



# DISASTER INFORMATION FOR ELECTED OFFICIALS AND CONSTITUENTS

Guidance and information to share with elected officials and constituents during and after a federally declared disaster.

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## **Federal and State Declarations**

On March 13, 2020, President Trump issued a nationwide Emergency Declaration. The emergency declaration does not change measures authorized under other federal statutes and HHS remains the lead federal agency directing the federal response to COVID-19. FEMA actions will be in support of HHS and in coordination with state, tribal and territorial governments.

Eligible emergency protective measures taken at the direction or guidance of public health officials in response to this emergency, and not supported by the authorities of another federal agency, will be reimbursed strictly under the FEMA Public Assistance program. FEMA assistance will be provided at a 75 percent Federal cost share. Reimbursable activities typically include emergency protective measures such as the activation of State Emergency Operations Centers, National Guard costs, law enforcement and other measures necessary to protect public health and safety.

The total amount of assistance provided for in a single emergency may not exceed \$5 million without the President notifying Congress. The Governor must submit a request through the FEMA Regional Administrator within 30 days of the incident requesting supplemental assistance.

The Emergency Declaration only provides Public Assistance. **It does not include Individual Assistance.**

## **Key Disaster Numbers**

The State of Louisiana is only testing individuals admitted to a hospital or other high risk. As of noon on Monday, March 23, 2020, **there were 1,172 positive cases in 41 of 64 parishes out of 5,948 (1,634 State and 4,314 privately) tested and 34 deaths.** Approximately 10% of the private tests were positive. These numbers are update at noon on <http://ldh.la.gov/Coronavirus/>.

### **Coronavirus Information from Center for Disease Control (CDC)**

Information on the virus and how to protect yourself is available at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

### **Information and Assistance from Louisiana Department of Health (LDH)**

Louisiana-centered information on the virus is available at <http://ldh.la.gov/coronavirus/>

For individuals in Louisiana, 211 is the single access point for information and assistance. LDH moved their information helpline to 211 after the regular hotline at 1-855-523-2652 was overwhelmed.

- Call 211.
- Text LACOVID to 898-211
- or visit [www.LA211Help.org](http://www.LA211Help.org) or <https://louisianaassoc1.godaddy.com/>

### **Coronavirus Testing**

#### **Frequently Asked Questions about COVID-19 Diagnostic Tests**

In response to questions from labs, manufacturers, health care providers, and others, FDA has generated FAQs and posted them on our website for all who are involved in test development for COVID-19s. FDA updates these FAQs on a rolling basis, often daily as issues arise. Your constituents can access these FAQs at: <https://www.fda.gov/medical-devices/emergency-situations-medical-devices/faqs-diagnostic-testing-sars-cov-2>.

#### **Emergency Use Authorization (EUA) for COVID-19 Diagnostic Tests**

If someone needs additional information for completing the EUA template, would like to know how to submit Pre-EUA/EUA submissions to FDA, or wishes to consider an alternative specimen type, they may contact the Division of Microbiology Devices at (301) 348-1778 or email [CDRH-EUA-Templates@fda.hhs.gov](mailto:CDRH-EUA-Templates@fda.hhs.gov). Please note that FDA is unable to provide information on the status of any individual submissions (this is generally confidential commercial information) and FDA would encourage congressional offices to reach out to specific developers for the status of any pending product submissions.

#### **State Testing**

Only individuals who are hospitalized due to severe symptoms of the virus or have other high risk factors are being tested by the State upon a referral from the hospital.

#### **Testing For Health Care Personnel and First Responders**

On March 19, 2020, the State, working with HHS, opened testing sites for health care personnel and first responders. This is the first to four sites HHS will pilot across the country. The testing sites will be open from 8 a.m. to 6 p.m. every day, or until they reach the limit of the tests they can do each day.

Individuals will be required to show identification and evidence they are one of the groups that qualify. They will also be asked for evidence of health insurance if they have it, though no one will be turned away if they don't have insurance.

They are located at:

Louis Armstrong Park  
Mahalia Jackson Theater Parking Lot  
701 N Rampart St.  
New Orleans, LA 70116

University of New Orleans' Lakefront Arena  
6801 Franklin Ave.  
New Orleans, LA 70122

Alario Center in Westwego  
2000 Segnette Blvd.  
Westwego, LA 70094

### **Requesting a Private Test**

Individuals may obtain a private test from LabCorp or a Drive Through Location with a physician referral. You should contact your primary care physician to request a test if you are showing symptoms. People who do not have a primary care provider can call 211 or texting LACOVID to 898-211 and they will be referred to a nearby clinic. As a last resort, they may contact the Louisiana Department of Health hotline at 1-855-523-2652.

### **How Drive Through Will Work**

Only patients with a provider order, faxed to the testing center, will be administered a COVID-19 test. Upon arrival, patients will show their provider order, state issued ID, insurance card, and remain in their vehicle while healthcare professionals administer the test. If you are bringing a child for testing, the guardians name must match the name on the provider order. Results will be sent directly to the provider ordering the test within 3-5 days.

### **Drive Through Locations:**

#### **Baton Rouge**

Baton Rouge General Mid-City  
3600 Florida Boulevard  
Baton Rouge, LA 70806  
Open 1pm – 3pm

#### **Bayou Region**

Ochsner Urgent Care – Houma  
5922 W. Main St., Suite A  
Houma, LA 70360

#### **Gonzales**

St. Elizabeth Hospital/OLOL Ascension  
2647 S St Elizabeth Blvd.  
Gonzales, LA 70737

#### **Lafayette**

Cajundome  
444 Cajundome Blvd.  
Lafayette, LA 70506  
9:00 a.m. to noon

#### **Marero**

West Jefferson Medical Center  
1101 Medical Center Blvd.  
Marrero, LA 70072  
To be screened; (504) 962-6202  
12 p.m. to 8 p.m

#### **New Orleans**

Ochsner Urgent Care - Mid-City at Canal  
4100 Canal St, New Orleans  
New Orleans, LA 70119

**New Orleans**

Louis Armstrong Park  
Mahalia Jackson Theater Parking Lot  
701 N Rampart St.  
New Orleans, LA 70116  
8 a.m. to 6 p.m. , with a cap of 100 tests/day

**Northshore**

Ochsner Urgent Care – Mandeville  
2735 US-190, Suite D  
Mandeville, LA 70471

**New Orleans**

University of New Orleans' Lakefront Arena  
6801 Franklin Ave.  
New Orleans, LA 70122  
8 a.m. to 6 p.m., with a cap of 100 tests/day

**Westwego**

Alario Center in Westwego  
2000 Segnette Blvd.  
Westwego, LA 70094  
8 a.m. to 6 p.m., with a cap of 250 tests/day



### **Governor's Stay Home Order**

On March 22, 2020, the Governor issued a "Stay Home" order that became effective 5 p.m. on March 23, 2020. The order directs all Louisiana residents to shelter at home and limit movements outside of their homes beyond essential needs.

The governor's official order can be found on his online at <https://gov.louisiana.gov/assets/Proclamations/2020/JBE-33-2020.pdf>.

#### **You are allowed to:**

Go to the grocery, convenience or warehouse store

Go to the pharmacy to pick up medications and other healthcare necessities

Go to medical appointments (check with your doctor or provider first)

Go to a restaurant for take-out, delivery or drive-thru

Care for or support a friend or family member

Take a walk, ride your bike, hike, jog and be in nature for exercise — just keep at least six feet between you and others.

Walk your pets and take them to the veterinarian if necessary

Help someone to get necessary supplies

Receive deliveries from any business which delivers

#### **The Governor discourages you from:**

Going to work unless you are providing essential services as defined by this Order

Visiting friends and family if there is no urgent need

Maintaining less than 6 feet of distance from others when you go out

Visiting loved ones in the hospital, nursing home, skilled nursing facility or other residential care facility, except for limited exceptions as provided on the facility websites.

#### **For businesses, the new Stay at Home order has limits on the following:**

All places of public amusement, whether indoors or outdoors, including but not limited to, locations with amusement rides, carnivals, amusement parks, water parks, trampoline parks, aquariums, zoos, museums, arcades, fairs, pool halls, children's play centers,

playgrounds, theme parks, any theaters, concert and music halls, adult entertainment venues, racetracks, and other similar businesses.

All personal care and grooming businesses, including but not limited to, barber shops, beauty salons, nail salons, spas, massage parlors, tattoo parlors, and other similar businesses.

All malls, except for stores in a mall that have a direct outdoor entrance and exit that provide essential services and products as provided by the Cybersecurity & Infrastructure Security Agency (CISA) guidelines.

