingress/egress for the TTHU installation; and be of adequate size for specified unit type. The owner of the property must certify they are the landowner, complete [FEMA Form 10-0-10 Landowner's Authorization Ingress-Egress Agreement](#) and provide FEMA permission to access the site to deliver, install, maintain, repair, and remove the TTHU.

Chapter 6: TTHU Implementation

JFO-LMD-MHOPs tracks and monitors the process by using a SIR, which is tracked through HOMES. JFO-LMD-MHOPs also uses HOMES to record any required modifications needed to accommodate an eligible survivor with an access and functional need or special elevation requirements.

Before issuing a site inspection, the Manufactured Housing Unit Leader (MHUL) coordinates with the Environmental Planning and Historic Preservation Advisor (EHAD) to determine if the proposed site is in a Special Flood Hazard Area (SFHA) by consulting the best available flood hazard information. In some cases, EHAD may disqualify the site or identify additional floodplain or wetland information that must be gathered during the site inspection process. HOMES work packets for applicants whose private site has been disqualified by EHAD must be referred back to the PPI Administrator for alternate placement.

The site inspector meets the applicant at the site, confirms their identity to the applicant, and verifies the applicant's identity. The site inspector then collects the applicant's signature on a [FEMA Form 10-0-10 Landowner's Ingress/Egress Agreement](#) form to allow access to FEMA. This agreement will also indemnify FEMA and its contractors. Once the site inspection is complete, it must be submitted to the EHAD to determine the site's final feasibility. At this time, the 811 (utility locator) process will occur to mark the underground utility lines. The utility locator vendor will typically take 48-72 hours to complete markings once request is made.

If the site inspector deems the site infeasible, the MHSS will update HOMES to record the site as infeasible and provides the reason using the options provided. The work packet is then routed back to PPI Admin, which notifies IA Direct Housing, who works with the applicant to find an alternate private site. If the alternate private site is infeasible, or none is identified, IA Direct Housing notifies the applicant they may be placed onto the waiting list at a commercial or group site (if available and approved).

If the private site is feasible, the inspector completes the appropriate forms listed below and returns the SIR packet to the Manufactured Housing Support Specialist to issue a work order (WO) for haul and install (H&I). The contractor then flags the site for unit placement, referencing the site map, and pulls all appropriate permits required by the SLTT government involved in TTHU placement.

Once a site is deemed feasible, FEMA requires the occupant to set up a new account with an electrical service provider. Each TTHU requires its own meter. Occupants are responsible for paying all utilities for FEMA TTHUs located on private sites (e.g., electric, water, and garbage removal).

FEMA staff or contracted inspectors complete the following forms during the site inspection:

- [FEMA Form 010-0-9 Request for Site Inspection](#)
- [FEMA Form 010-0-10 Landowner's Authorization/Ingress-Egress Agreement](#)

- [FEMA Form 009-0-136 Unit Installation Work Order](#)

The MHUL is responsible for making sure quality assurance is performed to ensure site determinations are accurate and sufficient information is consistently gathered during the site inspection process to minimize avoidable installation delays.

Commercial Sites

Commercial sites are existing manufactured home or recreational vehicle parks with available pads that FEMA may lease for the purpose of providing Direct Temporary Housing Assistance. In order to enter into an agreement with FEMA, the owner or operator of the commercial site must obtain a Data Universal Numbering System (DUNS) number for installation and asset tracking purposes. The MHUL may work with Contracting to explain the process to a commercial park owner and operator. Ideally, FEMA will identify and use commercial sites that do not need to be improved.

Dun & Bradstreet's Data Universal Numbering System

The DUNS number is a nine-digit, non-indicative numbering sequence and is assigned at the lowest organizational level (i.e., business locations with a unique, separate, and distinct operation). The DUNS number is assigned to all types of business organizations, including sole proprietorships, corporations, partnerships, non-profits, and government entities. The DUNS number is constant and stays with a business throughout its life cycle, including name, address, and corporate structure changes.

DUNS is a system for maintaining accurate, comprehensive, and timely information. A DUNS number is issued rapidly and free of charge for all entities wanting to do business with the Federal Government. The System for Award Management (SAM) requires a DUNS number to register.

In some cases, FEMA may expand or improve commercial sites, which most commonly includes upgrading electrical services. The MHUL must provide written justification to the FCO, or FCO's designee for approval prior to rebuilding or repairing a destroyed commercial park or expanding an existing commercial park. The MHUL is responsible for providing the justification to the HUGS to validate the need and to obtain concurrence prior to submitting the request to the FCO or FCO's designee.

The justification must include a cost analysis and feasibility assessment.

- *Cost Analysis:* Must include a comparison of cost effectiveness for the work versus other IA direct housing program options.
- *Feasibility Assessment:* Must include a determination on whether or not an expansion can be built. Expanding an existing commercial site will follow a similar process to that of establishing a group site, described in the next section. Some commercial park expansions could require completion of an abbreviated environmental assessment under the National Environmental Policy Act (NEPA).

Group Sites

When other approved direct housing options are unable meet the needs of disaster survivors, FEMA may consider building group sites. If the RA endorses the FCO's request to approve group sites, they will submit notification to the AA for Recovery with their intent to approve. For additional information on approving group sites and the required notifications, see the [Delegation of Authority SOP](#). This authority may not be delegated beyond the RA.

The JFO-LMD-MHOPs is responsible for ensuring costs are as accurate as possible by continuously revising cost estimates and development throughout the site inspection and selection process for group sites, with the assistance of the state and local government. For additional information on Group Sites, see [IAPPG](#) Chapter 3, Section V.E.2.

Group sites require review for compliance with EHP laws, regulations, and Executive Orders. The HUGS and MHUL must coordinate with the EHAD to determine if there is a need to support EHP reviews for group sites. The EHAD may require technical assistance (contractor or specialist) from the SLTT government to engage in the environmental impact evaluation. To avoid delays and compliance issues, FEMA does not build group sites in the following areas:

- Floodplains or wetlands (except in zones C, B, and X);
- Areas with recognized environmental conditions (e.g., releases of hazardous substances such as oil, presence of underground storage tanks, sites where corrective actions are being taken for cleanup, and sites where disposal of hazardous materials has occurred);
- Archeologically sensitive sites; and
- Sites with endangered or threatened species and their identified critical habitats.

Environmental and Historic Preservation Compliance Determination

FEMA complies with all applicable EHP laws, policies, and Executive Orders when installing TTHUs. Environmental concerns such as flood plains and wetlands, hazardous materials, threatened and endangered species and their critical habitats, or Archeologically-sensitive sites may exist, and are evaluated by FEMA before the installation of TTHU's. After FEMA or contractors conduct physical site visits to determine the potential for environmental concerns, the HUGS and MHUL provide EHP with a Site Inspection Report (SIR) containing detailed preliminary site development/construction plans. The SIR contains information required for an EHP compliance determination to be made such as critical infrastructure upgrades, the extent of ground-disturbing activities, utilities, ingress-egress, and staging areas that may be required.

EHP will use the SIR to conduct an EHP review and complete a Record of Environmental Consideration (REC) to document agency review and compliance with the National Environmental and Policy Act (NEPA) and various other environmental and historic

preservation laws, regulations, and Executive Orders. Consultation with other agencies, such as the U.S. Fish & Wildlife Service, may be necessary depending on the location site location and the scope of work to be completed. Certain actions are excluded from requiring a detailed environmental analysis through the application of a categorical exclusion (an action has been documented to have little potential impact on the environment). For example, if the placement of an TTHU site involves less than 5 acres of ground disturbance, the EHAD/REO may decide that the action fits within a categorical exclusion and will not require the completion of a higher level of environmental analysis. If a site has the potential to significantly impact the environment, it may require the completion of an expedited Environmental Assessment to further evaluate potential impacts.

When placing TTHUs on private and commercial sites, FEMA completes the abbreviated eight-step decision-making process for any proposed action that may occur in or may impact a floodplain or wetland (44 CFR 9.13). When placing TTHUs on group sites, FEMA completes the full 8-step decision making process (44 CFR 9.6). FEMA will identify if the potential TTHU site is located in an SFHA as identified on the available flood hazard information or a potential flooding area as identified on the Advisory Flood Hazard Information. Mitigation maps sites located in floodways or a coastal high hazard area and sends that information to the MHUL to record the site as infeasible in HOMES as no site in a floodway or coastal high hazard area can receive a WO. When the MHUL updates the site as infeasible in HOMES, the case is routed back to PPI Admin for the HUGS to review and determine an alternative temporary housing solution. If a site is found feasible, EHP then forwards the completed REC to the MHUL for issuance of a WO.

FEMA uses the following factors to determine the appropriate housing strategy for a disaster: speedy provision of temporary housing, potential flood risk to the temporary housing occupants, cost effectiveness, social and neighborhood patterns, timely availability of other housing resources, and potential harm to the flood plain or wetland.

If FEMA determines that placing TTHUs within a SFHA is necessary, FEMA prioritizes MHUs over RVs, because MHUs will be safely elevated and anchored to prevent movement to reduce the risk of damage if flooding occurs. Prior to using RVs, FEMA considers the number of MHUs available in the FEMA inventory, availability of off-the-lot purchases, and additional production from manufacturers to determine when providing RVs within a SFHA may be necessary for providing expedient temporary housing in a SFHA. RVs may be installed on their chassis but must also be adequately anchored. FEMA coordinates with local floodplain administrators to permit the installation of TTHUs.

FEMA provides occupants with information and advisories on the flood risk, including information relating to health and safety, evacuation, right of entry, and personal property, and contact information for the local emergency manager. FEMA will obtain acknowledgement from TTHU occupants that they have been provided this information.

Applicants with sites located in a floodplain must coordinate with their local government to receive an evacuation plan for their household at the time of move-in.

Haul and Install

Once a site is identified and found to be feasible, JFO-LMD-MHOPs uses local and national contracts to meet TTHU requirements, which include haul, install, maintenance, deactivation, group site construction, and commercial park expansion. Whenever practicable, FEMA will use local contractors to support the TTHU mission. However, depending on the size and complexity of the anticipated housing mission, using national contracts may be necessary.

If using local contracts, JFO-LMD-MHOPs performs the following duties:

- The COR under the direction of the MHOPs EXBD conducts market research and develops the requirements documentation, usually a Statement of Work (SOW) and Independent Government Cost Estimate (IGCE), for the TTHU mission.
- The Deputy IABD for Direct Housing, or designee, reviews the initial requirements documentation to ensure alignment with the Sheltering and Housing Strategy, and IA program policy.
- The Contracting Officer (CO) reviews the SOW, prepares the solicitation, and submits it to HQ-LMD-MHOPs for review and approval.
- Upon review and concurrence from all parties, the MHOPS EXBD will generate the requisite funding document, 153. Upon receipt of all signatures, the signed funding document, 146, will be submitted to CO.
- Upon receipt of the 146, the CO will advertise solicitation on beta.sam.gov. Solicitation period can be up to 30 days, or as long as the CO determines necessary.
- The CO receives bids and conducts a selection board with representation from JFO-IA-Direct Housing and HQ-LMD-MHOPs. The selection board will conduct a technical review and submit their recommendations to the CO for approval and issuance of the contract.

If using national contracts, JFO-LMD-MHOPs performs the following duties:

- The MHOPs EXBD notifies the FEMA HQ Acquisition Management Division of the potential mission.
- The MHOPs EXBD provides a justification statement to the FEMA Office of Chief Procurement Officer and the HQ-LMD-MHOPs to identify why local contract capabilities are not sufficient to meet the needs of the operation or justification that local contracts are not cost effective because of the size, scope, and timeframe of the mission.
- MHOPs EXBD develops solicitation document to include Statement of Objectives (SOO) and IGCE.

Chapter 6: TTHU Implementation

- Upon review and concurrence from all parties, the MHOPs EXBD will generate the requisite funding document, 143. Upon receipt of all signatures, the signed funding document, 146, will be submitted to the CO.
- Upon receipt of the 146, the CO will issue the Task Order Proposal Request (TOBP) and allow the contractors up to 72 hours to submit proposals. The TOPR phase may last up to 2 weeks from solicitation to award.
- The MHUL establishes a timeline for transitioning maintenance and ongoing mission support to local contracts to reduce costs.

To haul and install a unit, the MHSS initiates the installation WO queue and routes it to the COR for approval through the Contracting Officer Technical Representative (COTR) Admin queue in HOMES. The COR or designee issues the WO, which includes site maps for installation at private, commercial, or group sites, to the contractor. The contractor obtains all permits and licenses, as required, at no cost to the applicant as well as the services of an oversize vehicle escort, as required. Lastly, the TTHU is transported from pickup locations designated by FEMA to their delivery locations.

