
From: Julie Baxter Payer
Sent: Monday, September 19, 2016 4:00 PM
To: Richard Carbo
Cc: Holton, Lael; Swick, Steve; Mark Howard (mark@h2bravo.com)
Subject: Re: I use

At a minimum it absolutely means that shelter at home has not approved that work ...

On Sep 19, 2016, at 3:55 PM, Richard Carbo <Richard.Carbo@la.gov> wrote:

So does that mean the contractor is not finished? Does he have work to go back and complete?

Richard Carbo | Communications Director

Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 19, 2016, at 3:50 PM, Holton, Lael <Lael.Holton@aecom.com> wrote:

Julie and Richard,

According to our system, the contractor for the house at , Baton Rouge, has NOT requested a Final Site Visit/Inspection.

We will have images to you this afternoon of "standard" and "approved" work, as well as the names of homeowners who have passed the FSV.

Thank you,
--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D +1-225-922-5764 C +1-225-229-2188
lael.holton@aecom.com

AECOM
7389 Florida Blvd
Suite 300
Baton Rouge, Louisiana, 70806, United States
T +1-225-922-5700
aecom.com

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<image001.png>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:47 PM
To: Richard Carbo
Cc: Erin Monroe Wesley; Johnny Anderson; Bruce Parker (GOV)
Subject: Re: Shelter at Home Pic

Got it. Thank you.

On Sep 19, 2016, at 5:44 PM, Richard Carbo <Richard.Carbo@la.gov> wrote:

Real good video. Sent it to JBE and told him how was apologetic. Think it was a really good thing we went by.

From: Richard Carbo
Sent: Monday, September 19, 2016 5:36 PM
To: Julie Baxter Payer; Erin Monroe Wesley
Cc: Johnny Anderson; Bruce Parker (GOV)
Subject: RE: Shelter at Home Pic

<https://www.facebook.com/montrail.u.tony?fref=ts>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:35 PM
To: Erin Monroe Wesley
Cc: Richard Carbo; Johnny Anderson; Bruce Parker (GOV)
Subject: Re: Shelter at Home Pic

If you all see another Facebook post from ! would you please send me the link? Thanks.

On Sep 19, 2016, at 5:27 PM, Erin Monroe Wesley <Erin.MonroeWesley@la.gov> wrote:

<IMG_0141.JPG>

Erin Monroe Wesley

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:35 PM
To: Erin Monroe Wesley
Cc: Richard Carbo; Johnny Anderson; Bruce Parker (GOV)
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On Sep 19, 2016, at 5:27 PM, Erin Monroe Wesley <Erin.MonroeWesley@la.gov> wrote:

<IMG_0141.JPG>

Erin Monroe Wesley

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 1:23 PM
To: Ben Nevers
Subject: Fwd: Shelter at home post

Begin forwarded message:

From: "Bruce Parker (GOV)" <B.Parker@la.gov>
Date: September 19, 2016 at 12:19:29 PM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Subject: Shelter at home post

<https://www.facebook.com/montrail.u.tony/posts/914054458729435>

Bruce Parker
Programs and Planning Coordinator
Office of Governor John Bel Edwards

[225.342.7015](tel:225.342.7015)
b.parker@la.gov
gov.louisiana.gov

From: Erin Monroe Wesley
Sent: Monday, September 19, 2016 8:00 AM
To: Johnny Anderson; Ben Nevers; Julie Baxter Payer; Richard Carbo; Matthew Block; Alicia Williams; Toye Taylor; Emalie Boyce
Subject: RE:

The Governor has a meeting with GOHSEP and AECOM later today to discuss the Shelter at Home program. I'll give you a call shortly.

-----Original Message-----

From: Johnny Anderson
Sent: Monday, September 19, 2016 6:43 AM
To: Ben Nevers; Julie Baxter Payer; Richard Carbo; Matthew Block; Erin Monroe Wesley; Alicia Williams; Toye Taylor; Emalie Boyce
Subject:

Good morning!! It is very important that we meet to discuss the Shelter at Home program and other issues on recovery! I was held up at Church the last two weeks, at the tailgate and game, in the store, on Facebook and text, from a broad spectrum of people complaining. They are complaining about slow or no response, unethical contractors, inspectors, etc. This program has the Governor's name on it and it is not working, for a lot of people. It's bad enough about the low balling by FEMA inspectors perceived by homeowners but our signature program has a bad rap! Secondly, Representative C. Denise Marcelle is taking on the process of selecting contractors in public and on social media, specifically the Governor's office. She states the lack of minority own, women own and veteran own contractors included in opportunity and being selected, as well as legislators not at the table nor informed, etc. We need to be on the same sheet of music and ALL of us informed to get the message right. Thanks.

Sent from my iPhone

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:53 PM
To: Ben Nevers
Subject: Fwd: Shelter at Home Pic

FYI. New video from the contractor. You will like this. See the link below. We went to visit him.

Begin forwarded message:

From: Richard Carbo <Richard.Carbo@la.gov>
Date: September 19, 2016 at 5:47:50 PM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>, Johnny Anderson <Johnny.Anderson@la.gov>, "Bruce Parker (GOV)" <B.Parker@la.gov>
Subject: RE: Shelter at Home Pic

Oops, here's the link: <https://www.facebook.com/montrail.u.tony/videos/914581048676776/>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:45 PM
To: Richard Carbo
Cc: Erin Monroe Wesley; Johnny Anderson; Bruce Parker (GOV)
Subject: Re: Shelter at Home Pic

This appears to be the earlier post. I was wondering about a new post possibly?

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<https://www.facebook.com/montrail.u.tony?fref=ts>

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Cc: Richard Carbo; Johnny Anderson; Bruce Parker (GOV)
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<IMG_0141.JPG>

Erin Monroe Wesley

From: Johnny Anderson
Sent: Monday, September 19, 2016 6:35 PM
To: Richard Carbo
Cc: Julie Baxter Payer; Erin Monroe Wesley; Bruce Parker (GOV)
Subject: Re: Shelter at Home Pic

Great decision to go!

Sent from my iPhone

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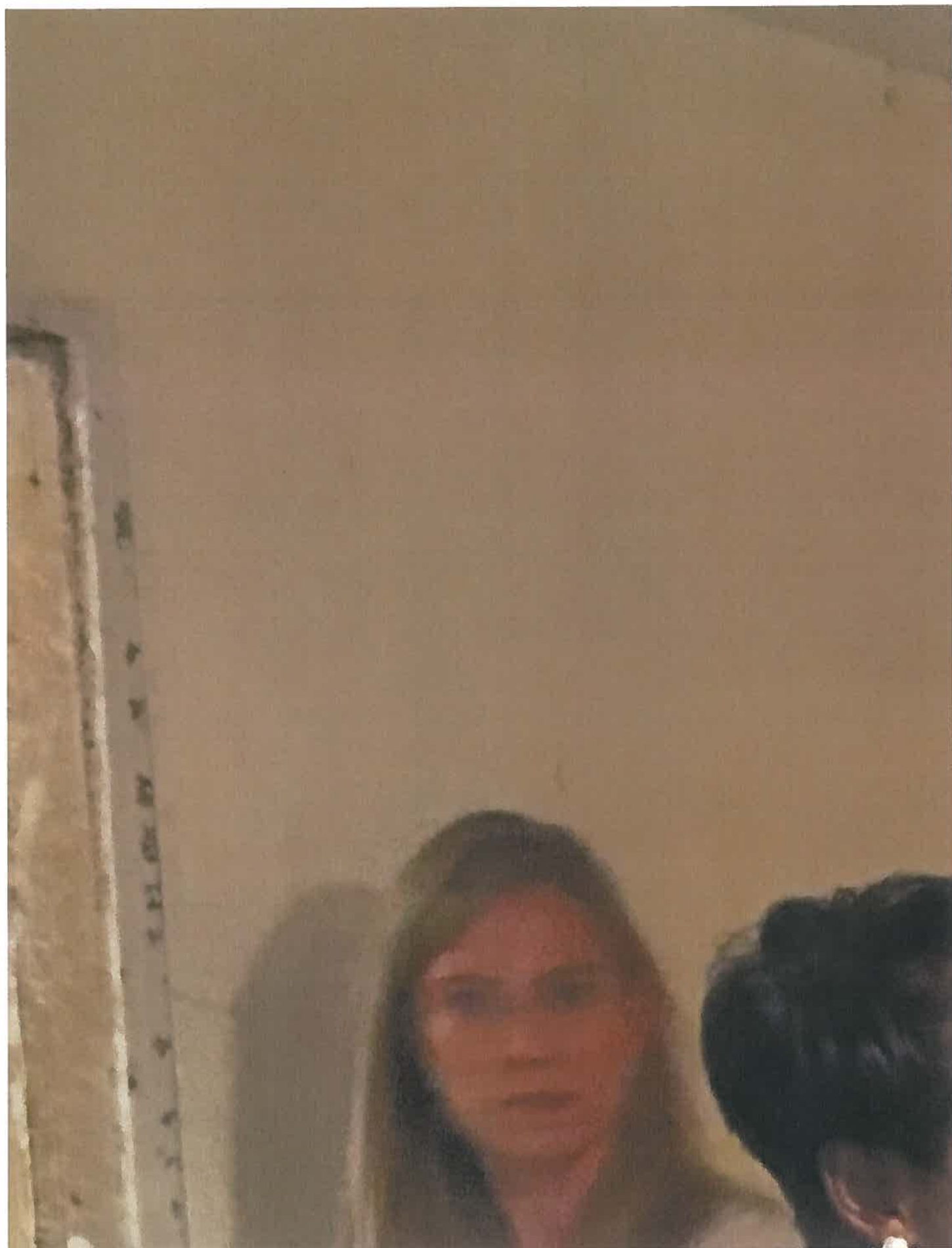
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<IMG_0141.JPG>

Erin Monroe Wesley

From: Erin Monroe Wesley
Sent: Monday, September 19, 2016 5:27 PM
To: Richard Carbo; Johnny Anderson; Bruce Parker (GOV); Julie Baxter Payer
Subject: Shelter at Home Pic



From: Julie Baxter Payer
Sent: Monday, September 19, 2016 12:20 PM
To: Press
Subject: Fwd: RELEASE: Registration Underway for the Shelter at Home Program
Attachments: image001.gif

Coordinate with Mike Steele. Channel 2 has been calling him too this morning and he has talked to them.

Begin forwarded message:

From: Erin McWilliams <emcwilliams@wbrz.com>
Date: September 19, 2016 at 12:00:29 PM CDT
To: 'Office of the Governor' <govpress@la.gov>
Cc: <Richard.carbo@la.gov>
Subject: RE: RELEASE: Registration Underway for the Shelter at Home Program

Are mobile homes or trailer homes eligible for shelter at home? Please let me know who to call for more info.

Thank you,

Erin McWilliams

Content Center Coordinator

Phone: 225.336.2345

E-mail: emcwilliams@wbrz.com



From: Office of the Governor [<mailto:govpress@la.gov>]
Sent: Thursday, September 01, 2016 5:22 PM
To: news@wbrz.com
Subject: RELEASE: Registration Underway for the Shelter at Home Program



From the OFFICE of the GOVERNOR

FOR IMMEDIATE RELEASE
September 1, 2016
Contact: govpress@la.gov

Registration Underway for the Shelter at Home Program

BATON ROUGE — On Monday, Gov. John Bel Edwards released registration information for the **Shelter at Home Program**, a new program that helps Louisiana

residents whose homes flooded to shelter at their own home while they continue to rebuild, rather than relocating to a shelter, hotel or rental property.

Since Monday, 14,782 flood survivors have registered to participate in the program. Home inspections are underway and construction begins tomorrow.

Residents who are eligible for the program should register using one of the following methods:

- ? **By phone: 1-800-927-0216**
- ? **Online: shelterathome.la.gov**

Quick Registration Facts:




- ? **Anyone interested in Shelter at Home must register separately from their registrations with FEMA or SBA or any NFIP flood insurance claims.**
- ? You do not have to be registered with FEMA to apply for Shelter At Home.
- ? If you are determined to be eligible for Shelter At Home, this will not hurt you or count against the amount of Individual Assistance you may receive from FEMA.

The Shelter at Home Program evaluates each applicant's home and, if up to \$15,000 of work in that home can create a safe, secure, habitable place for the family to live while they continue their permanent home rebuilding, then that applicant may be eligible for this program. This program is not designed to fully repair the applicant's home.

[Click here for more information on the Shelter at Home Program.](#)

The Office of the Governor is asking media outlets to help distribute this registration information for the Shelter at Home Program to the public as much as possible.

###



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From: Julie Baxter Payer
Sent: Monday, September 19, 2016 12:53 PM
To: Richard Carbo
Subject: Re: RELEASE: Registration Underway for the Shelter at Home Program

This didn't go to Erin. I don't think. Just making sure she gets your message.

On Sep 19, 2016, at 12:26 PM, Richard Carbo <Richard.Carbo@la.gov> wrote:

We'll call you shortly.

Richard Carbo | Communications Director

Gov. John Bel Edwards

(225) 342-7015 *office*

(225) 603-2111 *cell*

On Sep 19, 2016, at 12:19 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

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Cc: <Richard.carbo@la.gov>
Subject: RE: RELEASE: Registration Underway for the Shelter at Home Program

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Content Center Coordinator

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E-mail: emcwilliams@wbrz.com



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Subject: RELEASE: Registration Underway for the Shelter at Home Program



FOR IMMEDIATE RELEASE

September 1, 2016

Contact: govpress@la.gov

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[Click here for more information on the Shelter at Home Program.](#)

The Office of the Governor is asking media outlets to help distribute this registration information for the Shelter at Home Program to the public as much as possible.



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PO Box 94004, Baton Rouge, LA 70804

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<image001.gif>

<image001.gif>

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 9:29 AM
To: 'Holton, Lael'
Cc: Press; Ben Nevers; Mike Steele
Subject: FW: Shelter At Home Complaint

Lael, would you please ask your program staff to check into this complaint below? I am also reminding our constituent services of the option 3 on your Shelter At Home phone line for people to register complaints or ask questions about their contractor.

But I wanted to note for you that this was the same contractor that the homeowner from yesterday told me was his contractor. Lamar was the name of the contractor who had worked on the home we checked one yesterday. That Lamar employee apparently had come out on Saturday and then not returned on Sunday or Monday, and reportedly had not told the homeowner what the plans were for any more improvements that may need to be made. At the address also, there were no appliances provided to the man either and he had none available to him currently in his home, which is completely gutted.

I'm wondering whether a check needs to be made on that contractor specifically.

Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Tamara Jones
Sent: Tuesday, September 20, 2016 9:13 AM
To: Julie Baxter Payer
Subject: Shelter At Home Complaint

Hi Julie,

I received a call from a constituent (phone number : address :) says that she has had the worst experience, she says the inspector and contractor argued in front of her, after the inspection she was told that she could only get a tub, sink and countertop. She said she asked about a stove, they said no she could not get a stove even though her stove was outside at the road with the rest of the gutted things from her house. She was then told that a crew would come back the next day she waited until that evening because no one had come she then called Shelter at Home and was told that they would be there at 8 pm. She told them that was

unacceptable. So they said they could come the next morning. The next morning two people came out with no tools or materials said they were there to inspect, but the inspection had already been done. The inspector was contractor with Lamar was ‘

Thanks,
Tamara

Constituent Services



From: Tamara Jones
Sent: Tuesday, September 20, 2016 9:33 AM
To: Julie Baxter Payer
Subject: RE: Shelter At Home Complaint

Thank you Julie. She said that she had made a complaint with them and wanted the Governor's office to know as well.

Constituent Services



From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 9:32 AM
To: Tamara Jones
Cc: Kim LaCour (GOV); Bruce Parker (GOV)
Subject: RE: Shelter At Home Complaint

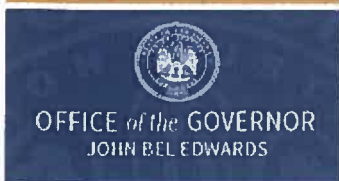
Thanks for sending this along, Tamara. I have sent this complaint to the Shelter At Home program management company (AECOM) to look into.

Also, please remember for everyone in constituent services that when a customer calls in with a complaint like this, that in addition to sending it to us to look into, Shelter At Home's phone number has a specific option on its phone line for customers to ask questions or call in complaints about their contractors. It's the same Shelter At Home number – 1-800-927-0216 – and the person should select Option 3. That's where call center staff will listen to their questions and take complaints about contractors. The more information a customer has on their contractor – the name of the company, the employee's name, etc – the more Shelter At Home can know to correct the situation and make sure it's fixed and doesn't happen again to other customers.

Thanks so much.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

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Constituent Services



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Sent: Tuesday, September 20, 2016 9:33 AM
To: Julie Baxter Payer
Cc: Press; Ben Nevers; Mike Steele
Subject: RE: Shelter At Home Complaint

I will pass that along, absolutely, and we will specifically look into below. Thank you!

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

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T 1-225-922-5700 F 1-225-922-5701
www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Julie Baxter Payer [mailto:Julie.BaxterPayer@la.gov]
Sent: Tuesday, September 20, 2016 9:29 AM
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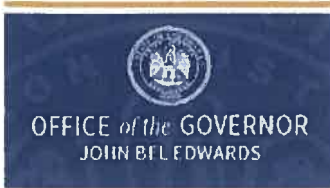
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Julie

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

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Thanks,
Tamara

Constituent Services



From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 12:12 PM
To: Micah Caswell
Cc: Press
Subject: Re: facebook comment about SAH video

Well done Micah!

On Sep 20, 2016, at 11:09 AM, Micah Caswell <[Micah.Caswell@la.gov](mailto:micah.caswell@la.gov)> wrote:

YAY!

I Thank you so much for your response. I have to say that I did not vote for Governor Edwards but I personally think he has done a phenomenal job since taking office. I am extremely impressed with him. I look forward to the rest of his term.

Micah Caswell

Digital Director

<image001.png>

225.342.0955

micah.caswell@la.gov

gov.louisiana.gov

From: Micah Caswell
Sent: Tuesday, September 20, 2016 10:51 AM
To: Julie Baxter Payer; Press
Subject: RE: facebook comment about SAH video

Great! Thank you!!

Micah Caswell

Digital Director

<image002.png>

225.342.0955

micah.caswell@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 10:47 AM
To: Micah Caswell; Press
Subject: RE: facebook comment about SAH video

That the work done in that home was not yet complete, and that we are following up with the Shelter At Home program to make sure that the work is completed to the standard required.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image002.png>

225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Micah Caswell

Sent: Tuesday, September 20, 2016 10:45 AM

To: Press

Subject: facebook comment about SAH video

Do we have a response to this kind of comment?

! Governor Edwards needs to investigate the video posted on FB regarding the slipshod work done by Shelter at Home workers.

Micah Caswell

Digital Director

<image002.png>

225.342.0955

micah.caswell@la.gov

gov.louisiana.gov

From: Erin Monroe Wesley
Sent: Tuesday, September 20, 2016 7:51 AM
To: Johnny Anderson; Julie Baxter Payer; Richard Carbo
Subject: Shelter at Home Program DBEs
Attachments: Shelter At Hhome Program Stats.pdf

Good Morning –

I have shared the attached document with the Black Caucus.

Erin

Erin Monroe Wesley
Special Counsel



225.342.0312

erin.monroewesley@la.gov

gov.louisiana.gov

| Total Contractors / Subcontractors | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|------------------------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| 101 | 85 | 27 | 455 | 378 | 83% | 0 | 0% | 10 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|--------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| AECOM Technical Services | Program Manager | No | No | 258 | 216 | 84% | | 0% | 0 |
| TOTALS | 1 | 0 | 0 | 258 | 216 | | 0 | | 0 |

| Subcontractor Information | | | | | | | | | |
|---------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| McKissack | Sub for AECOM | No | MWBE | | | | | | |
| Royals Engineering | Sub for AECOM | Yes | MBE | | | | | | |
| GoTech | Sub for AECOM | Yes | MBE | | | | | | |
| Luther C. Speight | Sub for AECOM | Yes | No | | | | | | DBE |
| H2Bravo | Sub for AECOM | Yes | No | | | | | | Veteran |
| TOTALS | 5 | 4 | 3 | 0 | 0 | | 0 | 0 | 2 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Core Construction | Repair Services | Yes | No | 47 | 36 | 77% | | 0% | |
| TOTALS | 1 | 0 | 0 | 47 | 36 | | 0 | 0 | 0 |

| Subcontractor Information | | | | | | | | | |
|---------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| All Star Electric | Sub for Core | Yes | No | | | | | | |
| Insul-Tech | Sub for Core | Yes | No | | | | | | |
| Livers Construction | Sub for Core | Yes | No | | | | | | DBE |
| Durr-Metro | Sub for Core | Yes | No | | | | | | DBE |
| Premiere | Sub for Core | Yes | No | | | | | | |
| TOTALS | 5 | 5 | 0 | 0 | 0 | | 0 | | 2 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Lamar Contractors LLC | Repair Services | Yes | No | 16 | 16 | 100% | 0 | 0% | 0 |
| 3 TOTALS | 1 | 0 | 0 | 16 | 16 | | 0 | | 0 |

| Subcontractor Information | | | | | | | | | |
|---------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| Carpenters Services | Sub for Lamar | Yes | No | | | | | | |
| JES Incorporated | Sub for Lamar | Yes | No | | | | | | WBE |
| Pelican Contractors | Sub for Lamar | Yes | No | | | | | | |
| 3 TOTALS | 3 | 3 | 0 | 0 | 0 | | 0 | | 1 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|----------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| The Lemoine Company | Repair Services | Yes | No | 33 | 33 | 100% | 0 | 0% | 0 |
| 4 TOTALS | 1 | 0 | 0 | 33 | 33 | | 0 | | 0 |

| Subcontractor Information | | | | | | | | | |
|---------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| Ram J Construction | Sub for Lemoine | Yes | No | | | | | | |
| Veteran Contractors | Sub for Lemoine | Yes | No | | | | | | Veteran |
| Bernhard MCC | Sub for Lemoine | Yes | No | | | | | | |
| Steam Pro | Sub for Lemoine | No | No | | | | | | |
| EP Breaux Electrical | Sub for Lemoine | Yes | No | | | | | | |
| 5 TOTALS | 5 | 4 | 0 | 0 | 0 | | 0 | | 1 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|--------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Roy Anderson Corp | Repair Services | No | No | 20 | 15 | 75% | 0 | 0% | 0 |
| 5 TOTALS | 1 | 0 | 0 | 20 | 15 | | 0 | | 0 |

| Subcontractor Information | | | | | | | | | |
|---------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| ETI Inc | Sub for RAC | Yes | No | | | | | | SLDBE |
| Veterans Contractors | Sub for RAC | Yes | No | | | | | | SDVB |
| 2 TOTALS | 2 | 2 | 0 | 0 | 0 | | 0 | | 2 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-----------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| SLSCO Ltd. | Repair Services | No | No | 22 | 14 | 64% | 0 | 0% | 0 |
| TOTALS | 1 | 0 | 0 | 22 | 14 | | 0 | | 0 |

6

| Subcontractor Information | | | | | | | | | |
|-------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| Dynamic | Sub for SLSCO | Yes | No | | | | | | |
| Clark Construction & Maint. | Sub for SLSCO | Yes | Yes | | | | | | |
| CSRS | Sub for SLSCO | Yes | No | | | | | | |
| NRI | Sub for SLSCO | Yes | Yes | | | | | | |
| ComNet Construction | Sub for SLSCO | Yes | Yes | | | | | | |
| Brandon Williams Construction | Sub for SLSCO | Yes | Yes | | | | | | |
| Cotton | Sub for SLSCO | No | No | | | | | | |
| Metro | Sub for SLSCO | Yes | Yes | | | | | | |
| TOTALS | 8 | 7 | 5 | 0 | 0 | | 0 | | 0 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-----------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Citadel Builders Inc. | Repair Services | Yes | No | 18 | 15 | 83% | 0 | 0% | 0 |
| TOTALS | 1 | 0 | 0 | 18 | 15 | | 0 | | 0 |

7

| Subcontractor Information | | | | | | | | | |
|------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| Citadel Residential Builders | Sub for Citadel | Yes | No | | | | | | |
| J. Brown Construction | Sub for Citadel | Yes | WBE/MBE | | | | | | WBE/MBE |
| Bernard Construction | Sub for Citadel | Yes | No | | | | | | |
| Strategic Planning Assoc. | Sub for Citadel | Yes | No | | | | | | |
| TOTALS | 4 | 4 | 1 | 0 | 0 | | 0 | | 1 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-----------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| JWTC-Louisiana | Repair Services | No | No | 10 | 2 | 20% | | 0% | |
| TOTALS | 1 | 0 | 0 | 10 | 2 | | 0 | | 0 |

8

| Subcontractor Information | | | | | | | | | |
|---------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| Atlas Excavation | Sub for JWTC | Yes | No | | | | | | |
| Brady Wilson | Sub for JWTC | Yes | No | | | | | | |
| Rafael Garcia Construction, LLC | Sub for JWTC | Yes | No | | | | | | |
| Gutierrez Contractors | Sub for JWTC | Yes | No | | | | | | |
| Kalin Construction | Sub for JWTC | Yes | No | | | | | | |
| G. Daigle Electric | Sub for JWTC | Yes | No | | | | | | |
| TNT Plumbing | Sub for JWTC | Yes | No | | | | | | |
| Duggan's AC & Heating | Sub for JWTC | Yes | No | | | | | | |
| PCI | Sub for JWTC | Yes | No | | | | | | |
| Designer Choice Cabinets | Sub for JWTC | Yes | No | | | | | | |
| Coastal Insulation | Sub for JWTC | Yes | No | | | | | | |
| TOTALS | 11 | 11 | 11 | 0 | 0 | | 0 | | 0 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-----------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| TKTMJ, Inc. | Repair Services | Yes | No | 31 | 31 | 100% | | 0% | |
| TOTALS | 1 | 1 | 0 | 31 | 31 | | 0 | | 0 |

9

| Subcontractor Information | | | | | | | | | |
|--------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| JL Investments of Natchitoches | Sub for TKTMJ | Yes | No | | | | | | |
| Veltco | Sub for TKTMJ | Yes | No | | | | | | SDBE |
| TOTALS | 2 | 2 | 1 | 0 | 0 | | 0 | | 1 |

| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
|-----------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| DSW Homes | Repair Services | No | No | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Subcontractor Information | | | | | | | | | |
|----------------------------------|------------------|------------------|------------------------|----------------|-------------------|-------------------|---------------|---------------|----------------------------|
| Contractor Name | Type of Contract | LA Owned Company | Minority Owned Company | # of Employees | # of LA Residents | % of LA Residents | # of Minority | % of Minority | Veterans/Hudson Initiative |
| A-1 | Sub for DSW | YES | NO | | | | | | |
| AAK Electric | Sub for DSW | NO | YES | | | | | | |
| ABC Supply | Sub for DSW | YES | NO | | | | | | |
| ACE | Sub for DSW | YES | NO | | | | | | |
| Action Service | Sub for DSW | YES | NO | | | | | | |
| Advanced Floor Restoration | Sub for DSW | YES | YES | | | | | | |
| Alex Banda's | Sub for DSW | YES | NO | | | | | | |
| Alligator Home Improvement | Sub for DSW | YES | NO | | | | | | |
| Annisson-Bitter | Sub for DSW | YES | NO | | | | | | |
| Bobcat Service | Sub for DSW | YES | NO | | | | | | |
| Caesar Martinez | Sub for DSW | NO | YES | | | | | | |
| Carrol Electric, LLC | Sub for DSW | YES | NO | | | | | | |
| Darrel Pritchett | Sub for DSW | YES | NO | | | | | | |
| DBA Electrical, LLC | Sub for DSW | YES | NO | | | | | | |
| EE Granite and Cabinet | Sub for DSW | YES | NO | | | | | | |
| Elegant Cabinets & Granite | Sub for DSW | YES | NO | | | | | | |
| Ferguson | Sub for DSW | YES | NO | | | | | | |
| Home Depot | Sub for DSW | YES | NO | | | | | | |
| House Master | Sub for DSW | YES | NO | | | | | | |
| ICE | Sub for DSW | YES | NO | | | | | | |
| Jay's Disposal | Sub for DSW | YES | NO | | | | | | |
| JDOG | Sub for DSW | YES | NO | | | | | | |
| Jose Flores Painting and Drywall | Sub for DSW | NO | YES | | | | | | |
| Kent's Plumbing | Sub for DSW | YES | NO | | | | | | |
| Kerry Sanchez Drywall | Sub for DSW | YES | YES | | | | | | |
| L.G. | Sub for DSW | YES | NO | | | | | | |
| Lowe's | Sub for DSW | YES | NO | | | | | | |
| Luke Construction | Sub for DSW | YES | NO | | | | | | |
| Marina Bay Builders | Sub for DSW | YES | NO | | | | | | |
| Matte's Plumbing | Sub for DSW | YES | NO | | | | | | |
| Miller Industries | Sub for DSW | YES | NO | | | | | | |
| Murphy's Drywall | Sub for DSW | YES | NO | | | | | | |

| | | | | | | | | | |
|-------------------------------|-------------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Musso Plumbing | Sub for DSW | YES | NO | | | | | | |
| Nick Knack | Sub for DSW | YES | NO | | | | | | |
| Pinnacle Construction | Sub for DSW | YES | NO | | | | | | |
| Pinnacle Plumbing | Sub for DSW | YES | NO | | | | | | |
| Pro HVAC | Sub for DSW | NO | YES | | | | | | |
| Pro Quality | Sub for DSW | YES | NO | | | | | | |
| Renovations Made E-Z | Sub for DSW | YES | NO | | | | | | |
| Semper FI Paint and Remodel | Sub for DSW | YES | NO | | | | | | |
| Sherwin Williams | Sub for DSW | YES | NO | | | | | | |
| Stateline Electric | Sub for DSW | YES | NO | | | | | | |
| Sudden Changes, LLC | Sub for DSW | YES | NO | | | | | | |
| TASCH Electric, LLC | Sub for DSW | YES | NO | | | | | | |
| Total Renovation Improvements | Sub for DSW | YES | NO | | | | | | |
| Trust Tek Electric | Sub for DSW | YES | NO | | | | | | |
| TOTALS | 46 | 42 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:31 AM
To: Adam Keyes
Cc: Erin Monroe Wesley
Subject: Re: Shelter at Home inquiry

Thanks Adam. I'll ask SAH to follow up.