Businesses closed to the public as listed in the order can conduct necessary activities such as payroll, cleaning services, maintenance or upkeep as necessary.

Any business not covered by the guidance from the CISA discussed in Section 3 of the order and not ordered to temporarily close must reduce operations to continue with minimum contact with members of the public and essential employees, while requiring proper social distancing, adhering to the 10-person limitation on gathering size.

Early learning centers and child care facilities adhering to the guidance issued by the Louisiana Department of Education and Office of Public Health may continue to operate.

**Examples of Essential Worker Functions under the Cybersecurity & Infrastructure Security Agency (CISA) guidelines include:**

Healthcare workers and caregivers

Mental health and Social Service workers

Pharmacy employees

Workers supporting groceries, pharmacies and other retail sales of food and beverage products

Restaurant carryout and quick-serve food operations and food delivery employees

Farmworkers

Electricity and Utility Industry Employees

Critical Manufacturing Employees (medical supply chains, energy, transportation, food, chemicals)

Petroleum, Natural and Propane Gas Workers

Transportation and Logistics Workers

Communications and Information Technology Employees

**What is the difference between “Safer at Home” and “social distancing”?**

Safer at home is a stricter form of social distancing. Safer at home means:

Stay home (stay unexposed and do not expose others)

Only go out for essential services

Stay six feet or more away from others

Don't gather in groups

**What if I need to visit a health care provider?**

Do not go to the emergency room unless you have an actual emergency.

If you feel sick, please first call your doctor, a nurse hotline or an urgent care center.

**Can I use ride share, on-demand service or a taxi?**

Only for essential travel. You should avoid being in a vehicle with many other people. In circumstances under which such transportation is needed, you must practice social distancing, cover your mouth and nose if you cough or sneeze, use hand sanitizer or wash your hands before and after rides. Airlines, taxis and other private transportation providers, like Uber and Lyft, providing transportation services necessary for essential activities and other purposes are expressly authorized in the Safer at Home Executive Order.

**Should I stock up on food, necessities like toilet paper and medicines?**

No. You will continue to be able to purchase these items whenever you need them, as stores selling necessary items like grocery stores, pharmacies and hardware stores will remain open and are frequently restocking.

Please continue to buy normal quantities of these items on the same schedule you normally do. This will ensure that there is enough for everyone.

**Can grocery stores and other food retailers remain open?**

Yes. Grocery stores, water retailers, produce stands, supermarkets, food banks, convenience stores, and similar food retail establishments are encouraged to remain open to provide food and pet supplies to the public. When visiting these establishments, please help retailers maintain at least six feet minimum distance between patrons, including by providing ample space while shopping and waiting in line.

## Assistance for Businesses

### U.S. Small Business Administration (SBA) Disaster Loans Assistance (Available)

**The Small Business Administration has separate authority to declare a disaster even when FEMA does not declare one.** In this situation where there is no damage to property, the SBA may still offer Economic Injury loans to businesses to help cover lost revenue caused by the disaster so businesses may cover their expenses.

The Governor submitted a request to the SBA on March 18, 2020 covering Jefferson and Orleans Parishes and later submitted an amended request for the whole state. The SBA approved the request for all parishes on March 19, 2020. The Governor's initial request was limited to Jefferson and Orleans because these were the most severely and initially impacted, thus making it easier for the State to provide to apply. The deadline to apply is December 21, 2020.

- Businesses needing assistance with SBA Disaster Assistance Loans may contact the SBA Disaster Assistance Customer Service Center. Business may visit an SBA Business Recovery Center, if offered for personalized help.
- Non-Profits may be eligible for SBA Disaster Assistance Loans if they do not qualify for Public Assistance (PA). They should contact GOHSEP at (225) 925-7500 to determine if they qualify for PA or should they apply for a loan.
- Eligibility and Interest Rates based on credit rating. Actual rates will be set once disaster is declared. The below rates are from the most recent disaster in June.

	No Credit Available Elsewhere	Credit Available Elsewhere
Economic Injury Loans		
Business & Small Ag Coops	3.750%	
Non-Profits	2.750%	

- Loan Limits
  - Businesses: \$2,000,000 to overcome the temporary loss of revenue.
- An application may be declined for the following reasons: lack of repayment ability, lack of repayment ability based on forecast, unsatisfactory history on an existing or previous SBA loan, unsatisfactory history on a Federal obligation, unsatisfactory credit history, unsatisfactory debt payment history (other than a credit bureau), and economic injury is not substantiated. An application may be withdrawn when requested information is not furnished within the allowed timeframe.

### SBA Disaster Assistance Customer Service Center

Phone: (800) 659-2955

Deaf and hard-of-hearing individuals: (800) 877-8339

E-mail: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) Online: <https://disasterloan.sba.gov/ela/>

### **SBA Business Recovery Centers (BRC)**

The SBA will likely not open BRCs. Assistance and information on the SBA's Coronavirus Assistance may be found at <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>.

### **Business Assistance in Congressional Relief Bills**

#### **H.R.6201 - 116th Congress (2019-2020): Families First Coronavirus Response Act**

##### **Paid Sick Leave for Workers**

For COVID19 related reasons, employees receive up to 80 hours of paid sick leave and expanded paid child care leave when employees' children's schools are closed or child care providers are unavailable.

##### **Complete Coverage**

Employers receive 100% reimbursement for paid leave pursuant to the Act.

- Health insurance costs are also included in the credit.
- Employers face no payroll tax liability.
- Self-employed individuals receive an equivalent credit.

##### **Fast Funds**

Reimbursement will be quick and easy to obtain.

- An immediate dollar-for-dollar tax offset against payroll taxes will be provided
- Where a refund is owed, the IRS will send the refund as quickly as possible.

##### **Small Business Protection**

Employers with fewer than 50 employees are eligible for an exemption from the requirements to provide leave to care for a child whose school is closed or child care is unavailable in cases where the viability of the business is threatened.

- **Easing Compliance**
  - Requirements subject to 30-day non-enforcement period for good faith compliance efforts.

To take immediate advantage of the paid leave credits, businesses can retain and access funds that they would otherwise pay to the IRS in payroll taxes. If those amounts are not sufficient to cover the cost of paid leave, employers can seek an expedited advance from the IRS by submitting a streamlined claim form that will be released next week.

##### **Paid Leave**

The Act provides that employees of eligible employers can receive two weeks (up to 80 hours) of paid sick leave at 100% of the employee's pay where the employee is unable to work because the employee is quarantined, and/or experiencing COVID19 symptoms, and seeking a medical diagnosis. An employee who is unable to work because of a need to care for an individual subject to quarantine, to care for a child whose school is closed or child care provider is unavailable for reasons related to COVID19, and/or the

employee is experiencing substantially similar conditions as specified by the U.S. Department of Health and Human Services can receive two weeks (up to 80 hours) of paid sick leave at 2/3 the employee's pay. An employee who is unable to work due to a need to care for a child whose school is closed or child care provider is unavailable for reasons related to COVID19, may in some instances receive up to an additional ten weeks of expanded paid family and medical leave at 2/3 the employee's pay.

### **Paid Sick Leave Credit**

For an employee who is unable to work because of Coronavirus quarantine or self-quarantine or has Coronavirus symptoms and is seeking a medical diagnosis, eligible employers may receive a refundable sick leave credit for sick leave at the employee's regular rate of pay, up to \$511 per day and \$5,110 in the aggregate, for a total of 10 days.

For an employee who is caring for someone with Coronavirus, or is caring for a child because the child's school or child care facility is closed, or the child care provider is unavailable due to the Coronavirus, eligible employers may claim a credit for two-thirds of the employee's regular rate of pay, up to \$200 per day and \$2,000 in the aggregate, for up to 10 days. Eligible employers are entitled to an additional tax credit determined based on costs to maintain health insurance coverage for the eligible employee during the leave period.

### **Child Care Leave Credit**

In addition to the sick leave credit, for an employee who is unable to work because of a need to care for a child whose school or child care facility is closed or whose child care provider is unavailable due to the Coronavirus, eligible employers may receive a refundable child care leave credit. This credit is equal to two-thirds of the employee's regular pay, capped at \$200 per day or \$10,000 in the aggregate. Up to 10 weeks of qualifying leave can be counted towards the child care leave credit. Eligible employers are entitled to an additional tax credit determined based on costs to maintain health insurance coverage for the eligible employee during the leave period.

### **Prompt Payment for the Cost of Providing Leave**

When employers pay their employees, they are required to withhold from their employees' paychecks federal income taxes and the employees' share of Social Security and Medicare taxes. The employers then are required to deposit these federal taxes, along with their share of Social Security and Medicare taxes, with the IRS and file quarterly payroll tax returns ([Form 941](#) series) with the IRS.