JFO-LMD-MHOPs is responsible for providing a TTHU based on the WO specifications and assigning the unit's barcode to the WO. The WO is sent to the MHSS, in coordination with the Federal Staging Area Unit Leader (FSUL), to assign the barcode to the WO in HOMES. The contractor is responsible for picking up the TTHU from staging once a WO is issued and must deliver the unit to the site indicated on the WO.

In order to install the unit, the contractor must obtain all bonds and permits required for TTHU installation as well as appropriately licensed staff and sub-contractors to perform work. These efforts must be coordinated with government entities, as required by federal, state, and local laws and regulations. The TTHU will be installed in accordance with the specifications, as listed in the SOW, before the contractor provides keys to the MHSP.

During the installation process, the contractor:

- Places the TTHU as indicated on the site inspection drawing;
- Ensures that MHUs placed in the SFHA are elevated to base flood elevation, or to the greatest extent practicable (based on manufacturer's specifications);
- Ensures that RVs installed on their chassis are adequately anchored;
- Blocks, levels, and anchors the TTHU;
- Installs temporary power pole and meter panel, notifies the electric permitting authority to conduct inspection and once inspection passes, the contractor will notify the power company that the unit is ready for service connection;
- Ensures water and sewer connections are made and functional
- Outfits the TTHU with proper skirting and stairs, as applicable;

- Installs UFAS-compliant platform steps, ramps and/or other accessibility features required to accommodate applicants with access and functional needs, as directed by JFO-IA-Direct Housing; and
- Cleans the site and ensures all extraneous material is removed.

The MHUL is responsible for ensuring the COR and monitoring staff provide contractor oversight during the delivery and installation of TTHUs, including ensuring the contractor provides regular status updates as specified in the contract or task order. Completed installation steps (e.g., unit on site, blocking, steps, water, electric, sewer) are updated in the “work order” queue in HOMES as they are completed.

Ready for Electric (RFE)

The MHUL and COR are responsible for ensuring the contractor provides timely notification to the electrical utility company when a TTHU is RFE and scheduling SLTT building inspections. The electrical utility company will schedule an appointment to hook up the electricity. A SLTT building inspector will come to the site before and after the electricity is hooked up to inspect the installation of the TTHU, as well as the electrical hookups.

If the electrical utility company declines to connect power due to a non-compliant base or meter panel, the COR is responsible for ensuring the contractor corrects deficiencies.

If the electric company declines to connect service because of an issue related to the applicant or their account, the contractor is responsible for relaying this information to the COR, who informs the MHUL. The MHUL is then responsible for informing the PPI HUTL whose team contacts the applicant to inform him/her of the issue. The PPI HUTL may refer the case to the Community Services Group Supervisor (CSGS) or other partners to assist if the issue is related to an unmet financial need. All interactions with the applicant must be entered into HOMES/NEMIS.

Ready for Occupancy (RFO)

After the installation is completed and all utilities are connected, the MHSP and the contractor do a walk-through of the unit and complete a [FEMA Form 009-0-138 Manufactured Housing Unit Inspection Report](#) and a [FEMA Form 009-0-129 Ready for Occupancy Status](#) to verify the unit is RFO or identify items that need completion. When the installation is RFO, the MHSP and the contractor sign the forms. The forms are returned to MHUL and the unit is coded as RFO in HOMES. The MHSS forwards the case to the unit assignment queue in HOMES and JFO-IA-Direct Housing begins the applicant move-in process.

Applicants are required to ensure that utilities are set up in their name and maintained in order to remain eligible for assistance. Once an applicant is assigned to the unit, they should

apply for utilities as soon as possible to avoid any move-in delays. For Information on applicant occupancy, see Chapter 5: Direct Housing Assistance Implementation.

Matching Applicant to TTHU

Once JFO-IA-Direct Housing is notified that a unit is RFO, the MHUL will ensure that the TTHU is entered into HOMES as well as any associated documents tied to each unit. For information on the applicant occupancy process for Direct Lease, see Chapter 5: Direct Housing Assistance Implementation.

Applicant Occupancy

The MHUL or designee will contact the eligible applicant and begin the move-in process. Applicants are provided with the contact procedures and necessary information for reporting maintenance issues. The maintenance contractor is responsible for monthly preventative maintenance inspections, emergency maintenance and establishing a maintenance line for occupants to report service requests.

- Preventative maintenance includes but is not limited to: replacing filters, replacing batteries, and providing dehumidifiers.
- Emergency maintenance includes but is not limited to: plumbing issues, HVAC and other life and safety issues. For more information about occupancy, see Chapter 5: Direct Housing Assistance Implementation.

CHAPTER 7: MULTI-FAMILY LEASE AND REPAIR IMPLEMENTATION

FEMA implements MLR for eligible applicants who are unable to use rental assistance due to a lack of available resources. MLR allows for the repair or improvement of existing multi-family housing that FEMA can utilize for eligible applicants. MLR is not intended to repair or improve individual units to re-house existing tenants.

Identification of Potential MLR Properties

The MLR HUTL coordinates with the CO to publish a (RFI) on [FBO.gov](https://www.fbo.gov). This site provides property owners the opportunity to formally express interest in MLR.

The RFI must include the following information to be gathered from property owners:

- Complex name (if applicable), location, property owner name, and telephone number;
- Status of the property's mortgage payments;
- Number of vacant units containing a separate bathroom, kitchen, and living space;
- Of the total vacant units:
 - Number of vacant units available for FEMA-exclusive use;
 - Number of units compliant with UFAS and/or features in unit(s) that provide accessibility for individuals with disabilities;
- Description of repairs and improvements required to make the units habitable;
- Projected length of time required to make units habitable (from execution of lease agreement);
- Building history;
- Date of construction (if known),
- Dates the building was used for multi-family housing;
- Rental rates during the last year of operation (state whether utilities were included and, if so, which ones);
- Applicable pet restrictions, such as: type, number, or size, and applicable pet deposits; and
- Number of parking spaces (including accessible and van-accessible) available for each unit, if applicable.

Once the RFI is published, the MLR HUTL will promote awareness and socialization of the RFI through coordination with SLDHTF, Disaster Survivor Assistance (DSA) Branch Director, the Office of External Affairs (OEA) and other partners. The goal is to communicate the details of the RFI to maximize the number of responses. The SLDHTF should be encouraged to distribute the RFI to relevant stakeholders within their organizations. DSA may be tasked

to identify potential MLR properties in the course of their routine field operations and inform the property owner how to access the RFI.

Only the CO may engage in discussions which may obligate FEMA to a contract or lease agreement. The CO will receive responses to the RFI and provide them to the MLR HUTL. The MLR HUTL will identify properties that are most likely to meet the MLR criteria and provide the timeliest, most cost-effective means of providing direct assistance to eligible disaster survivors.

Conduct Feasibility Assessments

After receiving RFI responses, the MLR HUTL will provide oversight on feasibility assessments for the potential MLR properties. The purpose of the feasibility assessment is to identify the scope of the repairs and improvements required, estimate the cost and time required to complete them, and evaluate the property owner's ability to provide the necessary property management and building maintenance services. The assessment must also identify the estimated cost of repairs or improvements to make one unit accessible to applicants with access and functional. The feasibility assessment consists of an onsite verification inspection and an in-person interview with the property owner or the owner's authorized agent.

Initial EHP Screening

First, the MLR HUTL will provide the EHAD or designated EHP representative with the street address, county or parish, latitude and longitude, ZIP Code, and highlighted parcel map (if available) of potential properties selected for a feasibility assessment. The EHAD will conduct an initial screening for potential environmental and historic preservation concerns such as sites located within a SFHA or wetland or are historic properties. The MLR HUTL will not proceed with scheduling a feasibility assessment until receiving an initial clearance from the EHAD.

Feasibility Assessment

FEMA uses feasibility assessments to determine property eligibility for MLR. This assessment team will meet with the property owner or representative to gather information and documentation regarding the property, the scope of repairs required to make each unit habitable, and the estimated time required to complete repairs. They will also discuss the property owner's ability to repair and improve the property as well as perform property management and maintenance responsibilities for occupants using the [MLR Feasibility Checklist](#) as a guide.

The MLR HUTL will identify and assign appropriate personnel to conduct feasibility assessments for potentially eligible MLR properties by coordinating with:

- FEMA Housing Inspection Service (HIS) to determine if enough construction, building inspection, and cost estimation SMEs are available to perform feasibility assessments. While FEMA HIS inspectors are preferred, if there are insufficient inspectors available to complete the assessments in a timely manner, the MLR HUTL will notify the Deputy IABD for Direct Housing to initiate the IASC or a Mission Assignment (MA) to the United States Army Corps of Engineers (USACE).
- The EHAD will identify and assign an EHP designee who provides comments and a more thorough review on EHP compliance issues. If there are insufficient EHP personnel to participate in the site visits, the MLR HUTL will ensure the inspection results are provided to the EHP designee upon completion of each assessment. The EHAD will provide their results to the MLR HUTL in the form of a REC.
- The Disability Integration Advisor (DIA) will identify and assign a designee who identifies accessibility concerns and potential modifications that may be required. If there are insufficient personnel to participate in the site visits, the MLR HUTL will ensure the inspection results are provided to the DIA designee upon completion of each assessment.
- The SLDHTF and the Operations Branch will identify appropriate code enforcement officials from the local government. This official will provide appropriate local building codes to FEMA. If there are insufficient personnel to participate in the site visits, the MLR HUTL will ensure this local building code information is provided to the assessment team. In addition, the lead inspector will contact the appropriate code enforcement entity to verify the information is correct prior to conducting the feasibility assessment.

Property Analysis and Selection

Following the completion of the cost estimates and feasibility assessments, the MLR HUTL will determine the cost-effectiveness of the potential MLR property. FEMA uses a 2-tier approval process for MLR costs based on TTHU costs to ensure MLR projects comply with the Stafford Act requirement that MLR be cost-effective compared to other forms of Temporary Housing Assistance, while providing JFOs and Regional Offices the authority to make program implementation decisions (see [Delegation of Authority SOP](#)).

- **Tier 1:** MLR property repairs with a cost up to \$40,000 per unit may be approved by the RA or FCO if the authority has been delegated to the FCO.
- **Tier 2:** MLR property repairs with a cost that exceeds \$40,000 per unit require the RA or FCO to request approval from the AA for Recovery.
 - The RA/FCO will need to provide justification within the request why increasing MLR property repair costs above the acquisition costs of an RV or MHU, are a more feasible, cost-effective and survivor centric solution; and;
 - Include the requested increased MLR unit cost; and;

- Include justification why this increase will be a more cost-effective option than MHUs being utilized in the disaster.

FEMA is required to calculate what will be paid to the property owner for the lease by deducting the improvements or repairs and routine maintenance costs from the value of the lease. If the value of the improvements or repairs and routine maintenance costs exceed the value of the lease, FEMA will pay additional funds to the property owner for the length of the lease. This calculation is done using the [MLR Calculator](#).

Figure 2 provides a decision flow chart for using the MLR Calculator.

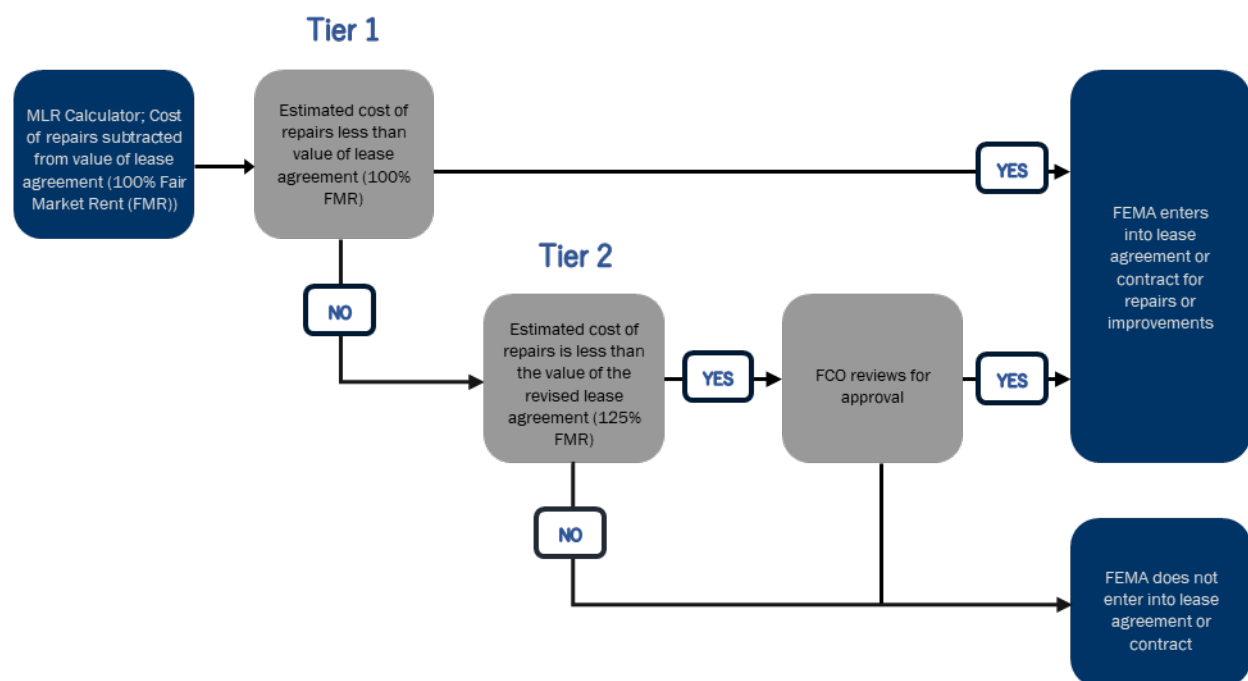


Figure 2: Tiers 1 and 2 MLR Properties and Measurement Benchmarks

The MLR HUTL coordinates with the Planning Section to develop geospatial imagery or other appropriate means of identifying the relative proximity to the potential MLR properties and the locations of applicants currently eligible for direct assistance. When necessary, based on the geographic distribution of the eligible applicants, the potential properties will be sorted into separate lists for each service area, based on the reasonable commuting distance. The MLR HUTL will provide the number and type (number of bedrooms) of housing units required for each service area, based on the current identified temporary housing need.