On Sep 21, 2016, at 10:29 AM, Adam Keyes <adam.keyes@la.gov> wrote:

Julie,

Johnny Berthelot called this morning- he has two constituents who have had their homes repaired under the program but wanted to flag a couple of things. The folks he was calling about live next door to each other and are both older couples. Here is a list of the issues:

- Neither are sure if the repairs are finished
- Neither were given refrigeration
- One of the homes had a hot water heater on the bottom floor that was inundated and they were told that the small hot water heater upstairs would be sufficient (Johnny is unsure if it is sufficient)
- Neither were given a shower enclosure (it sounds like existing tub/showers are still in place)
- Both have leaks in new plumbing- joints that should have been screwed together were screwed and glued, meaning the joint and surrounding pipe will have to be replaced to fix the leaks

Neither of the couples are unhappy with the work, but Johnny is asking us to check if both homes are complete, and what was spent on each home. The addresses are: C

and CORE Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes

Legislative Liaison

<image001.png>

225.342.9507 office

225.439.5817 cell

adam.keyes@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:32 AM
To: Lael.Holton@aecom.com; Mike Steele; William Rachal
Subject: Fwd: Shelter at Home inquiry
Attachments: image001.png

Begin forwarded message:

From: Adam Keyes <adam.keyes@la.gov>
Date: September 21, 2016 at 10:29:02 AM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>
Subject: Shelter at Home inquiry

Julie,

Johnny Berthelot called this morning- he has two constituents who have had their homes repaired under the program but wanted to flag a couple of things. The folks he was calling about live next door to each other and are both older couples. Here is a list of the issues:

- Neither are sure if the repairs are finished
- Neither were given refrigeration
- One of the homes had a hot water heater on the bottom floor that was inundated and they were told that the small hot water heater upstairs would be sufficient (Johnny is unsure if it is sufficient)
- Neither were given a shower enclosure (it sounds like existing tub/showers are still in place)
- Both have leaks in new plumbing- joints that should have been screwed together were screwed and glued, meaning the joint and surrounding pipe will have to be replaced to fix the leaks

Neither of the couples are unhappy with the work, but Johnny is asking us to check if both homes are complete, and what was spent on each home. The addresses are:

and CORE Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes
Legislative Liaison



225.342.9507 office

225.439.5817 cell
adam.keyes@la.gov
gov.louisiana.gov

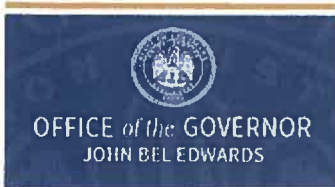
From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:01 AM
To: Mike Steele; William Rachal
Cc: Richard Carbo
Subject: RE: Follow Up Questions

Thank you, Mike.

Will, respectfully, we need to insist that Shelter At Home finish that home asap. This cannot be a home that they are just monitoring. It needs the attention to be completed soon. Today or tomorrow if at all possible.
Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Mike Steele
Sent: Wednesday, September 21, 2016 9:47 AM
To: Julie Baxter Payer; William Rachal
Subject: FW: Follow Up Questions

FYI- home update

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP
7667 Independence Blvd.
Baton Rouge, LA 70806
(225) 925-3966 - Office
(225) 788-0095 – Cell
mike.steele@la.gov
www.gohsep.la.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Wednesday, September 21, 2016 9:44 AM
To: Mike Steele <Mike.Steele@LA.GOV>
Subject: RE: Follow Up Questions

It is a scheduling issue and no they haven't been back to it.

--Lael

Lael Holton, AICP

Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

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From: Mike Steele [<mailto:Mike.Steele@LA.GOV>]
Sent: Wednesday, September 21, 2016 9:42 AM
To: Holton, Lael
Subject: RE: Follow Up Questions

I need to know specifically if he has been back since the Gov's staff has visited the home. If it's a legit scheduling issue, that's fine. Just let me know so I can share that information.

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP
7667 Independence Blvd.
Baton Rouge, LA 70806
(225) 925-3966 - Office
(225) 788-0095 - Cell
mike.steele@la.gov
www.gohsep.la.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Wednesday, September 21, 2016 9:37 AM
To: Mike Steele <Mike.Steele@LA.GOV>
Subject: RE: Follow Up Questions

As to the : house (), the contractor still has not requested a Final Site Visit. I have made sure the schedulers flag the file so that we can keep track of what happens with it.

--Lael

Lael Holton, AICP

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D 1-225-922-5764 C 1-225-229-2188
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[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Mike Steele [<mailto:Mike.Steele@LA.GOV>]
Sent: Wednesday, September 21, 2016 9:09 AM
To: Holton, Lael
Subject: Follow Up Questions

Good morning,

Can you find out if the contractor for the [REDACTED] FB post has returned to that home? Someone had indicated a few days had passed since the contractor started doing the work. There could be legitimate reasons, but we just wanted to double check.

Also, did The Advocate or Elizabeth Crisp ever respond about the positive home? I will need to share this info with the Governor's staff.

Thanks,

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP

7667 Independence Blvd.
Baton Rouge, LA 70806
(225) 925-3966 - Office
(225) 788-0095 – Cell
mike.steele@la.gov
www.gohsep.la.gov

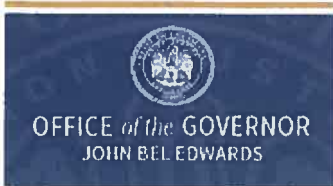
From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 3:48 PM
To: Bruce Parker (GOV); William Rachal; 'Holton, Lael'
Cc: Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Thanks, Bruce. Lael, just let me know what AECOM can do to follow up, if you would. Thanks!

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

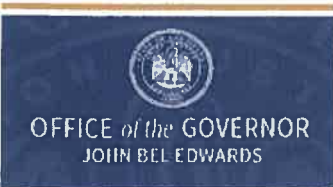
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Bruce Parker (GOV)
Sent: Thursday, September 22, 2016 3:36 PM
To: Julie Baxter Payer; William Rachal; 'Holton, Lael'
Cc: Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Just to be clear he spoke to someone at Shelter at Home and then a supervisor about his case but does not feel as though he has received any clarity on what happened or got a sense of a resolution moving forward. I spoke with him myself a few moments ago.

Bruce Parker

Programs and Planning Coordinator



225.342.7015

b.parker@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 3:31 PM
To: William Rachal; 'Holton, Lael'

Cc: Bruce Parker (GOV); Kim LaCour (GOV)

Subject: RE: Constituent SAH issue

Will or Lael, please see below.

I think we need a contractor liaison to call this person and look at paperwork and figure out why such a large gap in communication on this scope of work happened, if indeed it happened as is reported below. But if there is a better way to handle this, I am open to that as well. Our Constituent Services office has told this gentleman that we are following up from our office with GOHSEP and SHELTER AT HOME and that someone would get back with him today or tomorrow.

Would you please let me know if one or both of you can follow up on this?

Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Kim LaCour (GOV)

Sent: Thursday, September 22, 2016 10:14 AM

To: Julie Baxter Payer

Cc: Bruce Parker (GOV)

Subject: Constituent SAH issue

Good morning Julie,

A constituent called to complain about a problem with SAH. His situation is unique, according to him, he signed a contract for SAH contractors to only repair the back room of his home. The other rooms were in tack, furnished and undamaged. He states he left SAH contractors at his home working and upon his return, all rooms were gutted and all contents were placed on the lawn. He's made several calls to GOHSEP to get a copy of the contract which he indicates was for only one room and to date he's not received a return call from anyone. It seems odd to me that SAH would be approved for someone whose house was already in a 'livable' condition. Can we find out if his story is accurate and get an explanation for him? And if it isn't accurate, could we have someone provide him with a copy of the contract he signed? If there is anything I can do to assist, please let me know.

Please share your thoughts,

Thanks,

Kim F. LaCour, MPA

Director, Constituent Services



Phone: 225-342-0991

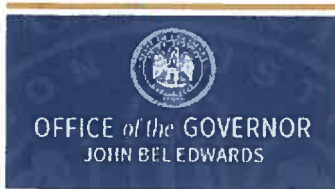
Kim.lacour2@la.gov

www.gov.state.la.us

From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 5:00 PM
To: Danielle Aymond
Subject: FW: Constituent SAH issue
Attachments: LASAH014712-ACCEPTANCE.PDF; LASAH014712-ROE.PDF; LASAH014712-Waiver.pdf

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Holton, Lael [mailto:Lael.Holton@aecom.com]
Sent: Thursday, September 22, 2016 4:52 PM
To: Bruce Parker (GOV); Julie Baxter Payer; William Rachal
Cc: Kim LaCour (GOV); Danielle Aymond; Swick, Steve; T. Bradley Keith
Subject: RE: Constituent SAH issue

Attached, please find the following items signed by

1. Consent and Acceptance of Scope of Work
2. Right of Entry and Indemnification Form
3. Release of Claim on items maintained in the home.

Thank you,

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
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D 1-225-922-5764 C 1-225-229-2188
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From: Bruce Parker (GOV) [<mailto:B.Parker@la.gov>]
Sent: Thursday, September 22, 2016 3:56 PM
To: Holton, Lael; Julie Baxter Payer; William Rachal
Cc: Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

One of his requests is for a couple of the legal paperwork he signed. Do we have access to that? Can that be gotten for him?

Bruce Parker

Programs and Planning Coordinator



225.342.7015

b.parker@la.gov

gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Thursday, September 22, 2016 3:51 PM
To: Julie Baxter Payer; William Rachal
Cc: Bruce Parker (GOV); Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Julie and Will,

We have already been dealing with this family for the last couple days. (Will, I sent you a synopsis email this morning). Julie, I will forward you our information on this applicant. At this point in time, the family has been placed in contact with Core and Core's legal team, and advised to contact the authorities and file a police report for anything that was stolen.

--Lael

Lael Holton, AICP
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Gulf Coast Area PM/CM Business Unit
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From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Thursday, September 22, 2016 3:31 PM
To: William Rachal; Holton, Lael

Cc: Bruce Parker (GOV); Kim LaCour (GOV)

Subject: RE: Constituent SAH issue

Will or Lael, please see below.

I think we need a contractor liaison to call this person and look at paperwork and figure out why such a large gap in communication on this scope of work happened, if indeed it happened as is reported below. But if there is a better way to handle this, I am open to that as well. Our Constituent Services office has told this gentleman that we are following up from our office with GOHSEP and SHELTER AT HOME and that someone would get back with him today or tomorrow.

Would you please let me know if one or both of you can follow up on this?

Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Kim LaCour (GOV)

Sent: Thursday, September 22, 2016 10:14 AM

To: Julie Baxter Payer

Cc: Bruce Parker (GOV)

Subject: Constituent SAH issue

Good morning Julie,

A constituent called to complain about a problem with SAH. His situation is unique, according to him, he signed a contract for SAH contractors to only repair the back room of his home. The other rooms were in tack, furnished and undamaged. He states he left SAH contractors at his home working and upon his return, all rooms were gutted and all contents were placed on the lawn. He's made several calls to GOHSEP to get a copy of the contract which he indicates was for only one room and to date he's not received a return call from anyone. It seems odd to me that SAH would be approved for someone whose house was already in a 'livable' condition. Can we find out if his story is accurate and get an explanation for him? And if it isn't accurate, could we have someone provide him with a copy of the contract he signed? If there is anything I can do to assist, please let me know.

Please share your thoughts,

Thanks,

Kim F. LaCour, MPA

Director, Constituent Services



Phone: 225-342-0991

Kim.lacour2@la.gov

www.gov.state.la.us

From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 5:00 PM
To: Danielle Aymond
Subject: FW: Constituent SAH issue

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Holton, Lael [mailto:Lael.Holton@aecom.com]
Sent: Thursday, September 22, 2016 4:12 PM
To: Bruce Parker (GOV); Julie Baxter Payer; William Rachal
Cc: Kim LaCour (GOV); Swick, Steve; Jones, Tyler
Subject: RE: Constituent SAH issue

Below is a synopsis from Core of what has transpired with this applicant and Core's attempt to rectify the situation. This has certainly gone above the ability of Core to resolve this as it appears to be a matter for law enforcement due to the theft claims and unreasonable expectations, claims, and demands by the applicant. In addition to the applicant's attempt to file a police report (not confirmed) on the allegedly stolen weapons (we do not currently have an itemized list), our suggestion is for Core to contact law enforcement and have the Livingston Parish Sheriff's office to take sworn statements from the applicant, the contractor, and the subcontractor to initiate an investigation into the theft claims, and further have Core's legal counsel handle the situation with the applicant through the legal system if the offered compensation is unsatisfactory.

Given that Core is under contract to GOHSEP and not AECOM, which legal chain does this need to go through? Please advise.

--Lael

Brad,

As you are aware, I met with homeowners, Mr. and Mrs. [REDACTED] of [REDACTED], [REDACTED], today, September 21, 2016 at 8:30am. Today's meeting represents the third meeting with the Homeowners since

Thursday, September 15th, 2016, it was communicated to us via the Shelter At Home call center that personal effects of the Homeowner's were put at the street for trash pickup. On Friday, September 16, 2016, I met with the homeowners to ascertain what was improperly removed from the house.

On Monday, September 19th, 2016, yourself met with the homeowners to ascertain the extent of their loss and what CORE could do to relieve their distress. At that time, the Homeowners stated their discarded belongings were worth approximately \$5,000.00.

On Wednesday, September 21, 2016, I met with them to see if CORE could relieve their distress and resolve all remaining issues. In good faith, I attempted to resolve the matter by offering to sheetrock, tape, float and paint the entire home and to provide floors throughout. Such was rejected. The Homeowners then demanded \$1.2 million dollars to resolve any claim, and then, after thinking about it, they reduced their demand to \$500,000.00.

Numerous conversations with the Homeowners have been conducted, to no avail.

The Homeowners admitted to me that their personal effects and collectibles were covered by insurance. However, when asked for any sort of appraisal information, they demurred stating that it was thrown away and that the appraiser was now dead. As such, I am unable to obtain a list of the items or values to confirm any alleged loss.

At this point, without more information to work from, valuations, contents lists, etc, I cannot reasonably go forward with the Homeowner's when their expectations are so high and insurance companies may be involved.

Thank you.

CORE Construction

3131 North I-10 Service Road East | Metairie, LA 70002-6054

504-733-2214 | www.coreconstruction.com

--Lael

Lael Holton, AICP

Planning Manager

Gulf Coast Area PM/CM Business Unit

Design and Consulting Services Group
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Lael.Holton@aecom.com

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www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Bruce Parker (GOV) [<mailto:B.Parker@la.gov>]
Sent: Thursday, September 22, 2016 3:54 PM
To: Holton, Lael; Julie Baxter Payer; William Rachal
Cc: Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Lael,

Can you send that information to me as well?

Thanks.

Bruce

Bruce Parker

Programs and Planning Coordinator



225.342.7015

b.parker@la.gov

gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Thursday, September 22, 2016 3:51 PM
To: Julie Baxter Payer; William Rachal
Cc: Bruce Parker (GOV); Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Julie and Will,

We have already been dealing with this family for the last couple days. (Will, I sent you a synopsis email this morning). Julie, I will forward you our information on this applicant. At this point in time, the family has been placed in contact with Core and Core's legal team, and advised to contact the authorities and file a police report for anything that was stolen.

--Lael

Lael Holton, AICP

Planning Manager
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[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Thursday, September 22, 2016 3:31 PM
To: William Rachal; Holton, Lael
Cc: Bruce Parker (GOV); Kim LaCour (GOV)
Subject: RE: Constituent SAH issue

Will or Lael, please see below.

I think we need a contractor liaison to call this person and look at paperwork and figure out why such a large gap in communication on this scope of work happened, if indeed it happened as is reported below. But if there is a better way to handle this, I am open to that as well. Our Constituent Services office has told this gentleman that we are following up from our office with GOHSEP and SHELTER AT HOME and that someone would get back with him today or tomorrow.

Would you please let me know if one or both of you can follow up on this?

Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Kim LaCour (GOV)
Sent: Thursday, September 22, 2016 10:14 AM
To: Julie Baxter Payer
Cc: Bruce Parker (GOV)
Subject: Constituent SAH issue

Good morning Julie,

A constituent called to complain about a problem with SAH. His situation is unique, according to him, he signed a contract for SAH contractors to only repair the back room of his home. The other rooms were in tack, furnished and

undamaged. He states he left SAH contractors at his home working and upon his return, all rooms were gutted and all contents were placed on the lawn. He's made several calls to GOHSEP to get a copy of the contract which he indicates was for only one room and to date he's not received a return call from anyone. It seems odd to me that SAH would be approved for someone whose house was already in a 'livable' condition. Can we find out if his story is accurate and get an explanation for him? And if it isn't accurate, could we have someone provide him with a copy of the contract he signed? If there is anything I can do to assist, please let me know.

Please share your thoughts,
Thanks,
kl

Kim F. LaCour, MPA
Director, Constituent Services



Phone: 225-342-0991

Kim.lacour2@la.gov

www.gov.state.la.us

From: Julie Baxter Payer <julie@juliebaxterlaw.com>
Sent: Thursday, September 22, 2016 6:10 AM
To: Ben Nevers
Subject: Last night's story

<http://www1.wbrz.com/news/shelter-at-home-program-leaves-mess-in-st-amant-home>

From Julie Baxter Payer

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 11:58 AM
To: Bruce Parker (GOV); Johnny Anderson; Erin Monroe Wesley; Richard Carbo
Subject: Fwd: Question for my story today

FYI. Thought you all were on this.

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: September 23, 2016 at 11:55:20 AM CDT
To: "Holton, Lael" <Lael.Holton@aecom.com>
Cc: Shauna Sanford <Shauna.Sanford@la.gov>, William Rachal <William.Rachal@LA.GOV>, Mike Steele <Mike.Steele@LA.GOV>, "T. Bradley Keith" <tbradleykeith@gmail.com>
Subject: Re: Question for my story today

My suggestion is that Danielle needs to are this and determine a response from GOHSEP along the lines of this is a very unusual case and given the fact that this may be a pending legal issue we cannot comment further on this at this time. Maybe not right exact comment but these are some very strange facts or allegations.

On Sep 23, 2016, at 11:52 AM, Holton, Lael <Lael.Holton@aecom.com> wrote:

Do we all need to get on a call to discuss this? I talked to Will last night and he and I agreed that this was a GOHSEP and Core legal team issue....we need someone from Core on this just so that they have the full synopsis.

Let us know,
--Lael

On Sep 23, 2016, at 11:27 AM, Shauna Sanford <Shauna.Sanford@la.gov> wrote:

Please see the email below from Chris Nakamoto from WBRZ. His deadline is 4 p.m. today.

Mr. [REDACTED] the homeowner, applied for Shelter at Home and was approved. Chris says [REDACTED] is with Core Construction, the company that worked on the home. He left a message for [REDACTED] I but has not heard back from him. According to Chris, [REDACTED] says he did a walk through with the contractor and the inspector and they all agreed on the work that needed to be done. It was also made clear which areas and items did not need to be touched. He says his entire home was gutted when only a portion of it needed to be. [REDACTED] says he spoke with [REDACTED] and was offered \$1000 to pay the deductible on his homeowner's insurance policy but doesn't feel that he should have to

file a claim. has filed a police report but Chris has not received a copy of it, as of yet.

Please advise,
Shauna~

Shauna Sanford

Press Secretary

<image001.png>

225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov

gov.louisiana.gov

From: Chris Nakamoto [<mailto:cnakamoto@wbrz.com>]

Sent: Friday, September 23, 2016 10:43 AM

To: Shauna Sanford

Subject: Question for my story today

Good morning Shauna,

I hope this email finds you well.

I'm doing a story today on the Shelter at Home Program. A gentleman by the name of [redacted] / from Denham Springs said he was in contact with you guys. He specifically mentioned talking to Bruce Parker.

Here's his situation. Contractors working on behalf of Shelter at Home came by his house on 9/15.

Only half of his house flooded. He moved items that did not flood to the dry parts of his house and locked those doors. When he came back from work, everything was gone. His house was completely gutted. All of his belongings, pictures, college diplomas were tossed in the trash and picked up.

[redacted] tells us he gave Core Construction specific instructions to not touch areas of the home that did not flood. They agreed.

He also said he was in contact with Core Construction. He talked to [redacted].

[redacted] filed a police report after everything was removed, but is getting nowhere. Is there anything you guys can do to help?

Can I get a statement or comment from you guys on his situation?

Thanks,
Chris Nakamoto

WBRZ-TV

Sent from my iPhone

--

This email message and all attachments transmitted with it may contain legally privileged & confidential and/or protected work product. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 11:59 AM
To: Erin Monroe Wesley; Bruce Parker (GOV); Johnny Anderson; Richard Carbo
Subject: Fwd: Question for my story today

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: September 23, 2016 at 11:56:21 AM CDT
To: "Holton, Lael" <Lael.Holton@aecom.com>
Cc: Shauna Sanford <Shauna.Sanford@la.gov>, William Rachal <William.Rachal@LA.GOV>, Mike Steele <Mike.Steele@LA.GOV>, "T. Bradley Keith" <tbradleykeith@gmail.com>
Subject: Re: Question for my story today

The response may better come from AECOM but I want Danielle to see this too.

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Let us know,
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Shauna~

Shauna Sanford

Press Secretary

<image001.png>

225.219.9313 office

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WBRZ-TV

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Sent from my iPhone

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From: Julie Baxter Payer
Sent: Friday, September 23, 2016 12:05 PM
To: Press; Mike Steele; Matthew Block
Subject: Fwd: Constituent SAH issue
Attachments: image001.png; ATT00001.htm; image001.png; ATT00002.htm; image001.png; ATT00003.htm; image001.png; ATT00004.htm; LASAH014712-ACCEPTANCE.PDF; ATT00005.htm; LASAH014712-ROE.PDF; ATT00006.htm; LASAH014712-Waiver.pdf; ATT00007.htm

Background in this and next email.

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: September 22, 2016 at 4:59:53 PM CDT
To: Danielle Aymond <Danielle.Aymond@la.gov>
Subject: FW: Constituent SAH issue

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 12:07 PM
To: Press; Mike Steele; Matthew Block
Subject: Fwd: Constituent SAH issue
Attachments: image001.png; image001.png; image001.png; image001.png

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: September 22, 2016 at 5:00:14 PM CDT
To: Danielle Aymond <Danielle.Aymond@la.gov>
Subject: FW: Constituent SAH issue

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Thursday, September 22, 2016 4:12 PM
To: Bruce Parker (GOV); Julie Baxter Payer; William Rachal
Cc: Kim LaCour (GOV); Swick, Steve; Jones, Tyler
Subject: RE: Constituent SAH issue

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Thank you.