Under guidance that will be released next week, eligible employers who pay qualifying sick or child care leave will be able to retain an amount of the payroll taxes equal to the amount of qualifying sick and child care leave that they paid, rather than deposit them with the IRS.

The payroll taxes that are available for retention include withheld federal income taxes, the employee share of Social Security and Medicare taxes, and the employer share of Social Security and Medicare taxes with respect to all employees.

If there are not sufficient payroll taxes to cover the cost of qualified sick and child care leave paid, employers will be able file a request for an accelerated payment from the IRS. The IRS expects to process these requests in two weeks or less. The details of this new, expedited procedure will be announced next week.

### **Examples**

- 1) If an eligible employer paid \$5,000 in sick leave and is otherwise required to deposit \$8,000 in payroll taxes, including taxes withheld from all its employees, the employer could use up to \$5,000 of the \$8,000 of taxes it was going to deposit for making qualified leave payments. The employer would only be required under the law to deposit the remaining \$3,000 on its next regular deposit date.
- 2) If an eligible employer paid \$10,000 in sick leave and was required to deposit \$8,000 in taxes, the employer could use the entire \$8,000 of taxes in order to make qualified leave payments, and file a request for an accelerated credit for the remaining \$2,000.
- 3) Equivalent child care leave and sick leave credit amounts are available to self-employed Individuals under similar circumstances. These credits will be claimed on their income tax return and will reduce estimated tax payments.

### **Small Business Exemption**

Small businesses with fewer than 50 employees will be eligible for an exemption from the leave requirements relating to school closings or child care unavailability where the requirements would jeopardize the ability of the business to continue. The exemption will be available on the basis of simple and clear criteria that make it available in circumstances involving jeopardy to the viability of an employer's business as a going concern. The U.S. Department of Labor will provide emergency guidance and rulemaking to clearly articulate this standard.

### **Non-Enforcement Period**

The U.S. Department of Labor will be issuing a temporary non-enforcement policy that provides a period of time for employers to come into compliance with the Act. Under this policy, Labor will not bring an enforcement action against any employer for violations of the Act so long as the employer has acted reasonably and in good faith to comply with the Act. Labor will instead focus on compliance assistance during the 30-day period.

### **Additional Information**

For more information about these credits and other relief, visit [Coronavirus Tax Relief on IRS.gov](https://www.irs.gov).

## **Assistance for Individuals**

### **How Federal Disaster Assistance Works**

Federal Disaster Assistance is designed to assist individuals for uninsured, disaster-related losses. All federal and state agencies allocating federal disaster assistance to an individual must determine the value of the loss incurred and ensure that the total amount received from insurance, charities, federal and state grants and loans, or other sources do not exceed the amount of the loss. Receiving more than one's loss is an economic gain resulting from a duplication of benefits.

### **Duplication of Benefits (DOB)**

When the federal government first became involved in providing disaster assistance in the 60s and 70s, it relied on loans and added grants to assist those that could not qualify a loan or a loan large enough to meet all of their needs. To ensure no one received more in assistance than their actual losses, DOB rules were put in place that say before an agency can provide federal funds to a disaster victim, they must first determine their loss and subtract any assistance they have already received from insurance, charities, federal and state grants and loans, or other sources.

The DOB rules apply separately to each form of assistance (i.e. repairs, contents, travel, rental assistance, etc.). For example, assistance received for contents and rental assistance, do not count towards assistance one would receive for repairs.

In October 2018, after Senator Cassidy blocked a vote unless a DOB repeal was included in the Federal Aviation Administration (FAA) Reauthorization / Disaster Recovery Reform Act of 2018 bill, Congress passed and President Trump signed into law a temporary repeal of the DOB rule. The repeal covers a DOB between SBA loans and Community Development Block Grant for Disaster Recovery (CDBG-DR) funds for disasters declared between January 1, 2016 and December 31, 2021. The full HUD rule implementing the repeal can be found at [https://www.hud.gov/sites/dfiles/Main/documents/6169-N-01\\_Main\\_DOB\\_Notice.pdf](https://www.hud.gov/sites/dfiles/Main/documents/6169-N-01_Main_DOB_Notice.pdf).

### **FEMA Individual Assistance (IA) – Not Available At This Time**

At this time, there is no FEMA Individual Assistance. On March 24, 2020, the Governor submitted a request for a Disaster Declaration which includes Individual Assistance. In addition to the more familiar repair and personal property assistance, FEMA offers what is termed "Other Needs Assistance" that could potential help coronavirus victims. The maximum amount of other needs assistance is limited to \$35,500 during Fiscal Year 2020; however, some forms have individual limits.

### **FEMA IA Other Needs Assistance**

Other Needs Assistance provides grants for uninsured, disaster-related necessary expenses and serious needs. Assistance includes:

- Medical and dental expenses (Requested by the Governor)
- Funeral and burial costs (Requested by the Governor)
- Repair, cleaning, or replacement of:



- Clothing
- Household items (room furnishings, appliances)
- Specialized tools or protective clothing and equipment required for your job
- Necessary educational materials (computers, school books, supplies)
- Clean-up items (wet/dry vacuum, air purifier, dehumidifier)
- Fuel for primary heat source (heating oil, gas)
- Repairing or replacing vehicles damaged by the disaster, or providing for public transportation or other transportation costs
- Moving and storage expenses related to the disaster (including storage or the return of property to a pre-disaster home)
- Other necessary expenses or serious needs (for example, towing, or setup or connecting essential utilities for a housing unit not provided by FEMA) (Requested by the Governor)
- The cost of a National Flood Insurance Program group flood insurance policy to meet the flood insurance requirements

On March 10, 2020, Vice President Pence announced that the major health insurers as well as Medicaid and Medicare will cover all copays and expenses for coronavirus testing and treatment with a guarantee of no out-of-pocket, surprise billing. This is estimated to cover approximately 240 million Americans.

### **Other Services Available When FEMA Individual Assistance Is Available**

- **Mass Care and Emergency Assistance (MC/EA)**  
Mass Care is composed of seven services known as activities: sheltering; feeding; distribution of emergency supplies; support for individuals with disabilities and others with access and functional needs; reunification services for adults and children; support for household pets, service, and assistance animals; and mass evacuee support. In addition to the seven aforementioned activities, MC/EA also supports the National Mass Care Exercise (NMCE) training program and offers partnerships through the following programs: Blue Roof Program and Transitional Sheltering Assistance (TSA).
- **Crisis Counseling Assistance and Training Program (CCP) (Requested by the Governor on March 24)**  
CCP provides eligible STTLs governments, and non-governmental organizations with supplemental funding to assist disaster-impacted individuals and communities in recovering from the major disasters through the provision of community-based outreach and psycho-educational services. The goal is to aid survivors in recovering from the adverse reactions to disasters and to begin to rebuild their lives.

- **Disaster Unemployment Assistance (DUA) (Requested by the Governor on March 24)**

DUA provides unemployment benefits and re-employment assistance services to eligible survivors affected by a Presidentially-declared major disaster. These services are under the responsibility of the U.S. Department of Labor and administered by the state, territorial, tribal, and local government emergency management officials of the affected area(s). DUA is only available to those eligible survivors who are not eligible for regular state unemployment insurance (UI). Individuals who are unable to work as a result of the disaster may register for disaster unemployment assistance by calling (866) 783-5567 or online at <https://www.louisianaworks.net/hire/vosnet/Default.aspx>.

- **Disaster Legal Services (DLS)**

DLS provides legal aid to survivors affected by a Presidentially-declared major disaster through an agreement with the Young Lawyers Division (YLD) of the American Bar Association. DLS is put into effect during Presidentially-declared disasters and is available to survivors who qualify as low-income.

- **Disaster Case Management (DCM) (Requested by the Governor on March 24)**

DCM is a time-limited process that promotes partnership between a case manager and a disaster survivor in order to assess and address a survivor's verified disaster-caused unmet needs through a disaster recovery plan. This disaster recovery plan includes resources, decision-making priorities, providing guidance and tools to assist disaster survivors.

- **Disaster Supplemental Nutrition Assistance (Food Stamps) Program (D-SNAP):**

D-SNAP allows households not normally eligible for SNAP to qualify as a result of their disaster-related expenses, such as loss of income, damage to property, relocation expenses, and, in some cases, loss of food due to power outages. This is an optional program left to the discretion of the Governor to participate. For more information, one may call the Louisiana Department of Children and Family Services (DCSF) at 1-888-524-3578.