Property Review Board

The MLR HUTL coordinates the evaluation and prioritization of MLR properties by establishing a Project Review Board (PRB). The PRB reviews each property to identify the most cost-effective solution to meet disaster survivors needs. The MLR HUTL coordinates

Chapter 7: Multi-Family Lease and Repair Implementation

with the CO or Acquisitions to assign CORs to begin forming the PRB. The PRB will, at a minimum, include representatives from the following: SLDHTF, JFO-IA-Direct Housing, Acquisitions, EHP, Office of Disability Integration and Coordination (ODIC), and USACE (when activated).

The PRB will use the [MLR Rating Sheet](#) to review the completed property assessment reports to rate each Tier 1 property in the following areas:

- Cost to the Federal Government of repairs and improvements;
- Timeframe for the units to be made RFO;
- Owner's ability to manage repairs and improvements;
- Owner's ability to perform property management and maintenance services;
- Property owner's screening requirements;
- Proximity to wraparound services;
- Number of units compliant with the Americans with Disabilities Act (ADA) Accessibility Guidelines standards (UFAS) and or features in unit(s) that provide accessibility for individuals with disabilities or access and functional needs; and
- Rules regarding household pets.

When selecting available properties for use, FEMA will prioritize properties that make at least one unit accessible and are in proximity to public transportation. FEMA will identify the functional needs of applicants with disabilities and/or access and functional needs and prioritize accessible units for applicants whose household includes one or more persons with a disability or functional need. FEMA may only consider placing other eligible applicants in accessible units when all households with accessibility needs have been sufficiently housed.

With the consent of the GAR, Tribal Chief Executive or their authorized representative, the MLR HUTL may identify potential MLR properties in areas that have not been designated for IA. FEMA may do this under the following conditions:

- MLR is necessary;
- IA-designated areas do not include enough MLR-eligible properties to meet the disaster-caused housing need; and
- FEMA has identified suitable properties within proposed add-on areas.

When the total number of housing units available from the evaluated Tier 1 properties are insufficient to meet the currently identified housing need in the service area, the PRB will provide the rating package to the IABD for their review. The Deputy IABD for Direct Housing will prepare the MLR property lease authorization request memorandum. The FCO will submit the request, along with copies of all materials evaluated by the PRB and the completed assessment of the specific Tier 2 properties requested, to the RA, who will forward the request to the AA for Recovery. If the RA has delegated the authority to the FCO,

the FCO will submit the request and justification to the AA for Recovery. All eligible, feasible Tier 1 properties must be utilized prior to requesting the use of Tier 2 properties.

Lease Eligible Properties

Once properties are selected, the MLR HUTL will notify the CO who will execute contracts with property owners to conduct property repairs and secure exclusive use of the units for the purpose of providing direct assistance to eligible disaster survivors. The [MLR Contract Terms and Conditions](#) template must be used as a guide. FEMA may provide consideration to the property owner in the form of financial payments, the performance of repairs and improvements to the property, or a combination of both. In order to ensure the lease agreement complies with the requirements of Section 408 of the Stafford Act and FEMA policy, all lease agreements must comply with the MLR contract terms and conditions.

The [MLR Occupant Lease Agreement](#) must also include any conditions identified in the EHP REC to ensure EHP compliance. The property owner must agree to allow FEMA to make reasonable accommodation and/or modification repairs or improvements during the term of the lease agreement and consider all repairs or improvements permanent. Modifications to these terms and conditions require the prior written authorization from the IA Division Director. Consult the HQ-IA-DHU prior to submitting a modification request to the IA Division Director.

When executing the MLR lease agreement:

- The CO will review the credentials of the person identified to serve as COR for MLR project(s) and issue the COR appointment letter, as appropriate. The COR will be responsible for the review and approval of all invoices for the project.
- The MLR HUTL and COR will be responsible for designating funds for projects and will work closely with the CO to assist with policy clarification and other technical support, as requested by the CO.
- The CO is responsible for procuring lease agreements with the property owners, verifying property ownership, and verifying that the property is not in foreclosure proceedings.
 - The CO will not enter into a lease agreement with properties in foreclosure proceedings.
 - Only the CO may negotiate the lease agreement with property owners on behalf of FEMA.
 - The CO is responsible for awarding additional contracts or task orders, as necessary, for properties where FEMA is responsible for performing repairs and improvements.
- The period of performance will begin on the date the lease agreement is executed between the CO and the property owner and will end on the final day of the period of assistance.

Chapter 7: Multi-Family Lease and Repair Implementation

- The [MLR Occupant Lease Agreement](#) between FEMA and the property owner must include a clause that permits FEMA to extend the lease if an extension beyond the standard 18-month period of assistance is approved.
 - Such options may be used when the AA for Recovery approves an extension to the period of assistance and THU occupants remain eligible for continued direct assistance.
- The CO is responsible for incorporating the [MLR Contract Terms and Conditions](#) into the contract or lease agreement where the owner will be responsible for repairs and improvements necessary to make the repairs.
- The CO will use the completed documentation provided by the MLR HUTL as a basis for negotiating the financial terms of the lease agreement, as follows:
 - *Rent*: The amount of monthly rent payable to the property owner for Tier 1 properties during the initial period of performance will be based on the results of the MLR calculator. The calculator displays the monthly FMR rate for each unit on the property based on the number of bedrooms, the total rent required by the lease for the remaining period of assistance, and the cost of repairs to make the unit habitable.
 - **Scenario 1:** The cost of repairs is below the total amount of rent required by the lease. The remaining amount of rent is paid to the owner.
 - **Scenario 2:** The cost of repairs is above the total amount of rent required. No further rent payments are made to the owner, rent amount has been paid in full through repair costs. However, FEMA may pay additional maintenance fee.
 - *Maintenance fee*: The CO may include a monthly maintenance fee in the lease agreement for Tier 1 properties based on the following scenarios:
 - **Scenario 1:** The cost of repairs is below the total rent required by the lease for the remaining period of assistance AND the remaining amount covers maintenance costs. No additional monthly maintenance fee is required.
 - **Scenario 2:** The cost of repairs is below the total rent required by the lease for the remaining period of assistance, but the remaining amount does not cover maintenance costs. The CO may include a monthly maintenance fee in the lease agreement based on the Independent Government Cost Estimate (IGCE) and market research for residential building maintenance services.
 - **Scenario 3:** The cost of repairs is above the total rent required by the lease for the remaining period of assistance. The CO may include a monthly maintenance fee in the lease agreement.

Chapter 7: Multi-Family Lease and Repair Implementation

- *Eviction:* The property owner acknowledges responsibility for pursuing any eviction based on FEMA's determination of ineligibility or end of period of assistance.
- *Security Deposit:* The lease agreement will include a Contract Line Item Number (CLIN) in the amount of a one-time per-unit security deposit payment to the landlord, not to exceed one month of the FMR, based on location and number of bedrooms. Unused portions of each security deposit must be returned to FEMA upon release of the unit. Funds in this CLIN will be held in reserve to offset damages beyond normal wear and tear that occur during the occupancy of the units and may be paid to the property owner to compensate him/her for such damages. In the event the security deposit amount does not cover the amount of damage to the unit, the occupant will be responsible to the property owner for the additional funds. In cases where a new applicant is leased into a unit previously occupied by a FEMA applicant, FEMA will pay a new security deposit if the previous applicant's deposit was utilized to cover cleanup or repairs.
- *Repairs and Improvements:* The total amount of payment provided under the lease agreement for performing repairs and improvement to make the housing units habitable will be based on the repair scope and IGCE documented in the property inspection report. The CO will negotiate a construction and payment schedule with the property owner, which will be incorporated into the appropriate section of the lease agreement. FEMA will only authorize repairs and improvements that do the following:
 - Make a property safe, habitable, accessible, and functional for temporary housing;
 - Use only builder-grade materials and finishes;
 - Will be completed within a 4-month timeframe;
 - Promote living environments usable by the broadest spectrum of people, regardless of ability, without the need for adaptation or specialized design; and
 - Are performed in compliance with local building codes, standards, permits, inspection requirements, and all applicable EHP laws and regulations, including all conditions or comments specified in the property's REC.
- The CO will modify the appropriate sections of the MLR contract terms and conditions to reflect who is performing the repairs and improvement. Work can be performed by the property owner or the property owner/FEMA contracting with a third party. The amount of rent, maintenance fee, and security deposit will be the same as for properties where the property owner performs the repairs and improvements.
- The CO, COR, and MLR HUTL will coordinate to conduct market research and to award a separate contract, task order, or MA to perform the repairs and

improvements based on the scope of repairs and IGCE, as documented in the property inspection report. This may be accomplished by one or more of the following means:

- *Local contract:* Contracting with local business is the preferred option. The CO will consider the results of market research in order to determine the availability of businesses capable of performing the work in the required timeframe of four months or less.
- *National contract:* The CO, COR, Deputy IABD for Direct Housing and MHOPs EXBD may coordinate with FEMA HQ to award a task order from the currently available national IDIQ contracts. This option should only be considered when businesses cannot complete the work within the required timeframe.
- *Mission Assignment:* The IABD may elect to acquire the services of USACE through a mission assignment when the costs and schedule associated with the use of national contracts are projected to exceed the program requirements or appear unreasonable to the CO. This option should be used as a last resort because of FEMA's limited ability to provide oversight and control expenditures under mission assignments.
- The CO is responsible for incorporating the [MLR Lease Addendum](#) into the contract between FEMA and the property owner, regardless of who performs the repairs.

MLR Property Repair

MLR repairs must comply with local and state building codes and habitability standards. In the event FEMA identifies an MLR-eligible applicant with a disability whose housing needs cannot be met by an available unit, FEMA will make the necessary modifications as a reasonable accommodation and/or modification, so the applicant receives a habitable, safe, accessible, and functional housing unit. The property owner must agree to allow FEMA to make reasonable accommodation and/or modification repairs or improvements during the term of the lease agreement without requiring FEMA to remove the improvements at the end of lease agreement.

The COR is responsible for monitoring the progress of the repairs in accordance with the schedule established in the lease agreement, contract, task order, or mission assignment. Discrepancies must be documented and forwarded to the CO for resolution. Only the CO may direct the property owner or another contractor to perform corrective actions or approve change orders. The COR may provide technical direction on behalf of the CO when explicitly authorized to do so.

RFO

Upon completion of the repairs and improvements, the property owner, contractor, or USACE will inform the COR that all units are ready for inspection and provide copies of

documentation from local code enforcement officials which verify all applicable building construction and occupancy codes have been satisfied. The MLR HUTL or designee will perform a visual inspection of each unit and all common areas using [FEMA Form 009-0-129 Ready for Occupancy Status](#) and submit to the COR.

The MLR HUTL may identify direct housing staff with a construction background to serve as technical monitors who may perform inspections on behalf of the COR. THUs within the same property may be made available at different times and, therefore, may be accepted individually. However, individual THUs may not be accepted prior to acceptance of the common areas.

Applicant Occupancy

The MLR HUTL will ensure that the THU is entered into HOMES, with all related documentation, once the COR notifies the MLR HUTL that a unit is ready for occupancy. The MLR HUTL or designee will contact the eligible applicant and begin the move-in process. For information on the applicant occupancy process for MLR, see Chapter 5: Direct Housing Assistance Implementation.