CORE Construction

3131 North I-10 Service Road East | Metairie, LA 70002-6054

--Lael

Lael Holton, AICP

Planning Manager

Gulf Coast Area PM/CM Business Unit

Design and Consulting Services Group

D 1-225-922-5764 C 1-225-229-2188

Lael.Holton@aecom.com

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[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Bruce Parker (GOV) [<mailto:B.Parker@la.gov>]

Sent: Thursday, September 22, 2016 3:54 PM

To: Holton, Lael; Julie Baxter Payer; William Rachal

Cc: Kim LaCour (GOV)

Subject: RE: Constituent SAH issue

Lael,

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Thanks.

Bruce

Bruce Parker

Programs and Planning Coordinator



225.342.7015

b.parker@la.gov

gov.louisiana.gov

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Sent: Thursday, September 22, 2016 3:51 PM

To: Julie Baxter Payer; William Rachal

Cc: Bruce Parker (GOV); Kim LaCour (GOV)

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Lael Holton, AICP

Planning Manager

Gulf Coast Area PM/CM Business Unit

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From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]

Sent: Thursday, September 22, 2016 3:31 PM

To: William Rachal; Holton, Lael

Cc: Bruce Parker (GOV); Kim LaCour (GOV)

Subject: RE: Constituent SAH issue

Will or Lael, please see below.

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Would you please let me know if one or both of you can follow up on this?

Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Kim LaCour (GOV)
Sent: Thursday, September 22, 2016 10:14 AM
To: Julie Baxter Payer
Cc: Bruce Parker (GOV)
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Please share your thoughts,
Thanks,
kl

Kim F. LaCour, MPA
Director, Constituent Services



Phone: 225-342-0991
Kim.lacour2@la.gov
www.gov.state.la.us

From: Julie Baxter Payer
Sent: Monday, September 26, 2016 1:13 PM
To: Carlton J. Miller; '
Cc: Erin Monroe Wesley
Subject: RE: Disaster Relief

Thank you, Carlton. We will look into this and see what we can find out.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Carlton J. Miller
Sent: Monday, September 26, 2016 1:09 PM
To:
Cc: Erin Monroe Wesley; Julie Baxter Payer
Subject: RE: Disaster Relief

Thank you for providing me with this information. I'll be sure to pass this along to our senior level staff so they can be made aware of what is occurring in some instances with the Shelter-at-Home Program. If anything else arises, please feel free to contact me. Hope all is well.

Best,

Carlton J. Miller, Esq.

Policy Advisor



225.342.0069 (office)

225.936.3478 (cell)

carlton.miller@la.gov

gov.louisiana.gov

From: \

Sent: Wednesday, September 21, 2016 1:45 PM

To: carlton miller (miller.carlton@gmail.com); Carlton J. Miller

Subject: Disaster Relief

Carlton,

Per our earlier discussion regarding [REDACTED] [REDACTED] ther, I have been trying to follow-up and obtain the status and location of the trailer but have been unsuccessful in contacting [REDACTED]. Her phone consistently goes to a voice mail box that is not set up. I finally got someone to answer yesterday, however they indicated that they did not know who [REDACTED] was. I am still going to give you the information for whatever it is worth.

[REDACTED] came into our office on 9/14/16 with her 80+ mother, [REDACTED] M. [REDACTED] lived in a trailer that suffered irreparable damage. She has been told that she has to remove the trailer from the lot. The lot cost per month is \$185.00 and she is up to date on all payments. She has no way of removing this trailer from the lot. I believe the lot is located in Livingston parish. The number given was [REDACTED]. I referred her to counsel on aging.

Another issue has arisen that I believe the Governor's office should be aware of regarding the Shelter At Home Program. I am listing the complaint below from [REDACTED] who participated in the shelter at home program. Her email address is [REDACTED].

Shelter at home concerns:

1. They did not check moisture level prior to installing drywall in bathroom.
2. They took the kitchen cabinets off one wall, but left the cabinets up on the other side of the wall.
3. Did not provide three humidifiers as stated, provided three window units after stating central AC was fine.
4. Did not provide mini fridge and microwave after stating they will return with the items.
5. Home had mold behind cabinets that were not taken out and also behind black paper on wall. Bathroom sheetrock was installed over the black paper and mold.
6. Was very concerned to stay within \$15,000 as opposed to stating we did not qualify for the program.

Wanted to pass this on.

[REDACTED]

From: Julie Baxter Payer
Sent: Monday, September 26, 2016 1:21 PM
To: 'Holton, Lael'
Cc: William Rachal; Mike Steele; Press
Subject: RE: Disaster Relief

My apologies, Lael. You are exactly right. Yes, SAH should please follow up with . Thank you for catching that.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Holton, Lael [mailto:Lael.Holton@aecom.com]
Sent: Monday, September 26, 2016 1:20 PM
To: Julie Baxter Payer
Cc: William Rachal; Mike Steele; Press
Subject: RE: Disaster Relief

Will do—however, just to clarify, do we need to follow up on .? That seems to be the one that had the issues. was a trailer issue, and trailers don't fall under the mobile home allowance.

I can have them both checked, but I just wanted to make sure first.

Thanks!

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
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From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Monday, September 26, 2016 1:15 PM
To: Holton, Lael
Cc: William Rachal; Mike Steele; Press
Subject: FW: Disaster Relief

Lael, would you please have your program folks follow up with [REDACTED]'s situation. She is an applicant that had a number of problems with how the SAH program responded at her home, which appear to be detailed below. Can you please have a contractor liaison contact her at [REDACTED] - [REDACTED] (contact number given below to reach her) and see whether any of these issues with SAH can be rectified?

Thank you.

Julie

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

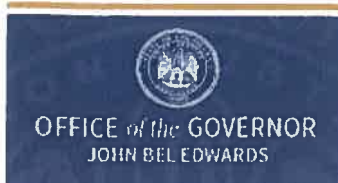
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Carlton J. Miller
Sent: Monday, September 26, 2016 1:09 PM
To: [REDACTED]
Cc: Erin Monroe Wesley; Julie Baxter Payer
Subject: RE: Disaster Relief

Thank you for providing me with this information. I'll be sure to pass this along to our senior level staff so they can be made aware of what is occurring in some instances with the Shelter-at-Home Program. If anything else arises, please feel free to contact me. Hope all is well.

Best,

Carlton J. Miller, Esq.
Policy Advisor



225.342.0069 (office)

225.936.3478 (cell)

carlton.miller@la.gov

gov.louisiana.gov

From: \

Sent: Wednesday, September 21, 2016 1:45 PM

To: carlton miller (miller.carlton@gmail.com); Carlton J. Miller

Subject: Disaster Relief

Carlton,

Per our earlier discussion regarding [REDACTED]'s mother, I have been trying to follow-up and obtain the status and location of the trailer but have been unsuccessful in contacting [REDACTED]. Her phone consistently goes to a voice mail box that is not set up. I finally got someone to answer yesterday, however they indicated that they did not know who I [REDACTED] was. I am still going to give you the information for whatever it is worth.

[REDACTED] came into our office on 9/14/16 with her 80+ mother, [REDACTED]. [REDACTED] lived in a trailer that suffered irreparable damage. She has been told that she has to remove the trailer from the lot. The lot cost per month is \$185.00 and she is up to date on all payments. She has no way of removing this trailer from the lot. I believe the lot is located in Livingston parish. The number given was [REDACTED]. I referred her to counsel on aging.

Another issue has arisen that I believe the Governor's office should be aware of regarding the Shelter At Home Program. I am listing the complaint below from [REDACTED] who participated in the shelter at home program. Her email address is [REDACTED]

Shelter at home concerns:

1. They did not check moisture level prior to installing drywall in bathroom.
2. They took the kitchen cabinets off one wall, but left the cabinets up on the other side of the wall.
3. Did not provide three humidifiers as stated, provided three window units after stating central AC was fine.
4. Did not provide mini fridge and microwave after stating they will return with the items.
5. Home had mold behind cabinets that were not taken out and also behind black paper on wall. Bathroom sheetrock was installed over the black paper and mold.
6. Was very concerned to stay within \$15,000 as opposed to stating we did not qualify for the program.

Wanted to pass this on.

From: Julie Baxter Payer
Sent: Monday, September 26, 2016 1:45 PM
To: Micah Caswell; Press
Subject: RE: SAH Satisfied Applicant list

OK. I see what you're saying, Micah. Mike Steele says that both on the GOHSEP facebook page and the Louisiana Shelter At Home facebook page, there are a few satisfied SAH customer posts, so as you see those pop up, perhaps you could share? And we can also please keep this list to suggest to media to use, too.

Thanks, all.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Micah Caswell
Sent: Monday, September 26, 2016 1:30 PM
To: Julie Baxter Payer; Press
Subject: RE: SAH Satisfied Applicant list

The only way that I could see using this would be to say the total number of satisfied applicants, and this number is not something we'd want to use.

It might be better to try to get these folks to talk to media in their area?

Micah Caswell

Digital Director



225.342.0955

micah.caswell@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, September 26, 2016 12:52 PM
To: Press
Subject: Fwd: SAH Satisfied Applicant list

Micah, any of this that you can use for social media would be helpful.

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com>
Date: September 26, 2016 at 12:47:12 PM CDT
To: "Julie Baxter Payer (Julie.BaxterPayer@la.gov)" <Julie.BaxterPayer@la.gov>, "Mike Steele (Mike.Steele@LA.GOV)" <Mike.Steele@LA.GOV>
Cc: "William.Rachal@LA.GOV" <William.Rachal@LA.GOV>, "Swick, Steve" <steve.swick@aecom.com>, "Smith, Jenn (Baton Rouge)" <jenn.smith@aecom.com>
Subject: SAH Satisfied Applicant list

Julie and Mike,

Attached is a running list that we have been putting together of happy/satisfied homeowners for SAH. We will continue to update this list and provide it to you all on a weekly basis. There is a second tab on this worksheet that details positive comments from non-applicants that we have gotten on our FB page as well.

We have attempted to make this list as complete as possible with contact information and contractor information just in case you all need to send any of this to the media.

Thanks,
--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
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lael.holton@aecom.com

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aecom.com

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From: Holton, Lael <Lael.Holton@aecom.com>
Sent: Tuesday, September 27, 2016 10:52 AM
To: Julie Baxter Payer
Cc: Brown, Sydney; Swick, Steve; Cooper, Jessica; Lambousy, Heather
Subject: Re: Assistance Needed!

Julie,

We will get moving on this one right away and see if we can get her in the queue as soon as possible.

Thank you for letting us know!
--Lael

On Sep 27, 2016, at 10:02 AM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Lael, please see below. This is another call where the person applied the day the program was announced and has yet to have a call back from SAH. She says she has called SAH every other day just about, and says that Shelter At Home staff have told her that someone would call her back (and no one has as of yet, she told me, despite the fact that SAH staff has told her that they do have her utility bill and mortgage bill statement on file). She says when SAH staff have sent her to SAH scheduling office's voicemail, she has either left a voicemail and heard nothing back, or she has not been able to leave a voicemail because it said the voicemail box was full.

Please have someone from SAH call her today if at all possible. () Her Shelter At Home registration number is I told her I would work very hard with your office to see whether we could set up an inspection for her this week if at all possible.

She is currently living in a FEMA funded hotel room, which she says it extended until Oct 18th, and she has been told it will not be extended any more. Her home address and info is below.

She got a little FEMA money and would like to put that together with any Shelter At Home help she can get to begin repairs so that she can be home at least by October 18th.

Thank you for your help on this case.
Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Connie Nelson (GOV)
Sent: Tuesday, September 27, 2016 8:52 AM

To: Julie Baxter Payer
Subject: FW: Assistance Needed!

Good morning Julie,

This young lady is our telephone contact and was flooded and can't seem to get any assistance.
Is there anything we can do to get her some assistance asap?

From: Anita Moore
Sent: Tuesday, September 27, 2016 8:43 AM
To: Connie Nelson (GOV)
Subject: Assistance Needed!

Please see below:



Desperately needs assistance with the Shelter @ Home Program.



2 feet of water in her home
She has a Fema claim number and has sent Fema proof of residency

No response yet.

Anita B. Moore
Procurement Manager

<image002.png>

225.342.8382 Desk

225.208.1523 Fax

Anita.Moore@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 10:00 AM
To: 'Holton, Lael'
Cc: 'Brown, Sydney'; Swick, Steve
Subject: FW: Assistance Needed!

Lael, please see below. This is another call where the person applied the day the program was announced and has yet to have a call back from SAH. She says she has called SAH every other day just about, and says that Shelter At Home staff have told her that someone would call her back (and no one has as of yet, she told me, despite the fact that SAH staff has told her that they do have her utility bill and mortgage bill statement on file). She says when SAH staff have sent her to SAH scheduling office's voicemail, she has either left a voicemail and heard nothing back, or she has not been able to leave a voicemail because it said the voicemail box was full.

Please have someone from SAH call her today if at all possible. () Her Shelter At Home registration number is . I told her I would work very hard with your office to see whether we could set up an inspection for her this week if at all possible.

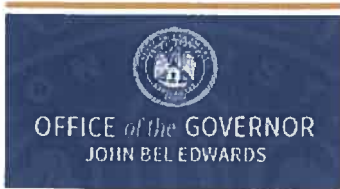
She is currently living in a FEMA funded hotel room, which she says it extended until Oct 18th, and she has been told it will not be extended any more. Her home address and info is below.

She got a little FEMA money and would like to put that together with any Shelter At Home help she can get to begin repairs so that she can be home at least by October 18th.

Thank you for your help on this case.
Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Connie Nelson (GOV)
Sent: Tuesday, September 27, 2016 8:52 AM
To: Julie Baxter Payer
Subject: FW: Assistance Needed!

Good morning Julie,

This young lady is our telephone contact and was flooded and can't seem to get any assistance. Is there anything we can do to get her some assistance asap?

From: Anita Moore
Sent: Tuesday, September 27, 2016 8:43 AM
To: Connie Nelson (GOV)
Subject: Assistance Needed!

Please see below:

Desperately needs assistance with the Shelter @ Home Program.

, Baton Rouge

2 feet of water in her home
She has a Fema claim number and has sent Fema proof of residency

No response yet.

Anita B. Moore
Procurement Manager



225.342.8382 Desk
225.208.1523 Fax
Anita.Moore@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 3:27 PM
To: Gohsepcor
Subject: / in Denham Springs

Will/Danielle:

This is the gentleman whose story ran on WBRZ last Friday. Why is he still not being provided with copies of the papers he signed? His Acceptance of Scope of Work, his Homeowner Release of Responsibility to Program for Retained Materials in Home, the Legal Right of Entry. Perhaps the Scope of Work that he signed onto would also be helpful in showing what he agreed to. He contacted our office today saying he still has not received the papers.

Also, in tomorrow's Shelter At Home follow-up meeting, the governor will want the update on this investigation and how far it has come. Thank you all.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Johnny Anderson
Sent: Thursday, September 29, 2016 5:46 AM
To: Bambi Polotzola
Subject: Re: Clearly Discrimination!

Who all did you send this to?

Sent from my iPhone

On Sep 26, 2016, at 1:57 PM, Bambi Polotzola <Bambi.Polotzola@la.gov> wrote:

Thanks for sharing this with me. I am disappointed that this happened.
All complaints against the Project Manager/SAH need to go to GOHSEPCOR@la.gov. Please forward to them your complaint as you sent to me and I expect that they will respond to you expeditiously.
If you or [redacted] and [redacted] need anything further, please feel free to contact me.

Bambi Polotzola

Executive Director

Governor's Office of Disability Affairs

<image001.png>

O: 225.219.7547 C: 225.421.6857

bambi.polotzola@la.gov

gov.louisiana.gov

From: ([redacted])
Sent: Monday, September 26, 2016 11:27 AM
To: Bambi Polotzola
Subject: Clearly Discrimination!
Importance: High

Bambi,

I am not sure if you can help me or guide me in the right direction. I would like to file an official complaint against a representative of the "Shelter at Home" program. I was called Friday evening by an operator with this program, she asked for [redacted], (he and my deaf mother are the homeowner's) I explained he was deaf but I was helping him with calls. She asked if we would like to make an appt for Monday at 9:30 with a rep and a contractor. I said sure, not knowing if an interpreter would be provided, I contacted [redacted] with Deaf Focus. She said she would go out and interpret for us.

The rep as well as the contractor get to the home and read the letter I provided to [redacted] to give to the rep, (to explain what had been done on the house so far and what else he needed. I wasn't sure if they would ask him so I provided some background information.) He says this program isn't going to give him money that's not what it is about. We weren't trying to get money, we were trying to just provide information to them. The rep then says, well we didn't know the home owner was deaf we can't do the inspection. Ms. [redacted] calls me and puts me on speaker phone. I asked him why he couldn't continue with the interpreter? He stated he didn't know what she was relaying so he couldn't do it. He said if a family member was there he would do it. I said, how would you know what the family member was relaying? It's the same situation. You have the homeowner there with a certified interpreter and we have to be pushed back! Makes no sense. We have been dealing with so many issues like this since they are deaf and this is the last straw! Clearly the deaf community is not being treated fairly!!!! Why should we have to be rescheduled in this situation? We asked for his supervisors number, which he would not give. The rep was [redacted] and the contractor was [redacted]. The job number was [redacted].

I would like to know what steps can be taken to file this complaint and how we can prevent this from happening..... IF WE GET CALLED BACK for another appointment.

On behalf of [redacted]

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 6:56 PM
To: Kim LaCour (GOV)
Cc: Bruce Parker (GOV)
Subject: RE: Unresolved constituent concerns

Thanks, Kim. I have sent the questions to the appropriate FEMA and SAH folks. Thanks again.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Kim LaCour (GOV)
Sent: Thursday, September 29, 2016 3:50 PM
To: Julie Baxter Payer
Cc: Bruce Parker (GOV)
Subject: Unresolved constituent concerns

Hello Julie,

We've gotten complaints today regarding FEMA denials and Shelter at Home. I am sharing with you in hopes that we can provide a proper follow up or response for these constituents.

Constituent is currently living in a MHU and called to complain about appliances (refrigerator) that aren't working. She was told by a representative with FEMA's Maintenance Hotline (888-414-1989) that FEMA is not responsible for repairing appliances.

Do we have an answer for who's responsible for maintenance and repair?

Caller states he has a working visa and working on obtaining a green card. He states he was denied by FEMA and SBA because he isn't a US citizen. He has two children and says they are living in their gutted home. He was provided with the Shelter at Home information.

Does citizenship status determine if a person is granted or denied FEMA?

Constituent states that she is being told different stories by representatives with SAH.

Could someone from GOHSEP contact her to clarify her concern?

Constituent states she would like to file a complaint about SAH and has posted a video to her Facebook page. She says they cannot shelter at home because of the "shoddy work" done by contractors hired by the program. They have exposed electrical outlets, no functioning bathroom, has not been provided a food prep area or anything to store food and none of the sinks placed in the home have a water connection.

Could someone from GOHSEP make contact with her?

Thanks for all of your assistance!! If you have any questions, please let me know.

Thanks,
kl

Kim F. LaCour, MPA
Director, Constituent Services



Phone: 225-342-0991

Kim.lacour2@la.gov

www.gov.state.la.us

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 6:56 PM
To: 'Holton, Lael'
Cc: tbradleykeith@gmail.com
Subject: SAH participant questions

Lael, our constituent services office took these 2 questions today. Could you please have someone from SAH follow up tomorrow if possible? T, just copying you as you work through outreach on the program. Thank you both!

Julie

Constituent states that she is being told different stories by representatives with SAH.

Could someone from GOHSEP contact her to clarify her concern?

Constituent states she would like to file a complaint about SAH and has posted a video to her Facebook page. She says they cannot shelter at home because of the "shoddy work" done by contractors hired by the program. They have exposed electrical outlets, no functioning bathroom, has not been provided a food prep area or anything to store food and none of the sinks placed in the home have a water connection.

Could someone from GOHSEP make contact with her?

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

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gov.louisiana.gov

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 6:54 PM
To: 'Bradford, Julie'
Subject: FEMA questions to our office

Julie, thanks for your help today with the press conference. Here are two FEMA questions that our office's constituent services folks took today. Can you please have someone follow up on tomorrow? Thanks so much.

Julie

Constituent is currently living in a MHU and called to complain about appliances (refrigerator) that aren't working. She was told by a representative with FEMA's Maintenance Hotline (888-414-1989) that FEMA is not responsible for repairing appliances.

Do we have an answer for who's responsible for maintenance and repair?

Sharon Bell
225-281-8790

Caller states he has a working visa and working on obtaining a green card. He states he was denied by FEMA and SBA because he isn't a US citizen. He has two children and says they are living in their gutted home. He was provided with the Shelter at Home information.

Does citizenship status determine if a person is granted or denied FEMA?

Anthony Ho-a-sin
972-742-0697

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Johnny Anderson
Sent: Thursday, September 29, 2016 5:39 AM
To: Bruce Parker (GOV)
Cc: James Gilmore; Erin Monroe Wesley; Julie Baxter Payer
Subject: Re: Shelter at Home Program Concern

Very important that he is reached out to! He is a strong pillar and respected.

Sent from my iPhone

On Sep 28, 2016, at 12:10 PM, Bruce Parker (GOV) <B.Parker@la.gov> wrote:

James,

Do you have contact information for this gentleman? Do you think it is worth it to have someone reach out to him?

Sent from my iPad

On Sep 28, 2016, at 11:13 AM, James Gilmore <James.Gilmore@LA.GOV> wrote:

Good Morning Candidate for mayor of baton rouge Mrs. Sharon Weston Broome,

I'm real disappointed with this shelter at home program at first I wasn't going to apply because of all the negative public respond then I had a change of mind because I didn't want to allow the negative public responds to influence my own personal decision of participating in the shelter at home program, but now Candidate for mayor of baton rouge Mrs. Sharon Weston Broome I'm sorry I decided to participate in this insult to injury shelter at home program now I know first hand that its not all that it is hyped up to be ..it seems to me that all the contractor getting all the money and the homeowners are getting real cheap material my mother all ways told when you do something, do it right the first time and you want have to do it again .this grant of \$15.000 is tax payer money i'm sorry but many of us as homeowners, tax payers and flood victims are getting the short end of the stick. many of these the workers rush in and rush out, Candidate for mayor of baton rouge Mrs. Sharon Weston Broome, I Had to share this with you They told me one thing on the front end on my work order when came to my house then went it was time to do one of the items that was place in the work order which was an air conditioning unit they decided its was out of the budget now to be quit honest when in fact it was in the budget now they committed themselves. they said to the contractors citadel builders that is the State or Shelter at homes Program they would not replace the unit because it was out of the budget. now let me say this the work that they have did so for isn't worth \$3.000 new hot water heater about 20 electrical receptacle and they couldn't replace our air conditioning unit Please The cost for a unit is \$2,385 the problem with this program is the workers want the easy tax payers money without work and that's the fact Candidate for mayor of baton rouge Mrs. Sharon Weston Broome, thanks for allowing to share this information with you „I Hope You will help because many of us are watching how we are being treated by our Leaders at this hurting and painful time in all of our lives again thank you Candidate for mayor of baton rouge Mrs. Sharon Weston Broome,

Sincerely,
I

James Gilmore, Jr., MPA, PhD

Director, Children's Cabinet

<image001.png>

225.219.4999 (phone)

225.367.5885 (cell)

james.gilmore@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 6:28 PM
To: Ben Nevers; Lesley Lewis
Cc: Ava Dejoie
Subject: Shelter At Home inspections

Lesley/Ben:

Ava is available Wednesday afternoon (October 5th) for Shelter At Home inspections. It looks like Ben is available then too. I'd like to block off 12:30 to 4pm Wednesday for some checks – for this first one maybe some in EBR and Livingston, or other closer parishes?

Can we reserve this time for Ben?

If you say yes, we can get state police to commit a vehicle to take us. Mike said he could do that. Ava says two or three of her folks will follow in a second car. We will need a quick coordinating conference call sometime before then to make sure we have down what we want to check for, etc.

And we can make sure we invite an AECOM person too, without giving them heads up on exact addresses. T Bradley Keith would like to come too, since he's helping to work on outreach. We can finalize.

Just let me know about the time.

Thanks.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 2:00 PM
To: Bruce Parker (GOV)
Subject: Re: 1pm Housing Update Press Conference Today

Thank YOU! Appreciate all your help.

On Sep 29, 2016, at 1:51 PM, Bruce Parker (GOV) <B.Parker@la.gov> wrote:

You really are doing a great job Julie. Thank you.

Bruce Parker

Programs and Planning Coordinator

<image002.png>

225.342.7015

b.parker@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 11:30 AM
To: 'Bradford, Julie'; Mike Steele; Casey Tingle; Pierce, Bradly
Cc: Press; 'Holton, Lael'
Subject: 1pm Housing Update Press Conference Today
Importance: High

Julie, this order below looks great. I made two small changes in red: 1), after Casey, I will address some brief SAH programmatic improvements and updates after he goes over updated numbers, and 2) I have Robin introducing Garth from SBA instead of me again, to cut down on time. Lael, I understand you will be there to answer specific SAH questions as well. Thanks.

Otherwise, Julie, let me know if there are any other changes from this.

Also, can these three items attached, which you sent out by FEMA email yesterday publicly, be printed and available as handouts at the press conference please? (If they are still updated).

Finally, I have included the latest SAH numbers I have below the press conference run of show too. Mike, I am not sure whether FEMA/GOHSEP has put out the SAH 30-day mark press release yet. Just want to make sure, Casey and others, that we are all using the same SAH latest numbers. Thank you.

If there are no changes from this, I will see everyone a little before 1pm at GOHSEP. Thanks again.

FEMA Housing Solutions Media Briefing
September 29, 2016
1pm
GOHSEP EOC

Order of Speakers

Julie Baxter Payer – Governor’s Office, Deputy Chief of Staff

| | | |
|--------------------|--|---|
| Julie Baxter Payer | Governor’s Office Deputy Chief of Staff | Provide a briefing overview and introduce next speaker |
| Casey Tingle | Deputy State Coordinating Officer – GOHSEP | Provide a Shelter At Home update (updated numbers on applications, homes inspected, homes in construction, homes completed, new operational changes (i.e. pictures provided to homeowners, inspections requested by 2pm completed by that day, or other accurate info); then introduce Bettina to introduce FEMA speakers |
| Julie Baxter Payer | Governor’s Office Deputy Chief of Staff | Address briefly programmatic improvements to address customer concerns – 1) pictures for expectations at the front; 2) 9-day average between work order and passed final inspection; 3) option 3 on 800# to put customers in touch with contractor liaison for any concerns about work/contractors; 4) significant rampup of numbers this week; Introduce Robin Smith from FEMA |
| Robin Smith | AEAO- Joint Information Center - FEMA | Introduce FEMA Speakers |
| Tito Hernandez | Deputy Federal Coordinating Officer – FEMA | Provide a TSA and MHU Program update and introduce next speaker |
| | MHU occupant | Provide an overview of her situation and experiences within the MHU Program; Introduce Garth MacDonald from SBA |
| | | |
| Garth MacDonald | Public Information Officer - SBA | Provide a SBA program and introduce next speaker |
| Julie Baxter Payer | Governor’s Office Deputy Chief of Staff | Open the forum for questions |

*Note: The following FEMA subject matter experts will be present in alternate room to answer media question after the press conference if media have questions specific to other program areas.