Registration will likely be available at <https://dsnaps.dcfsls.la.gov/> or calling 1-888-524-3578

To receive DSNAP benefits, you will need to provide:

- Name, Social Security Number and Date of Birth for each household member
- Current address and parish of household
- Monthly income for each household member
- All liquid assets for each household member (cash on hand, checking, savings)

D-SNAP benefits are issued for one month, but they can be used for up to 365 days.

### **Registering with FEMA for Individual Assistance – Not Available At This Time**

Once a declaration including Individual Assistance has been made, individuals and business owners who sustained losses in the designated area can apply for assistance by registering at:

Computer: [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)

Phone: 1-800-621-FEMA (3362)

Web enabled mobile device: [m.fema.gov](http://m.fema.gov)

FEMA App: <https://www.fema.gov/mobile-app> (Google Play, App Store, Blackberry)

Speech disability or hearing loss and use TTY, should call 1-800-462-7585

Those who use 711 or Video Relay Service (VRS), call 1-800-621-3362

The FEMA registration system will accept registration at any time; however, if there is no federal declaration for your parish, the applications will be rejected. If you are rejected for filing too early and reapply after a declaration, it will cause some confusion because FEMA will have two registrations.

Individual interested in additional information on the Individual and Household Assistance Program (i.e. what is offered, the home inspection, and appeals) can go to <https://www.fema.gov/individual-disaster-assistance>.

### **Conditions and Limitations of Individual Assistance**

***Residency status in the United States and its territories:*** To be considered for disaster housing assistance, the applicant, or a household member, must provide proof of identity and sign a declaration stating that they are a United States citizen, a non-citizen national, or a qualified alien.

***Supplemental Assistance:*** Disaster assistance is not intended to substitute for private efforts, but to complement those efforts when needed. FEMA expects minor losses or the need for short-term shelter to be addressed by homeowners or tenants.

***Household Composition:*** People living together in one residence before the disaster are expected to continue to live together after the disaster. **Generally, assistance is provided to the pre-disaster household as a unit.** If, however, the assistance provided to the household is not shared, or if the new residence is too small or causes undue hardship, members of the household may request assistance separate from their pre-disaster household.

***Type of Assistance:*** Generally, more than one type of IHP assistance may be provided to the household. Only FEMA has the authority to determine which type of assistance is most appropriate for the household and the period of assistance to be covered.

***Proper Use of Assistance:*** All financial assistance provided by FEMA should be used as specified in writing in FEMA's award letter. Failure to use the money as specified may result in ineligibility for additional assistance. All money provided by FEMA is tax-free.

**Documentation:** Applicants are responsible for providing all documentation necessary for FEMA to evaluate eligibility. Applicants may need to provide proof of occupancy, ownership, income loss, and/or information concerning their housing situation prior to the disaster. Applicants should keep all receipts and records for any expenses incurred as a result of the disaster.

**Insurance:** If applicants have insurance, any assistance provided by FEMA should be considered an advance and must be repaid to FEMA upon receipt of an insurance settlement payment. If the settlement is less than FEMA's estimated cost, applicants may qualify for funds to supplement their insurance settlement. FEMA does not provide replacement value amounts or assistance with non-essential items.

**Duration of Assistance:** Repair and Replacement Assistance is provided as a one-time payment. Temporary Housing Assistance (or a manufactured housing unit) is provided for an initial period of 1, 2, or 3 months. To be considered for additional assistance, applicants must demonstrate that they have spent any previous assistance from FEMA as instructed, and must demonstrate their efforts to re-establish permanent housing. Additional assistance is generally provided for 1, 2, or 3 months at a time. The maximum period for IHP assistance is 18 months.

**Appeal Rights:** Applicants who disagree with FEMA's determination of eligibility or the form of assistance provided, have the right to appeal within 60 days of the date of the notification letter. If someone received a letter from FEMA saying they are "ineligible", they should make sure to read the letter all the way through to the end to find out why. The reason could be missing information or documents or they forgot to sign something. Other common reasons for the initial denial decision are:

- The damage was to a secondary home or a rental property, not a primary residence;
- Someone else in the household applied and received assistance;
- Disaster-related losses could not be verified; and,
- Insurance covered all losses.

If you disagree with FEMA's decision, file a written appeal that includes the following:

- An explanation of why you think the decision was not correct;
- Supporting information and documents;
- Your FEMA registration number on all documents; and
- Your signature on the letter.

Within 60 days of the decision letter date, drop it off at one of the Disaster Recovery Center; fax it to (800) 827-8112, or mail it to:

National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-8055

### **Missing FEMA Checks**

The United States Postal Service is not delivering FEMA checks to homes that do not have a secured (attached) mailbox. The checks are being held at the local Post Office for pick up.

### **Community Development Block Grant for Disaster Recovery (CDBG-DR)**

Congress may provide CDBG-DR funding should the damages be severe. CDBG-DR funding is not guaranteed and is often passed months after a disaster.

### **Quarantine Shelters**

Individuals who need to be quarantined but do not require hospitalization and do not have a safe place to stay or live with vulnerable individuals will be sent to Quarantine Shelters run by the State. Placement is made by the State. Individuals cannot just show up. LDH is in the process of identifying additional locations as needed. The shelters will be funded by FEMA.

### **Bayou Segnette State Park**

7777 Westbank Expy,  
Westwego, LA 70094

### **Supplemental Nutrition Assistance (Food Stamps) Program (SNAP)**

Eligible households may qualify for a debit card which provides an allowance to supplement the amount they spend on food. Additional information on eligibility may be found at <http://www.dss.state.la.us/page/snap-eligibility>.

If someone is not already a SNAP recipient and have a food need, they may apply for benefits online. There's no need to visit a Louisiana Department of Children and Family Services (DCFS) office. They can apply online, by mail, or by fax. For more information,

- text GETSNAP (no spaces) to 898211
- visit the DCFS website at [www.dcfsls.la.gov/getSNAP](http://www.dcfsls.la.gov/getSNAP)
- email [LAHelpU.DCFS@la.gov](mailto:LAHelpU.DCFS@la.gov), or
- call 1-888-LA-HELP-U (1-888-524-3578) Monday-Friday, 7:30 a.m. to 6 p.m.

Additional information regarding the impact of the coronavirus on programs offered by the DCFS can be found at <http://www.dss.state.la.us/page/coronavirus>.

The USDA is looking at allowing States to expand SNAP to the maximum benefit for everyone eligible.

### **Unemployment Assistance**

Individuals who are unemployed through no fault of their own may apply for regular unemployment assistance at <https://www.louisianaworks.net/hire/vosnet/Default.aspx> or by calling (866) 783-5567.

Additional information for workers and employers regarding the impact of the coronavirus on programs offered by the Louisiana Workforce Commission can be found at [http://www.laworks.net/PublicRelations/COVID\\_19\\_Information.asp](http://www.laworks.net/PublicRelations/COVID_19_Information.asp)

### **Women, Infants, and Children (WIC)**

The USDA is willing to waive the physical, in-person screening of WIC recipients upon the recipient and approval of a request from the Governor. They are providing the States templates to use to request this waiver and other potential waivers that would streamline the WIC process.

### **Individual Assistance in Congressional Relief Bills**

#### **H.R.6201 - 116th Congress (2019-2020): Families First Coronavirus Response Act**

##### **COVID-19 Testing**

Requires private health plans to provide coverage without cost sharing for COVID-19 diagnostic testing authorized or approved by the FDA as well as the cost of the visit, including a telemedicine visit.

Requires Medicare Advantage plans to cover COVID-19 diagnostic testing and the visit that results in the order for the test without cost sharing.

Waives cost sharing for Medicare beneficiaries' doctor visits to receive or order a COVID-19 diagnostic test. Currently Medicare covers diagnostic laboratory tests with no cost-sharing.

Requires Medicaid and CHIP to cover diagnostic testing for COVID-19, including the cost for the provider visit, with no cost sharing. State expenses for the uninsured for diagnostic testing and the associated provider visit would be covered by the federal government through Medicaid.

The bill provides \$1 billion to the Public Health and Social Services Emergency Fund, available until expended, to reimburse providers for diagnostic testing for people who are uninsured.

Classifies personal respiratory protective devices for which the FDA has issued an emergency use authorization as "covered countermeasures" under the Public Readiness and Emergency Preparedness Act until October 1, 2024. PREP allows the Department of Health and Human Services to provide liability protections for emergency countermeasure products.

Ensures TRICARE beneficiaries, covered veterans, and federal employees are covered for COVID-19 diagnostic testing, including the cost of the physician visit.