CHAPTER 8: DIRECT LEASE IMPLEMENTATION

Direct Lease is a type of Direct Temporary Housing Assistance that may be used to lease existing residential properties not generally available to the public to provide temporary housing to eligible applicants when verified disaster-caused housing needs cannot be met with other Direct Temporary Housing Assistance options. Direct Lease is not intended to do the following:

- Be used for the sole purpose of providing temporary housing to applicants unable to pass a background or credit check, or
- Be used on the sole basis that Direct Lease is more cost effective than providing TTHUs.

Identification of Potential Direct Lease Property Management Companies

The Direct Lease HUTL coordinates with the CO to publish an RFI on [FBO.gov](https://www.fbo.gov) to provide a formal setting for parties who manage potentially eligible properties to express interest in Direct Lease. The RFI must include the following information:

- Property name, location, property owner name, and phone number;
- Number of units (a separate bathroom, kitchen, and living space) vacant and available for FEMA's exclusive use and the number of bedrooms each unit contains;
- Number of units compliant with the ADA (wheelchair accessible, etc.);
- Confirmation that the property owner is current and up to date with the property's mortgage payments;
- Confirmation that property is readily available for applicants to move in;
- History of the building's use (dates used as a rental, etc.), if applicable;
- Any applicable pet restrictions, such as what pets are allowed in the units and any restrictions on number of pets, size of pets, and any applicable pet deposits;
- Number of parking spaces available for each unit;
- Rental range for property;
- Utilities included in rent; and
- Number of any units fully furnished.

The RFI should specifically state that the property owner must provide all building maintenance services, except where the property is leased or contracted from another government entity, in which case FEMA may directly obtain such services. Additionally, property owners must be current with property mortgage payments and have a current rental license.

Once the RFI is published, the Direct Lease HUTL will promote awareness and socialization of the RFI through the following actions:

- Coordinate with the SLDHTF, DSA Branch Director, the OEA, and other partners to communicate details of the RFI with the goal of maximizing the number of responses.
- The SLDHTF should be encouraged to distribute the RFI to relevant stakeholders within their organizations and to their stakeholders, such as professional realtor associations, as appropriate.
- DSA may be tasked to support the Direct Lease mission by identifying potential properties in the course of their routine field operations and informing the property owner how to access the RFI.

Only the CO may engage in discussions which may obligate FEMA to a contract or lease agreement. The CO will receive responses to the RFI and provide them to the MLR HUTL. The MLR HUTL will identify properties that are most likely to meet the MLR criteria and provide the timeliest, most cost-effective means of providing direct assistance to eligible disaster survivors.

The RA or FCO, if the RA has delegated the authority to the FCO, may procure properties for Direct Lease whose rental price is up to 200 percent above FMR if lower cost units are unavailable and a housing market analysis supports the approved increase. The FCO must request authorization from the AA for Recovery to procure properties for Direct Lease above 200 percent FMR using the [Direct Lease – FMR Increase Notification Template](#).

Direct Lease Property Management Company Analysis

Following the closure of the RFI, the CO and the Direct Lease HUTL will determine the property management companies that best meet the Direct Lease criteria. The CO will release the official solicitation for bids and, coordinating with the Direct Lease HUTL, determine which property management companies to select for Direct Lease according to the needs of the disaster.

- Eligible properties must have available rental units in the counties designated for IA.
- Direct lease property types can include single-family homes, multi-family homes, apartments, cooperatives, condominiums, townhouses, or other readily fabricated dwellings.
- The property must comply with the Housing Quality Standards (HQS) established by HUD and all relevant state building and occupancy standards and regulations.
- All essential utilities, appliances, and other furnishings must be functional, and available units must contain a separate bathroom, kitchen, and living space.
- Properties must meet the accessibility needs of survivors with disabilities or other access or functional needs or the property must have the ability to be modified to allow access, as needed.

Chapter 8: Direct Lease Implementation

- All properties should be located within reasonable commuting distance to community and wraparound services, such as accessible public transportation, schools, fire and emergency services, grocery stores, etc.

The Direct Lease HUTL will ensure properties are evaluated according to the following factors:

- Cost to the Federal Government;
- Owner's demonstrated ability to manage and provide maintenance services;
- Proximity to wraparound services; and
- Property accessibility or ability for reasonable accessibility modifications to be made.

The property management company will ensure the property owner agrees to the following:

- A provision granting FEMA exclusive use of the housing unit(s) and sole discretion to identify and select occupants during the term of the lease agreement, which will be not less than 18 months from the date of the declaration;
- A provision granting FEMA the option to extend the lease if FEMA extends the period of assistance beyond 18 months;
- A provision granting FEMA the option of releasing the unit to the owner and ceasing all monthly payments for the unit at all times by providing 30 days' notice;
- A provision allowing FEMA to make, at FEMA's expense, reasonable modifications or improvements to the property to provide a reasonable accommodation for an eligible applicant with a disability or other access or functional needs;
- A provision incorporating a lease addendum containing FEMA's program conditions of eligibility and termination of tenancy and eviction into a lease between the property owner and the occupant if the FEMA Direct Lease standardized occupant-owner lease is not used.

Direct Lease Property Management Company Selection

Once selected, the CO enters into contracts with the property management company(ies). The CO must ensure that the property management companies understand Direct Lease and the associated conditions and requirements, which include:

- The Property Management Company will provide FEMA verification that units meet HUD HQS standards and received a formal screening.
- FEMA will not authorize payment for background checks, credit checks, and application fees.
- The expenditure of funds for a one-time payment of security deposits for each unit may be authorized and executed by the CO. The amount of each security deposit must not exceed the amount of one month of the authorized rent rate, and unused portions of each security deposit must be returned to FEMA upon release of the unit.

Chapter 8: Direct Lease Implementation

- In cases where a new applicant is leased into a unit previously occupied by a FEMA applicant, FEMA will pay a new security deposit if the previous applicant's deposit was utilized to cover cleanup or repairs.
- In situations where the security deposit does not cover the amount of damage to the unit, the occupant will be responsible to the property owner for the additional funds.
- The property owner acknowledges responsibility for pursuing any eviction based on FEMA's determination of ineligibility or end of period of assistance.

The [Direct Lease Occupant Lease Agreement](#) must also include any conditions identified in the EHP REC to ensure EHP compliance. The property owner must agree to allow FEMA to make reasonable accommodation and/or modification repairs or improvements during the term of the lease agreement and consider all repairs or improvements permanent. Modifications to these terms and conditions require the prior written authorization of the IA Division Director.

The COR is responsible for:

- Monitoring the contract;
- Reviewing and approving invoices payable under the contract;
- Assisting the CO with the overall administration of contract agreements under their supervision;
- Coordinating the allocation of funds; and
- Assist with policy clarification and other technical support, as requested by the CO.

Applicant Matching and Leasing of Properties

The property management company(ies) will provide a list of available units to the CO using the [Direct Lease Property Tracking Sheet](#) and documentation showing the unit went through a screening process. The CO will provide the tracking sheet to the Direct Lease HUTL to identify properties most likely to provide the timeliest, most cost-effective means of providing direct assistance to eligible disaster survivors. Applicant evaluations will utilize information received from applicants during PPI. For additional information, see Chapter 5: Direct Housing Assistance Implementation.

Once applicants are matched to potential units, the Direct Lease HUTL will provide the selected units to the CO using the Direct Lease Property Tracking Sheet. The CO works with the property management company(ies) to execute lease agreements with the property owners to secure exclusive use of the units for FEMA under Direct Lease. The CO will negotiate with the property management companies to ensure credit and criminal background checks are waived for Direct Lease occupants. FEMA will prioritize properties who agree to these conditions.

If FEMA is required to modify or improve the property, at FEMA's expense, to provide a reasonable accommodation for eligible applicants with a disability or other access or

functional need, EHP must be engaged to determine compliance with applicable rules, regulations, and executive orders.

Once the lease is secured, the Direct Lease HUTL will provide the COR with the [Direct Lease Property Tracking Sheet](#) with information on the specific units matched to the applicants. They will also ensure that the list of available THUs is entered into the HOMES system as well as any associated documents tied to each unit. For information on the applicant occupancy process for Direct Lease, see Chapter 5: Direct Housing Assistance Implementation

The property management company will inspect the property to ensure compliance with state building and occupancy regulations and the applicable property and unit requirements articulated by FEMA. The property owner's capacity to provide all property management services, including building maintenance, will be verified by the property management company.

Ready for Occupancy (RFO)

The property management company or property owner must provide the COR with documentation that an inspection occurred using [FEMA Form 009-0-129 Ready for Occupancy Status](#). The COR will provide the Direct Lease HUTL with the completed form to confirm that the property is compliant. The property management company will conduct a final walk-through of the property with the property owner prior to the applicant occupying the THU.

The Direct Lease HUTL will ensure that the THU is entered into HOMES, with all related documentation, once notified by the COR that a unit is ready for occupancy. For information on the applicant occupancy process for Direct Lease, see Chapter 5: Direct Housing Assistance Implementation.

Applicant Occupancy

The Direct Lease HUTL or designee will contact the eligible applicant and begin the move-in process. For more information, see Chapter 5: Direct Housing Assistance Implementation.

This page is intentionally blank

CHAPTER 9: RECERTIFICATION

The direct housing mission is a month-to-month program for up to 18 months (from the date of the declaration, not occupant move-in). Occupants must show progress toward their PHP each month in order to be eligible for continued Temporary Housing Assistance. This progress is monitored by JFO-IA-Direct Housing through monthly recertification visits. The cases are assigned to ASSP who serve as Recertification Advisors.

Schedule the Initial Recertification Visit

Recertification Advisors are assigned a caseload by the Recertification HUTL. The distribution of caseloads must take into account the size and complexity of the disaster, availability of staffing resources, and travel time between THU sites. The total number of cases assigned to each Recertification Advisor should not exceed 75. The Recertification HUTL will assign the occupant's recertification visit to the Recertification Advisor's queue seven days before a recertification visit is required. The recertification visit must be scheduled within seven days of the case being assigned in HOMES.

The Recertification Advisor will make a minimum of three call attempts to contact the occupant and schedule the recertification visit. The call attempts should be made at three different times of the day and on three different days. All contact and call attempts with the occupant must be recorded in HOMES/NEMIS.

- If the Recertification Advisor is unable to reach the occupant during the three days of call attempts, they will visit the THU in person. If there is no answer, they will post the "No Contact Notice" ([No Contact- First Notice](#)) on the occupant's THU. This notice informs the occupant to contact the Recertification Advisor within seven days.
- If the occupant fails to contact the Recertification Advisor within seven days, a "Second No Contact Notice" ([No Contact-Second Notice](#)) will be posted. The "Second No Contact Notice" requests the occupant to contact the Recertification Advisor within five days.
- If the occupant fails to contact the Recertification Advisor within five days, a "Third and Final Notice" ([No Contact -Third and Final Notice](#)) will be posted. The occupant will have three days to respond. If the occupant fails to respond to this notice, the Recertification Advisor will begin revocation proceedings. See Chapter 10: Termination of Direct Temporary Housing Assistance.

When the Recertification Advisor establishes contact with the occupant, they will verify the occupant's PII to include damage dwelling address, current telephone number, and the last four digits of the occupant's social security number. If the verification is not successful, the Recertification Advisor will not continue the interview but will advise the occupant that the registrant or co-registrant must contact FEMA to set up an appointment.

The Recertification Advisor will inform the occupant that an occupant of the unit, 18 years or older, must be present for the recertification visit, the purpose of the visit is to ensure progress is being made toward their PHP and the occupant must have all PHP-related documentation prepared (e.g., a contractor's statement or lease agreement for potential rental units). If the occupant is unable to provide verifiable documentation showing progress toward their PHP at each recertification appointment, they will not be recertified for continued direct housing assistance.

Resources for Assisting Occupants

- Voluntary Organizations Active in Disaster (VOAD)
- Voluntary Agency Liaisons (VAL)
- Disaster Case Management (DCM)
- U.S. Department of Housing and Urban Development (HUD)
- U.S. Department of Agriculture (USDA)

Once the appointment is scheduled, the Recertification Advisor will coordinate with another FEMA employee to accompany him/her on the visit for safety purposes. The Recertification HUTL will work with Recertification Advisor to coordinate additional safety measures, as needed. Recertification Advisors should never conduct recertification visits alone.

Prepare for the Initial Recertification Visit

Once the Recertification Advisor successfully contacts the occupant and schedules the initial recertification visit, they must research the occupant's file in HOMES/NEMIS in order to:

- Determine the date and who signed the [FEMA Form 009-0-5 Revocable License](#), [FEMA Form 009-0-135 MLR Temporary Housing Agreement](#), or [Direct Lease Temporary Housing Agreement](#);
- Record all the disaster assistance the occupant received from FEMA, SBA, insurance, or other sources;
- Review the damages identified at the damaged dwelling during the FEMA inspection for owners;
- Identify any unmet needs the occupant may have; and
- Prepare [FEMA Form 009-0-134 Direct Assistance Recertification Worksheet](#).