- Mark Lujan - NFIP
- Mike McCloskey - PA
- Lorie Lafon - IA

LATEST SHELTER AT HOME NUMBERS

Cc: William Rachal

Subject: SAH Numbers 9-28-16

<image003.png>

| Parish | # of Registrants |
|-------------------------|------------------|
| No Parish Specified | 248 |
| Acadia Parish | 120 |
| Ascension Parish | 1,867 |
| Assumption Parish | 3 |
| Avoyelles Parish | 7 |
| Bossier Parish | 1 |
| Calcasieu Parish | 1 |
| Cameron Parish | 7 |
| De Soto Parish | 1 |
| East Baton Rouge Parish | 10,642 |
| East Feliciana Parish | 102 |
| Evangeline Parish | 36 |
| Iberia Parish | 120 |
| Iberville Parish | 43 |
| Jefferson Davis Parish | 18 |
| Lafayette Parish | 927 |
| Lafourche Parish | 1 |
| Livingston Parish | 4,532 |
| Orleans Parish | 1 |
| Pointe Coupee Parish | 83 |
| St. Helena Parish | 73 |
| St. James Parish | 7 |
| St. Landry Parish | 67 |
| St. Martin Parish | 108 |
| St. Tammany Parish | 11 |
| Tangipahoa Parish | 532 |
| Vermilion Parish | 244 |
| Washington Parish | 10 |
| West Baton Rouge Parish | 6 |
| West Feliciana Parish | 21 |

| | |
|--------------------|---------------|
| Grand Total | 19,839 |
|--------------------|---------------|

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image002.png>

225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Bradford, Julie [<mailto:Julie.Bradford@fema.dhs.gov>]

Sent: Wednesday, September 28, 2016 6:08 PM

To: Julie Baxter Payer

Cc: Mike Steele

Subject: FEMA Housing Solutions Media Briefing Rundown.docx

Importance: High

Hi Julie,

Attached is our internal outline for the media briefing. This hopefully will keep things moving. Everyone should have seen this that has an active role in this.

Mike sent this out to you earlier I believe. I changed one of our names.

Thanks,

Julie

Julie Bradford
 External Affairs Specialist
 FEMA - Baton Rouge, LA
 Office: 225-267-2779
 Mobile: 225-421-6340

From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 11:44 AM
To: Press
Subject: FW: LA Joint Information Center Release- One Month Mark for Shelter at Home
Attachments: LA Joint Information Center Release- One Month Mark for Shelter at Home.pdf; ATT00001.htm

Just making sure everyone has this. I didn't see this yesterday, but may have missed it among other FEMA press releases.

Thanks.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Mike Steele
Sent: Thursday, September 29, 2016 11:41 AM
To: Julie Baxter Payer
Subject: Fwd: LA Joint Information Center Release- One Month Mark for Shelter at Home

Sent from my iPhone

Begin forwarded message:

From: Mike Steele <Mike.Steele@LA.GOV>
Date: September 28, 2016 at 4:20:29 PM CDT
To: Gohsep-Newsrelease <gohsep-news_release@listserv.doa.la.gov>
Subject: LA Joint Information Center Release- One Month Mark for Shelter at Home

FOR IMMEDIATE RELEASE

September 28, 2016

MEDIA CONTACT:

Contact: Mike Steele
Communications Director
Mike.Steele@la.gov

One Month Mark for the Louisiana Shelter at Home Program

Baton Rouge, LA (September 28) – The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) continues helping people return home with temporary repairs through the Louisiana Shelter at Home Program. An estimated 150 thousand homes in Louisiana received damage during the massive August 2016 flood event. The Shelter at Home Program enables eligible individuals or families whose homes were damaged to take shelter in their own homes while they rebuild.

"Governor John Bel Edwards listened to the public's call for this type of help following the flood," said GOHSEP Director Jim Waskom. "Shelter at Home is not meant to be the final step for a homeowner. It will provide you with a chance to stay in your home while you decide on long range plans and make final repairs. Registration for this historic program started one month ago. Shelter at Home is only one of the emergency housing solutions available to the public, but this unique approach will likely benefit thousands focused on staying home."

"The goal is to keep our communities whole while we all work on this tremendous recovery process," said Governor John Bel Edwards. We are working daily to continue to make the program even more responsive to homeowners' needs and provide the maximum amount of recovery help available under FEMA funding guidelines."

The program evaluates each applicant's home. If \$15,000 of work in that home can create a safe, secure, habitable place for the family to live while they continue their permanent home rebuilding, then that applicant may be eligible for this program. Contractors and subcontractors involved in the program will perform initial work such as mucking out the house, basic electrical restoration, installing a basic water heater, removing wet wall insulation, and providing up to \$500 in basic cooking or refrigerating appliances. This work will be provided at no out-of-pocket cost to the eligible homeowner. This assistance is independent of and will not affect determination of any Individual Assistance grant from FEMA. These essential emergency cleanup and minor repairs will help families get a jumpstart on their full recovery and live in at least a portion of their home, while they continue to finish the big task of making permanent repairs to their home.

Program Summary:

| | |
|------------------------|--------|
| Applications: | 19,839 |
| Initial Inspections: | 4,913 |
| Work Orders Issued: | 3,745 |
| Construction Complete: | 285 |
| Construction Underway: | 324 |

There are currently more 1,500 personnel hired through the Shelter at Home program. Most of those workers are Louisiana residents. 91 Louisiana companies or vendors are part of the program. Two contractor job fairs have been held in order to keep state

companies informed about Shelter at Home. A third job fair is scheduled in New Orleans Wednesday evening.

Find out more about the program at www.shelterathome.la.gov or calling 1 (800) 927-0216.

###

Monitor DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov. GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.

State Emergency Operations Center
State of Louisiana
Joint Information Center

JOHN BEL EDWARDS
GOVERNOR



JIC Contact:
(225) 358-5361

FOR IMMEDIATE RELEASE

September 28, 2016

MEDIA CONTACT:

Contact: Mike Steele
Communications Director
Mike.Steele@la.gov
(225) 788-0095

One Month Mark for the Louisiana Shelter at Home Program

Baton Rouge, LA (September 28) – The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) continues helping people return home with temporary repairs through the Louisiana Shelter at Home Program. An estimated 150 thousand homes in Louisiana received damage during the massive August 2016 flood event. The Shelter at Home Program enables eligible individuals or families whose homes were damaged to take shelter in their own homes while they rebuild.

"Governor John Bel Edwards listened to the public's call for this type of help following the flood," said GOHSEP Director Jim Waskom. "Shelter at Home is not meant to be the final step for a homeowner. It will provide you with a chance to stay in your home while you decide on long range plans and make final repairs. Registration for this historic program started one month ago. Shelter at Home is only one of the emergency housing solutions available to the public, but this unique approach will likely benefit thousands focused on staying home."

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Construction Complete: 285

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There are currently more 1,500 personnel hired through the Shelter at Home program. Most of those workers are Louisiana residents. 91 Louisiana companies or vendors are part of the program. Two contractor job fairs have been held in order to keep state companies informed about Shelter at Home. A third job fair is scheduled in New Orleans Wednesday evening.

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From: Julie Baxter Payer
Sent: Thursday, September 29, 2016 6:43 PM
To: Lesley Lewis
Subject: RE: Shelter At Home inspections

Thanks!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Lesley Lewis
Sent: Thursday, September 29, 2016 6:43 PM
To: Julie Baxter Payer
Subject: Re: Shelter At Home inspections

Yes. I'll go ahead and block the slot and check with him tomorrow to make sure it's ok.

Sent from my iPhone

On Sep 29, 2016, at 6:27 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Lesley/Ben:

Ava is available Wednesday afternoon (October 5th) for Shelter At Home inspections. It looks like Ben is available then too. I'd like to block off 12:30 to 4pm Wednesday for some checks – for this first one maybe some in EBR and Livingston, or other closer parishes?

Can we reserve this time for Ben?

If you say yes, we can get state police to commit a vehicle to take us. Mike said he could do that. Ava says two or three of her folks will follow in a second car. We will need a quick coordinating conference call sometime before then to make sure we have down what we want to check for, etc.

And we can make sure we invite an AECOM person too, without giving them heads up on exact addresses. T Bradley Keith would like to come too, since he's helping to work on outreach. We can finalize.

Just let me know about the time.

Thanks.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Friday, September 30, 2016 1:30 AM
To: Kim LaCour (GOV); Bruce Parker (GOV)
Subject: Fwd: SAH participant questions
Attachments: image001.png

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com>
Date: September 29, 2016 at 7:44:57 PM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: "tbradleykeith@gmail.com" <tbradleykeith@gmail.com>
Subject: Re: SAH participant questions

we have already made contact with, based on conversations from a different direction. We are working with her and her husband to resolve their concerns.

We will contact M as soon as possible tomorrow.

Thanks!
--Lael

On Sep 29, 2016, at 6:55 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Lael, our constituent services office took these 2 questions today. Could you please have someone from SAH follow up tomorrow if possible? T, just copying you as you work through outreach on the program. Thank you both!

Julie

Constituent states that she is being told different stories by representatives with SAH.

Could someone from GOHSEP contact her to clarify her concern?

Constituent states she would like to file a complaint about SAH and has posted a video to her Facebook page. She says they cannot shelter at home because of the "shoddy work" done by contractors hired by the program. They have exposed electrical outlets, no functioning bathroom, has not been provided a food prep area or anything to store food and none of the sinks placed in the home have a water connection.

Could someone from GOHSEP make contact with her?

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, October 03, 2016 11:36 AM
To: Adam Keyes
Cc: Erin Monroe Wesley
Subject: Re: Shelter at Home inquiry

I will have to check. Please tell him we are looking into it. I sent the earlier request to shelter at home earlier.

On Oct 3, 2016, at 11:22 AM, Adam Keyes <adam.keyes@la.gov> wrote:

Julie- Johnny B texted me this morning to see if there was a figure on what was spent at these two homes. They believe the state could be getting a bad deal depending on what was spent and might want to bring it to the media. Let me know if you need any more info.

Thanks,
AK

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:31 AM
To: Adam Keyes
Cc: Erin Monroe Wesley
Subject: Re: Shelter at Home inquiry

Thanks Adam. I'll ask SAH to follow up.

On Sep 21, 2016, at 10:29 AM, Adam Keyes <adam.keyes@la.gov> wrote:

Julie,

Johnny Berthelot called this morning- he has two constituents who have had their homes repaired under the program but wanted to flag a couple of things. The folks he was calling about live next door to each other and are both older couples. Here is a list of the issues:

- Neither are sure if the repairs are finished
- Neither were given refrigeration
- One of the homes had a hot water heater on the bottom floor that was inundated and they were told that the small hot water heater upstairs would be sufficient (Johnny is unsure if it is sufficient)
- Neither were given a shower enclosure (it sounds like existing tub/showers are still in place)
- Both have leaks in new plumbing- joints that should have been screwed together were screwed and glued, meaning the joint and surrounding pipe will have to be replaced to fix the leaks

Neither of the couples are unhappy with the work, but Johnny is asking us to check if both homes are complete, and what was spent on each home. The addresses are: (

and Jr
CORE Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes

Legislative Liaison

<image001.png>

225.342.9507 *office*

225.439.5817 *cell*

adam.keyes@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, October 03, 2016 11:43 AM
To: Press
Cc: Mike Steele; Lael.Holton@aecom.com; tbradleykeith@gmail.com
Subject: Fwd: Shelter at Home inquiry

FYI Press: Channel 2 is also looking at cost issues. Mike and TBrad are working on gathering information from Lael so let's all be on the same page with info for any public answers.

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: October 3, 2016 at 11:37:40 AM CDT
To: "Lael.Holton@aecom.com" <Lael.Holton@aecom.com>, Mike Steele <Mike.Steele@LA.GOV>
Subject: Fwd: Shelter at Home inquiry

Lael please let me know what cost information you can get on this question. If you need any more specific information please email Adam.keyes@la.gov and he can get with Johnny on this.

Begin forwarded message:

From: Adam Keyes <adam.keyes@la.gov>
Date: October 3, 2016 at 11:22:14 AM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>
Subject: RE: Shelter at Home inquiry

Julie- Johnny B texted me this morning to see if there was a figure on what was spent at these two homes. They believe the state could be getting a bad deal depending on what was spent and might want to bring it to the media. Let me know if you need any more info.

Thanks,
AK

From: Julie Baxter Payer
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To: Adam Keyes
Cc: Erin Monroe Wesley
Subject: Re: Shelter at Home inquiry

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Julie,

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Neither of the couples are unhappy with the work, but Johnny is asking us to check if both homes are complete, and what was spent on each home. The addresses are:

and

CORE

Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes

Legislative Liaison

<image001.png>

225.342.9507 *office*

225.439.5817 *cell*

adam.keyes@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, October 03, 2016 11:43 AM
To: Press
Subject: Fwd: Shelter at Home inquiry

FYI.

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com>
Date: October 3, 2016 at 11:42:43 AM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>, Mike Steele <Mike.Steele@LA.GOV>
Cc: "Ivy, Tabitha L." <Tabitha.Ivy@aecom.com>
Subject: RE: Shelter at Home inquiry

Julie,

I will compile the following information as quickly as possible:

Cost for work;
Status of work and if a Final has been requested.

Thanks,

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

AECOM
7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806
T 1-225-922-5700 F 1-225-922-5701
www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Monday, October 03, 2016 11:38 AM
To: Holton, Lael; Mike Steele
Subject: Fwd: Shelter at Home inquiry

Lael please let me know what cost information you can get on this question. If you need any more specific information please email Adam.keyes@la.gov and he can get with Johnny on this.

Begin forwarded message:

From: Adam Keyes <adam.keyes@la.gov>
Date: October 3, 2016 at 11:22:14 AM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>
Subject: RE: Shelter at Home inquiry

Julie- Johnny B texted me this morning to see if there was a figure on what was spent at these two homes. They believe the state could be getting a bad deal depending on what was spent and might want to bring it to the media. Let me know if you need any more info.

Thanks,
AK

From: Julie Baxter Payer
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To: Adam Keyes
Cc: Erin Monroe Wesley
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Thanks Adam. I'll ask SAH to follow up.

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Julie,

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Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes

Legislative Liaison

<image001.png>

225.342.9507 office

225.439.5817 cell

adam.keyes@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, October 03, 2016 4:46 PM
To: Adam Keyes; Erin Monroe Wesley
Subject: FW: Shelter at Home inquiry

From: Holton, Lael [mailto:Lael.Holton@aecom.com]
Sent: Monday, October 03, 2016 3:10 PM
To: Julie Baxter Payer; Mike Steele
Subject: RE: Shelter at Home inquiry

Julie,

Please see below cost information on both applicants—they have both also been scheduled for Final Site Visits this evening at 6:00 PM

Has been scheduled for a final for today at 6 pm as a matter of fact. His total was \$8,510.49

Is also scheduled for a final today at 6pm. His total was \$14,174.61

Both are with Core Construction.

Let me know if we need additional information. The individual work issues should be resolved since they have both been requested for a final.

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

AECOM
7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806
T 1-225-922-5700 F 1-225-922-5701
www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

Begin forwarded message:

From: Adam Keyes <adam.keyes@la.gov>
Date: October 3, 2016 at 11:22:14 AM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>
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7000 N. ... and ...
... CORE Construction was the contractor on these jobs.

Thanks, and let me know if you need any further info,
AK

Adam Keyes

Legislative Liaison

<image001.png>

225.342.9507 office

225.439.5817 cell

adam.keyes@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Monday, October 03, 2016 7:35 PM
To: Johnny Anderson
Subject: SAH inspections

We are going to do a round of surprise inspections on Shelter At Home homes on Wednesday afternoon from 12:30pm to 4:30pm. Can you make that time? Please call me at .) for more info. Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Johnny Anderson
Sent: Tuesday, October 04, 2016 6:49 AM
To: Julie Baxter Payer
Cc: Chandra Goodwin
Subject: Re: SAH inspections

Yes, by all means, I will be there!!

Sent from my iPhone

On Oct 3, 2016, at 7:34 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

We are going to do a round of surprise inspections on Shelter At Home homes on Wednesday afternoon from 12:30pm to 4:30pm. Can you make that time? Please call me at for more info. Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, October 04, 2016 11:34 AM
To: Mike Edmonson; Ben Nevers; Ava Dejoie; Joseph Hollins; Johnny Anderson; William Rachal
Subject: SAH Inspections

We are set to do Shelter At Home surprise inspections tomorrow (Wednesday) starting here at the capitol (out back, under the Portico) at 12:30pm. Please block off through 4:30pm to make time to see three houses at least, hopefully one in Livingston, Tangipahoa, EBR, maybe Ascension, etc.

La Workforce Commission will bring their vehicle to carry their inspectors (2-3 people)

Mike, in addition, we will need to impose upon the kindness of the state police for two more vehicles, it looks like to me, for the following people from our office/state agencies (7-8 people)

Ava Dejoie
Joseph Hollins
Will Rachal/GOHSEP
Ben Nevers
Julie Baxter Payer
Johnny Anderson
Perhaps 1 more from the governor's office
AECOM person (to be notified tomorrow)

Thanks, Mike, and to everyone. Let me know if anyone needs anything further before the inspections.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, October 04, 2016 12:17 PM
To: Mark Richards
Cc: Mike Edmonson
Subject: Re: SAH Inspections

Thanks so much, Mark.

On Oct 4, 2016, at 12:15 PM, Mark Richards <Mark.Richards@la.gov> wrote:

Julie,

I will represent LSP at the 2:00 p.m. meeting this afternoon and have begun coordination with my staff to assist with the inspections tomorrow.

Kindest Regards,
Captain Mark Richards
Commander
Louisiana State Police – Crisis Response
Office: 225.922.0680
Cell: 225.456.0664
mark.richards@la.gov

From: Mike Edmonson
Sent: Tuesday, October 04, 2016 12:08 PM
To: Mark Richards
Subject: Fwd: SAH Inspections

Sent from my iPhone

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: October 4, 2016 at 11:33:38 AM CDT
To: Mike Edmonson <Mike.Edmonson@la.gov>, Ben Nevers <Ben.Nevers@LA.GOV>, Ava Dejoie <ADEjoie@lwc.la.gov>, Joseph Hollins <JHollins@lwc.la.gov>, Johnny Anderson <Johnny.Anderson@la.gov>, William Rachal <William.Rachal@LA.GOV>
Subject: SAH Inspections

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Ben Nevers
Julie Baxter Payer
Johnny Anderson
Perhaps 1 more from the governor's office
AECOM person (to be notified tomorrow)

Thanks, Mike, and to everyone. Let me know if anyone needs anything further before the inspections.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

<image001.png>

From: Julie Baxter Payer
Sent: Wednesday, October 05, 2016 8:03 AM
To: Mark Richards
Subject: RE: SAH Inspections

Working on your addresses for this afternoon's SAH route map, had to get a revised list this morning. Will send to you by 9am.....Thanks, and sorry for the delay.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Mark Richards
Sent: Tuesday, October 04, 2016 12:16 PM
To: Julie Baxter Payer
Cc: Mike Edmonson
Subject: FW: SAH Inspections

Julie,

I will represent LSP at the 2:00 p.m. meeting this afternoon and have begun coordination with my staff to assist with the inspections tomorrow.

Kindest Regards,
Captain Mark Richards
Commander
Louisiana State Police – Crisis Response
Office: 225.922.0680
Cell: 225.456.0664
mark.richards@la.gov

From: Mike Edmonson
Sent: Tuesday, October 04, 2016 12:08 PM
To: Mark Richards
Subject: Fwd: SAH Inspections

Sent from my iPhone

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: October 4, 2016 at 11:33:38 AM CDT
To: Mike Edmonson <Mike.Edmonson@la.gov>, Ben Nevers <Ben.Nevers@LA.GOV>, Ava Dejoie <ADejoie@lwc.la.gov>, Joseph Hollins <JHollins@lwc.la.gov>, Johnny Anderson <Johnny.Anderson@la.gov>, William Rachal <William.Rachal@LA.GOV>
Subject: SAH Inspections

We are set to do Shelter At Home surprise inspections tomorrow (Wednesday) starting here at the capitol (out back, under the Portico) at 12:30pm. Please block off through 4:30pm to make time to see three houses at least, hopefully one in Livingston, Tangipahoa, EBR, maybe Ascension, etc.

La Workforce Commission will bring their vehicle to carry their inspectors (2-3 people)

Mike, in addition, we will need to impose upon the kindness of the state police for two more vehicles, it looks like to me, for the following people from our office/state agencies (7-8 people)

Ava Dejoie
Joseph Hollins
Will Rachal/GOHSEP
Ben Nevers
Julie Baxter Payer
Johnny Anderson
Perhaps 1 more from the governor's office
AECOM person (to be notified tomorrow)

Thanks, Mike, and to everyone. Let me know if anyone needs anything further before the inspections.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Johnny Anderson
Sent: Thursday, October 06, 2016 3:16 PM
To: Julie Baxter Payer
Subject: Fwd: Praise report for "Shelter at home"
Attachments: image001.jpg

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: October 6, 2016 at 1:50:32 AM CDT
To: <johnny.anderson@la.gov>
Subject: Fwd: Praise report for "Shelter at home"

Praise Reports

----- Forwarded message -----

From: [REDACTED]
Date: Oct 6, 2016 7:33 AM
Subject: Praise report for "Shelter at home"
To: [REDACTED]
Cc: [REDACTED]

Please share this note with Mr. Johnny Anderson, I don't have his email address

I would like share some positive feed to go to the group at shelter at home. I do not know the actual subcontractors but the overseer was SLS contractors. Our experience was great ! there were three to four guys that came to our home to perform the "shelter at home" work. They brought in a machine, mops, cleaning supplies, new doors, new toilets, refrigerator, hot plate, sheetrock, they were prepared to come and help us get back to our home. The guys sanitized our

floors, replaced our door for the master bathroom, put in a new toilet, clean and sanitized the tub and shower in the master bedroom, cleaned our AC unit and went into the attic and clean, changed and replaced ducts and coils, reinstated our kitchen cabinet and sink they sheetrock master bathroom, cleaned our shower, went behind our Jacuzzi tub to make sure there were not mold or mildew and sprayed, did a fogger for pest control, checked our washer and dryer for corrosion (we were able to save it), checked my range, sweep off our front entrance, installed the carbon monoxide device and gave us the 4.6 cubic refrigerator and hot plate. We didn't received a microwave ours still work and signed a waiver for the 220 plug since our stove/range is hardwired. Our experience with shelter at home was truly a great experience. We were told that our home was the first home for these subcontractors. Well thank God ! Praise the name of Jesus ! they did a good job. Hopefully, I did not miss anything



Emalie Boyce

From: Julie Baxter Payer
Sent: Friday, October 07, 2016 7:51 PM
To: Ava Dejoie
Cc: Joseph Hollins
Subject: Fwd: Updated: Programmatic Deadlines as of 10/07/2016
Attachments: image001.png; ATT00001.htm; DR-4277_Programmatic_Deadlines_07OCT2016.pdf; ATT00002.htm

Please see Casey's question from GOHSEP below. Thanks!

Begin forwarded message:

From: Casey Tingle <Casey.Tingle@LA.GOV>
Date: October 7, 2016 at 5:52:05 PM CDT
To: Marisa Robertson <Marisa.Robertson@LA.GOV>, "Raymond Rodriguez (LHC)" <rrodriguez@lhc.la.gov>, Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>, Pat Forbes <Patrick.Forbes@LA.GOV>, Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

Just a quick note on deadlines that I am tracking. This is the current list that FEMA is tracking. This may be helpful to you as well.

The State has requested a:

- 30 extension for IA and SBA deadline
- 30 day extension for TSA
- In the process of requesting an extension to the deadline to apply for Shelter at Home (this may have already happened but not sure yet)

FEMA has asked if the State will be requesting an extension on the Disaster Unemployment Assistance deadline. I am checking on our side but if any of you are aware, let me know.

I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]
Sent: Friday, October 07, 2016 3:41 PM
To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>
Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill <Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>
Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

From: Julie Baxter Payer
Sent: Friday, October 07, 2016 7:52 PM
To: Casey Tingle
Subject: Re: Updated: Programmatic Deadlines as of 10/07/2016

Thanks Casey. Sent your question to Ava. Thanks again for everything you're doing.

On Oct 7, 2016, at 5:52 PM, Casey Tingle <Casey.Tingle@LA.GOV> wrote:

Just a quick note on deadlines that I am tracking. This is the current list that FEMA is tracking. This may be helpful to you as well.

The State has requested a:

- 30 extension for IA and SBA deadline
- 30 day extension for TSA
- In the process of requesting an extension to the deadline to apply for Shelter at Home (this may have already happened but not sure yet)

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I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]
Sent: Friday, October 07, 2016 3:41 PM
To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>
Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill <Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>
Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

<image001.png>

<DR-4277_Programmatic_Deadlines_07OCT2016.pdf>

From: Erin Monroe Wesley
Sent: Monday, October 10, 2016 7:39 AM
To: Press
Cc: Johnny Anderson; Bruce Parker (GOV); Steven Spires
Subject: Disaster Forum Flyer 10-07-15
Attachments: Resource Fair Flyer FINAL 10-07-15.pptx; ATT00001.htm

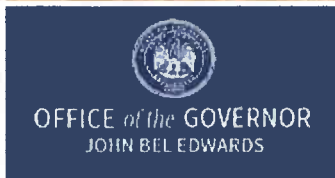
Good Morning –

A Disaster Recovery Resource Fair will be held on October 15th at the Southern University Law Center. Can we add this flyer to our website? The Governor's Office has been involved in the planning of the fair along with other federal and state partners. Thanks.

Erin

Erin Monroe Wesley

Special Counsel (Policy Director/Legislative Affairs)



225.342.0312

erin.monroewesley@la.gov

gov.louisiana.gov

FREE TO ATTEND

Impacted by the Recent Floods?