Provides the Indian Health Service \$64 million to cover COVID-19 diagnostic testing and related services.

Each state, including the District of Columbia and U.S. territories, may receive an emergency federal medical assistance percentage increase of 6.2 percentage points for the duration of the COVID-19 public health emergency. To be eligible, states are required to provide coronavirus testing coverage with no cost sharing to beneficiaries and meet

certain other requirements without placing undue burden on states to change their Medicaid operations in the middle of this crisis.

### **Nutrition Programs**

\$500 million for the special supplemental nutrition program for women infants and children.

\$400 million for the emergency food assistance program, which helps states and food banks distribute food for low-income people through local agencies.

\$250 million for nutrition programs for seniors, including home-delivered meals.

For fiscal year 2020, allows the secretary of agriculture to approve state plans to provide additional, temporary SNAP benefits to families with eligible children, when their schools close for at least five days in a row during a public health emergency. The amount will be based on the reimbursement value for free or reduced-price meals for each eligible child in the household.

\$100 million for nutrition assistance grants for Puerto Rico, the Northern Mariana Islands, and American Samoa.

\$15 million for the Internal Revenue Service's taxpayer services or operations support activities for carrying out this act.

Allows the agriculture secretary to grant COVID-19 waivers for certain school meal program requirements, to ensure meals are provided despite school closures. Can waive nutritional content requirements if food supply chains are disrupted. Also allows child and adult food program centers to serve food without requiring participants to gather and eat.

Waives federal SNAP work requirements temporarily but maintains work training program requirements. Provides that the three-month SNAP participation limit for people who do not satisfy the work requirement will restart one month after the declared pandemic emergency has been lifted.

### **Coronavirus Related Leave**

Sets up a paid sick leave requirement for employers with fewer than 500 employees to give to their employees who have the virus; are in quarantine or caring for someone in quarantine; or are caring for a child under 18 whose school is closed. Full-time workers receive 80 hours of paid sick leave, and part-time workers receive time equal to the average number of hours they work in a given two-week period. Pay is capped at \$511 per day and \$5,110 in the aggregate for employees with the virus or in quarantine. Pay is capped at \$200 per day and \$2,000 in the aggregate for employees caring for someone in quarantine or for a child whose school closed. The required sick leave and family leave are paired with a refundable payroll tax credit to cover these amounts, and the requirement ends December 31.

Amends the Family and Medical Leave Act to set up a temporary emergency paid leave program through December 31. Requires private employers with fewer than 500 workers and government employers to provide employees up to 12 workweeks of leave, for those who have worked at least 30 days. Applies if the employee requests leave to take care of a child under 18 whose school or day care facility is closed. The first 10 days may be unpaid but generally would be covered by the emergency sick leave requirement, or the employee could use vacation leave or other eligible paid leave for these days. For the rest of the leave, employees would be entitled to at least two-thirds of their regular pay, up to \$200 per day and \$10,000 total. Employers will be fully reimbursed for these amounts. Employers with fewer than 25 employees do not have to reinstate an employee who takes leave if the position no longer exists and the employer tried to put the person in a similar position. Allows the Labor Department to exempt small businesses with fewer than 50 employees from this new leave requirement if it would put them in jeopardy.

Provides payroll tax credits for employers required to provide emergency paid sick leave or family medical leave under the bill. The emergency paid sick leave credit provides a maximum credit of \$511 per day, for up to 10 days or two weeks, for employees on leave because they have the virus or are in quarantine. If the employee is on leave to care for a child whose school or daycare closed, or to care for a person who is in quarantine or seeking medical care, the maximum credit per employee is \$200 per day, for up to 10 days or 2 weeks. The payroll credit for family leave applies to leave required to be paid to employees beyond the 10 sick days, but it only covers wages paid to an employee on leave to take care of a child whose school or day care facility is closed. The family leave credit provides a maximum credit of \$200 per day, up to \$10,000 or 10 weeks. Both credits apply against the employer's portion of the Social Security tax and cover 100% of wages required to be paid. Both credits are fully refundable.

Establishes comparable sick leave and family leave income tax credits for self-employed workers, to cover the same coronavirus-related circumstances, days of leave, and wage amounts as the employer credits. The self-employed tax credits are also 100% refundable.

Employers in the U.S. possessions and territories are subject to Social Security tax and therefore will be eligible for the employer tax credits on the same basis as U.S.-based employers. Special rules provide for Treasury to make payments to U.S. possessions and territories to cover the cost of administering comparable sick and family leave credits for the self-employed.

Provides the Treasury with broad authority to issue rules and guidance, including to help businesses manage cash flow to meet the sick leave and family leave requirements.

Provides that the Social Security Trust Fund and Railroad Retirement Fund are held harmless through a general fund transfer.

\$1 billion for emergency administration unemployment insurance grants to states. The states will receive half of their funds within 60 days after meeting conditions, such as



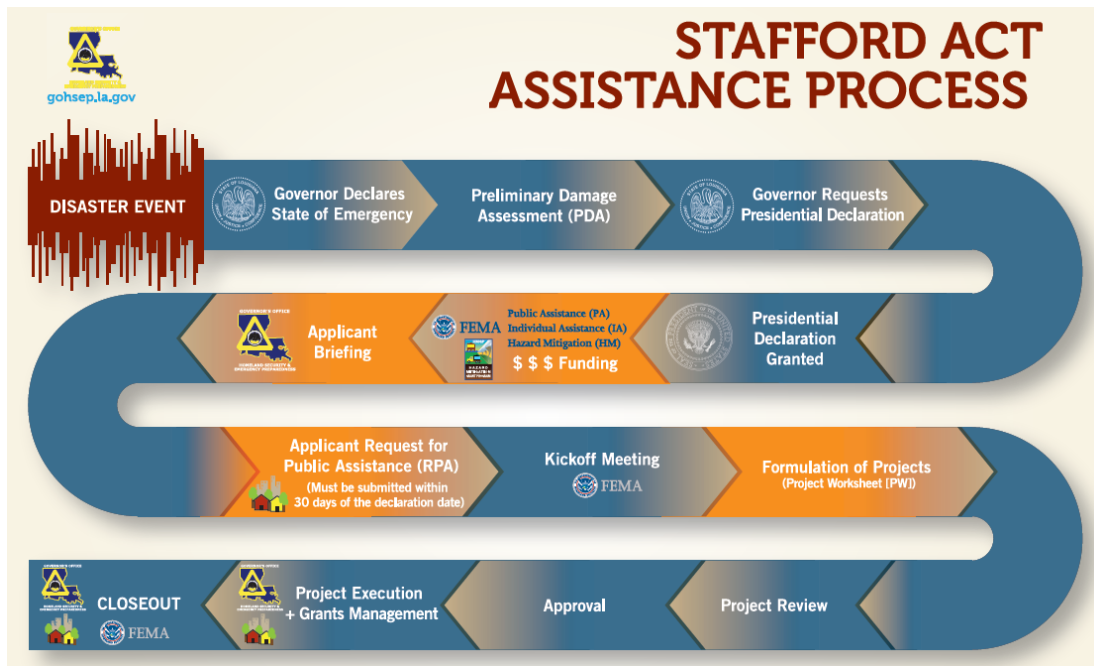
requiring employers to tell employees about UI benefits when they separate and letting people apply remotely as well as in person. States that see at least a 10% increase in unemployment claims will receive the rest of the funds. States are also given authority to make changes to their regular UI practices in light of COVID-19, such as waiving job search requirements and eliminating any waiting period.

Provides 100% federal funding, up from 50%, for extended unemployment benefits. These additional weeks of benefits begin when a state has a high unemployment rate and when a recipient has exhausted benefits in his or her state.

## Public Assistance for Governmental and Non-Profit Entities

### Parishes Seeking Federal And State Assistance

- To qualify for a federal reimbursement from the declaration or assistance from the State, a Parish must their request through their Parish OEP and the system. Additional information on WebEOC is at <http://gohsep.la.gov/RESPOND/REQUEST-RESOURCES/WEB-EOC> and the PPDA process is available starting on Page 127 of GOHSEP's *Louisiana Elected Officials Emergency Management Manual* available at [http://gohsep.la.gov/Portals/0/Documents/Elected\\_Officials\\_Manual\\_2015.pdf](http://gohsep.la.gov/Portals/0/Documents/Elected_Officials_Manual_2015.pdf)
- If a Parish is having trouble reaching their Regional Coordinator or SAL may contact Allison Hadley with GOHSEP at (225) 339-3798, (225) 718-1815, or [allison.hadley@la.gov](mailto:allison.hadley@la.gov)
- Public Assistance provides a reimbursement from FEMA of 75% of the cost for debris removal, emergency protective measures, and the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The PA Program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.
- **Parish and Local Officials should work closely with their Parish Office of Emergency Preparedness and GOHSEP on all aspects of disaster response and recovery. Failure to strictly follow and document the requirements for Public Assistance could prevent the Parish or municipality from being eligible for PA from FEMA.**
- In 2019, if the Public Assistance (PA) expenditures exceed \$146 per individual in the 2010 Census, the cost share for PA becomes 90/10. The current qualifying threshold is \$992,808,468.
- GOHSEP has all of their publications to assist Public Assistance applicants available at <http://gohsep.la.gov/RESOURCES/OVERVIEW/PUBLICATIONS>. The Regional Coordinator or State Applicant Liaison (SAL) at GOHSEP can answer question and help with submissions.