If the Recertification Advisor identifies unmet needs, they should contact the CSGS and obtain a list of all voluntary organization programs and federal, state, and/or tribal programs that could assist with the occupant's recovery.

Conducting a Recertification Visit

Upon arrival at the recertification visit, the Recertification Advisor will identify themselves and display their FEMA identification. The occupant must confirm their identity by providing photo identification or verifying their PII in NEMIS.

When discussing the purpose of the visit during the initial recertification visit, the Recertification Advisor will relay the following information to the occupant:

Verify Occupant Information

While conducting the initial recertification visit, the recertification specialist must verify the applicant's unit or pad-lot location to ensure that it matches the applicant's provided information.

- I am here today to assist you with your disaster-caused housing needs.
- FEMA will assist you in taking an active role in your recovery and help you identify resources available to help you achieve your PHP.
- I will assist with all questions or concerns you have about your FEMA terms and conditions for remaining in the THU.
- I am required to inspect and possibly take photographs of your temporary housing unit and report all damage or issues you have with the unit. I am also required to take photographs of the rebuild progress of your home (only for owners who are rebuilding). I will not take photographs of people.
- I will also report any violations in accordance with the revocable license or other forms of agreement you signed before occupying the THU.

During each recertification visit, the Recertification Advisor must:

- Verify the THU's barcode, vehicle identification number (VIN), unit, or pad lot number, as appropriate.
- Inspect the THU for damage, defects, and maintenance issues.
 - If needed, the Recertification Advisor will remind the occupant that intentionally damaging the unit or creating an unsafe living environment may lead to repair costs and/or termination of their eligibility to remain in the unit. A latent defect is a defect that was not readily apparent before the occupant moved into the unit. If latent defects are found, they must be documented on [FEMA Form 009-0-138 Manufactured Housing Unit Inspection Report](#), and photographs should be taken, when appropriate. The Recertification Advisor will provide the report to the Recertification HUTL immediately following the recertification visit for resolution.
 - All damage to the THU must be documented with photographs and reported to the Recertification HUTL for possible referral to the HUGS. The Recertification Advisor, in these cases, will attempt to determine the cause of the damage and whether the damage was intentional or accidental. Additionally, the occupant is responsible for reporting all maintenance issues to the

maintenance contractor. Each applicant is given the maintenance contractor's contact information during move-in. If there are persistent and/or unresolved maintenance issues, the Recertification Advisor will report this information to the Recertification HUTL for resolution.

- Complete all appropriate fields on [FEMA Form 009-0-134 Direct Assistance Recertification Worksheet](#) and record in the notes section all relevant information provided by the occupant.
 - Verify the occupants PHP and obtain documentation from the occupant demonstrating progress on their realistic PHP. Examples of appropriate documentation include: contractor estimates of the repairs, proof of a loan approval and funds disbursement date, enrollment in a non-FEMA housing assistance program, a commitment from a voluntary agency to assist with repairs, rental resources contacted, rent amounts and verifiable reasons the rental unit was unacceptable as a PHP.
 - Obtain and validate timeframes for achieving their realistic PHP. For example, if the occupant states that their home will be repaired within four months, this information must be substantiated by a contractor or voluntary organization that has agreed to perform the work.

Realistic PHPs

For all PHPs, the Recertification Advisor should assist the occupant in identifying and addressing all impediments (e.g., lack of essential furniture and assistance with utility and security deposits) that will prevent the occupant from moving into a permanent housing option in a timely manner. To receive possible assistance with these impediments, the recertification specialist should contact the VALs, Disaster Case Management (DCM), or ODIC, and other groups, as needed.

If the ***occupant chooses to repair their damaged dwelling***, the Recertification Advisor must document and photograph areas under construction or to be under construction. These photographs must be saved in the occupant's case file. Recertification visits should periodically occur at the construction site to monitor progress. A realistic PHP to repair a damaged dwelling includes construction plans, labor, funding, and materials.

If the ***occupant chooses to rebuild their damaged dwelling***, the Recertification Advisor must document that the required permits and contracts for construction and/or demolition services were secured. The Recertification Advisor must document and photograph areas under construction or to be under construction. These photographs must be saved in the occupant's case file. Recertification visits should periodically occur at the construction site to monitor progress. A realistic PHP to rebuild a damaged dwelling includes construction plans, labor, funding, and materials.

If the ***occupant chooses to purchase a new home***, the Recertification Advisor must verify and document that the occupant has sufficient funds to purchase a home. This verification can be in the form of an official award notification from government/voluntary agencies and/or a verifiable real estate transaction (e.g., mortgage approval letter) with a closing date.

If the ***occupant chooses to locate a new rental unit***, the occupant must attempt to provide at least three rental resources they've contacted at each recertification visit with verifiable reasons for why the units are unacceptable PHPs. In the event that the applicant is unable to identify rental resources, the Recertification Advisor should work with DCM and other resources to assist the occupant in their search.

If the **occupant chooses to repair or rebuild their damaged dwelling** and the recertification specialist determines the PHP cannot be completed within the 18-month period of assistance, the occupant's PHP will default to renting an adequate alternative resource (if rental resources have become available). The Recertification Advisor will take the necessary steps to assist the occupant in finding available rental resources.

Updating HOMES/NEMIS After Recertification Visit

The Recertification Advisor is responsible for ensuring accurate data is recorded in HOMES. HOMES will reflect the same information that the Recertification Advisor collected during the site visit. The Recertification Advisor will ensure that the following fields are updated on the Recertification tab in the Recertification queue in HOMES:

- PHP – captures the occupant's current housing plan.
- Projected Housing Plan Completion – captures a timeline for when the occupant will achieve their housing plans. This field is by months ranging from 1 month to 18 months.
- Current Housing Plan Progress – captures the PHP progress and indicates whether they are on schedule, behind, or making no progress. If the applicant is behind on their PHP, this field has additional reasons for why they are behind.
- Applicant Assessment – captures the Recertification Advisor's assessment about the applicant's compliance and personal progress.
- Resources Offered – captures whether or not the Recertification Advisor has provided the occupant with rental resources.
- Applicant Contact – Captures the contact status and number of attempts if occupant is a no contact.
- Applicant Contact Method – captures the method of contact for the recertification including in person, telephone, and missed appointment.
- Long Term Recovery – captures whether or not the occupant requires long term recovery assistance (usually through the local long-term recovery committee).

The Recertification Advisor will ensure that the following fields are updated on the Recertification Status tab in the Recertification queue in HOMES:

- Last Visit Date – captures the date of the Recertification visit;
- Tentative Moveout Date – captures the occupant's projected moveout date;
- Move Out Insp Req Date – this field will only be updated if a MOI is required based on the recertification visit results;
- Vacated Date – captures the actual date the occupant moved out of the unit. This only needs to be updated when a vacate has happened;
- Caseworker Review Date – captures the date that the Recertification Advisor reviews/enters data into HOMES;
- Caseworker Recommendation – captures the caseworker recommendation. Recommendations include approve, deny, vacated, status update
 - If vacated, update Vacated Reason – captures the reason why an occupant has moved out of a unit. Reasons include moved back to previous housing, revocations, occupant sales, transferred units.

Recertification HUTL Review

The Recertification HUTL is responsible for final approval on whether or not to extend an occupants continued eligibility for direct assistance. This review occurs following the initial recertification visit and all subsequent visits. The Recertification HUTL will review the information gathered during each visit and will confer with the Recertification Advisor on the case, as needed. The Recertification HUTL must verify the following:

- The recertification visit was scheduled in advance and occurred in person or, if approved by the Recertification HUTL, was conducted over the telephone;
- A site visit occurred at the occupant's damaged dwelling and photographs were taken to document the re-build progress (homeowners);
- The occupant's PHP is realistic, achievable, and supported by documentation;
- The Recertification Advisor appropriately documents and provides referrals for all unmet needs;
- The Recertification Advisor properly prepared and documented rental resources for the occupant (if applicable); and
- The Recertification Advisor correctly documented the recertification visit in HOMES/NEMIS and the case file.

If the Recertification HUTL determines there is sufficient documentation to support an occupant's approval for continued Direct Temporary Housing Assistance, they will complete and sign the appropriate portions of [FEMA Form 009-0-134 Direct Assistance Recertification Worksheet](#). The Recertification HUTL must also update the electronic record in HOMES/NEMIS to reflect the effective date of supervisory approval.

In cases where the occupant has demonstrated defiant behavior and a refusal to participate in the recertification process, the Recertification HUTL lead may recommend to the HUGS that the occupant receive a warning notice or notice of revocation, as applicable. For more information on terminating assistance, See Chapter 10: Termination of Direct Temporary Housing Assistance.

Prepare for and Conduct Subsequent Recertification Visits

Recertification Advisors are responsible for ensuring each occupant assigned receives their next recertification visit within 30 days for owners and 15 days for renters of their approved continued Direct Temporary Housing Assistance, unless the Deputy IABD for Direct Housing establishes a longer interval. At each subsequent recertification visit, the Recertification Advisor must:

- Clearly communicate that it is the occupant's responsibility to transition out of FEMA-provided temporary housing at the earliest possible time, even if the most realistic housing plan is not the occupant's first choice.
- Update all changes to the occupant's household income and housing-related expenses on [FEMA Form 009-0-134 Direct Assistance Recertification Worksheet](#), as needed. This information is especially important if an occupant's only feasible PHP is to secure an affordable rental resource.
- Obtain information to assist in determining whether a delay is beyond the occupant's control if the occupant has made less progress than expected based on timeframes previously provided in their PHP.
 - For example, if the occupant reports delays with repairs or rebuilding beyond the scheduled timeframe, the Recertification Advisor will contact the contractor/builder to verify the completion date.
- Verify that there is no delay in funding assistance (e.g., state grant assistance program and insurance settlement), as well as verify that when permits are received, the planned repairs pass inspection by local code enforcement officials and materials are purchased or delivered.

When available, Recertification Advisors should conduct recertification visits with a DCM case worker. DCM provides a partnership between a disaster case manager and a disaster survivor to develop and carry out an individual disaster recovery plan. This partnership provides the occupant with a contact to facilitate access to a broad range of available resources.

If the occupant's PHP is to find available rental housing and rental resources have become available, the Recertification Advisor will conduct follow-up visits in higher frequency (e.g., every seven to 14 days) to identify and address all impediments to the occupant renting a housing resource. The Recertification Advisor will document the results for each rental resource referral provided to the occupant and all other rental resources the occupant has

Chapter 9: Recertification

identified on their own. The Recertification Advisor will document the occupant's attempts to secure a rental at each location.

If the occupant is unsuccessful, the Recertification Advisor will document all reasons given by the occupant and contact the rental resource to verify the unsuccessful reason for obtaining the rental resource.

- Acceptable reasons for refusing rental resources include resources no longer available or not meeting specific access and functional needs (e.g., member of the household is in a wheelchair and the rental resource is not equipped with wheelchair access).
- If an occupant refuses to accept a viable rental resource, from any source, FEMA may begin the process of terminating the occupant's assistance. For more information on Terminations, see Chapter 10: Termination of Direct Temporary Housing Assistance

CHAPTER 10: TERMINATION OF DIRECT TEMPORARY HOUSING ASSISTANCE

FEMA will terminate Direct Temporary Housing Assistance when THU occupants fail to comply with the terms and conditions of their revocable license, or other forms of agreement, or when the period of assistance ends by revoking the agreement. FEMA will follow the process established below to ensure that such actions are only taken when FEMA has sufficient justification to make a determination that the termination of direct temporary housing assistance is warranted, and only in a manner which affords the occupant due process.