**DISASTER RECOVERY
RESOURCE FAIR**

For Homeowners & Renters

Saturday, October 15, 2016 9:00 AM – 6:00 PM

SOUTHERN UNIVERSITY LAW CENTER

2 Roosevelt Steptoe Drive

A.A. Lenoir Hall

Baton Rouge, LA 70813

Your “One-Stop Shop”

Valuable Information & Guidance

- **Housing Resources**
- **Shelter At Home**
- **Flood Insurance**
- **Foreclosure Prevention**
- **Housing Counseling**
- **Unemployment**
- **Title Issues/Successions**
- **Legal Services**
- **Disaster Tax Relief**
- **Mitigation**
- **Various Types of Loans**
- **And More**

- ASL Interpreters Available -

For more information or directions, call 225-389-5350

More events coming soon to Ascension and Livingston Parishes

Hosted by the following:



FEMA

From: Julie Baxter Payer
Sent: Monday, October 10, 2016 8:49 AM
To: Ava Dejoie
Cc: Casey Tingle
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks, Ava. Copying Casey's email here....

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Ava Dejoie
Sent: Sunday, October 09, 2016 6:01 PM
To: Julie Baxter Payer; casey.triangle@la.gov
Subject: Re: Updated: Programmatic Deadlines as of 10/07/2016

Sent from my iPhone

On Oct 9, 2016, at 12:48 PM, Renita Williams <RWilliams1@lwc.la.gov> wrote:

We do not need another extension. We previously received an extension, and the incoming DUA claim volume is minimal.

Sent from my iPhone

On Oct 8, 2016, at 7:50 PM, Ava Dejoie <ADejoie@lwc.la.gov> wrote:

I'm thinking we don't need an extension. What is your decision?

Sent from my iPhone

Begin forwarded message:

From: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Date: October 7, 2016 at 7:51:12 PM CDT
To: Ava Dejoie <ADejoie@lwc.la.gov>

Cc: Joseph Hollins <JHollins@lwc.la.gov>

Subject: Fwd: Updated: Programmatic Deadlines as of 10/07/2016

Please see Casey's question from GOHSEP below. Thanks!

Begin forwarded message:

From: Casey Tingle <Casey.Tingle@LA.GOV>
Date: October 7, 2016 at 5:52:05 PM CDT
To: Marisa Robertson <Marisa.Robertson@LA.GOV>, "Raymond Rodriguez (LHC)" <rrodriguez@lhc.la.gov>, Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>, Pat Forbes <Patrick.Forbes@LA.GOV>, Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

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I think that is all for now. Have a nice weekend.

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Casey

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[<mailto:Diane.Dooley@fema.dhs.gov>]
Sent: Friday, October 07, 2016 3:41 PM
To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>
Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill <Jill.Pedley@fema.dhs.gov>; Stachar, Michelle

[<Michelle.Stachar@fema.dhs.gov>](mailto:Michelle.Stachar@fema.dhs.gov)

Subject: Updated: Programmatic Deadlines as of
10/07/2016

Please let me know of any changes. Thank you.

<image001.png>

<DR-4277_Programmatic_Deadlines_07OCT2016.pdf>

From: Julie Baxter Payer
Sent: Monday, October 10, 2016 6:40 AM
To: Bruce Parker (GOV)
Cc: Kim LaCour (GOV)
Subject: Re: Flood Concern

Sent too soon. What I meant to say was there are several fact sheets that show all the parts that go into setting up MHUs and why there are delays. I will send those if you have not received. But also I will see if there is anything else we can do. Thanks.

On Oct 10, 2016, at 6:38 AM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Unfortunately there really is not a general answer on time frames for MHU. It really needs to be sent to various groups within FEMA depending on the individual case. I will ask if there is a person within the MHU individual assistance group who we can link up with Kim. I think the best thing for now

On Oct 10, 2016, at 12:20 AM, Bruce Parker (GOV) <B.Parker@la.gov> wrote:

Was this handled?

Julie who is the best contact for Kim? I think she would really like to be able to followup for constituent info without running each call through you and I.

Bruce Parker
Programs and Planning Coordinator



[225.342.7015](tel:225.342.7015)
b.parker@la.gov
gov.louisiana.gov

Sent from my iPad

On Oct 5, 2016, at 5:27 PM, Kim LaCour (GOV) <Kim.LaCour2@la.gov> wrote:

Julie,
Is there anyone I can contact at FEMA on behalf of this constituent to get a time frame for when their unit might be available? We receive concerns like these on a daily bases. I think it would be beneficial if I could act as a liaison and advocate on behalf of the governor's constituents. I also believe it's important for constituents (that reach

out to the governor) to get the sense that we did indeed try on their behalf to get a favorable resolution.

I certainly don't want to overload you with the many calls and emails we receive but if you are indeed the person for this, I can forward them to you? If a FEMA person is identified, I would be the only person making contact from CS.

Please share your thoughts and concerns,

Thanks,

kl

Kim F. LaCour, MPA

Director, Constituent Services

<image001.png>

Phone: 225-342-0991

Kim.lacour2@la.gov

www.gov.state.la.us

From: Valencia Burton

Sent: Wednesday, October 05, 2016 3:50 PM

To: Kim LaCour (GOV)

Subject: Flood Concern

FYI...

From: Micah Caswell

Sent: Tuesday, October 04, 2016 5:20 AM

To: Constituent Services

Subject: Email the Governor Form Submission

Use the form below to tell the Edwards administration your concerns regarding Louisiana's issues

Your Name

Your Email

Your Parish of Residence Tangipahoa

Share Your Opinion About an Issue Other

Get Help with a Problem Other

Your Comment We applied with FEMA for a Mobile Home Unit and were interviewed by phone on 8/27/16 and again on 9/5/16. We were told we were eligible because we have been living in a camper in our driveway on our 5.2 acre property. Our double wide mobile home was destroyed by the flood. Knocked from its foundation with separation of the marriage wall. I am disabled and my husband works, but is a cardiac patient with 2 bypass surgeries in the last 7 yrs. We have tried to salvage some of our belongings, but cannot find storage anywhere. We've been told since 9/5/16 that there will be an inspector who will come to our property to do an inspection for the MHU. We have the perfect location for one. We had a single wide on the property until early March of this year. The Entergy pole, septic system, well water pipes and all are right there ready for connections. We just don't understand what is taking so long. Yesterday, we saw the first MHU in our area. Placed in front of a home that was just built weeks before the flood. The family had not even moved into the home at the time of the flood and they have a trailer while we are still in this camper. I call FEMA weekly and am told the same thing. We have applied with the SRA but they want us to put up all the money to rebuild first and

then they will reimburse us. We don't have the money to do that! We've applied for the shelter at home program, but we know we have over \$15,000 in damages to be able to get the home livable. It would require a new foundation just for starters. I apologize for the length of this message, but we just don't know where to turn at this point. We are getting up in age and were less than 2 years from paying off our mortgage, all of our vehicles were paid for, and now we are looking at having to start over with a 30 year mortgage, we have 2 vehicle notes, and a camper note to pay. It's crazy how this has just destroyed our life! I know there are many others suffering just as we are and we pray for all daily. We just want a safe place to live. We are scared to death that a storm is going to come our way and we don't even have a way to move this camper. We had to have the camper company deliver it here to us. The bottom line is this: If there is anything you can do to get FEMA to get out here and inspect this property so we can get a mobile home, please, please do it. We are desperate to get settled in a home. We are in this camper for 7 weeks now with 3 adults and 2 dogs. We have a water hose connected for water and can only urinate in the bathroom here. We have to put on respirators to go over to our mold-infested house to use the one working bathroom, which doesn't work properly either because all of the septic piping was washed around under the house due to the high current of the flood waters. I know this is probably too much information, but I need you to understand how desperate for help we are. We have no money to go anywhere else, paying the mortgage on our home, this camper, and vehicle notes along with all of our other pre-flood bills. Please help us. Thank you so much for taking the time to read this and I sincerely pray that you can intervene on our behalf with FEMA. Thank you and may God bless you as you lead us through this catastrophe.'

<image001.png>

From: Julie Baxter Payer
Sent: Tuesday, October 11, 2016 5:17 PM
To: Adam Eitmann
Subject: Re: Shelter at home

We do have some numbers on that and I will send those also.

> On Oct 11, 2016, at 5:14 PM, Adam Eitmann <Adam.Eitmann@la.gov> wrote:

>

> He would also like to know if people are pulling out of the program. He has cases where people are saying "it's taking too long, remove me from the program."

>

> Can you let me know if we have any numbers on people that have dropped out of the program? Is this a problem that seems to be widespread?

>

> Sent from my iPhone

>

>> On Oct 11, 2016, at 5:09 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

>>

>> Applications numbers have leveled off over the last week. I can send you specific numbers in morning if that will work.

>>

>>> On Oct 11, 2016, at 5:03 PM, Adam Eitmann <Adam.Eitmann@la.gov> wrote:

>>>

>>> Julie,

>>> Gary smith asked me about the number of applicants for shelter at home and if the number of applicants is on the decline. He would also like an update on the number of applicants still waiting.

>>>

>>> Thanks,

>>>

>>> Adam

>>>

>>> Sent from my iPhone

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 9:35 AM
To: Adam Eitmann
Subject: Shelter At Home numbers

Here are the latest Shelter At Home numbers you requested (as reported out by AECOM yesterday afternoon).

We have 20,502 applicants, with more than 17,169 of those applicants so far determined eligible for an initial inspection of their home.

9,162 people have had their initial inspection and are now in the construction phase of the process, and another 13,251 people have an initial inspection scheduled.

8,803 work orders have been issued, and of those 6,545 homes are in construction progress (meaning that the work order has been issued to the contractor but no final inspection has been passed yet).

1,968 homes have passed their final site visit inspection, which means they are complete.

2,829 homes have a final site visit scheduled.

338 failed their final site visit inspection, so they have more work to be completed before final passing.

6,421 people have withdrawn from the program after applying.

667 applicants were found to be ineligible for various reasons such as the home not being their primary residence, not owning the home, needing more work than \$15,000 to make a safe habitable space, and other reasons.

From: Erin Monroe Wesley
Sent: Wednesday, October 12, 2016 9:57 AM
To: Adam Keyes
Subject: Fwd: SAH Contractor Information - Weekly Update
Attachments: Contractor SAH List 10-10-2016.xlsx; ATT00001.htm

Here is the latest list.

Erin Monroe Wesley

Begin forwarded message:

From: Christina Dayries <Christina.Dayries@LA.GOV>
Date: October 11, 2016 at 3:50:06 PM CDT
To: Erin Monroe Wesley <Erin.MonroeWesley@la.gov>, Shauna Sanford <Shauna.Sanford@la.gov>
Cc: "Crystal James (GOHSEP)" <Crystal.D.James@la.gov>, Kimberly Poorbaugh <Kimberly.Poorbaugh@LA.GOV>, William Rachal <William.Rachal@LA.GOV>
Subject: FW: SAH Contractor Information - Weekly Update

Updated list attached.

From: Bahlinger, Lauren [<mailto:Lauren.Bahlinger@aecom.com>]
Sent: Monday, October 10, 2016 4:04 PM
To: Christina Dayries <Christina.Dayries@LA.GOV>
Cc: Smith, Jenn (Baton Rouge) <jenn.smith@aecom.com>; Swick, Steve <steve.swick@aecom.com>; Lambousy, Heather <heather.lambousy@aecom.com>; DeVoe, Lauren <lauren.devoe@aecom.com>
Subject: SAH Contractor Information - Weekly Update

Good afternoon,
Please see attached. Thank you,

Lauren Bahlinger

Environmental Scientist
1-225-922-5700
lauren.bahlinger@aecom.com

AECOM

7389 Florida Boulevard, Suite 300, Baton Rouge, LA 70806
www.aecom.com

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 4:34 PM
To: Shauna Sanford
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Check with Mike Steele to make sure there is no reason we cannot and please email his confirmation that it's ok. Thanks!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Shauna Sanford
Sent: Wednesday, October 12, 2016 4:32 PM
To: Julie Baxter Payer
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Can we confirm this for news stations?

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

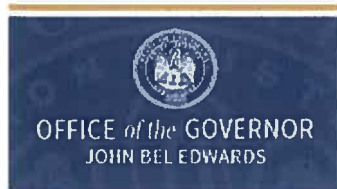
shauna.sanford@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 4:10 PM
To: Press; Matthew Block; Erin Monroe Wesley; Johnny Anderson; Emalie Boyce; Tye Taylor
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

FYI.....Oct 13th deadline for FEMA Individual Assistance and SBA loans extended to Nov. 14th

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Casey Tingle
Sent: Wednesday, October 12, 2016 4:05 PM
To: Julie Baxter Payer; Marisa Robertson; Pat Forbes; Raymond Rodriguez (LHC)
Cc: Mark Riley; Rowdy Gaudet
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

IA/SBA extension approval

From: Casey Tingle
Sent: Friday, October 07, 2016 5:52 PM
To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

Just a quick note on deadlines that I am tracking. This is the current list that FEMA is tracking. This may be helpful to you as well.

The State has requested a:

- 30 extension for IA and SBA deadline
- 30 day extension for TSA
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FEMA has asked if the State will be requesting an extension on the Disaster Unemployment Assistance deadline. I am checking on our side but if any of you are aware, let me know.

I think that is all for now. Have a nice weekend.

Thanks,
Casey

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Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill

<Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>

Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

Programmatic Deadlines FEMA-4277-DR-LA

| Date | Deadline | Area | Notes |
|------------------------------------|---|-------|--|
| 10/07/16 | TSA Deadline to Request Extension | IA | N/A |
| 10/13/16 | Deadline to Submit SBA claims | IA | N/A |
| 10/13/16 | Deadline to submit IA applications | IA | N/A |
| 10/14/16 | Crisis Clean Up Call Center (AmeriCorps) closure date | IA | N/A |
| 10/14/16 | DUA Registration Deadline | IA | All declared parishes |
| 10/15/16 | Deadline to Register for Shelter at Home | State | N/A |
| 10/15/16 | Deadline to Submit RPAs | PA | All declared parishes |
| 10/18/16 | TSA First Extension Deadline | IA | Checkout on 10/19/16 |
| 11/14/16 | HMGP State publishes funds availability | HM | N/A |
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Current as of October 7, 2016 3:30 PM CDT

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 5:08 PM
To: Shauna Sanford
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Yes from GOHSEP. Please confirm this application deadline extension for Individual Assistance (FEMA) and SBA registrations. (from October 13th to November 14th)

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Shauna Sanford
Sent: Wednesday, October 12, 2016 4:32 PM
To: Julie Baxter Payer
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Can we confirm this for news stations?

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 4:10 PM
To: Press; Matthew Block; Erin Monroe Wesley; Johnny Anderson; Emalie Boyce; Toye Taylor
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

FYI.....Oct 13th deadline for FEMA Individual Assistance and SBA loans extended to Nov. 14th

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Casey Tingle
Sent: Wednesday, October 12, 2016 4:05 PM
To: Julie Baxter Payer; Marisa Robertson; Pat Forbes; Raymond Rodriguez (LHC)
Cc: Mark Riley; Rowdy Gaudet
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

IA/SBA extension approval

From: Casey Tingle
Sent: Friday, October 07, 2016 5:52 PM
To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

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- 30 extension for IA and SBA deadline
- 30 day extension for TSA
- In the process of requesting an extension to the deadline to apply for Shelter at Home (this may have already happened but not sure yet)

FEMA has asked if the State will be requesting an extension on the Disaster Unemployment Assistance deadline. I am checking on our side but if any of you are aware, let me know.

I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]
Sent: Friday, October 07, 2016 3:41 PM
To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>
Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill

<Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>

Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

Programmatic Deadlines

FEMA-4277-DR-LA

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| 10/13/16 | Deadline to Submit SBA claims | IA | N/A |
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| 10/14/16 | DUA Registration Deadline | IA | All declared parishes |
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Current as of October 7, 2016 3:30 PM CDT

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 1:56 PM
To: Marisa Robertson; Casey Tingle; Pat Forbes; Raymond Rodriguez (LHC)
Cc: Mark Riley; Rowdy Gaudet
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Marisa, in response to your question on Shelter At Home, I would think that probably we just will not want to push out word on applications for Shelter At Home past 10/15. If there is a fair on Saturday, then those people who are just hearing of the program for the first time can be made aware that this is their final day to apply, that they should do so if they have any interest, and that they can always withdraw if they find for some reason they are not interested in taking advantage of the program. There will be additional days to send in documentation for any applicants who first apply on 10/15. Shelter At Home outreach has been ongoing since the third week of August, so this is not the first week of outreach for that program.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Marisa Robertson
Sent: Wednesday, October 12, 2016 1:50 PM
To: Casey Tingle; Pat Forbes; Raymond Rodriguez (LHC); Julie Baxter Payer
Cc: Mark Riley; Rowdy Gaudet; Marisa Robertson
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks, Casey. That's helpful information, but what if a household isn't able to apply until after they get home on 10/15—or if they tell a family member about it who might have missed it, or if they need help with completing the application?

Ray, can you please get Casey the response to the dates about the next housing events for parishes impacted by 4277?

And I apologize for skimming over the comment about no extension request for disaster unemployment.... In the same vein that I propose an alternative deadline for Shelter at Home for folks in DCM and/or in attendance at housing fairs, I wonder if we could do the same for disaster unemployment. DCM is almost fully staffed, but hasn't yet been able to do intake, assessment and referrals to all of the vulnerable households that were not in shelters. There is a very strong possibility that additional households are eligible for disaster unemployment that have not applied. Without knowing what it takes to justify an extension (other than tremendous outreach from DCM), I think the state should request it. I understand that there is information that I may not be privy to on this issue.

Marisa Robertson

Disaster Recovery Manager, Planning & Special Projects

Louisiana Office of Community Development, Disaster Recovery Unit

504-556-9722 (desk)

504-952-3527 (mobile)

marisa.robertson@la.gov

From: Casey Tingle

Sent: Wednesday, October 12, 2016 1:40 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

We did clarify the deadline. The deadline only applies to the actual application. Owner/occupancy documentation and right of entry forms can be submitted after the deadline. Have we heard dates or anticipated dates for the housing events after Saturday's?

From: Marisa Robertson

Sent: Wednesday, October 12, 2016 1:36 PM

To: Casey Tingle <Casey.Tingle@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks, Casey.

I'm not familiar with the sheetrock issue Pat referenced, but isn't Saturday 10/15 the day of the current deadline to have the application fully processed (not just submitted—this was based on your and Jessica V's comments on a housing task force meeting last week)? And as I understand it from HUD, Saturday's housing fair at Southern is the first of a series of outreach meetings. Want to understand if this can be an option for folks that may not have been able to participate previously that can be identified through these fairs and Disaster Case Management. Is there perhaps an option to do an application deadline appeal for folks that we can communicate?

Marisa Robertson

Disaster Recovery Manager, Planning & Special Projects

Louisiana Office of Community Development, Disaster Recovery Unit

504-556-9722 (desk)

504-952-3527 (mobile)

marisa.robertson@la.gov

From: Casey Tingle

Sent: Wednesday, October 12, 2016 1:03 PM

To: Pat Forbes <Patrick.Forbes@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

I don't know all the details but I think that is largely correct. Applications have decreased. There has been direct outreach at DRC, community events, etc. that has seen some results. I believe the outreach team is scheduled to attend the housing event on Saturday as well.

From: Pat Forbes

Sent: Wednesday, October 12, 2016 12:57 PM

To: Casey Tingle <Casey.Tingle@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks Casey. Was the reason for not requesting extension of Shelter at Home because they denied the ability to put sheetrock on the walls? I assume applications have dwindled to zip?

From: Casey Tingle

Sent: Wednesday, October 12, 2016 12:51 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Quick update:

IA/SBA: FEMA approval expected as early as today

TSA: FEMA HQ is working this now and anticipated

Request for Public Assistance (RPA): being worked by FEMA now

Shelter at Home: application extension will not be requested

Disaster Unemployment Assistance: extension was not requested

Let me know if there are any questions. As soon as I receive confirmation from FEMA, I will forward. I am hoping that we have the approvals related to housing in time to discuss at tomorrow's press conference.

Thanks,
Casey

From: Casey Tingle

Sent: Friday, October 07, 2016 5:52 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
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FEMA has asked if the State will be requesting an extension on the Disaster Unemployment Assistance deadline. I am checking on our side but if any of you are aware, let me know.

I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]

Sent: Friday, October 07, 2016 3:41 PM

To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>

Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill <Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>

Subject: Updated: Programmatic Deadlines as of 10/07/2016

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Programmatic Deadlines

FEMA-4277-DR-LA

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Current as of October 7, 2016 3:30 PM CDT

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 4:10 PM
To: Press; Matthew Block; Erin Monroe Wesley; Johnny Anderson; Emalie Boyce; Toye Taylor
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016
Attachments: DR-4277 IA and SBA Extension of App Deadline Memo to FCO signed by RA.PDF

FYI.....Oct 13th deadline for FEMA Individual Assistance and SBA loans extended to Nov. 14th

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

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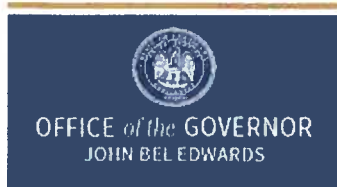
Current as of October 7, 2016 3:30 PM CDT

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 4:13 PM
To: Bruce Parker (GOV)
Cc: Press; Matthew Block; Erin Monroe Wesley; Johnny Anderson; Emalie Boyce; Teye Taylor
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

No extension. The application period will end this Saturday, October 15th.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Bruce Parker (GOV)
Sent: Wednesday, October 12, 2016 4:13 PM
To: Julie Baxter Payer
Cc: Press; Matthew Block; Erin Monroe Wesley; Johnny Anderson; Emalie Boyce; Teye Taylor
Subject: Re: Updated: Programmatic Deadlines as of 10/07/2016

Do we have a definite answer on Shelter at home application extension?

Bruce Parker

Programs and Planning Coordinator



[225.342.7015](tel:225.342.7015)
b.parker@la.gov
gov.louisiana.gov

Sent from my iPad

On Oct 12, 2016, at 4:09 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

FYI.....Oct 13th deadline for FEMA Individual Assistance and SBA loans extended to Nov. 14th

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Casey Tingle

Sent: Wednesday, October 12, 2016 4:05 PM

To: Julie Baxter Payer; Marisa Robertson; Pat Forbes; Raymond Rodriguez (LHC)

Cc: Mark Riley; Rowdy Gaudet

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

IA/SBA extension approval

From: Casey Tingle

Sent: Friday, October 07, 2016 5:52 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC)

<rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet

<Rowdy.Gaudet@LA.GOV>

Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

Just a quick note on deadlines that I am tracking. This is the current list that FEMA is tracking. This may be helpful to you as well.

The State has requested a:

- 30 extension for IA and SBA deadline
- 30 day extension for TSA
- In the process of requesting an extension to the deadline to apply for Shelter at Home (this may have already happened but not sure yet)

FEMA has asked if the State will be requesting an extension on the Disaster Unemployment Assistance deadline. I am checking on our side but if any of you are aware, let me know.

I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]

Sent: Friday, October 07, 2016 3:41 PM

To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason

<jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle

<Casey.Tingle@LA.GOV>

Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife,

John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill

<Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>

Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

<image002.png>

<DR-4277 IA and SBA Extension of App Deadline Memo to FCO signed by RA.PDF>

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 12:10 PM
To: Richard Carbo
Subject: Re: flood update questions

I can add some as soon as I get back. Tito Hernandez can give you all the missing MHU numbers. Mike probably has the best structures damaged numbers. On the hotels which is TSA there were last count about 2500 units being paid with that accounting for more than 8400 people living in those rooms. But that needs to be updated. May be on the GOHSEP sheet? Don't know when Marks deadline is but I'll be back to the office in about 20 minutes.

On Oct 12, 2016, at 11:51 AM, Richard Carbo <Richard.Carbo@la.gov> wrote:

Do you have anything you can add to this?

From: Ballard, Mark [<mailto:mballard@theadvocate.com>]
Sent: Wednesday, October 12, 2016 11:40 AM
To: Richard Carbo
Subject: flood update questions

Richard, I need some official numbers for a story I'm working. Could you please help? mark

How many structures were damaged in the flood? Is there a breakdown by parish?

How many structures were totally damaged and will have to be demolished?

How many Shelter at Home applications? **Approximately 21,000 to date. Registration closes on Saturday, October 15.**

How many Shelter at Home projects have been completed and the people have returned to their homes? **1,965**

How many Shelter at Home projects are done but awaiting inspection? **2,829 (6,545 homes are in progress with another 9,162 having completed initial inspection)**

What is the cost, so far, of Shelter at Home?

How many are receiving rental assistance? **Checking on the number, but the total so far is more than \$120 million in rental assistance.**

How many are still in hotels?

How many MDUs have been set-up and occupied? **448**

How many MDUs have been set up but are awaiting inspection? **644**

How many MDUs are on the list to be set up?

Where are the MDU parks being set up?

How many MDU parks have been contracted?

Has there been any discussion on more permanent type of housing, like the Mississippi cottages?

Mark Ballard
Editor, Capitol news bureau
The Advocate
State Capitol, Room G-151
Baton Rouge, La. 70804
(225) 388-0231 office
(225) 328-5411 cell

Twitter @MarkBallardCNB

<http://blogs.theadvocate.com/politicsblog/>

From: Julie Baxter Payer
Sent: Friday, October 14, 2016 4:01 PM
To: Press; Matthew Block; Erin Monroe Wesley; Emalie Boyce; Johnny Anderson
Subject: FW: Updated: Programmatic Deadlines as of 10/07/2016

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Casey Tingle
Sent: Friday, October 14, 2016 4:01 PM
To: Julie Baxter Payer; Marisa Robertson; Pat Forbes; Raymond Rodriguez (LHC)
Cc: Mark Riley; Rowdy Gaudet
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Just a heads-up the State is requesting an extension to the deadline for SAH. I am clarifying whether the request is for 2 weeks or 10/31/16. I will let everyone know when I know more.

Thanks,
Casey

From: Casey Tingle
Sent: Wednesday, October 12, 2016 4:05 PM
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>; Marisa Robertson <Marisa.Robertson@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

IA/SBA extension approval

From: Julie Baxter Payer
Sent: Wednesday, October 12, 2016 1:56 PM
To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Casey Tingle <Casey.Tingle@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>
Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Marisa, in response to your question on Shelter At Home, I would think that probably we just will not want to push out word on applications for Shelter At Home past 10/15. If there is a fair on Saturday, then those people who are just hearing of the program for the first time can be made aware that this is their final day to apply, that they should do so if they have any interest, and that they can always withdraw if they find for some reason they are not interested in taking advantage of the program. There will be additional days to send in documentation for any applicants who first apply on 10/15. Shelter At Home outreach has been ongoing since the third week of August, so this is the not the first week of outreach for that program.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Marisa Robertson
Sent: Wednesday, October 12, 2016 1:50 PM
To: Casey Tingle; Pat Forbes; Raymond Rodriguez (LHC); Julie Baxter Payer
Cc: Mark Riley; Rowdy Gaudet; Marisa Robertson
Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks, Casey. That's helpful information, but what if a household isn't able to apply until after they get home on 10/15—or if they tell a family member about it who might have missed it, or if they need help with completing the application?