## Helpful Information and Resources

### Coping with Disaster and Mental Health Issues

Keeping Calm through COVID Hotline connects individuals to trained, compassionate counselors who can offer support and who can direct individuals to mental health and substance abuse counseling services. Trained counselors are available 24/7. All calls are confidential. Call 1-866-310-7977 24/7

The Substance Abuse and Mental Health Services Administration (SAMHSA) offers a Disaster Distress Helpline. You can call 1-800-985-5990 or text **TalkWithUs to 66746**.

FEMA offers advice on coping with a disaster at <http://www.fema.gov/coping-disaster>.

Additional individuals coping with substance abuse or mental health issues in a disaster can find resource at <https://www.disasterassistance.gov/get-assistance/forms-of-assistance/4506>

### Louisiana Department of Education

The Louisiana Department of Education has a website devoted to the impact of the coronavirus on schools at <https://www.louisianabelieves.com/resources/covid-19>.

### Louisiana Office of Motor Vehicles

They are encouraging residents to check office closures and service limitations before visiting offices at <https://offices.omv.la.gov/>.

### **Louisiana Department of Corrections**

Information on the impact of the virus on the prisons, paroles, and pardons is available at <https://doc.louisiana.gov/2019-novel-coronavirus-information/>.

### **Louisiana Department of Transportation & Development**

They are updating their news section with the status of department services and tips on ways to help prevent the spread of COVID-19. <http://wwwsp.dotd.la.gov/Pages/default.aspx>.

### **Louisiana Department of Environmental Quality**

Information on the virus and its impacts on the operations of DEQ is available at <https://www.deq.louisiana.gov/news/category/top-stories>.

## **Help for Individuals and Business with Finances**

### **General Financial Issues**

The Consumer Financial Protection Bureau (CFPB) has provided the check list below to help guide people through some of the financial decisions they will need to make as soon as possible following a natural disaster:

- Ask for a copy of your insurance policy if you don't have one available. It will help you verify your coverage.
- A disaster does not stop your responsibility to pay your mortgage. So you should contact your mortgage servicer and tell them about your situation.
- If you don't have a monthly mortgage statement or coupon book with you, search the Mortgage Electronic Registration Systems (MERS) or call them toll-free at (888) 679-6377 to find the company that services your mortgage.
- Take a look at your income and savings and determine how much money you have available to pay bills and creditors.
- If your income is interrupted and you don't think you will be able to pay your credit cards or other loans, be sure to contact your lenders as soon as possible. Explain your situation and when you think you will be able to resume normal payments. The important thing is to make the calls before your next payments are due.
- If you are in a presidentially declared disaster area, you may qualify for disaster assistance. Check with the Federal Emergency Management Agency (FEMA) for more information.
- Take a look at your bills and set priorities. Your mortgage, rent, and insurance payments should stay high on your list.

### **Mortgage Issues**

#### **• Unable to Afford Mortgage**

The Consumer Financial Protection Bureau (CFPB) notes that a disaster does not stop your responsibility to pay your mortgage. You should contact your mortgage servicer and tell them about your situation. If you don't have a monthly mortgage statement or coupon book

with you, search the [Mortgage Electronic Registration Systems \(MERS\)](#) or call them toll-free at (888) 679-6377 to find the company that services your mortgage.

- **Assistance with Your Mortgage Company**

People needing assistance with an issue involving their mortgage company should contact a HUD Approved Housing Counselor Program by calling (800) 569-4287 or viewing a list of counselors at

[www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?&webListAction=search&searchstate=LA](http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?&webListAction=search&searchstate=LA)

- **Federal Housing Administration (FHA) Backed Mortgages**

If you have an FHA backed mortgage and your home or your ability to make your mortgage payments were harmed by the disaster, you may qualify for a 90 day Foreclosure Moratorium or a Forbearance Plan on your monthly payments. You must contact your mortgage company to discuss your options. If you are not satisfied with your lender's response, you may call a HUD-approved counseling agency toll free at (800) 569-4287 or contact [HUD's National Servicing Center](#).

- **Mortgages Backed by Fannie Mae**

Servicers of Fannie Mae mortgages may temporarily suspend or reduce your mortgage payments for up to ninety days if a natural disaster has adversely affected the value or habitability of your home or if the disaster has temporarily impacted your ability to make payments. The servicer may offer forbearance for up to six months, which may be extended for an additional six months if you were current or ninety days or less delinquent when the disaster occurred. You should reach out to your servicer as soon as possible for assistance. You can also call Fannie Mae directly at 1-800-2FANNIE.

- **Mortgages Backed by Freddie Mac**

Servicers of Freddie Mac mortgages may:

- Offer a Forbearance on your mortgage payment for up to one year
- Suspended foreclosure for up to one year
- Waive assessments of penalties or late fees
- Not report forbearance or delinquencies caused by the disaster to the nation's credit bureaus.

You should contact your mortgage company to request assistance.

- **Rural Development Single-Family Housing Loan Borrowers**

Rural Development offers the following servicing options to help families who experience financial problems after a disaster:

- Moratoriums -- a temporary period where no payment is required -- for up to 180 days for borrowers who have lost employment, sustained severe property damage or have significant medical expenses.
- Reamortization -- rescheduling loan payments to determine a new monthly payment amount -- if needed following a moratorium or to resolve an account delinquency.

To request loan servicing assistance, borrowers should contact the Centralized Servicing Center at:

USDA Rural Development Centralized Servicing Center  
Attn.: Borrower Assistance Branch, Special Assistance Section  
Post Office Box 66889  
St. Louis, MO 63166  
Phone: (800) 414-1226  
TDD: (800) 438-1832

- **Veterans Administration and Loans**

Veterans in need of financial counseling, veterans with VA backed mortgages, and veterans interested in a VA guaranteed loan to help with disaster losses may contact a VA Loan Technician at 1-877-827-3702.

### **Student Loans**

If you are a borrower in repayment who was adversely affected by a disaster, you may qualify for administrative forbearance of loan repayment for a period of up to three months. During forbearance, payments are temporarily postponed or reduced. However, interest is still charged during the forbearance period. You should contact your lender or loan servicer to request this forbearance. You must apply by making a request to your loan servicer.

### **Taxes**

- **Federal**

The Treasury Department and the Internal Revenue Service are providing special payment relief to individuals and businesses in response to the COVID-19 Outbreak.

**Tax Filing and Payment Deadlines Are Extended from April 15, 2020 to July 15, 2020. (See Details)**

The IRS urges taxpayers who are owed a refund to file as quickly as possible.

The 2019 income tax filing and payment deadlines for all taxpayers who file and pay their Federal income taxes on April 15, 2020, are automatically extended until July 15, 2020. This relief applies to all individual returns, trusts, and corporations. This relief is automatic, taxpayers do not need to file any additional forms or call the IRS to qualify.

This relief also includes estimated tax payments for tax year 2020 that are due on April 15, 2020.

Penalties and interest will begin to accrue on any remaining unpaid balances as of July 16, 2020. You will automatically avoid interest and penalties on the taxes paid by July 15.

Individual taxpayers who need additional time to file beyond the July 15 deadline can request a filing extension by filing [Form 4868](#) through their tax professional, tax software or using the Free File link on [IRS.gov](#). Businesses who need additional time must file [Form 7004](#).

The IRS has established a special [Coronavirus Tax Relief](#) page on our website. It is focused on steps to help taxpayers, businesses and others affected by the coronavirus. The page will be updated as new information is available.

Additional information on the payment extension is available at <https://www.irs.gov/newsroom/payment-deadline-extended-to-july-15-2020>. For those with additional questions, they may visit [www.irs.gov](http://www.irs.gov) or call the following:

Individuals  
800-829-1040  
7 a.m. to 7 p.m. local time

Businesses  
800-829-4933  
7 a.m. to 7 p.m. local time

Non-profit taxes  
877-829-5500  
8 a.m. to 5 p.m. local time

- **State**

There is currently no changes in the filing and payment requirements for Louisiana taxes.