Reasons for Termination

THU occupants are responsible for abiding by the terms and conditions established within the revocable license, or other forms of agreement used at FEMA's discretion to govern the use of the THU, which specify their obligations for using a FEMA THU as temporary housing. There are three main categories for terminations:

- Program Eligibility: THU occupants are required to actively participate in the recertification process by making themselves available to meet with their Recertification Advisor on a regular basis. The occupant is responsible for taking the actions necessary to achieve their PHP in a reasonable timeframe, and for retaining personal records of their efforts to achieve their PHP for the purpose of demonstrating their progress to FEMA. FEMA recognizes an occupant's PHP may change over time due to factors beyond their control. For more information on Recertification, see Chapter 9: Recertification.
- Conduct Violations: THU occupants are expected to adhere to the terms of the Revocable License, or other forms of agreement, including the requirement to obey all Federal, State, and local laws (See Chapter 5: Direct Housing Assistance Implementation). TTHUs occupants on commercial sites must adhere to all rules established by the owner of the site, as stipulated in the revocable license or other forms of agreement. THU occupants in commercial sites, group sites, MLR, and Direct Lease must adhere to a set of site rules defined by FEMA and the property owner. THU occupants are responsible for the conduct of their guests and any conduct violations that occur within their THU or the surrounding area may be sufficient cause for FEMA to determine that the occupant has violated the terms and conditions of the revocable license or other forms of agreement. Conduct violations fall into two (2) categories:
 - Major Violations: Violations in which the senior IA official for the disaster and JFO-OCC determine criminal activity, or other actions which present an

imminent threat to the health and safety of the occupant, other THU occupants, or persons in the surrounding area. Such violations must be substantiated by a police report; the occupant does not have to be convicted of a crime in order for FEMA to initiate revocation. Examples of major violations include, but are not limited to:

- Assault, battery, rape, domestic violence, felony child abuse, or sexual assault;
- The use, sale or manufacture of illegal drugs; or
- Destruction or theft of property owned by FEMA (including THU), other THU occupants (including their guests) and contractors performing work for FEMA.
- General Violations: Conduct violations which do not rise to the level of major violations. Examples of general violations include, but are not limited to:
 - Excessive noise/disturbing the peace;
 - Unleashed and/or unattended pets outside of the THU;
 - Damage to the THU beyond normal wear and tear;
 - Failure to maintain cleanliness of the THU both internally and externally; or
 - Failure to pay rent, after receiving warning, when rent has been assessed following the end of the period of assistance.
- End of the Period of Assistance (EOP): The revocable license, or other forms of agreement, automatically expire when the period of assistance ends and is not extended by the AA for Recovery. FEMA's authority to provide temporary housing is limited to the duration of the period of assistance, and THU occupants acknowledge this limitation when they sign the agreement to occupy the THU.

15 Day Warning Notices of Violation-Program Eligibility and General Conduct Violations

When FEMA becomes aware of program eligibility and general conduct violations, a HUGS designated JFO-IA-Direct Housing ASSP, referred to as a Revocation Advisor, will prepare the [15-Day Warning Notice of Violation](#) to formally notify the occupant of the violation and the actions required to resolve the violation. The revocation advisor must utilize the approved templates to generate the *15-Day Warning Notice of Violation*.

Warning Notice Development

Using the pre-approved *15-Day Warning Notice of Violation* template, the revocation advisor will describe the violation using plain language, so the occupant understands what action (or failure to take action) is being cited. The rule(s) violated must be cited from the revocable license, or other form of agreement, with the corresponding language from the violation cited within the notice. FEMA may issue a single *15-Day Warning Notice of Violation* when

Chapter 10: Termination of Direct Temporary Housing Assistance

multiple violations are discovered; however, a *15-Day Warning Notice of Violation* shall not include major violations.

The revocation advisor must also include a concise summary of information relevant to the violation with pertinent background information and required actions to achieve FEMA's desired outcome.

- Pertinent background information: previous discussions with the occupant about the matter surrounding the violation, or communications from interested third parties to which FEMA is privy (such as notices from a building landlord or the owner of a commercial site) which have been documented in the occupant's file. Examples include, but are not limited to:
 - Refusal to seek adequate, alternate housing
 - Provide a summary of rental resource referrals provided to the occupant, including the date(s) they were provided, the date the occupant agreed to provide the results of their search, and the date(s) FEMA attempted to follow up with the occupant.
 - Failure to make adequate progress towards a PHP
 - Provide a summary of the PHP developed by the occupant and the action the occupant committed to take. When the occupant's PHP is dependent upon securing the services of a third party, such as a contractor or voluntary organization and the occupant has failed to make a good faith effort to secure such services, cite the previously agreed upon deadline, including date(s), and the date(s) FEMA attempted to follow up with the occupant.
 - Failure to meet for recertification
 - Provide a summary, including specific dates and times of attempts to contact the occupant and schedule a recertification appointment. Include the date(s) and time(s) of missed recertification appointment(s).
 - Failure to abide by commercial park, group site, MLR property, or Direct Lease property rules and conditions.
- Required actions: Actions need to be identified for the specific cause(s) of the violation(s), which must be both realistic and achievable. FEMA's desired outcome when issuing the *15-Day Warning Notice of Violation* is for the occupant to gain a better understanding of their obligations under the Revocable License or other forms of agreement; take the action(s) necessary to remain in good standing with FEMA; and continue to make progress towards their PHP.

Warning Notice Review

The HUGS, or designee, and JFO-OCC will review each *15-Day Warning Notice of Violation* prior to its submission to [HQ-IA-DHU](#). HQ-IA-DHU must review each *15-Day Warning Notice of Violation* for completeness and factual accuracy prior to being delivered to the occupant.

HQ-IA-DHU will notify the HUGS, typically within 2 business days or less, providing concurrence, concurrence with minor edits, or non-concurrence, identifying major discrepancies or concerns which must be resolved before a notice may be issued.

Warning Notice Delivery

The revocation advisor should hand deliver *15-Day Warning Notice of Violation* whenever possible, in order to personally explain the notice and advise the occupant how to remedy the violation. The revocation advisor will attempt to obtain the occupant's signature on the cover page designated as [Receipt for 15-Day Warning Notice of Violation](#). The revocation advisor shall then sign on the appropriate line regardless.

- If the occupant refuses to sign the receipt, the revocation advisor can write "Occupant refused to sign" in the "Notes" section. The accompanying FEMA employee present in the capacity of a witness shall sign next to the comment.
- If in-person delivery is not possible, FEMA may send the *15-Day Warning Notice of Violation* by certified mail. A copy of the delivery confirmation should be placed in the occupant's file and scanned into the NEMIS file for the occupant.

Updating Information After Warning Notice Delivery

The revocation advisor will update the occupant's file with copy of the *15-Day Warning Notice of Violation*. These documents must also be updated in HOMES/NEMIS. The updates must be entered into HOMES/NEMIS on the same day of the recertification visit, when possible. The occupant's status in the Recertification Queue needs to be changed to "ON HOLD – REVOCATIONS 15 DAY NOTICE DELIVERED".

Tracking Progress After Warning Notice Delivery

The HUGS, or designee, is responsible for tracking the status of *15-Day Warning Notice of Violation* and remedies performed by the occupant.

When the occupant has remedied the violation as required in the *15-day Warning Notice of Violation*, the revocation advisor will note the remedy in the occupant's file in HOMES/NEMIS and notify [HQ-IA-DHU](#) that the violation has been resolved. If resolved, the occupant's status in the Recertification Queue needs to be changed to "ON SCHEDULE or BEHIND" depending on their overall progress.

Notice of Revocation – Major, General, and EOP

In the event an occupant does not remedy their violation, the revocation advisor will prepare a [Notice of Revocation \(NOR\)](#) to formally notify the occupant of the decision to terminate their eligibility for direct assistance by explaining, in plain language, the reason(s) for the decision, the effective date of the action, and instructions for how to appeal FEMA's decision.

NOR Development

General Conduct and Program Eligibility NORs

The revocation advisor will utilize pre-approved templates to generate the *NOR*. In addition to outlining the decision to terminate assistance, the *NOR* informs the occupant of their liability to pay penalty fees if they fail to surrender the THU to FEMA by the established deadline, as established in the [IAPPG](#), Chapter 3, Section V.C.8.

Abandoned Unit NORs

If the MHU is clearly abandoned, such as no power or personal property visible inside, or if the Recertification Advisor makes three attempts to contact the occupant with no answer as outlined in Chapter 9: Recertification, the revocation advisor can generate an [Abandoned Unit NOR](#). The *NOR* summarizes the abandonment observations or the three failed attempts to contact the occupant, provides the date and time FEMA completed a move out inspection.

The contractor collects any personal items left in the MHU, inventories them, and provides them to the MHU staging staff in a bag or other approved container. Garbage, perishable items, or soiled items should be discarded. In the event hazardous or illicit items remain are discovered in the MHU, the contractor reports the issue to the MHU Deactivation COR for guidance. The MHU Staging Lead is responsible for notifying the Recertification HUGS of the items and for storing them for 30 days. The Recertification HUGS is responsible for contacting the applicant and informing them they have 30 days to pick their items up from the MHU Staging area and providing them the appropriate contact information and location. After 30 days, the items are discarded.

Major Violation NORs

FEMA will move directly to termination of assistance for major violations. The recertification advisor will coordinate with the HUGS, JFO-OCC, and HQ-IA-DHU in the event a major violation is warranted. They will use the approved [NOR Major Violation](#) template. FEMA will not issue a [15-Day Warning Notice of Violation](#) prior to an [NOR Major Violation](#) due to the urgency of the need to protect other occupants, the community, and/or the interests of the Federal Government from criminal activity and any other conduct which poses a threat to health, safety, and property.

EOP NORs

All revocable licenses, or other forms of agreement, automatically expire at the EOP. In accordance with the [IAPPG](#), Chapter 3, Section V.C.8., FEMA will charge a monthly penalty fee when any occupant remains in the THU beyond the date the program ends. However, FEMA has the discretion to reduce the amount of the penalty fee assessed after the end of the program for occupants who meet certain criteria, as specified in the penalty fee policy. The HUGS is responsible for identifying which, if any, occupants meet the criteria for a reduced penalty fee based upon the policy.

- For cases where the penalty fee will not be reduced, the Revocations Advisor shall prepare the [30-Day End of Period of Assistance and Penalty Fee Template](#).
- For cases where the penalty fee will be reduced, the Revocations Advisor shall prepare the [30-Day End of Period of Assistance and Penalty Fee Reduction Template](#).

NOR Review

The HUGS, or designee, and JFO-OCC will review each *NOR* prior to its submission to [HQ-IA-DHU Revocations](#). Additionally, HQ-OCC must review all major violation *NORs*. HQ-IA-DHU will notify the HUGs, typically within 2 business days or less, providing concurrence, concurrence with minor edits, or non-concurrence, identifying major discrepancies or concerns which must be resolved before a notice may be issued.

Updating Information After NOR Delivery

The revocations advisor will update the occupant's file with copy of the *NOR*. These documents must also be updated in HOMES/NEMIS and notify [HQ-IA-DHU Revocations](#) that the *NOR* was delivered. The updates must be entered into HOMES/NEMIS on the same day of the visit, when possible. The occupant's status in the Recertification Queue needs to be changed to "ON HOLD – REVOCATIONS NOR DELIVERED".

NOR Delivery

The revocations advisor should hand deliver a *NOR* whenever possible, to explain the notice and advise the occupant of their required actions. The Revocations Advisor will attempt to obtain the occupant's signature on the cover page of the *NOR*. The Revocations Advisor shall then sign on the appropriate line regardless.

- If the occupant refuses to sign the receipt, the Revocations Advisor can write "Occupant refused to sign" in the "Notes" section. The accompanying FEMA employee present in the capacity of a witness shall sign next to the comment.
- If in-person delivery is not possible, FEMA may send the *NOR* by certified mail. A copy of the delivery confirmation should be placed in the occupant's file and scanned into the NEMIS file for the occupant.

Updating Information After NOR Delivery

The Revocations Advisor will update the occupant's file with a copy of the NOR. These documents must also be updated in HOMES/NEMIS and notify HQ-IA-DHU Revocations that the NOR was delivered. The updates must be entered into HOMES/NEMIS on the same day of the visit, when possible. The occupant's status in the Recertification Queue needs to be changed to "ON HOLD – REVOCATIONS NOR DELIVERED".

Tracking and Post-NOR Move-outs Process

The HUGS, or designee, is responsible for tracking the status of NORs. When the occupant complies with the NOR and returns the THU to FEMA, the HUGS notes the vacate date in the occupant's file, HOMES, and NEMIS record. When the occupant fails to return the THU to FEMA by the deadline established in the NOR, the HUGS will direct the Revocations Advisor to begin drafting the [Notice to Surrender Possession](#) using the pre-approved template.

Occupants will be charged a penalty fee in the event they remain in the unit past their move-out date. Once the Revocations Advisor completes the NOR, the HUGS, or designee, and JFO-OCC will review the notice prior to its submission to [HQ-IA-DHU Revocations](#). HQ-IA-DHU and HQ-OCC must review each major violation notice for completeness and factual accuracy prior to being delivered to the occupant.

Appeals

Within sixty (60) days of the date of the NOR, occupants have the right to appeal, in writing, FEMA's decision to revoke their license to occupy the THU as a result of program eligibility or conduct violations. NORs for the EOP are not subject to appeal. Filing an appeal does not relieve the occupant of the responsibility to vacate the THU by the deadline established in the NOR. Occupants who appeal a NOR are still required to move out and surrender possession of the THU during the appeal process.

The Deputy IABD for Direct Housing, or designee, is responsible for identifying an Appeals Officer to review and decide appeals. The Appeals Officer must be a FEMA employee who is knowledgeable of FEMA's regulations, policies, and procedures pertaining to Direct Temporary Housing Assistance, and must not have been personally, and substantially involved in the decision which the occupant is appealing.