Ray, can you please get Casey the response to the dates about the next housing events for parishes impacted by 4277?

And I apologize for skimming over the comment about no extension request for disaster unemployment.... In the same vein that I propose an alternative deadline for Shelter at Home for folks in DCM and/or in attendance at housing fairs, I wonder if we could do the same for disaster unemployment. DCM is almost fully staffed, but hasn't yet been able to do intake, assessment and referrals to all of the vulnerable households that were not in shelters. There is a very strong possibility that additional households are eligible for disaster unemployment that have not applied. Without knowing what it takes to justify an extension (other than tremendous outreach from DCM), I think the state should request it. I understand that there is information that I may not be privy to on this issue.

Marisa Robertson

Disaster Recovery Manager, Planning & Special Projects

Louisiana Office of Community Development, Disaster Recovery Unit

504-556-9722 (desk)

504-952-3527 (mobile)

marisa.robertson@la.gov

From: Casey Tingle

Sent: Wednesday, October 12, 2016 1:40 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

We did clarify the deadline. The deadline only applies to the actual application. Owner/occupancy documentation and right of entry forms can be submitted after the deadline. Have we heard dates or anticipated dates for the housing events after Saturday's?

From: Marisa Robertson

Sent: Wednesday, October 12, 2016 1:36 PM

To: Casey Tingle <Casey.Tingle@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks, Casey.

I'm not familiar with the sheetrock issue Pat referenced, but isn't Saturday 10/15 the day of the current deadline to have the application fully processed (not just submitted—this was based on your and Jessica V's comments on a housing task force meeting last week)? And as I understand it from HUD, Saturday's housing fair at Southern is the first of a series of outreach meetings. Want to understand if this can be an option for folks that may not have been able to participate previously that can be identified through these fairs and Disaster Case Management. Is there perhaps an option to do an application deadline appeal for folks that we can communicate?

Marisa Robertson

Disaster Recovery Manager, Planning & Special Projects

Louisiana Office of Community Development, Disaster Recovery Unit

504-556-9722 (desk)

504-952-3527 (mobile)

marisa.robertson@la.gov

From: Casey Tingle

Sent: Wednesday, October 12, 2016 1:03 PM

To: Pat Forbes <Patrick.Forbes@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

I don't know all the details but I think that is largely correct. Applications have decreased. There has been direct outreach at DRC, community events, etc. that has seen some results. I believe the outreach team is scheduled to attend the housing event on Saturday as well.

From: Pat Forbes

Sent: Wednesday, October 12, 2016 12:57 PM

To: Casey Tingle <Casey.Tingle@LA.GOV>; Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Thanks Casey. Was the reason for not requesting extension of Shelter at Home because they denied the ability to put sheetrock on the walls? I assume applications have dwindled to zip?

From: Casey Tingle

Sent: Wednesday, October 12, 2016 12:51 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

Subject: RE: Updated: Programmatic Deadlines as of 10/07/2016

Quick update:

IA/SBA: FEMA approval expected as early as today

TSA: FEMA HQ is working this now and anticipated

Request for Public Assistance (RPA): being worked by FEMA now

Shelter at Home: application extension will not be requested

Disaster Unemployment Assistance: extension was not requested

Let me know if there are any questions. As soon as I receive confirmation from FEMA, I will forward. I am hoping that we have the approvals related to housing in time to discuss at tomorrow's press conference.

Thanks,
Casey

From: Casey Tingle

Sent: Friday, October 07, 2016 5:52 PM

To: Marisa Robertson <Marisa.Robertson@LA.GOV>; Raymond Rodriguez (LHC) <rrodriguez@lhc.la.gov>; Julie Baxter Payer <Julie.BaxterPayer@la.gov>

Cc: Mark Riley <Mark.Riley@LA.GOV>; Pat Forbes <Patrick.Forbes@LA.GOV>; Rowdy Gaudet <Rowdy.Gaudet@LA.GOV>

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The State has requested a:

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I think that is all for now. Have a nice weekend.

Thanks,
Casey

From: Dooley, Diane [<mailto:Diane.Dooley@fema.dhs.gov>]

Sent: Friday, October 07, 2016 3:41 PM

To: Frank Effrece <FRANK.EFFRECE@FEMA.DHS.GOV>; Burroughs, Jason <jason.burroughs@fema.dhs.gov>; Ryan, Melissa Flynn <Melissa.Ryan@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>

Cc: Smegal, Steven <Steven.Smegal@fema.dhs.gov>; Turcott, Steve <steve.turcott@fema.dhs.gov>; Fife, John <John.Fife@fema.dhs.gov>; Hutchinson, Robert <Robert.Hutchinson3@fema.dhs.gov>; Pedley, Jill <Jill.Pedley@fema.dhs.gov>; Stachar, Michelle <Michelle.Stachar@fema.dhs.gov>

Subject: Updated: Programmatic Deadlines as of 10/07/2016

Please let me know of any changes. Thank you.

Programmatic Deadlines

FEMA-4277-DR-LA

| Date | Deadline | Area | Notes |
|------------------------------------|---|-------|--|
| 10/07/16 | TSA Deadline to Request Extension | IA | N/A |
| 10/13/16 | Deadline to Submit SBA claims | IA | N/A |
| 10/13/16 | Deadline to submit IA applications | IA | N/A |
| 10/14/16 | Crisis Clean Up Call Center (AmeriCorps) closure date | IA | N/A |
| 10/14/16 | DUA Registration Deadline | IA | All declared parishes |
| 10/15/16 | Deadline to Register for Shelter at Home | State | N/A |
| 10/15/16 | Deadline to Submit RPAs | PA | All declared parishes |
| 10/18/16 | TSA First Extension Deadline | IA | Checkout on 10/19/16 |
| 11/14/16 | HMGP State publishes funds availability | HM | N/A |
| 11/18/16 | AmeriCorps Mission Assignment Deadline | IA | N/A |
| 8/30/16 to 12/8/16 | NFIP Claims Proof of Loss Extended to 120 days. | HM | Claims must be made within 120 days of the date of loss (8/9/16-8/25/16) |
| 02/14/17 | Deadline to Complete Emergency Work | PA | 6 months to complete from the declaration date. The Recipient (State) has the authority to extend deadlines by 6 months for Emergency Work |
| 02/18/17 | Disaster Unemployment (DUA) Program | IA | 26 weeks from declaration date (8/14/16) |
| 08/14/17 | Deadline for state to submit completed HMGP applications to FEMA Region 6 | HM | N/A |
| 08/14/17 | Provide 12 month estimate to the state | HM | N/A |
| 02/14/18 | Direct Housing End of Program Deadline | IA | N/A |
| 02/14/18 | Deadline to Complete Permanent Work | PA | 18 months to complete from the declaration date. The Recipient (State) has the authority to extend deadlines by 30 months for Permanent Work |
| N/A | Conduct KOMs | PA | Within 21 days of RPA approval |
| N/A | Deadline to Identify/Report All Damages | PA | 60 days from KOMs |
| N/A | First Appeals | PA | Within 60 days of the applicant's receipt of a notice of the action that is being appealed |
| N/A | Second Appeals | PA | Within 60 days of receiving the RA's denial |
| Deadline: Reached/Completed | | | |
| 08/14/16 | HMGP Application period opens | HM | N/A |
| 08/17/16 | NFIP Advance Payment Authorized | HM | N/A |
| 08/22/16 | NFIP Policy Renewal Grace Period Extended | HM | Extension date: 11/08/16 - 12/09/16 |
| 09/23/16 | Provide 30-day HMGP funding estimate to the state | HM | DEADLINE MET. Estimate of \$252,310,932. |
| 09/30/16 | Deadline to Request Additional Categories | PA | Within 30 days from the termination date of the incident (last day of incident), or 30 days after the declaration, whichever is later |
| 09/30/16 | Deadline to Request Additional Parishes | PA | Within 30 days from the termination date of the incident (last day of incident), or 30 days after the declaration, whichever is later |

Current as of October 7, 2016 3:30 PM CDT

From: Richard Carbo
Sent: Monday, September 19, 2016 12:27 PM
To: Julie Baxter Payer
Cc: Press
Subject: Re: RELEASE: Registration Underway for the Shelter at Home Program
Attachments: image001.gif

We'll call you shortly.

Richard Carbo | Communications Director
Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 19, 2016, at 12:19 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Coordinate with Mike Steele. Channel 2 has been calling him too this morning and he has talked to them.

Begin forwarded message:

From: Erin McWilliams <emcwilliams@wbrz.com>
Date: September 19, 2016 at 12:00:29 PM CDT
To: 'Office of the Governor' <govpress@la.gov>
Cc: <Richard.carbo@la.gov>
Subject: RE: RELEASE: Registration Underway for the Shelter at Home Program

Are mobile homes or trailer homes eligible for shelter at home? Please let me know who to call for more info.

Thank you,

Erin McWilliams
Content Center Coordinator
Phone: 225.336.2345
E-mail: emcwilliams@wbrz.com



From: Office of the Governor [<mailto:govpress@la.gov>]
Sent: Thursday, September 01, 2016 5:22 PM
To: news@wbrz.com
Subject: RELEASE: Registration Underway for the Shelter at Home Program



From the OFFICE of the GOVERNOR

FOR IMMEDIATE RELEASE

September 1, 2016

Contact: govpress@la.gov

Registration Underway for the Shelter at Home Program

BATON ROUGE — On Monday, Gov. John Bel Edwards released registration information for the **Shelter at Home Program**, a new program that helps Louisiana residents whose homes flooded to shelter at their own home while they continue to rebuild, rather than relocating to a shelter, hotel or rental property.

Since Monday, 14,782 flood survivors have registered to participate in the program. Home inspections are underway and construction begins tomorrow.

Residents who are eligible for the program should register using one of the following methods:

- ? **By phone: 1-800-927-0216**
- ? **Online: shelterathome.la.gov**

Quick Registration Facts:

- ? **Anyone interested in Shelter at Home must register separately from their registrations with FEMA or SBA or any NFIP flood insurance claims.**
- ? You do not have to be registered with FEMA to apply for Shelter At Home.
- ? If you are determined to be eligible for Shelter At Home, this will not hurt you or count against the amount of Individual Assistance you may receive from FEMA.

The Shelter at Home Program evaluates each applicant's home and, if up to \$15,000 of work in that home can create a safe, secure, habitable place for the family to live while they continue their permanent home rebuilding, then that applicant may be eligible for this program. This program is not designed to fully repair the applicant's home.

[Click here for more information on the Shelter at Home Program.](#)

The Office of the Governor is asking media outlets to help distribute this registration information for the Shelter at Home Program to the public as much as possible.

###



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<image001.gif>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 12:58 PM
To: William Rachal; Danielle Aymond
Subject: Fwd: Shelter at home post

Begin forwarded message:

From: "Bruce Parker (GOV)" <B.Parker@la.gov>
Date: September 19, 2016 at 12:19:29 PM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>
Subject: Shelter at home post

<https://www.facebook.com/montrail.u.tony/posts/914054458729435>

Bruce Parker
Programs and Planning Coordinator
Office of Governor John Bel Edwards

[225.342.7015](tel:225.342.7015)
b.parker@la.gov
gov.louisiana.gov

From: Richard Carbo
Sent: Monday, September 19, 2016 1:23 PM
To: Mike Steele
Subject: FW: RELEASE: Registration Underway for the Shelter at Home Program

Are you working with them on this story?

From: Erin McWilliams [mailto:emcwilliams@wbrz.com]
Sent: Monday, September 19, 2016 12:00 PM
To: Press
Cc: Richard Carbo
Subject: RE: RELEASE: Registration Underway for the Shelter at Home Program

Are mobile homes or trailer homes eligible for shelter at home? Please let me know who to call for more info.

Thank you,

Erin McWilliams

Content Center Coordinator

Phone: 225.336.2345

E-mail: emcwilliams@wbrz.com



From: Office of the Governor [mailto:govpress@la.gov]
Sent: Thursday, September 01, 2016 5:22 PM
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Subject: RELEASE: Registration Underway for the Shelter at Home Program



From the OFFICE of the GOVERNOR

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September 1, 2016

Contact: govpress@la.gov

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[Click here for more information on the Shelter at Home Program.](#)

The Office of the Governor is asking media outlets to help distribute this registration information for the Shelter at Home Program to the public as much as possible.

###



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From: Richard Carbo
Sent: Monday, September 19, 2016 1:38 PM
To: Mike Steele
Subject: Re: RELEASE: Registration Underway for the Shelter at Home Program

10-4. Were going to stick with the same.

Richard Carbo | Communications Director

Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 19, 2016, at 1:33 PM, Mike Steele <Mike.Steele@LA.GOV> wrote:

I just asked ch 2 to submit a public records request so that we can supply them with the letter we received from FEMA. Mark Phillips made the original request.

Mike

Sent from my iPad

On Sep 19, 2016, at 1:23 PM, Richard Carbo <Richard.Carbo@la.gov> wrote:

Are you working with them on this story?

From: Erin McWilliams [<mailto:emcwilliams@wbrz.com>]
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Cc: Richard Carbo
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E-mail: emcwilliams@wbrz.com
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<image004.jpg>

<image005.jpg>

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From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:41 PM
To: Mike Steele
Subject: Fwd: RELEASE: FEMA Offers Eligibility Clarification for Shelter at Home Program Applicants

Begin forwarded message:

From: Office of the Governor <govpress@la.gov>
Date: September 19, 2016 at 5:37:08 PM CDT
To: <Gov-all-staff@la.gov>
Subject: RELEASE: FEMA Offers Eligibility Clarification for Shelter at Home Program Applicants
Reply-To: Office of the Governor <govpress@la.gov>



From the OFFICE of the GOVERNOR

FOR IMMEDIATE RELEASE

September 19, 2016

Contact: govpress@la.gov

FEMA Offers Eligibility Clarification for Shelter at Home Program Applicants

BATON ROUGE — Today, the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) received a letter from Federal Emergency Management Agency (FEMA) Federal Coordinating Officer, Gerard Stolar, clarifying the qualifications of particular residences in FEMA's Shelter and Temporary Power program as it is being implemented in Louisiana's Shelter at Home (SAH) program.

GOHSEP requested the clarification by letter on September 16, 2016 in order to determine the eligibility of Manufactured Housing Units, Manufactured Modular Homes, travel trailers, campers, RVs or similar vehicles for participation in the SAH program.

"I appreciate FEMA offering additional clarification on this matter," said Gov. Edwards. "Many Louisianans affected by the flood waters have been working hard every single day to recover their homes and bring a sense of normalcy to their lives. I know this process can be lengthy and taxing and I hope that this clarification will bring aid to more people who are in serious need."

In his letter, Mr. Stolar has offered the following clarification:

- Manufactured Housing Units (whether or not attached to the ground, with or without wheels) and Manufactured Modular Homes could potentially qualify for assistance under the SAH program.
- Whether these types of manufactured homes would be technically feasible or cost prohibitive for such assistance is a case-by-case determination under the auspices of the SAH program guidance, and is still limited to the established cap of \$15,000 per unit.
- Travel trailers, campers, RVs or other similar vehicles are recreational in nature and are not eligible for the SAH program.

[Click here to read Federal Coordinating Officer Gerard Stolar's letter.](#)

###



From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:43 PM
To: Mike Steele
Subject: Fwd: Shelter at Home Pic

Begin forwarded message:

From: Richard Carbo <Richard.Carbo@la.gov>
Date: September 19, 2016 at 5:36:04 PM CDT
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>, Erin Monroe Wesley <Erin.MonroeWesley@la.gov>
Cc: Johnny Anderson <Johnny.Anderson@la.gov>, "Bruce Parker (GOV)" <B.Parker@la.gov>
Subject: RE: Shelter at Home Pic

<https://www.facebook.com/montrail.u.tony?fref=ts>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 5:35 PM
To: Erin Monroe Wesley
Cc: Richard Carbo; Johnny Anderson; Bruce Parker (GOV)
Subject: Re: Shelter at Home Pic

If you all see another Facebook post from would you please send me the link? Thanks.

On Sep 19, 2016, at 5:27 PM, Erin Monroe Wesley <Erin.MonroeWesley@la.gov> wrote:

<IMG_0141.JPG>

Erin Monroe Wesley

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 7:21 PM
To: Press
Subject: Fwd: Shelter at Home Final Site Visit pictures and Contact information
Attachments: Passed Site Visits.xlsx; ATT00001.htm; SAH Program Fact Sheet Photos.pdf; ATT00002.htm

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com>
To: "Julie Baxter Payer" <Julie.BaxterPayer@la.gov>, "Richard Carbo" <Richard.Carbo@la.gov>, "William Rachal" <William.Rachal@LA.GOV>
Cc: "Swick, Steve" <steve.swick@aecom.com>, "Mark Howard (mark@h2bravo.com)" <mark@h2bravo.com>, "Jones, Tyler" <tyler.jones@aecom.com>, "Thompson, James F. (Houston)" <JFThompson@aecom.com>, "Richardson, Mike (Baton Rouge)" <mike.j.richardson@aecom.com>
Subject: Shelter at Home Final Site Visit pictures and Contact information

Julie, Richard, and Will,

Attached to this email are the following items requested at the meeting with the Governor this afternoon:

1. The addresses and contact information for the completed Final Site Visits; and
2. A Fact Sheet with Sample Images of "standard" or "approved" work allowed under this program.

Additionally, previously to today, the scope of work for the kitchen included a single counter that included the sink. The homeowner had an option for a standalone plastic table, if necessary, for the microwave. Following today's meeting, we have modified the scope of work to allow for a site built, secondary counter area for appliance storage, if necessary.

Please contact our office with any questions regarding this information.

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
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lael.holton@aecom.com

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From: Julie Baxter Payer
Sent: Monday, September 19, 2016 7:23 PM
To: Holton, Lael
Cc: Richard Carbo; William Rachal; Swick, Steve; Mark Howard (mark@h2bravo.com); Jones, Tyler; Thompson, James F. (Houston); Richardson, Mike (Baton Rouge)
Subject: Re: Shelter at Home Final Site Visit pictures and Contact information

Thank you so much Lael for your help on this.

On Sep 19, 2016, at 7:00 PM, Holton, Lael <Lael.Holton@aecom.com> wrote:

Julie, Richard, and Will,

Attached to this email are the following items requested at the meeting with the Governor this afternoon:

1. The addresses and contact information for the completed Final Site Visits; and
2. A Fact Sheet with Sample Images of "standard" or "approved" work allowed under this program.

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<Passed Site Visits.xlsx>

<SAH Program Fact Sheet Photos.pdf>

From: Julie Baxter Payer
Sent: Monday, September 19, 2016 7:23 PM
To: Mike Steele
Subject: Fwd: Shelter at Home Final Site Visit pictures and Contact information
Attachments: Passed Site Visits.xlsx; ATT00001.htm; SAH Program Fact Sheet Photos.pdf; ATT00002.htm

FYI. In case you want to send just the one attachment with the pictures to any media you worked with on stories today. Thanks so much for all your help.

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com>
To: "Julie Baxter Payer" <Julie.BaxterPayer@la.gov>, "Richard Carbo" <Richard.Carbo@la.gov>, "William Rachal" <William.Rachal@LA.GOV>
Cc: "Swick, Steve" <steve.swick@aecom.com>, "Mark Howard" (mark@h2bravo.com) <mark@h2bravo.com>, "Jones, Tyler" <tyler.jones@aecom.com>, "Thompson, James F. (Houston)" <JFThompson@aecom.com>, "Richardson, Mike (Baton Rouge)" <mike.j.richardson@aecom.com>
Subject: Shelter at Home Final Site Visit pictures and Contact information

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Attached to this email are the following items requested at the meeting with the Governor this afternoon:

1. The addresses and contact information for the completed Final Site Visits; and
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Louisiana Shelter at Home Program (SAH)

FACT SHEET

WHAT IS THIS?

The Shelter at Home Program enables eligible individuals or families whose homes were damaged in the August flooding to take shelter in their own homes while they rebuild, instead of having to stay in a hotel, rental or mass shelter.

Legal Right of Entry and Indemnification

You will need to sign a Legal Right of Entry and Indemnification Form. See end of this document for what this means or call 1-800-927-0216.

WHO IS ELIGIBLE?

Single-family owner-occupied properties are eligible for damage remediation designed to make the home safe and habitable for a cost not to exceed \$15,000. Remediation work will be performed by contractors hired by the State. The Shelter at Home program allows residents to quickly and safely shelter in their own home. Only properties that are determined to be able to be brought up to the "safe and habitable" standard will be eligible to participate in the program. An Inspector will determine if a home can be made safe and habitable within the funding limitations, for example: if flood waters have not exceeded 24 inches in a home, it is likely the property will be eligible. The program does specify that floodwater amounts higher than that may be inspected and approved on a case-by-case basis.

HOW DOES IT WORK?

The program evaluates each applicant's home and, if up to \$15,000 of work in that home can create a safe, secure, habitable place for the family to live while they continue their permanent home rebuilding, then that applicant may be eligible for this program. Very basic initial work will include items such as mucking out the house, basic electrical restoration, installing a basic water heater, removing wet wall insulation, and providing up to \$500 in basic cooking or refrigerating appliances. This work will be provided at no out-of-pocket cost to the eligible homeowner. This assistance is independent of and will not affect determination of any Individual Assistance grant from FEMA. These essential emergency cleanup and minor repairs will help families get a jumpstart on their full recovery and live in at least a portion of their home, while they continue to finish the big task of making permanent repairs to their home.

WHO SHOULD APPLY FOR THIS PROGRAM?

Many residents are desperately ready to go home, but their homes are not safe and sanitary yet. If you are ready to leave the shelter, rental apartment or hotel room; if you are ready to go home, this is the program for you.

Keep in mind that this program provides the **bare minimum necessary** to get you back in your home so that you can begin the tasks of rebuilding.

NOTE: You do not have to be registered with FEMA in order to take advantage of this program. All people interested in this program must apply individually (separately from registering with FEMA or SBA or filing a flood insurance claim with NFIP)

QUESTIONS?

Call 1-800-927-0216

Email: shelterathome@la.gov

APPLY ONLINE AT:

www.shelterathome.la.gov



TYPES OF MINIMUM REPAIRS COVERED IN THE PROGRAM



Kitchen Sink



Bathroom Vanity



Shower Tub



Sanitized
Toilet



Outlet Receptacle



Exterior Door Replacement



Bathroom/Privacy Wall

From: Richard Carbo
Sent: Monday, September 19, 2016 7:29 PM
To: Julie Baxter Payer
Cc: Press
Subject: Re: Shelter at Home Final Site Visit pictures and Contact information

Sent to ch. 9

Richard Carbo | Communications Director
Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 19, 2016, at 7:21 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Begin forwarded message:

From: "Holton, Lael" <Lael.Holton@aecom.com<<mailto:Lael.Holton@aecom.com>>>
To: "Julie Baxter Payer" <Julie.BaxterPayer@la.gov<<mailto:Julie.BaxterPayer@la.gov>>>, "Richard Carbo" <Richard.Carbo@la.gov<<mailto:Richard.Carbo@la.gov>>>, "William Rachal" <William.Rachal@LA.GOV<<mailto:William.Rachal@la.gov>>>
Cc: "Swick, Steve" <steve.swick@aecom.com<<mailto:steve.swick@aecom.com>>>, "Mark Howard" <mark@h2bravo.com<<mailto:mark@h2bravo.com>>>, "Jones, Tyler" <tyler.jones@aecom.com<<mailto:tyler.jones@aecom.com>>>, "Thompson, James F. (Houston)" <JFThompson@aecom.com<<mailto:JFThompson@aecom.com>>>, "Richardson, Mike (Baton Rouge)" <mike.j.richardson@aecom.com<<mailto:mike.j.richardson@aecom.com>>>
Subject: Shelter at Home Final Site Visit pictures and Contact information

Julie, Richard, and Will,

Attached to this email are the following items requested at the meeting with the Governor this afternoon:

1. The addresses and contact information for the completed Final Site Visits; and
2. A Fact Sheet with Sample Images of "standard" or "approved" work allowed under this program.

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Please contact our office with any questions regarding this information.

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Gulf Coast Area PM/CM Business Unit
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<Passed Site Visits.xlsx>

<SAH Program Fact Sheet Photos.pdf>

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 10:27 AM
To: 'Broderick Bagert'; Brown, Sydney
Cc: Ben Nevers; William Rachal
Subject: RE: Update on Reconciliation of Together LA against Shelter at Home population

Sydney/Broderick:

Checking back in. Have the lists been synced up yet, and do we have the various groups identified in terms of who has and hasn't signed up for Shelter At Home?

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Broderick Bagert [mailto:bagertjr@gmail.com]
Sent: Thursday, September 15, 2016 3:43 PM
To: Brown, Sydney
Cc: Ben Nevers; Julie Baxter Payer; Judd Jeansonne (jjeansonne@crt.la.gov); Toye Taylor; William Rachal; Lambousy, Heather; Holton, Lael; Swick, Steve
Subject: Re: Update on Reconciliation of Together LA against Shelter at Home population

Hi everybody,

Our list of properties is attached, with addresses normalized and duplicates removed. It's around 7200 addresses.

Sydney, I'm sending just with a name, ID and the address, without all the detailed columns on the property.

Next step was to run this against your list and determine who has and has not signed up for Shelter at Home, correct?

Thanks.

Broderick

On Fri, Sep 9, 2016 at 3:16 PM, Brown, Sydney <sydney.brown@aecom.com> wrote:

Good afternoon everyone,

Brod let me know earlier today that he is currently working on normalizing the Together LA data before sending to me for reconciliation; he anticipates his data will be cleaned up and ready to send sometime tomorrow. I will keep you all posted on progress as we determine the overlap in our working populations.

Sydney Lynne Brown, MPA

Project Manager, Disaster Recovery

D [1-225-231-6342](tel:1-225-231-6342) C [1-225-326-9869](tel:1-225-326-9869)

sydney.brown@aecom.com

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7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806

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Please consider the environment before printing this e-mail.

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 1:05 PM
To: Casey Tingle
Subject: Re: QUESTIONS SUBMITTED FOR TODAY'S CONGRESSIONAL CALL

Which doesn't mean they were easy questions. Thank you.