During the state's COVID-19 declared public health emergency, the Louisiana Department of Revenue (LDR) encourages taxpayers to take advantage of the online customer service options available through its website. As part of the statewide effort to slow the spread of the virus, and in keeping with state and federal guidance, LDR is joining other state agencies in reducing the amount of face-to-face interaction at state facilities.

**Individuals**

Taxpayers can file their state individual income tax returns, make payments and check their refund status through Louisiana File Online, the state's free web portal for individual filers, at [www.revenue.louisiana.gov/fileonline](http://www.revenue.louisiana.gov/fileonline).

Taxpayers who have questions and cannot get through on the phone can submit email inquiries through the Contact page of the LDR website.

**Businesses**

Businesses can pay all state business taxes and file returns for state sales, tobacco, withholding and several other state tax types, request corporate income filing extensions and apply for payment plans through the Louisiana Taxpayer Access Point (LaTAP) at [www.revenue.louisiana.gov/LaTAP](http://www.revenue.louisiana.gov/LaTAP).

Businesses can also submit state, parish and municipal sales tax returns and payments through the Parish E-File portal at [www.revenue.louisiana.gov/parishe-file](http://www.revenue.louisiana.gov/parishe-file).

#### Tax Practitioners

Tax professionals can submit email inquiries through the Contact page of the LDR website on a variety of topics including corporate, individual and sales taxes.



## Report Fraud

- FEMA Fraud Line – (866) 720-5721
- Louisiana Legislative Auditor  
Phone: 1-844-503-7283  
Online: <https://www.la.gov/report-fraud/index.shtml>

## Legal Assistance

- **Disaster Legal Services (DLS) – Only Available if FEMA IA is Available**  
This program provides free legal help to low-income disaster survivors who aren't able to get adequate legal services to help with problems after a disaster. FEMA provides this service through an agreement with the Young Lawyers Division of the American Bar Association. Their help includes counseling and advice, referral to relevant legal services, and legal representation in cases that don't generate a fee. Cases that may have a fee are turned over to the local lawyer referral service.

DLS can help with things like:

- Insurance claims for medical bills, loss of property, loss of life.
- New wills, powers of attorney, and other legal papers lost during the disaster.
- Home-repair contracts and contractors.
- Problems with landlords.

You can be referred to DLS by calling:

- 1-800-621-FEMA (3362)
- TTY 1-800-462-7585
- 711 and VRS 1-800-621-3362

- **Paid Legal Services**

Louisiana Bar Association and its local chapters offer Lawyer Referral Services.

Baton Rouge Area: (225) 344-9926

Lafayette Area: [www.lafayettebar.org](http://www.lafayettebar.org)

Lake Charles Area: (337)436-2914

New Orleans Area: (504) 561-8828

- **Free (Pro Bono) Legal Services**

### Alexandria

Central Louisiana Pro Bono Project, Inc.  
3600 Jackson Street  
Ste. 126  
Alexandria, LA 71301  
Phone: (318) 449-9778  
Fax: 318-449-5515

Legal Services of Central Louisiana  
628 Murray Street  
Alexandria, LA 71301  
Phone: (318) 443-7281  
Phone: (800) 256-4343  
Web: <http://www.la-law.org>

**Baton Rouge**

Baton Rouge Bar Foundation Pro Bono Project  
544 Main Street  
Baton Rouge, LA 70801  
Phone: 225-344-4803  
Fax: 225-344-4805  
Web: <http://www.brba.org>

Louisiana Coalition Against Domestic  
Violence  
P.O. Box 77308  
Baton Rouge, LA 70879  
Phone: (225) 752-1296  
Fax: (225) 751-8927  
Web: <http://www.lcadv.org>

**Baton Rouge**

Southeast Louisiana Legal Services  
715 St. Ferdinand St.  
Baton Rouge, LA 70802  
Toll Free: (855) 512-3980  
Local: (225) 448-0080  
Fax: (225) 383-1197  
Intake Line: (225) 448-0331  
Web: <http://www.slls.org>

**Covington**

Southeast Louisiana Legal Services  
423 North Florida Blvd.  
Covington, LA 70433  
Phone: (985) 893-0076  
Phone: (800) 891-0076  
Web: <http://www.slls.org>

**Franklin**

Acadiana Legal Service Corporation  
P. O. Box 4823  
Franklin, LA 70502  
Phone: (337) 237-4320  
Phone: (800) 256-1175  
Web: <http://www.la-law.org>

**Hammond**

Southeast Louisiana Legal Services  
1200 Derek Drive, Suite 100  
Hammond, LA 70404  
Phone: (985) 345-2130  
Phone: (800) 349-0886  
Web: <http://www.slls.org>

**Lafayette**

Acadiana Legal Services Corporation  
1020 Surrey Street  
Lafayette, LA 70501  
Phone: 337-237-4320  
Phone: (800) 256-1175  
Web: <http://www.la-law.org>

**Lafayette Volunteer Lawyers**

2607 Johnston Street  
Lafayette, LA 70503  
Phone: (337) 237-4700  
Fax: (333) 237-0970  
Web: <http://www.lafayettebar.org/Lafayette-Volunteer-Lawyers.html>

**Lake Charles**

Southwest Louisiana Law Center  
1011 Lakeshore Drive Magnolia Bldg., Suite  
402  
Lake Charles, LA 70601  
Phone: (337) 436-3308  
Phone: (800) 256-1955  
\$50 consultation fee and attorney discusses  
financials with the client

## Miscellaneous

### U.S. Postal Service (USPS) Change of Address

There are two ways you can change your address:

1. Visit the Official USPS Change of Address page.

You must:

- Confirm your identity with a valid credit or debit card. A small charge will be added to your account.
- Have a valid email address.

2. Fill out and submit PS Form 3575, available at any U.S. Post Office.

You may then:

- Take or mail the form to any U.S. Post Office.
- Give it to any Postal Mail Carrier.

### Contracting Opportunities

Contractors should contact the applicable Federal, State, Parish, or Local Government as well as the applicable Non-Profit in need of the goods or services they are offering. Federal and State Contracting and Public Bidding laws may apply. Red Cross has a Supplier Management webpage on contracting with the at <http://www.redcross.org/contact-us/becoming-a-supplier-or-vendor>

### Federal Contracts (General)

Anyone interested in open federal government contract opportunities should go to <http://www.fedbizopps.gov>. You must already be registered in the Central Contractor Registry (CCR) at [www.ccr.gov](http://www.ccr.gov). After completing the required elements, go to the Disaster Response page (see “Optional Information” on the left had side of the page).

CCR Customer Service Contact Information

Phone: 1-888-227-2423

Email: [ccr@bpn.gov](mailto:ccr@bpn.gov)

Hours of Operation are 9 - 5 (EST) Monday - Friday. Voice mail messages will be taken if all lines are busy and all calls will be returned.

Federal Disaster contracts are primarily coordinated by the SBA and handled by procurement employees from various federal agencies based on availability. They primarily use previously identified contractors with proven records with government contracts. Depending on the needs of the federal government, work may go out to competition. See [https://www.sba.gov/sites/default/files/disaster\\_contracting.pdf](https://www.sba.gov/sites/default/files/disaster_contracting.pdf)

FEMA’s general contracting site is at <http://femacontracts.com/>. All vendors interested in doing business with FEMA should send an e-mail to [FEMA-Industry@dhs.gov](mailto:FEMA-Industry@dhs.gov).

### **Companies seeking to Import or Manufacture Medical Products to Aid the U.S. Response to COVID-19**

If a constituent company would like to import or produce medical products to help with the COVID-19 response, please send these inquiries to FEMA at [covidsupplies@fema.dhs.gov](mailto:covidsupplies@fema.dhs.gov). Please include as many details as possible about the request (e.g., manufacturer name, address, product, and model number) and contact information for the company, either an agent in the U.S. or the company itself.

If companies have medical supplies or equipment to donate, please email FEMA's National Business Emergency Operations Center at [nbeoc@fema.dhs.gov](mailto:nbeoc@fema.dhs.gov). For additional information, see <https://www.fema.gov/coronavirus/how-to-help>.

### **Vaccines and other biological product candidates**

Biological product sponsors, including vaccine developers, wishing to develop vaccines can email [industry.biologics@fda.hhs.gov](mailto:industry.biologics@fda.hhs.gov) or call 1-800-835-4709 for further information.