The Appeals Officer will, upon receipt of the appeal, review FEMA's records for the occupant, and all substantiating documentation pertaining to the revocation. The Appeals Officer shall also review the occupant's appeal in order to determine whether any new and verifiable information has been provided which warrants reversing FEMA's decision to terminate assistance.

Reasons the Appeals Officer may overturn the revocation include situations where:

Chapter 10: Termination of Direct Temporary Housing Assistance

- FEMA cited a cause in the *NOR* which was different from the cause cited in the warning notices; OR
- FEMA failed to provide a sufficient explanation of the cause for revocation, or the remedy required, therefore depriving the occupant of the opportunity to remedy the violation; OR
- The occupant provides verifiable or authoritative documentation that the facts supporting the revocation are in error; OR
- For program eligibility or general violations, the occupant has remedied the violation, and demonstrated an understanding of the importance of complying with the terms and conditions of the revocable license, or other forms of agreement, in the future.

The Appeals Officer is responsible for preparing the decision letter by using the [Appeal Decision Letter for NOR](#) template. When the appeal is denied, the Appeals Officer shall insert a brief explanation, in plain language, of why the appeal is denied. Reasons for denying an occupant's appeal may include situations where:

- The occupant fails to provide new and verifiable information that the facts FEMA based its decision on were in error; OR
- The occupant fails to demonstrate that they remedied the violation prior to the revocation date.

The HUGS shall provide the Appeals Officer with all additional information necessary to complete the decision letter, including the amount of penalty fees the occupant has paid to date, and any amounts outstanding or refundable. The Appeals Officer shall forward the decision letter to OCC to be reviewed for legal sufficiency prior to delivery.

The HUGS is responsible for ensuring timely delivery of appeal decision letters. The method of delivery is the same as for *15-Day Warning Notice of Violation* and *NORs*. The HUGS is also responsible for tracking appeal decisions and for ensuring copies are retained in the NEMIS records for the occupant.

If an appeal is granted, the occupant's status in the Recertification Queue needs to be changed to "ON SCHEDULE" or "BEHIND" depending on their overall progress.

Notice to Surrender Possession (NTS)

Occupants who fail to vacate the THU and return the keys to FEMA, or who otherwise are preventing FEMA from reclaiming possession of the THU, shall be provided with an *NTS*. The HUGS is responsible for tracking *NORs* for compliance, and for ensuring occupants who do not vacate by their revocation date receive a *NTS* immediately after the expiration of their *NOR*. The occupant's status in the Recertification Queue needs to be changed to "ON HOLD – REVOCATIONS NTS DELIVERED".

The HUGS is responsible for ensuring the revocation advisors prepare the [Notice to Surrender Possession](#) using the template provided). Once the Revocations Advisor

completes the NTS, the HUGS, or designee, and JFO-OCC will review the notice prior to its submission to [HQ-IA-DHU Revocations](#).

Referral to the Department of Justice (DOJ) for Litigation

When the occupant fails to vacate the THU and return the keys to FEMA, or continues to otherwise prevent FEMA from reclaiming the THU within three (3) days of receiving a NTS, the HUGS shall prepare a copy of the occupant's file and provide it to [HQ-IA-DHU Revocations](#). The HQ-IA-DHU will review the package and ensure all items from the [Revocation Case Checklist for Referral to DOJ](#) are included in the package before providing to HQ-OCC. Submitting a package to HQ-OCC for potential DOJ litigation does not ensure the case will be tried.

After performing a final review for completeness and legal sufficiency, OCC will forward the case file to the Disaster Litigation Branch, who shall submit a memorandum to DOJ requesting a repossession action for the THU. DOJ is responsible for managing the legal process until the occupant vacates the unit, or a judge has ruled on FEMA's request. The process and timing of each repossession action will vary based upon a number of factors, including the discretion of DOJ and the court. Generally, DOJ will send a one-month warning letter to the occupant, providing notice of the government's intent to file a repossession action against them. After that month passes, DOJ will file a lawsuit for repossession of the THU on FEMA's behalf, and normal legal procedures will occur.

MLR Specific Termination Exceptions

The MLR HUTL is responsible for ensuring that the termination of direct housing assistance is implemented as outlined above, when necessary, with the following exceptions:

- For EOP NORs, the MLR HUTL will ensure that staff use the 30-day Closeout Notice End of Period of Assistance and Penalty Fee template for communicating EOP with occupants.
 - The MLR HUTL will ensure that the COR notifies the property owner or the property owner's representative of all termination of assistance actions within three days of their effective date.
- The [Notice to Owner of FEMA Termination Decision](#) will be used for all termination actions not related to the EOP.
 - A separate notice, the FEMA receipt for notice of termination, will be sent to the owner for each termination action taken for each occupant.

Recertification and Closeout

The MLR HUTL is responsible for ensuring that the applicant's eligibility is re-evaluated for consideration of continued assistance in accordance with direct temporary housing recertification and closeout processes. Please see Chapter 9: Recertification for more detailed information.

Chapter 10: Termination of Direct Temporary Housing Assistance

- The EOP notice, the [*Notice to Owner of FEMA Termination Decision \(End of Period of Assistance\)*](#), will be sent to the owner for all occupants of the property.

In the event an occupant fails to vacate the property at end of program or following the termination of assistance, the property owner is responsible for all eviction proceedings. The MLR HUTL will notify the COR whenever a THU provided under MLR is vacated by the occupant and is no longer needed. The COR is responsible for coordinating with the CO to have the unneeded unit formally released back to the property owner in accordance with the terms of lease agreement.

Direct Lease Specific Termination Exceptions

The Direct Lease HUTL is responsible for ensuring that the termination of direct housing assistance is implemented as outlined above, when necessary, with the following exceptions:

- If an applicant violates the lease with the landlord, the property management company will notify FEMA and provide FEMA with all applicable documentation for the file and NEMIS.
 - The Direct Lease HUTL or designee will review the information and, when appropriate, provide a written warning to the applicant or notify the applicant their eligibility is being terminated and provide the date by which the applicant must vacate the THU.
- The COR will also provide the property management company written notification in accordance with the terms of the contract to notify the property owner of FEMA's decision to terminate the occupancy for violations and the end of period of assistance, as appropriate.
- The property management company is responsible for coordinating with the property owner to remove the applicant and for ensuring that the property owner does not remove an applicant prior to the date FEMA terminates the applicant's eligibility. The property owner is responsible for pursuing any eviction based on FEMA's determination of ineligibility or end of period of assistance.
- The Direct Lease HUTL will notify the COR when a unit has been vacated and is no longer needed for Direct Lease applicants. The COR is responsible for coordinating with the property management company to have the unit formally released back to the property owner in accordance with the terms of the lease agreement unless the unit can be occupied by another eligible applicant.

APPENDIX A: ACRONYM LIST

AA	Assistant Administrator
AFMV	Adjusted Fair Market Value
ADAAG	Americans with Disabilities Act Accessibility Guidelines
APS	Applicant Services Section
ASSP	Applicant Services Program Specialist
CATEX	Categorical Exclusion
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CO	Contracting Officer
CONUS	Continental United States
COR	Contracting Officer Representative
CSAC	Caller Service and Casework Unit
DCM	Disaster Case Management
DHG	Direct Housing Guide
DHS	Department of Homeland Security
DHTF	Disaster Housing Task Force
DHU	Disaster Housing Unit
DIA	Disability Integration Advisor
DIABD	Deputy Individual Assistance Branch Director
DOJ	Department of Justice
DSA	Disaster Survivor Assistance
DUNS	Data Universal Numbering System
EA	External Affairs
EHAD	Environmental and Historic Preservation Advisor
EHP	Environmental and Historic Preservation
EOP	End of the Period of Assistance
EXBD	External Support Branch Director
FCO	Federal Coordinating Officer

Appendix A: Acronym List

FEIMS	Fire and Explosion Investigation and Management System
FEMA	Federal Emergency Management Agency
FSUL	Federal Staging Area Unit Leader
FMR	Fair Market Rent
FMV	Fair Market Value
FOD	Field Operations Directorate
GAR	Governor's Authorized Representative
GSA	General Services Administration
HOMES	Housing Operations Management Enterprise System
HQ	Headquarters
HQS	Housing Quality Standards
HSPD	Homeland Security Presidential Directive
HUD	Department of Housing and Urban Development
HUGS	Individuals and Households Program (Housing Unit) Group Supervisor
HUTL	Housing Task Force Leader
IA	Individual Assistance
IABD	Individual Assistance Branch Director
IAPPG	Individual Assistance Program and Policy Guide
IAPS	Individual Assistance Program Specialist
IASC	Individual Assistance Support Contract
ICS	Incident Command System
IDIQ	Indefinite Delivery, Indefinite Quantity
IGCE	Independent Government Cost Estimate
IHP	Individuals and Households Program
JFO	Joint Field Office
LMD	Logistics Management Directorate
LSCMS	Logistics Supply Chain Management System
MA	Mission Assignment
MHMG	Manufactured Housing Manager
MHSA	Manufactured Housing Staging Area

Appendix A: Acronym List

MHU	Manufactured Housing Unit
MHUL	Manufactured Housing Unit Leader
MLR	Multi-Family Lease and Repair
NEMIS	National Emergency Management Information System
NEPA	National Environmental Policy Act
NFIRA	National Flood Insurance Reform Act
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NPSC	National Processing Service Center
NRCC	National Response Coordination Center
NRF	National Response Framework
OCC	Office of Chief Counsel
OCONUS	Outside the Continental United States
ODIC	Office of Disability Integration and Coordination
ONA	Other Needs Assistance
ORR	Office of Response and Recovery
PHC	Permanent Housing Construction
PHP	Permanent Housing Plan
PII	Personally Identifiable Information
PKEMRA	Post-Katrina Emergency Management Reform Act
PMS	Program Management Section
POC	Point of Contact
PPI	Pre-Placement Interview
PRB	Project Review Board
QA	Quality Assurance
QC	Quality Control
RA	Regional Administrator
RAD	Recovery Analysis and Reports Division
REC	Record of Environmental Consideration
REO	Regional Environmental Officer

Appendix A: Acronym List

RFE	Ready for Electric
RFI	Request for Information
RFO	Ready for Occupancy
RMU	Resource Management Unit
ROE	Right of Entry
RRCC	Regional Response Coordination Center
RRF	Resource Request Form
RSF	Recovery Support Function
RTPD	Recovery Technology Programs Division
RV	Recreational Vehicle
SAM	System for Award Management
SAMS	Sunflower Asset Management System
SBA	Small Business Administration
SCO	State Coordinating Officer
SFHA	Special Flood Hazard Area
SIR	Site Inspection Request
SLDHTF	State-led Disaster Housing Task Force
SLTT	State, Local, Tribal, and Territorial
STT	State, Tribal and Territorial
SME	Subject-Matter Expert
SOP	Standard Operating Procedure
SORN	System of Record Notice
SOW	Statement of Work
TCO	Territorial Coordinating Officer
TFL	Task Force Leader
THU	Temporary Housing Unit
TM	Technical Monitor
TSA	Transitional Sheltering Assistance
TTHU	Transportable Temporary Housing Unit
UFAS	Uniform Federal Accessibility Standards

Appendix A: Acronym List

USACE	United States Army Corps of Engineers
U.S.C.	United States Code
USDA	United States Department of Agriculture
VAL	Voluntary Agency Liaison
VIN	Vehicle Identification Number
VOAD	Voluntary Organizations Active in Disaster
WO	Work Order

Appendix A: Acronym List

This page is intentionally blank

APPENDIX B: GLOSSARY

Applicant. An individual or household who submitted an application for disaster assistance.

Direct Lease. Existing ready-for-occupancy residential property leased and, if necessary, modified or improved to provide a reasonable accommodation for an eligible applicant with a disability and others with access and functional needs for use as temporary housing for eligible applicants.

Fair market rent (FMR). FMR is the amount of money a property would command if it were open for leasing. FMR is established by HUD for different geographic areas and is loaded into NEMIS every fiscal year to support standard eligibility processing procedures.

Federal Coordinating Officer (FCO). The FCO is responsible to effectuate the purposes of the Stafford Act upon an emergency or major disaster declaration. The FCO must coordinate, integrate, and synchronize response and recovery efforts or another action consistent with the provisions of the Stafford Act and as authorized by the President.

FEMA Verified Loss (FVL). The total dollar amount for IHP-eligible real or personal property items of average quality, size, and capacity, as verified by FEMA.

Housing Operations Management Enterprise System (HOMES). A module that is used for managing direct housing assistance. HOMES pulls in configurable survivor PII to place survivors in temporary housing. This application provides a mechanism for managing the Pre-Placement Interview (PPI) process as well as all additional interactions for a survivor and a manufactured housing unit.