On Sep 20, 2016, at 12:21 PM, Casey Tingle <Casey.Tingle@LA.GOV> wrote:

No problem - questions were easy enough for me to handle.

On Sep 20, 2016, at 12:11 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

I'm at an event and cannot be on the call but please let me know who asked this and I will be glad to reach out and answer them individually. Thanks. Sorry about missing this.

On Sep 20, 2016, at 11:10 AM, Casey Tingle <Casey.Tingle@LA.GOV> wrote:

This is the question for today's call. I don't know the latest info so I just want to make sure we provide the correct answer.

Begin forwarded message:

From: Casey Tingle <Casey.Tingle@LA.GOV>
Date: September 20, 2016 at 10:41:59 AM CDT
To: William Rachal <William.Rachal@LA.GOV>, Danielle Aymond <Danielle.Aymond@la.gov>, Mark Riley <Mark.Riley@LA.GOV>, Mike Steele <Mike.Steele@LA.GOV>
Subject: FW: QUESTIONS SUBMITTED FOR TODAY'S CONGRESSIONAL CALL

Question from CODEL for today's call. Please let me know if there is someone I need to reach out to answer specifically or if the answers below are sufficient. The call is at 11:30 today.

2. Shelter at Home – who is eligible to apply and how is the assistance determined and awarded?

Eligibility: Single-family owner-occupied properties are eligible for damage remediation designed to make the home safe and habitable for a cost not to exceed \$15,000.

Funding: The amount of funding required for each property is determined by the scope items required for that property to meet the program requirements. The scope items for each property are determined and agreed to by representative of the project manager, the construction firm, and the property owner. This funding is not awarded directly to the homeowner. The construction firm will invoice the State for work performed and approved by the project manager.

From: Mann, Kathy [<mailto:Kathy.Mann@fema.dhs.gov>]
Sent: Tuesday, September 20, 2016 10:26 AM
To: Soady, Bryan <Bryan.Soady@redcross.org>; michael.flores@sba.gov; Morris, Alecia <Alecia.Morris@fema.dhs.gov>; Walsh, Kenneth <Kenneth.Walsh2@fema.dhs.gov>; Soberal, Elizabeth <Elizabeth.Soberal@fema.dhs.gov>; Jennings, Lisa <Lisa.Jennings@fema.dhs.gov>; Casey Tingle <Casey.Tingle@LA.GOV>; Catherine Heitman <Catherine.Heitman.DCFS@LA.GOV>; Lebsack, David <David.Lebsack@fema.dhs.gov>; Stolar, Gerard <Gerard.Stolar@fema.dhs.gov>
Cc: Wetherington, Jeffrey <Jeffrey.Wetherington@fema.dhs.gov>; Henderson, Wilenda <Wilenda.Henderson@fema.dhs.gov>; Fontenot, Lynette <Lynette.Fontenot@fema.dhs.gov>
Subject: QUESTIONS SUBMITTED FOR TODAY'S CONGRESSIONAL CALL
Importance: High

The four questions below were submitted for today's call. Casey is aware of the first two, and has support from DCFS on the call to address the first question.

Kathy Mann
Assistant External Affairs Officer
Congressional Affairs
FEMA-4277-DR-LA
202-805-9202
Kathy.Mann@fema.dhs.gov

QUESTIONS FOR THE SEPTEMBER 20, 2016 CALL

- 1. DSNAP and SNAP – folks still coming to us looking for assistance. How do we advise and what are the criteria? How are folks who pre-flood would have been**

ineligible but who now haven't the resources to acquire food provisions.

- 2. Shelter at Home – who is eligible to apply and how is the assistance determined and awarded?**
- 3. What options are available for mosquito abatement and how much will it cost the parish?**
- 4. Is FEMA aware of any hotels that have begun refusing to accommodate people receiving disaster assistance? Or any hotels that have kicked out guests receiving FEMA assistance? I'm getting reports of at least one hotel that has and want to make sure FEMA is aware of it.**

<Questions for the 09.20.2016 call.docx>

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 1:09 PM
To: Holton, Lael
Subject: Re: Shelter at Home

Great. Thanks so much.

On Sep 20, 2016, at 1:05 PM, Holton, Lael <Lael.Holton@aecom.com> wrote:

We are pulling the information together on a recipient; should have something for everyone shortly.

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

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From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Tuesday, September 20, 2016 1:03 PM
To: Richard Carbo
Cc: Holton, Lael; Mike Steele; William Rachal; Swick, Steve; Ranson-Walsh, Brendan
Subject: Re: Shelter at Home

Lael do you think you can find one of those 38 completed homes that is a good example? That would be great.

On Sep 20, 2016, at 12:47 PM, Richard Carbo <Richard.Carbo@la.gov> wrote:

Can we find someone who's work is complete and do one press event at their home to highlight the program and show off what it should look like? Maybe tomorrow?

Richard Carbo | Communications Director
Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 20, 2016, at 12:35 PM, Holton, Lael <Lael.Holton@aecom.com> wrote:

Richard and Mike,

Please advise regarding the request below. I know that in my conversations with Julie yesterday, we were thinking it would be good to get the local news to a family that has gone through the program and is happy with the service, and this may fall in line with that thought.

I have only responded to her to let her know that we would get back to her shortly about her request.

Thanks!

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
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From: Crisp, Elizabeth [<mailto:ecrisp@theadvocate.com>]
Sent: Monday, September 19, 2016 6:38 PM
To: Holton, Lael
Subject: Shelter at Home

Hi Lael,

I was wondering, now that the program is ramping up, if it would be possible for me to come out to a shelter at home work site in the coming week or so for a follow up story about the progress?

--Elizabeth

THE ADVOCATE

Elizabeth Crisp
Capitol reporter

ecrisp@theadvocate.com

www.theadvocate.com

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From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 2:02 PM
To: Mike Steele; Holton, Lael; Richard Carbo; Shauna Sanford
Subject: RE: shelter at home

Mike, sounds good. Let me know if you need any help.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Mike Steele
Sent: Tuesday, September 20, 2016 1:37 PM
To: Holton, Lael; Richard Carbo; Julie Baxter Payer; Shauna Sanford
Subject: FW: shelter at home

Please see this request. I will be available shortly. I have a couple of phone interviews similar to Ch 9's interview last night.

Thanks,

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP

7667 Independence Blvd.

Baton Rouge, LA 70806

(225) 925-3966 - Office

(225) 788-0095 - Cell

mike.steele@la.gov

www.gohsep.la.gov

From: Mark Phillips [<mailto:mphillips@wbrz.com>]
Sent: Tuesday, September 20, 2016 12:48 PM
To: Mike Steele <Mike.Steele@LA.GOV>
Subject: shelter at home

Mike,

We are following thru on the shelter at home story for Wednesday night. Saw the guy whose video I wanted you to see has since apologized to the governor. Wish I had known about the visit to the home he shot. Any way I hoping a representative from the program can come to a house we are hoping to shoot to explain the program to the home owner. The home is in St. Amant. Sorry it is not closer. We would want to do this around 5:30 pm.

Let me know if it is possible, and then I will set it up with the homeowner.

Respectfully,

Mark Phillips

--

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From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 2:08 PM
To: 'mphilips@wbrz.com'
Cc: Press; Mike Steele
Subject: RE: shelter at home

Mark, this is Julie from the Governor's office. Mike is tied up with some other interviews at this time, and I'm working to try to help him make sure we get you what you need for your story. Please give me a call at

Thank you.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Mike Steele
Sent: Tuesday, September 20, 2016 1:37 PM
To: Holton, Lael; Richard Carbo; Julie Baxter Payer; Shauna Sanford
Subject: FW: shelter at home

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Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
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(225) 788-0095 - Cell
mike.steele@la.gov
www.gohsep.la.gov

From: Mark Phillips [<mailto:mphilips@wbrz.com>]
Sent: Tuesday, September 20, 2016 12:48 PM
To: Mike Steele <Mike.Steele@LA.GOV>
Subject: shelter at home

Mike,

We are following thru on the shelter at home story for Wednesday night. Saw the guy whose video I wanted you to see has since apologized to the governor. Wish I had known about the visit to the home he shot. Any way I hoping a representative from the program can come to a house we are hoping to shoot to explain the program to the home owner. The home is in St. Amant. Sorry it is not closer. We would want to do this around 5:30 pm.

Let me know if it is possible, and then I will set it up with the homeowner.

Respectfully,

Mark Phillips

--

This email message and all attachments transmitted with it may contain legally privileged & confidential and/or protected work product. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 3:50 PM
To: Press; Johnny Anderson; Erin Monroe Wesley; Matthew Block; Ben Nevers
Subject: Happy homeowner

Lael and Steve from AECOM just called. Mark Howard with AECOM just left the site of a happy Shelter At Home homeowner. JW Turner was the contractor on this home, and just finished the final site visit today. Mark Howard approved the work too.

The homeowner's name is . She lives at . Her number is

They did the work in one day.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Richard Carbo
Sent: Tuesday, September 20, 2016 4:06 PM
To: Julie Baxter Payer
Cc: Press; Johnny Anderson; Erin Monroe Wesley; Matthew Block; Ben Nevers
Subject: Re: Happy homeowner

Let me know when you can.

Richard Carbo | Communications Director
Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

On Sep 20, 2016, at 4:05 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

I'm heading over there to see what's what...but Lael seemed to think so.

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects
<image001.png>
225.342.8367
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Richard Carbo
Sent: Tuesday, September 20, 2016 4:05 PM
To: Julie Baxter Payer
Cc: Press; Johnny Anderson; Erin Monroe Wesley; Matthew Block; Ben Nevers
Subject: Re: Happy homeowner

Would she let press come to her house?

Richard Carbo | Communications Director
Gov. John Bel Edwards
(225) 342-7015 *office*
(225) 603-2111 *cell*

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Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 4:11 PM
To: Shauna Sanford
Subject: RE: Happy homeowner

That's fine...

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Shauna Sanford
Sent: Tuesday, September 20, 2016 4:11 PM
To: Julie Baxter Payer
Subject: RE: Happy homeowner

Would she mind if I come? I would like to see since I'm doing the radio show in the morning.

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

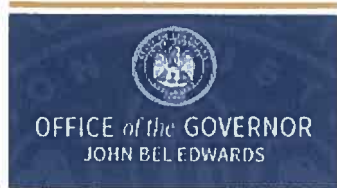
shauna.sanford@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 4:10 PM
To: Shauna Sanford
Subject: RE: Happy homeowner

In a minute....

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Shauna Sanford

Sent: Tuesday, September 20, 2016 4:09 PM

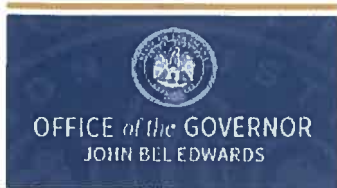
To: Julie Baxter Payer

Subject: RE: Happy homeowner

Are you headed there now?

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov

gov.louisiana.gov

From: Julie Baxter Payer

Sent: Tuesday, September 20, 2016 4:05 PM

To: Richard Carbo

Cc: Press; Johnny Anderson; Erin Monroe Wesley; Matthew Block; Ben Nevers

Subject: RE: Happy homeowner

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Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



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julie.baxterpayer@la.gov

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Cc: Press; Johnny Anderson; Erin Monroe Wesley; Matthew Block; Ben Nevers
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They did the work in one day.

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects
<image001.png>
225.342.8367
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 9:01 AM
To: Press
Subject: FW. Shelter at Home

Video link from one of the contractors interviewing .

From: "J.W. Turner" <jwturner@jwtc.net>
Date: September 20, 2016 at 9:36:53 PM CDT
To: Mark Howard URS <mark@h2bravo.com>, Chad Herndon URS <chad@h2bravo.com>, "christina.dayries@la.gov" <christina.dayries@la.gov>, "william.rachal@la.gov" <william.rachal@la.gov>
Subject: Re: ¶ Shelter at Home

<http://www.youtube.com/watch?v=gKtc4OxwrcU&sns=em>

JW Turner
President/ CEO
JWTC

On Sep 20, 2016, at 9:27 PM, J.W. Turner <jwturner@jwtc.net> wrote:

JW

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:10 AM
To: William Rachal
Subject: FW: Story information

FYI— info below...

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 2:33 PM
To: 'Holton, Lael'
Subject: RE: Story information

Thanks so much!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Tuesday, September 20, 2016 2:31 PM
To: Julie Baxter Payer
Cc: Mike Steele; Press; Swick, Steve
Subject: RE: Story information

Julie,

I pushed the information to Leadership; we will track down the information for you and figure out how to manage this with GOHSEP. We appreciate the lead time, that should help with the response.

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

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7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806
T 1-225-922-5700 F 1-225-922-5701
www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Tuesday, September 20, 2016 2:23 PM
To: Holton, Lael
Cc: Mike Steele; Press
Subject: Story information

Lael, would you please get me any information available on the following address (contractor's name, employees who did the work, how far the work is progressed, has the final site visit been done, etc)?

Homeowner is

She is telling Channel 2 that the work on her home is done and that she is in shock at how bad it is. The reporter, Mark Phillips at WBRZ, says they are getting a lot of calls along the same lines with two questions: 1) How can this work be worth \$15,000? And 2) They don't like what the work looks like. He says that probably her home does not look different from what they've seen before, but that people just don't realize how basic it is. They have asked this lady if they can bring someone from the state to come see the home when the crew comes out, and she said that is fine.

The story will air tomorrow evening and nothing on this story will air today, he said. He said that the interview will be tomorrow night (Wednesday evening) at 5:30pm. He said the story is that they want to "bring people down to what really is supposed to happen, here's what you may think, but this is what you'll really get."

Lael, if you would let me know anything you can on this house, and we can talk about whether it would be good for someone from Shelter At Home who is an actual inspector to meet me there tomorrow evening, or whether I should just go on my own....But we'll work on this to get answers for this family and for this reporter.

Thanks.

Julie

Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Erin Monroe Wesley
Sent: Wednesday, September 21, 2016 10:28 AM
To: 'Christina Dayries'
Subject: RE: SAH Contractor POCs

Will do!

From: Christina Dayries
Sent: Wednesday, September 21, 2016 10:27 AM
To: Erin Monroe Wesley
Subject: SAH Contractor POCs

Please pass on to those that may need this.

Shelter At Home: Contractor Points of Contact for Subcontractor Interest.

1. Citadel Builders -
2. Core Construction -
3. DSW Homes -
4. JWTC-Louisiana -
5. Lamar Contractors -
6. The Lemoine Company -
7. Roy Anderson Corp.
8. SLSCO, -
9. TKT MJ -

*Thanks,
Christina Dayries
Deputy Director, Grants and Administration*

(225) 358.5599 – Office
(225) 247.0797 – Cell
Christina.Dayries@la.gov

Governor's Office of Homeland Security
and Emergency Preparedness
7667 Independence Blvd.
Baton Rouge, LA 70806
www.gohsep.la.gov

From: Julie Baxter Payer
Sent: Wednesday, September 21, 2016 10:58 AM
To: William Rachal
Subject: Re: Story information

Excellent. Thank you so much.

On Sep 21, 2016, at 10:40 AM, William Rachal <William.Rachal@LA.GOV> wrote:

Core construction is at the site now.

Sent from my iPhone

On Sep 21, 2016, at 10:09 AM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

FYI— info below....

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 20, 2016 2:33 PM
To: 'Holton, Lael'
Subject: RE: Story information

Thanks so much!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov
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Cc: Mike Steele; Press; Swick, Steve
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Julie,

I pushed the information to Leadership; we will track down the information for you and figure out how to manage this with GOHSEP. We appreciate the lead time, that should help with the response.

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From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
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To: Holton, Lael
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Thanks.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects

<image001.png>

225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Erin Monroe Wesley
Sent: Thursday, September 22, 2016 8:27 AM
To: Mark Riley
Subject: FW: Contractor SAH List 20160919.xlsx
Attachments: Contractor SAH List 20160919.xlsx; ATT00001.htm

Mark –

See Rep. Broadwater's comments below regarding workers comp. insurance.

Erin

From: Adam Keyes
Sent: Tuesday, September 20, 2016 12:51 PM
To: Erin Monroe Wesley
Subject: Fwd: Contractor SAH List 20160919.xlsx

From Broadwater

--

Adam Keyes
Legislative Liaison
Governor John Bel Edwards

Begin forwarded message:

From: "Broadwater, Rep. (Chamber Laptop)" <cbroadwater@legis.la.gov>
Date: September 20, 2016 at 12:43:29 PM CDT
To: Adam Keyes <adam.keyes@la.gov>
Subject: Fwd: Contractor SAH List 20160919.xlsx

Adam,

Are we checking to make sure these contractors have workers comp insurance? I ask only because this was something the previous administration often failed to check and it can be embarrassing if you have contracted with an uninsured contractor who is employing a bunch of undocumented workers. The OWC staff can check these for you in a matter of minutes if they haven't already.

I hope you're well.

Chris Broadwater
State Representative, Dist. 86
112 S. Cypress St.
Hammond, LA 70403
Office: 985.543.4900
Fax: 985.543.4902

Begin forwarded message:

From: "Fleming, Glenn" <flemingg@legis.la.gov>
Date: September 20, 2016 at 12:22:19 PM CDT
To: "House Members (Chamber Laptop)" <HouseMembers@legis.la.gov>, "House Members (District Office)" <HDOs@legis.la.gov>, "Marino, Rep (District Office)" <marinoj@legis.la.gov>, "Marino, Rep. (Chamber Laptop)" <jmarino@legis.la.gov>
Cc: "Budenski, Donna" <budenskid@legis.la.gov>, "Frink, Chris" <frinkc@legis.la.gov>, House Division Directors <HouseDivisionDirectors@legis.la.gov>, "Landry, Lisha" <landryl@legis.la.gov>, "Mancuso, Cindy" <mancusoc@legis.la.gov>, "Merritt, Diane" <merritt@legis.la.gov>, "Murray, Drew" <murrayd@legis.la.gov>, "Repetowski, Rhonda" <repetowr@legis.la.gov>, "Russ, Clarence" <russc@legis.la.gov>, "Speer, Alfred" <speera@legis.la.gov>, "Templet, Shannon" <templets@legis.la.gov>, "Wiley, J.W." <wileyjw@legis.la.gov>, "Womack, Dee" <womackd@legis.la.gov>
Subject: Contractor SAH List 20160919.xlsx

Members:

This information is for your use only.

Attached is the contractor/subcontractor information with statistics on residency and types of businesses (minorities or disabled or veterans).

The contractor/subcontractor information is being updated as information is being received. An updated spreadsheet will be emailed at a later date.

Thanks.

Glenn K. Fleming, J.D.

Legislative Analyst
House Committee on Agriculture
House Select Committee on Homeland Security
(225) 342-6153 office
flemingg@legis.la.gov

From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 5:10 PM
To: Shauna Sanford
Subject: RE: Update on Shelter at Home in Acadiana area

Hang on. Working with Will on an update....

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Shauna Sanford
Sent: Thursday, September 22, 2016 4:51 PM
To: Julie Baxter Payer
Subject: RE: Update on Shelter at Home in Acadiana area

What do you think about this:

Hi Claire,

Thanks for your inquiry into the Shelter at Home program. It has been in place since August 29 and the statistics for the areas that you requested are below. To better help you understand the numbers it is important to note that the contractors were selected and started September 12, one week after the program was established. That means the actual work has only been going on for about two weeks. Once a homeowner is determined to be eligible for the program, the inspector and contractor set up a time to meet with the homeowner to go over what work needs to be done. Everyone, the homeowner, contractor and inspector, must approve the work at the beginning and at the end before a work order is considered complete. Scheduling a time for everyone to meet can sometimes cause a delay at any point in the process. We now have nine main contractors and they have hired sub-contractors so the work will begin ramping up next week. Consequently, we anticipate that while the number of work orders will rise so will the number of completed homes.

There is no deadline to apply for Shelter at Home.

Please let me know if you have any additional questions.

| | # of Households | # with Work Order | # Complete |
|------------------------|-----------------|-------------------|------------|
| Acadia Parish | 119 | 17 | 1 |
| Evangeline Parish | 32 | 3 | 1 |
| Iberia Parish | 112 | 8 | |
| Jefferson Davis Parish | 18 | 1 | |

| | | | |
|-------------------|-----|-----|---|
| Lafayette Parish | 913 | 131 | 3 |
| St. Landry Parish | 62 | 1 | |
| St. Martin Parish | 101 | 1 | |
| Vermilion Parish | 233 | 13 | |

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov

gov.louisiana.gov

From: Julie Baxter Payer

Sent: Thursday, September 22, 2016 3:58 PM

To: Shauna Sanford

Subject: RE: Update on Shelter at Home in Acadiana area

Give me a second to finish this call, and I'll send a proposed answer for you. I don't mind sending the table, but we need to put a little context on it. Thanks!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Shauna Sanford

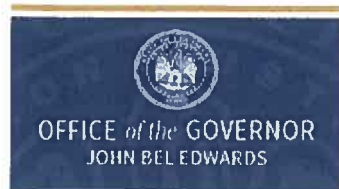
Sent: Thursday, September 22, 2016 3:54 PM

To: Julie Baxter Payer

Subject: FW: Update on Shelter at Home in Acadiana area

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov

gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]

Sent: Thursday, September 22, 2016 3:29 PM

To: Shauna Sanford

Subject: RE: Update on Shelter at Home in Acadiana area

Shauna,

See below the information requested by The Daily Advertiser. Please let me know if I need to forward this on to them.
Thanks!

--Lael

| | # of Households | # with Work Order | # Complete |
|------------------------|-----------------|-------------------|------------|
| Acadia Parish | 119 | 17 | 1 |
| Evangeline Parish | 32 | 3 | 1 |
| Iberia Parish | 112 | 8 | |
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| Lafayette Parish | 913 | 131 | 3 |
| St. Landry Parish | 62 | 1 | |
| St. Martin Parish | 101 | 1 | |
| Vermilion Parish | 233 | 13 | |

Lael Holton, AICP

Planning Manager

Gulf Coast Area PM/CM Business Unit

Design and Consulting Services Group

D 1-225-922-5764 C 1-225-229-2188

Lael.Holton@aecom.com

AECOM

7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806

T 1-225-922-5700 F 1-225-922-5701

www.aecom.com

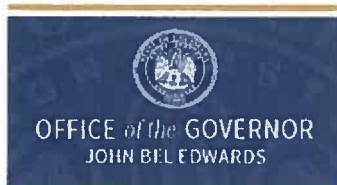
[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Shauna Sanford [<mailto:Shauna.Sanford@la.gov>]
Sent: Thursday, September 22, 2016 10:25 AM
To: Holton, Lael
Subject: RE: Update on Shelter at Home in Acadiana area

Thank you. Also, I thought the deadline was October 13, but I may have that wrong.

Shauna Sanford

Press Secretary



225.219.9313 *office*
225.428.6533 *cell*
shauna.sanford@la.gov
gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]
Sent: Thursday, September 22, 2016 10:24 AM
To: Shauna Sanford
Subject: RE: Update on Shelter at Home in Acadiana area

I will send to you first, and then if you want us to send it on, we can.

--Lael

Lael Holton, AICP
Planning Manager
Gulf Coast Area PM/CM Business Unit
Design and Consulting Services Group
D 1-225-922-5764 C 1-225-229-2188
Lael.Holton@aecom.com

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T 1-225-922-5700 F 1-225-922-5701
www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Shauna Sanford [<mailto:Shauna.Sanford@la.gov>]
Sent: Thursday, September 22, 2016 10:19 AM
To: Holton, Lael; Press
Cc: Swick, Steve; Smith, Jenn (Baton Rouge)
Subject: RE: Update on Shelter at Home in Acadiana area

Thanks, Lael. Please share with us before sending it to the reporter.

Thanks,
Shauna~

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov

gov.louisiana.gov

From: Holton, Lael [<mailto:Lael.Holton@aecom.com>]

Sent: Thursday, September 22, 2016 10:13 AM

To: Shauna Sanford; Press

Cc: Swick, Steve; Smith, Jenn (Baton Rouge)

Subject: RE: Update on Shelter at Home in Acadiana area

I'll get started on filling this request—it will take a bit to pull the information together.

Related to the deadline question, October 15th is the current deadline that we have from FEMA—this is subject to extension and change.

--Lael

Lael Holton, AICP

Planning Manager

Gulf Coast Area PM/CM Business Unit

Design and Consulting Services Group

D 1-225-922-5764 C 1-225-229-2188

Lael.Holton@aecom.com

AECOM

7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806

T 1-225-922-5700 F 1-225-922-5701

www.aecom.com

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

From: Shauna Sanford [<mailto:Shauna.Sanford@la.gov>]

Sent: Thursday, September 22, 2016 9:55 AM

To: Holton, Lael; Press

Subject: FW: Update on Shelter at Home in Acadiana area

Hi Lael,

Please see the request below.

Thanks,
Shauna~

Shauna Sanford

Press Secretary



225.219.9313 *office*

225.428.6533 *cell*

shauna.sanford@la.gov

gov.louisiana.gov

From: Taylor, Claire [<mailto:cxtaylor@theadvertiser.com>]

Sent: Thursday, September 22, 2016 9:51 AM

To: Press

Subject: Update on Shelter at Home in Acadiana area

Good morning. I am a reporter with The Daily Advertiser in Lafayette. I am looking for numbers on Shelter at Home in our area, specifically the following parishes:

Acadia

Evangeline

Iberia

Jefferson Davis

Lafayette

St. Landry

St. Martin

Vermilion

I'd like to know how many people/households in each parish applied for Shelter at Home, how many have been approved in each parish, and if work has started in any of their homes.

When is the deadline to apply for Shelter at Home?

Thank you,

Claire Taylor

Daily Advertiser

337-289-6344

From: Shauna Sanford
Sent: Thursday, September 22, 2016 6:15 PM
To: Julie Baxter Payer
Subject: Re: Update on Shelter at Home in Acadiana area

This looks great. She did not give me a deadline so I can send it to her now or wait until in the morning. Perhaps Will will have heard something by then.

Sent from my iPhone

On Sep 22, 2016, at 6:08 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

Here is the update for now. For your background, Will thought by 5:45pm that Lemoine was going to call him back with some information on how many were close to completed, which would be a little larger number. I was just waiting to be able to give that to her also, but we may not be able to. Please read through this, and if you're ok with this, given your correspondence with her, we can send to her, and just update her later with any updated Lemoine information. Thanks!

Hi Claire,

Thanks for your inquiry into the Shelter at Home program. This program to help bring people back home has been in place since August 29 and the statistics for the areas that you requested are below.