### **Therapeutics and other drug product candidates**

Sponsors wishing to develop therapeutics are encouraged to submit information and questions via the Pre-IND Consultation program. See <https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/covid-19-therapeutics-general-information-interested-stakeholders> or call 301-796-1500 for additional information on this program.

### **Clinical Trials**

Sponsors who have questions regarding the conduct of clinical trials impacted by COVID-19 should contact [clinicaltrialconduct-COVID19@fda.hhs.gov](mailto:clinicaltrialconduct-COVID19@fda.hhs.gov)

### **State Disaster Contracts**

GOHSEP has a list of its contracting opportunities listed at <http://gohsep.la.gov/RESOURCES/EMERGENCY-EVENT-PROCUREMENT>

### **Personal Protective Equipment (PPE) and Medical Supplies**

President Donald Trump has invoked the Defense Production Act to get needed medical supplies on the front lines of the coronavirus outbreak and the private sector mobilized against it. His administration is also leveraging the ability to buy American during government contracting and procurement to increase the demand and supply of PPE and medical supplies. In the U.S., manufacturers of various industrial masks and other producers are retooling their operations to begin the production of health care mask. In addition, China has reopened many of their PPE and medical supply plants and lifted their current ban on their exports. It is expected that when all of this is online, the shortages will be mostly eliminated. In addition, most mining and industrial masks meet standards just below those of hospital masks and would be suitable for most people.

### **Drug Shortages**

If a healthcare provider has questions or concerns about a drug shortage, related or unrelated to COVID-19, they should contact the Center for Drug Evaluation and Research (CDER), Division

of Drug Information (DDI) at 855-543-3784, 301-796-3400, or [druginfo@fda.hhs.gov](mailto:druginfo@fda.hhs.gov). Also, FDA's [Drug Shortage web page](#) has information related to current shortages.

### **Private Medical Professionals**

The Louisiana Department of Health and GOHSEP have provided the following updated guidance for requesting PPE and medical supplies. This supplements previous directions to contact the Parish EOP (Emergency Operations Center) or use the app, ReadyOps and these avenues should be stopped immediately. This guidance is for NON-government entities.

1. To the extent possible, please continue to use the vendor/supply chain you would normally to request such supplies.
2. We are keeping a list of unique providers (as they become made known to us) listed below. You may be able to receive supplies more quickly by purchasing from them directly.
3. You can call the State Supply Hotline at 225-325-5900 to be put on our list as supplies become available. This phone line is available seven days a week from 8:00 a.m. to 5:00 p.m. CST.

Additionally, this is not a guarantee that you will receive PPE – LDH is prioritizing supplies that go out based on need. You may receive some of your request in an effort to assist as best we can. We understand there are shortages of supplies everywhere across the state and the U.S., so please be patient as we look to distribute our limited resources the best way we can.

As a last resort, they call the FDA's toll-free line at 1-888-463-6332 (1-888-INFO-FDA), then choose option (\*). The line is available 24 hours a day to help address difficulties obtaining supplies.

### **24/7 Hotline for Diagnostics**

If a developer, lab, manufacturer or health care provider has questions about testing or is experiencing spot shortages of testing, personal protective equipment, or other supplies, they should call our toll-free line at 1-888-463-6332 (1-888-INFO-FDA), then choose option (\*). The line is available 24 hours a day to help address difficulties obtaining supplies for collecting patient samples for COVID-19 testing, including swabs, media needed for transport, and conservation of the samples – among other things. Please note, however, that FDA does not control the production volume or distribution of medical devices.

### **Louisiana Department of Health Identified Suppliers**

The following companies have been identified as PPE suppliers:

Joe Wilson, Independent vendor  
Email: [joe@marsbio.vc](mailto:joe@marsbio.vc)  
Phone 615-218-2489  
Works with supplier: Pipeline Medical Supplies  
Available PPE: N95, SWABS, misc.

Equitas Life Technologies  
Rick Mladek  
Email: [rmladek@equitaslifetech.com](mailto:rmladek@equitaslifetech.com)  
Phone 330-297-8938  
Available PPE: N95

K & J Supplies  
Craig Fowler  
3314 W. Admiral Doyle Drive  
New Iberia, LA 70560  
Phone 337-519-7723  
Phone 337-364-4663  
Available PPE: gowns, must provide specs at time of order placement.

Lewis McMillan  
Director, Government Sales (state and local)  
Thomas Scientific, LLC  
Phone: 484-280-8133  
Email: [lewis.mcmillan@thomassci.com](mailto:lewis.mcmillan@thomassci.com)  
Available PPE: Viral testing medium

Louisiana Board of Drug and Device  
Distributors  
12091 Bricksome Avenue  
Suite B  
Baton Rouge, LA 70816  
Phone 225-295-8567  
Phone 225-678-0218  
[www.drugboard.la.gov](http://www.drugboard.la.gov)  
Available PPE: N95 mask

Grainger  
Grainger.com  
Phone 225-315-0899  
Available PPE: gloves, gowns, mask, suits

Zeem Consulting  
Zac Jiwa  
Phone 512-222-7922  
Email: [zac@zeemconsulting.com](mailto:zac@zeemconsulting.com)  
Available PPE: N95 mask

Larry Jackson  
Checkmate Systems, LLC  
201 St Charles Avenue  
Suite 2500  
New Orleans, LA 70170  
Phone 504-259-0438  
Available PPE: N95 mask, gloves, gowns, hand sanitizer

American Bio Medica  
Phone 518-758-8158  
Phone 800-227-1243  
Available PPE: Covid 19 test on pre-order

3M  
[www.3m.com](http://www.3m.com)  
Available PPE: gloves, gowns, N95, suits, mask

Town and Country Nursing Home  
Phone 318-377-5148, ext. 511  
Available PPE: 9 extra covidian brand puritan bennett 540 ventilators

ProSource Specialties  
Laura Velador  
P.O. Box 271463  
Flower Mound, TX 75027  
Phone 877-222-1870  
Website: [psimprint.com](http://psimprint.com)  
Email: [laura@prosourcespecialties.com](mailto:laura@prosourcespecialties.com)  
Available PPE: N95 mask, other mask, hand sanitizer, gloves

(continued)

Ballard Hospitality  
Scott Ballard  
180 New Camellia Blvd  
Suite 100  
Covington, LA 70433  
Phone 985-792-5776, ext. 113  
Website: [www.ballardbrands.com](http://www.ballardbrands.com)  
Available PPE: 3M N95 mask, Covid 19 testing kits

#### **White House Identified Swab Providers**

Copan Diagnostics  
26055 Jefferson Avenue Murrieta, CA 92562  
800-216-4016

Becton, Dickinson and Company  
1 Becton Drive  
Franklin Lakes, NJ 07417-1880  
Phone: 201.847.6800

Thermo Fisher Scientific  
168 Third Avenue | Waltham, MA 02451  
781-622-1000  
800-678-5599

Princeton BioMeditech Corporation  
P.O. Box 7139, Princeton, New Jersey 08543-7139 U.S.A.  
Tel: (732) 274-1000  
4242 U.S. Route 1, Monmouth Junction, New Jersey 08852-1905 U.S.A.  
Fax: (732) 274-1010  
Internet E-mail: [info@pbmc.com](mailto:info@pbmc.com)  
World Wide Web:  
<https://protect2.fireeye.com/url?k=8ce4f646-d0b0ef3a-8ce4c779-0cc47adc5fa2-6d424e887a2fb0e6&u=http://www.pbmc.com/>

#### **Government Medical Professionals**

Government owned or affiliated medical facilities should go through their agency or the Parish Office of Emergency and Preparedness (OEP) to enter their requests in the WebEOC system used by the Governor's Office for Homeland Security and Emergency Preparedness (GOHSEP) to track requests and manage FEMA Public Assistance funding. A current list of OEPs is available at <https://gohsep.la.gov/ABOUT/PARISHPA>.

#### **Animal Drugs and Animal Food Issues**

If a constituent has questions or concerns related to COVID-19 and its impact on products regulated by FDA's Center for Veterinary Medicine, they may contact [AskCVM@fda.hhs.gov](mailto:AskCVM@fda.hhs.gov), and their inquiry will be routed to the appropriate subject matter expert for response. A [list of known animal drug shortages](#) is kept by FDA's Center for Veterinary Medicine.

**FDA Inspections**

If a State agency has questions regarding the postponement of inspections under an agreement or contract with the FDA, they should contact [OPFeedback@fda.hhs.gov](mailto:OPFeedback@fda.hhs.gov) or reach out to their specific project manager. In the meantime, the FDA encourage states currently under contract to please submit their invoices to ensure payment for work completed.