Individual assistance (IA). IA includes a variety of programs available to individuals and households adversely affected by a major disaster or an emergency declaration. These programs are intended to meet applicants' basic needs and supplement disaster recovery efforts.

Individuals and Households Program (IHP). IHP provides financial assistance and direct services to eligible individuals and households that have uninsured or underinsured necessary expenses and serious needs.

Major disaster. A natural catastrophe (including a hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, a fire, flood, or explosion in the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Multi-Family Lease and Repair (MLR). MLR allows FEMA to enter into lease agreements with owners of multi-family rental property located in disaster areas and make repairs or improvements to provide temporary housing to applicants.

National Emergency Management Information System (NEMIS). An integrated data management system that expedites and helps automate management of disaster response

Appendix B: Glossary

and recovery operations, including registration, processing, and payment of assistance to disaster survivors.

Operational period. The operational period is the time scheduled for executing actions specified in an incident action plan, usually lasting 12 to 24 hours during the immediate aftermath of an incident and becoming longer as the incident progresses.

Permanent Housing Construction (PHC). Home repair and/or construction services provided in insular areas outside the continental U.S. and in other locations where no alternative housing resources are available; and where types of housing assistance FEMA normally provides, such as Rental Assistance or other forms of direct assistance, are unavailable, infeasible, or not cost-effective.

Permanent Housing Plan. Permanent housing plan means a realistic plan that within a reasonable time frame, puts the disaster survivor back into permanent housing that is similar to the pre-disaster housing situation. A reasonable time frame includes sufficient time for securing funds, locating a permanent dwelling, and moving into the dwelling.

Pre-Placement Interview (PPI). An interview with an applicant to determine if there are unmet temporary housing needs, and to attempt to match them with an available housing resource that meets their needs.

Primary Occupant. Primary Occupant means the applicant, co-applicant, or other household member over the age of 18 who signs the Temporary Housing Agreement or Revocable License. The primary occupant is responsible for any monthly rent or additional charges related to the Temporary Housing Unit.

Primary Residence. Primary residence refers to: 1.The home where the applicant normally lives during the major portion of the calendar year, or 2.The home that is required because of proximity to employment, including agricultural activities that provide 50% of the household's income.

Rental Assistance. Financial assistance to rent alternate housing accommodations while an applicant is displaced from his or her primary residence.

State-led Disaster Housing Task Force (SLDHTF). The SLDHTF is an emergency management body consisting primarily of SLTT leadership who coordinate and assist FEMA staff in carrying out a direct housing mission.

Temporary housing unit (THU). A house, apartment, cooperative, condominium, manufactured home, or other dwelling acquired by FEMA and made available to eligible applicants for a limited period of time.

Transportable temporary housing unit (TTHU). A readily-fabricated dwelling (i.e. Recreational Vehicle or Manufactured Housing Unit) purchased or leased by FEMA and provided to eligible applicants for use as temporary housing for a limited period of time.

Wraparound services. Wrap-around services address the support eligible applicants need while living in the TTHU. Wrap-around services may include basic social services, access to transportation, police/fire protection, emergency/health care services, communications, utilities, grocery stores, child care, and educational institutions.

APPENDIX C: AUTHORITIES AND FOUNDATIONAL DOCUMENTS

Laws

Post-Katrina Emergency Management Reform Act of 2006 (Public Law 109-295), October 2006

The Post-Katrina Emergency Management Reform Act (PKEMRA) clarified and modified the Homeland Security Act with respect to the organizational structure, authorities, and responsibilities of FEMA and the FEMA Administrator. PKEMRA enhanced FEMA's responsibilities and its autonomy within the Department of Homeland Security (DHS). Pursuant of PKEMRA, FEMA is to lead and support the Nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation. Under PKEMRA, the FEMA Administrator reports directly to the Secretary of Homeland Security; however, FEMA is now a distinct entity within DHS, and the Secretary of Homeland Security can no longer substantially or significantly reduce the authorities, responsibilities, or functions of FEMA—or the capability to perform them—unless authorized by subsequent legislation. PKEMRA further directed the transfer to FEMA many of the functions of DHS' former Preparedness Directorate.

Rehabilitation Act of 1973, as amended, Sections 504 and 508

The Rehabilitation Act of 1973 serves to expand special federal responsibilities with respect to individuals with disabilities. The act provides guidance and technical assistance on achieving physical, program, and effective communication access. Section 504 requires FEMA to provide equal access to individuals with disabilities in connection with FEMA programs and activities; FEMA is required to modify its programs policies, and procedures in order to provide access to individuals with disabilities. Section 508 requires FEMA to provide equal access to electronic information and data.

Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended, 42 U.S.C. §§ 5121-5207)

The Stafford Act authorizes the programs and processes by which the Federal Government provides disaster and emergency assistance to state and local governments, tribal nations, eligible private nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events.

Presidential Directives

Homeland Security Presidential Directive 5 (HSPD-5), 2003, Homeland Security

HSPD-5 enhances the ability of the United States to manage domestic incidents by directing the establishment of a single, comprehensive National Incident Management System (NIMS). NIMS is designed to cover the prevention of, preparation for, response to, and recovery from terrorist attacks, major disasters, and other emergencies. NIMS allows all levels of government throughout the Nation to work together efficiently and effectively. HSPD-5 gives further detail on which government officials oversee and have authority for various parts of the NIMS, and it makes several amendments to various other homeland security Presidential directives.

Regulations

Title 44 CFR, “Emergency Management and Assistance” – 44 CFR 1.1 et seq.

The Code of Federal Regulations (CFR) is a codification of the general and permanent rules and regulations published in the FEDERAL REGISTER that contain basic policies and procedures. Title 44 CFR, “Emergency Management and Assistance,” is composed of one volume and contains the basic policies and procedures of FEMA, including those required for the implementation of the Stafford Act.

Policy and Guidance

FEMA Incident Management and Support Keystone, January 2011

This keystone is the primary document from which all other FEMA disaster response directives and policies are derived. The keystone describes how the response doctrine, articulated in the National Response Framework (NRF), is implemented in FEMA disaster response operations.

FEMA Directive 108-1 Environmental Planning and Historic Preservation Responsibilities and Program Requirements and *Instruction 108-1-1*

The EHP Directive and Instruction detail FEMA’s roles, responsibilities, authorities, and procedures to ensure all FEMA’s actions comply with Federal EHP statutes and Executive orders.

Incident Management Manual, September 2015

The Incident Management Manual explains the basis for incident staffing and exercising, and describes incident organizational structures, activities, roles, and responsibilities during a Federal response. It explains how FEMA implements the Incident Command Structure (ICS) in accordance with the National Incident Management System, the Incident Management and Support Keystone, National Response Framework, and the National Disaster Recovery

Framework, and is designed to work in harmony with the Incident Management and Support Keystone and the Incident Management Handbook.

Recovery Operations Support Manual (ROSM), December 2019 (Operational Draft)

The ROSM provides strategic guidance for how FEMA will support the recovery of disaster-affected states, tribes, territories, and communities. It also establishes an enterprise-wide approach for managing recovery operations that emphasizes risk management and conditions-based decision-making across multiple concurrent events in all stages of the disaster lifecycle.

Individual and Households Program Delegation of Authority Standard Operating Procedure, July 2018

This SOP provides guidance on the roles and responsibilities for delegated authorities within the Individuals and Households Program (IHP) and direction on the completion and submission of templates used when requesting and implementing IHP program areas.

Individuals Assistance Program and Policy Guide (IAPPG), March 2019

The IAPPG compiles FEMA policy for each type of assistance available under the IA program. The IAPPG serves as a singular policy resource for SLTT governments that assist disaster survivors with post-disaster recovery.

Integrated Operating Concept for Field Operations, December 2016

The Integrated Operating Concept for Field Operations serves as a broad guide to help field leaders understand how FEMA actions contribute to the achievement of community outcomes across the spectrum of disaster operations. The Integrated Operating Concept for Field Operations describes the sequence, relationships, and interdependencies of the phases of emergency management and outlines a structure that enhances the integration of deliberate regional and incident planning. This broad understanding allows field leadership increased flexibility in developing their incident strategic and incident action plans.

National Incident Management System (NIMS), December 2008

The NIMS is a set of principles that provides a systematic, proactive approach to guiding government agencies at all levels, non-governmental organizations (NGO), and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents—regardless of cause, size, location, or complexity—in order to reduce the loss of life or property and harm to the environment.

National Response Framework (NRF), October 2019

The National Response Framework (NRF) provides foundational emergency management doctrine for how the Nation responds to all types of incidents. The NRF is built on scalable, flexible, and adaptable concepts identified in the National Incident Management System (NIMS) to align key roles and responsibilities across the Nation. The structures, roles, and responsibilities described in this Framework can be partially or fully implemented in the context of a threat or hazard, in anticipation of a significant event, or in response to an incident. Implementation of the structures and procedures described herein allows for a scaled response, delivery of specific resources and capabilities, and a level of coordination appropriate to each incident.

Recovery Operations Playbook, February 2015

The Recovery Operations Playbook provides additional considerations, informational requirements, and input from stakeholders necessary for the AA for Recovery to make prompt, deliberate, and consistent programmatic decisions. The Recovery Operations Playbook identifies decision points across typical phases of the recovery timeline and outlines inputs and information requirements needed to make programmatic decisions over the course of a disaster.

Termination of Direct Temporary Housing Assistance SOP, April 2016

The *Termination of Direct Temporary Housing Assistance SOP* provides guidance to FEMA employees responsible for administering Direct Temporary Housing Assistance and for terminating such assistance when MHU or MLR occupants fail to comply with the terms and conditions of their revocable license.

APPENDIX D: CONSOLIDATED STAFFING AND RESPONSIBILITIES FOR PROGRAM IMPLEMENTATION

Table 7 identifies the staffing positions at the HQ, Regional, and JFO level for program implementation.

Table 7: Consolidated Staffing and Responsibilities

	PROGRAM IMPLEMENTATION						
POSITION	Request and Approval	PPI	TTHU	MLR	Direct Lease	Recertification	Termination
HEADQUARTERS (HQ)							
Assistant Administrator for Recovery (AA)	X		X	X	X	X	
Individual Assistance (IA) Division Director	X	X	X	X	X	X	X
Individuals and Households Program Service Delivery Branch (IHP) Program Management Section Chief (HQ-IHP-PMS Section Chief)	X	X	X	X	X	X	X
IA HQ Disaster Housing Unit (HQ-IA-DHU)	X	X	X	X	X	X	X
HQ Office of Chief Counsel (HQ-OCC)	X	X	X	X	X	X	
AA for Logistics Management Directorate			X				
Manufactured Housing Operations Branch (HQ-LMD-MHOPs)			X				
Reporting and Analytics Division (RAD)	X	X	X	X	X	X	X
Recovery Technology Programs Division (RTPD)		X					
IHP-PMS-Coordination Unit (HQ-IHP-CSAC)		X					
IHP-Applclicant Processing Section (APS) Caller Service and Caseworker (HQ-IHP-CSAC)		X					
Office of Disability Integration and Coordination (ODIC)		X					

Appendix D: Consolidated Staffing and Responsibilities for Program Implementation

	PROGRAM IMPLEMENTATION						
POSITION	Request and Approval	PPI	TTHU	MLR	Direct Lease	Recertification	Termination
REGIONAL							
Regional Administrator (RA)	X		X	X	X	X	
Regional Environmental Officer (EHAD)			X	X	X		
IA Branch Chief (IABC)	X	X	X	X	X	X	
Regional Office of Chief Counsel (Regional OCC)	X	X	X	X	X	X	
Regional Environmental Officer (EHAD)			X	X	X		
JOINT FIELD OFFICE (JFO)							
Federal Coordinating Officer (FCO)	X		X	X	X	X	
Deputy Individual Assistance Branch Director for Direct Housing (Deputy IABD for Direct Housing)	X	X	X	X	X	X	
External Support Branch Director for Manufactured Housing Operations (MHOPs EXBD)			X				
JFO Office of Chief Counsel (JFO-OCC)		X	X	X	X	X	X
IA Individuals and Households Program (IHP) Group Supervisor (HUGS)		X	X	X	X	X	X
IA Individuals and Households Program (IHP) Task Force Leader (HUTL)		X	X	X	X	X	
IA Individuals and Households Program (IHP) Crew Leader (HUCL)		X	X	X	X	X	
IA Applicant Services Program Specialist (ASSP)		X	X	X	X	X	X
Manufactured Housing Unit Leader (MHUL)			X				X
Manufactured Housing Specialist - (MHSP)			X				X
Manufactured Housing Support Specialist (MHSS)			X				X
Environmental Planning and Historic Preservation Advisor (EHAD)			X	X	X		
Contracting Officer (CO)			X	X	X		
Contracting Officer Representative (COR)			X	X	X		