To better help set the context for these numbers, it is important to note that the state selected the first round of contractors for this program and then by Sept 12th had begun construction on the first group of pilot homes. So construction in homes has been in progress for about two weeks now.

The progression is: a homeowner is determined to be eligible for the program; the inspector and contractor then set up a time to meet with the homeowner to go over what work needs to be done; then three parties -- the homeowner, the contractor designated to work on that home and a program inspector -- must do a walk-through inspection approve the eligibility and the scope of work at the beginning of the project, and then another walk-through final inspection accepting the work at the end of construction, before a work order is considered complete. Scheduling a time for everyone to meet can sometimes cause a delay at those inspection points in the process.

Of the 19,333 applicants to the program so far, more than 9,832 homes have been determined eligible; 3,124 homes statewide are already inspected and in the construction phase; another 5,641 homes are scheduled for inspections now; 140 homes have a final site visit scheduled; and 77 homes are completed, meaning they have passed their final site visit.

The state now has nine (9) prime contractors working, and each of those has multiple sub-contractors. So the pace of this work began ramping up over the past week and will continue to do so from here on out at an even greater pace. Consequently, we anticipate that you will see the number of

completed homes rise next week. Also, for the homes in the parishes for which you requested statistics, Lemoine is the prime contractor.

October 15th is the deadline to apply for Shelter At Home.

Please let me know if you have any additional questions.

| | # of Households | # with Work Order | # Complete |
|------------------------|-----------------|-------------------|------------|
| Acadia Parish | 119 | 17 | 1 |
| Evangeline Parish | 32 | 3 | 1 |
| Iberia Parish | 112 | 8 | |
| Jefferson Davis Parish | 18 | 1 | |
| Lafayette Parish | 913 | 131 | 3 |
| St. Landry Parish | 62 | 1 | |
| St. Martin Parish | 101 | 1 | |
| Vermilion Parish | 233 | 13 | |

From: Julie Baxter Payer
Sent: Thursday, September 22, 2016 6:18 PM
To: Press; Erin Monroe Wesley; Matthew Block; Casey Tingle; Receptionist; Johnny Anderson; Ben Nevers; Emalie Boyce
Cc: 'tbradleykeith@gmail.com'; 'Holton, Lael'
Subject: Oct 15th deadline for SAH

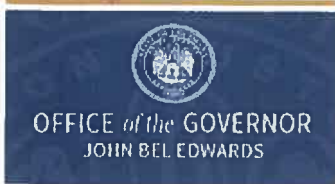
FYI: October 15th is the deadline to apply for Shelter At Home. FEMA confirmed that with Will today. Will says they look at the rate and pacing of applications and it is leveling off, and they don't see a need to extend the deadline.

Letting you know because we will need to start pushing out this date so people know. It's about 23 days away.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 10:46 AM
To: Christina Dayries; William Rachal
Subject: 9 Prime Contractors

Christina, would you please send me a point of contact (name and phone number) for each of the 9 Prime Contractors for Shelter At Home? I want to be able to have a point of contact for each of those to give to a contractor who wants to do sub-work. Thank you.

Thank you.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 10:48 AM
To: Christina Dayries
Subject: RE: 9 Prime Contractors

Thanks so much!

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Christina Dayries
Sent: Friday, September 23, 2016 10:47 AM
To: Julie Baxter Payer; William Rachal
Subject: RE: 9 Prime Contractors

Here you go.

Shelter At Home: Contractor Points of Contact for Subcontractor Interest.

1. Citadel Builders -
2. Core Construction -
3. DSW Homes -
4. JWTC-Louisiana - E
5. Lamar Contractors -
6. The Lemoine Company - F
7. Roy Anderson Corp. -
8. SLSCO, - Chris
9. TKTMJ -

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 10:46 AM
To: Christina Dayries; William Rachal
Subject: 9 Prime Contractors

Christina, would you please send me a point of contact (name and phone number) for each of the 9 Prime Contractors for Shelter At Home? I want to be able to have a point of contact for each of those to give to a contractor who wants to do sub-work. Thank you.

Thank you.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Julie Baxter Payer
Sent: Friday, September 23, 2016 2:20 PM
To: William Rachal; Ben Nevers
Subject: FW: extension

FYI.....Will, I know you're swamped. When you have a moment, just want to make sure we are moving forward on strategically sending names to volunteers to help muck out as quickly as we can. See Judd's email below. Thank you.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Judd Jeansonne [mailto:jjeansonne@crt.la.gov]
Sent: Friday, September 23, 2016 2:13 PM
To: Julie Baxter Payer
Subject: RE: extension

Julie – can you clarify the request for AmeriCorps members assisting non-applicants? My understanding was that the first goal was to get those 2200 people to apply to SAH, and that Brod was going to initiate a robocall for that purpose. AECOM was then going to provide a list of SAH applicants who were a) inspected, but b) “on hold” because their initial estimates were above the \$15K threshold, and c) had not yet been mucked out. We were then going to direct AmeriCorps resources to those homes to get them mucked out and then hopefully SAH eligible. That was my takeaway from the meeting - let me know if I missed something and we can try to assist. Either way, we have not yet received a list of “on hold” SAH households.

2 related notes regarding non-profit rebuilding groups.

- There is confusion among rebuilding agencies statewide about the best way to interface with SAH and how best to have a unified rebuilding strategy. I think it would be very helpful if the Governor's office could convene these organizations, along with AECOM and Volunteer Louisiana, to answer questions and hammer out some strategy.
- A related issue is using nonprofits as subcontractors to bring down costs for those above the \$15k mark and get them eligible. I have reached out to Heather at AECOM multiple times for guidance but have yet to get a response. This could also be addressed in a meeting.

Let me know your thoughts.

Judd Jeansonne
Executive Director
Volunteer Louisiana
Office of the Lieutenant Governor
<http://volunteerlouisiana.gov>
(225) 342-3125



From: Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]
Sent: Friday, September 23, 2016 8:43 AM
To: Judd Jeansonne
Subject: RE: extension

Excellent! Great news.

Have you been able to assign some of those AmeriCorps volunteers to some of the 2200 people on the non-profit list that had not yet applied to Shelter At Home? I understand the list that Brod shared had about 7,000 people on it, and when Sydney synced it up with the SAH database, there were 2200 people who had not applied to SAH. Just wanted to continue to get those people help.

Thanks.

Julie

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Judd Jeansonne [<mailto:jjeansonne@crt.la.gov>]
Sent: Friday, September 23, 2016 8:41 AM
To: Julie Baxter Payer
Subject: extension

Hey Julie,

You are probably already aware of this, but the AmeriCorps Mission Assignment with FEMA was just extended for an additional 30 days through November 18. This translates into about 400 additional homeowners receiving assistance – a huge impact.

I hope all is well on your end, and thanks again for your help with our Commission appointments. Cheers!

Judd Jeansonne
Executive Director
Volunteer Louisiana
Office of the Lieutenant Governor
<http://volunteerlouisiana.gov>
(225) 342-3125

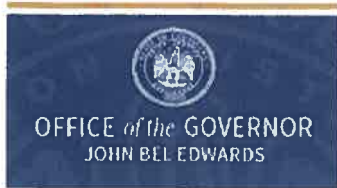


From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 11:28 AM
To: Press
Subject: FW: Shelter at Home Testimonial
Attachments: SAH 2.0.wmv

Micah, Mike Steele and a FEMA crew shot this this week and it is available for you to post wherever it would help. I cannot open it at my computer, so I'm not sure if it's just my computer or not. But if this is helpful, please use. Lael could open it and said it was good.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Mike Steele
Sent: Tuesday, September 27, 2016 8:06 AM
To: William Rachal; Julie Baxter Payer; Holton, Lael; James Waskom; Mark Riley; Casey Tingle
Subject: Shelter at Home Testimonial

Good morning,

Attached is a video testimonial from [redacted] of Baton Rouge. Her two-story home on [redacted] had five feet of water inside during the August flooding. She signed up for Shelter at Home for temporary repairs allowing them to stay in their home while long term repairs are made.

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP

7667 Independence Blvd.

Baton Rouge, LA 70806

(225) 925-3966 - Office

(225) 788-0095 - Cell

mike.steele@la.gov

www.gohsep.la.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 12:10 PM
To: Shauna Sanford
Subject: RE: Shelter at Home Testimonial

Thanks. Sent it to Mike to post so Micah can repost. Thanks again.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Shauna Sanford
Sent: Tuesday, September 27, 2016 11:32 AM
To: Julie Baxter Payer; Press
Subject: RE: Shelter at Home Testimonial

The link takes a while to open but it is good. The homeowner says some very positive things about SAH and clearly sends the message that she is very pleased with the program.

Shauna~

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell

shauna.sanford@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 11:28 AM
To: Press
Subject: FW: Shelter at Home Testimonial

Micah, Mike Steele and a FEMA crew shot this this week and it is available for you to post wherever it would help. I cannot open it at my computer, so I'm not sure if it's just my computer or not. But if this is helpful, please use. Lael could open it and said it was good.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



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From: Mike Steele

Sent: Tuesday, September 27, 2016 8:06 AM

To: William Rachal; Julie Baxter Payer; Holton, Lael; James Waskom; Mark Riley; Casey Tingle

Subject: Shelter at Home Testimonial

Good morning,

Attached is a video testimonial from [redacted] of Baton Rouge. Her two-story home on [redacted] had five feet of water inside during the August flooding. She signed up for Shelter at Home for temporary repairs allowing them to stay in their home while long-term repairs are made.

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness

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Baton Rouge, LA 70806

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(225) 788-0095 - Cell

mike.steele@la.gov

www.gohsep.la.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 12:22 PM
To: Mike Steele
Cc: Casey Tingle
Subject: Re: Thursday's Housing Media Briefing

I am happy to do the shelter at home update but we can talk about it. We need to do two things. Encouraging performance numbers update but also a set of updates on procedures we have improved and common concerns that we have addressed and corrected.

On Sep 27, 2016, at 12:19 PM, Mike Steele <Mike.Steele@LA.GOV> wrote:

I will make sure AECOM is there. Also...NFIP and other SME's will be available but not necessarily on the agenda.

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
GOHSEP
7667 Independence Blvd.
Baton Rouge, LA 70806
(225) 925-3966 - Office
(225) 788-0095 – Cell
mike.steele@la.gov
www.gohsep.la.gov

From: Casey Tingle
Sent: Tuesday, September 27, 2016 12:17 PM
To: Julie Baxter Payer <Julie.BaxterPayer@la.gov>; Mike Steele <Mike.Steele@LA.GOV>
Subject: RE: Thursday's Housing Media Briefing

Will someone from AECOMM be there to address any specific questions on SAH? I need to get up to speed on the latest numbers and efforts to expedite. I will get with Will on that to be prepared. I will also coordinate with Tito to make sure I know what his info looks like.

Mike,
Double check with FEMA on NFIP staff member. I think Mark Lujan returned to FEMA Region 6 and someone new is here in his place.

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 10:49 AM
To: Mike Steele <Mike.Steele@LA.GOV>; Casey Tingle <Casey.Tingle@LA.GOV>
Subject: RE: Thursday's Housing Media Briefing

Mike, given your request, here is a suggested lineup.....open to changes....Casey, please add your suggested changes too.

**GOHSEP – FEMA Housing Media Briefing
September 29, 2016**

Order of Speakers

| | | |
|-----------------------|--|---|
| 1. Julie Baxter Payer | Gov's Office Deputy Chief of Staff | Provide a briefing overview and introduce next speaker |
| 2. Casey Tingle | Deputy State Coordinating Officer – GOHSEP | Provide a Shelter At Home update (updated numbers on applications, homes inspected, homes in construction, homes completed, new operational changes (i.e. pictures provided to homeowners, inspections requested by 2pm completed by that day, or other accurate info); then introduce Bettina to introduce FEMA speakers |
| 3. Bettina Hutchings | External Affairs Officer - FEMA | Introduce FEMA Speakers |
| 4. Tito Hernandez | Deputy Federal Coordinating Officer – FEMA | Provide a TSA and MHU Program update and introduce next speaker |
| 5. | MHU occupant | Provide an overview of her situation and experiences within the MHU Program |
| 6. Julie Baxter Payer | Gov's Office Deputy Chief of Staff | Introduce SBA for update on help provided to Louisiana residents |
| 7. Michael Flores | Public Information Officer - SBA | Provide a SBA program and introduce next speaker |
| 8. Julie Baxter Payer | Gov's Office Deputy Chief of Staff | Open the forum for question |

Note: The following federal housing subject matter experts will be present to answer media question after the press conference:

- Mark Lujan - NFIP
- Mike McCloskey - PA
- Scott Chamberlin - IA

Additionally, ASL interpreters and DIA will be supporting this event.

Brad Pierce
External Affairs Officer
Incident Management Assistance Team
U.S. Department of Homeland Security
FEMA Region 6
USNG: 14S PB 78081 77530
202-573-2356
bradly.pierce@fema.dhs.gov

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From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 1:34 PM
To: Micah Caswell; Mike Steele
Subject: RE: Shelter at Home Testimonial

Thanks a million.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov
gov.louisiana.gov

From: Micah Caswell
Sent: Tuesday, September 27, 2016 1:20 PM
To: Julie Baxter Payer; Mike Steele
Subject: RE: Shelter at Home Testimonial

Thanks y'all! Shared and RT'ed.

Micah Caswell

Digital Director



225.342.0955

micah.caswell@la.gov
gov.louisiana.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 12:07 PM
To: Mike Steele
Cc: Micah Caswell
Subject: FW: Shelter at Home Testimonial

See below. Please post....thanks so much to both of you.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: Micah Caswell

Sent: Tuesday, September 27, 2016 11:37 AM

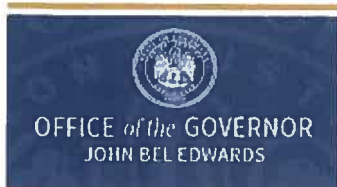
To: Shauna Sanford; Julie Baxter Payer; Press

Subject: RE: Shelter at Home Testimonial

Agreed. Just watched it. I'd like for GOHSEP to post the video originally so that we can share it from them. I can let Mike know that, just wanted to also let y'all know.

Micah Caswell

Digital Director



225.342.0955

micah.caswell@la.gov

gov.louisiana.gov

From: Shauna Sanford

Sent: Tuesday, September 27, 2016 11:32 AM

To: Julie Baxter Payer; Press

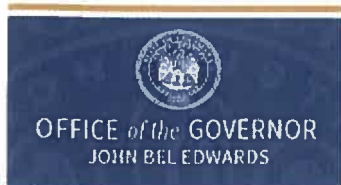
Subject: RE: Shelter at Home Testimonial

The link takes a while to open but it is good. The homeowner says some very positive things about SAH and clearly sends the message that she is very pleased with the program.

Shauna~

Shauna Sanford

Press Secretary



225.219.9313 office

225.428.6533 cell
shauna.sanford@la.gov
gov.louisiana.gov

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Sent: Tuesday, September 27, 2016 11:28 AM
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Julie Baxter Payer
Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367
julie.baxterpayer@la.gov
gov.louisiana.gov

From: Mike Steele
Sent: Tuesday, September 27, 2016 8:06 AM
To: William Rachal; Julie Baxter Payer; Holton, Lael; James Waskom; Mark Riley; Casey Tingle
Subject: Shelter at Home Testimonial

Good morning,

Attached is a video testimonial from _____ of Baton Rouge. Her two-story home on _____ had five feet of water inside during the August flooding. She signed up for Shelter at Home for temporary repairs allowing them to stay in their home while long term repairs are made.

Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness
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(225) 788-0095 - Cell
mike.steele@la.gov
www.gohsep.la.gov

From: Julie Baxter Payer
Sent: Tuesday, September 27, 2016 2:18 PM
To: William Rachal; Mike Steele; Casey Tingle
Subject: FW: Shelter-At-Home

Will, I wanted you to see this email from [REDACTED] We have a lot of calls here and through social media to our office that work does not look like it is worth close to \$15,000, and people feel like they are not receiving any professional cleaning or sanitizing except subs washing things down with a washcloth and a bottle of Fabioso. I'm working to answer [REDACTED]'s questions.

Julie Baxter Payer

Deputy Chief of Staff, Communications/Legal/Special Projects



225.342.8367

julie.baxterpayer@la.gov

gov.louisiana.gov

From: [REDACTED]
Sent: Tuesday, September 27, 2016 1:59 PM
To: Julie Baxter Payer
Cc:
Subject: Shelter-At-Home

Hi Julie: I know you are continuously busy. So I will do whatever I can to assist. I am in need of more information regarding the Shelter-at-home Program, that can be distributed out. I think I have inherited a prop for everyone to lean on. It's all good, if I am helping somebody along the way. I am being asked all type of questions, and don't want to give out the wrong info. Is it possible you can provide some source(s) that will answer the following questions?

For example: How soon will the Program get to them? How/Who determines what, and the quantity of what they will receive to get back in their home? Will they at least do one room of dry wall? If they buy their own door, can the contractors replace that particular door? Do they just have to receive the small sinks? Can they receive a bigger sink? Will they do a mold/moisturizer test? For now, what other shelters if any are still available? Can they get the Contractors to do a little extra work and be paid with FEMA money? Instead of the Contractors coming in and doing the work, can someone else do it for less dollars?

Julie, if you can send me the info, I may be able to answer different questions.

2. ...

~~~~~



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**From:** Julie Baxter Payer  
**Sent:** Tuesday, September 27, 2016 6:50 PM  
**To:** William Rachal; Ben Nevers; Matthew Block; Erin Monroe Wesley; Steven Spires  
**Cc:** Casey Tingle; Bruce Parker (GOV)  
**Subject:** TSA extension

Will/Matthew:

Just wanted to make sure this is on people's radar:

Are we requesting an extension of the FEMA TSA assistance? It ends around October 18<sup>th</sup>, as I understand it. People are calling asking Shelter At Home to hurry up because FEMA is telling them they have to leave the hotels by October 18<sup>th</sup> because there will not be a second extension. I understood that there were 2500 units being used, but I found out today from Steve that that comprises **8,410 people living in hotels**. That is a lot of people to be homeless again in three weeks.

Is that enough to justify another month's extension? How soon would we have to request that?

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Tuesday, September 27, 2016 9:39 PM  
**To:** Casey Tingle  
**Subject:** Re: TSA extension

Perfect. Thank you.

On Sep 27, 2016, at 9:36 PM, Casey Tingle <[Casey.Tingle@LA.GOV](mailto:Casey.Tingle@LA.GOV)> wrote:

We are working with FEMA on the extension for another 30 days to bridge the gap for the other housing options to come online.

On Sep 27, 2016, at 6:49 PM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

Will/Matthew:

Just wanted to make sure this is on people's radar:

Are we requesting an extension of the FEMA TSA assistance? It ends around October 18<sup>th</sup>, as I understand it. People are calling asking Shelter At Home to hurry up because FEMA is telling them they have to leave the hotels by October 18<sup>th</sup> because there will not be a second extension. I understood that there were 2500 units being used, but I found out today from Steve that that comprises **8,410 people living in hotels**. That is a lot of people to be homeless again in three weeks.

Is that enough to justify another month's extension? How soon would we have to request that?

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*

<image001.png>

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Wednesday, September 28, 2016 9:59 AM  
**To:** Mike Steele  
**Cc:** Shauna Sanford  
**Subject:** RE: Edited News Release

Good deal. Thank you, Mike.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Wednesday, September 28, 2016 8:30 AM  
**To:** Julie Baxter Payer  
**Cc:** Shauna Sanford  
**Subject:** Re: Edited News Release

Boarding plane. Will is adjusting a few numbers. I added changes from you and Shauna. I'll check at noon when land

Sent from my iPhone

On Sep 28, 2016, at 5:52 AM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

Mike are you finishing this up and putting it out today or tomorrow? Just wanted to make who is working on it from here.

On Sep 27, 2016, at 10:57 PM, Mike Steele <[Mike.Steele@LA.GOV](mailto:Mike.Steele@LA.GOV)> wrote:

Changes should be made including the Governor's quote. A few stats need updating

Thanks,

Mike

<LA Joint Information Center Release- One Month Mark for Shelter at Home.docx>

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 11:30 AM  
**To:** 'Bradford, Julie'; Mike Steele; Casey Tingle; Pierce, Bradly  
**Cc:** Press; 'Holton, Lael'  
**Subject:** 1pm Housing Update Press Conference Today  
**Attachments:** Manufactured Housing Unit Process FEMA Direct Housing Assistance DR-4277-LA Graphic 09282016.pdf; FAQ14 Questions and Answers About Housing Assistance in Louisiana.pdf; Louisiana Temporary Housing Options Trifold.pdf

Julie, this order below looks great. I made two small changes in red: 1), after Casey, I will address some brief SAH programmatic improvements and updates after he goes over updated numbers, and 2) I have Robin introducing Garth from SBA instead of me again, to cut down on time. Lael, I understand you will be there to answer specific SAH questions as well. Thanks.

Otherwise, Julie, let me know if there are any other changes from this.

Also, can these three items attached, which you sent out by FEMA email yesterday publicly, be printed and available as handouts at the press conference please? (If they are still updated).

Finally, I have included the latest SAH numbers I have below the press conference run of show too. Mike, I am not sure whether FEMA/GOHSEP has put out the SAH 30-day mark press release yet. Just want to make sure, Casey and others, that we are all using the same SAH latest numbers. Thank you.

If there are no changes from this, I will see everyone a little before 1pm at GOHSEP. Thanks again.

## **FEMA Housing Solutions Media Briefing**

**September 29, 2016**

**1pm**

**GOHSEP EOC**

### **Order of Speakers**

#### **Julie Baxter Payer – Governor’s Office, Deputy Chief of Staff**

|                    |                                            |                                                                                                                                                                                                                                                                                                                           |
|--------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Julie Baxter Payer | Governor’s Office Deputy Chief of Staff    | Provide a briefing overview and introduce next speaker                                                                                                                                                                                                                                                                    |
| Casey Tingle       | Deputy State Coordinating Officer – GOHSEP | Provide a Shelter At Home update (updated numbers on applications, homes inspected, homes in construction, homes completed, new operational changes (i.e. pictures provided to homeowners, inspections requested by 2pm completed by that day, or other accurate info); then introduce Bettina to introduce FEMA speakers |

|                    |                                            |                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Julie Baxter Payer | Governor's Office Deputy Chief of Staff    | Address briefly programmatic improvements to address customer concerns – 1) pictures for expectations at the front; 2) 9-day average between work order and passed final inspection; 3) option 3 on 800# to put customers in touch with contractor liaison for any concerns about work/contractors; 4) significant rampup of numbers this week; Introduce Robin Smith from FEMA |
| Robin Smith        | AEAO- Joint Information Center - FEMA      | Introduce FEMA Speakers                                                                                                                                                                                                                                                                                                                                                         |
| Tito Hernandez     | Deputy Federal Coordinating Officer – FEMA | Provide a TSA and MHU Program update and introduce next speaker                                                                                                                                                                                                                                                                                                                 |
|                    | MHU occupant                               | Provide an overview of her situation and experiences within the MHU Program; Introduce Garth MacDonald from SBA                                                                                                                                                                                                                                                                 |
|                    |                                            |                                                                                                                                                                                                                                                                                                                                                                                 |
| Garth MacDonald    | Public Information Officer - SBA           | Provide a SBA program and introduce next speaker                                                                                                                                                                                                                                                                                                                                |
| Julie Baxter Payer | Governor's Office Deputy Chief of Staff    | Open the forum for questions                                                                                                                                                                                                                                                                                                                                                    |

\*Note: The following FEMA subject matter experts will be present in alternate room to answer media question after the press conference if media have questions specific to other program areas.

- Mark Lujan - NFIP
- Mike McCloskey - PA
- Lorie Lafon - IA

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LATEST SHELTER AT HOME NUMBERS

**Cc:** William Rachal

**Subject:** SAH Numbers 9-28-16

**Louisiana Shelter at Home Program**  
**Daily Report: Close of Business 09/27/2016**

|                                                          | Daily | Cumulative |
|----------------------------------------------------------|-------|------------|
| <b>Call Center</b>                                       |       |            |
| Incoming Call Center Calls                               | 1,114 | 28,453     |
| <b>Intake</b>                                            |       |            |
| Total Applicants <sup>1</sup>                            | 59    | 19,839     |
| By Phone                                                 | 59    | 4,375      |
| Online                                                   | 0     | 15,440     |
| Walk In                                                  | 0     | 24         |
| <b>Eligibility</b>                                       |       |            |
| Total Applicants                                         | 59    | 19,839     |
| Under Eligibility Review                                 |       | 3,782      |
| Document Eligible                                        | 38    | 16,057     |
| Construction Eligible (Initial Inspection complete)      | 191   | 4,913      |
| Ineligible (see below)                                   |       | 215        |
| <b>Initial Inspection</b>                                |       |            |
| Eligible for Inspection (Document eligible)              |       | 16,057     |
| Ready for Inspection Scheduling                          |       | 7,755      |
| Initial Inspection Scheduled                             | 534   | 8,302      |
| Initial Inspection Complete (Construction eligible)      | 191   | 4,913      |
| <b>Construction</b>                                      |       |            |
| Construction Eligible (Initial Inspection complete)      | 191   | 4,913      |
| Withdrawn pre-NTP                                        | 0     | 1          |
| Work Order Development                                   |       | 558        |
| In Progress (Work order issued to Contractor but no FSV) | 929   | 3,745      |
| FSV Scheduled <sup>2</sup>                               |       | 324        |
| Complete (FSV passed)                                    | 86    | 285        |
| <b>Ineligible</b>                                        |       |            |
| Total Ineligible                                         |       | 215        |
| Not Primary Residence                                    |       | 17         |
| Not Owner                                                |       | 62         |
| >\$15,000 Ineligible                                     |       | 100        |
| Declined ROE                                             |       | 20         |
| Ineligible Parish                                        |       | 8          |
| Unsafe to Enter                                          |       | 8          |
| <b>Withdrawn</b>                                         |       |            |
| Total Withdrawn                                          | 60    | 1,411      |
| Withdrawn                                                | 60    | 1,411      |

1 - Cumulative count of Applicants is subject to change as duplicative applications for assistance are identified, verified and omitted from the system.

2 - FSV scheduled is subject to change as Final Site Visits are completed or cancelled by the Contractor.

| Parish                  | # of Registrants |
|-------------------------|------------------|
| No Parish Specified     | 248              |
| Acadia Parish           | 120              |
| Ascension Parish        | 1,867            |
| Assumption Parish       | 3                |
| Avoyelles Parish        | 7                |
| Bossier Parish          | 1                |
| Calcasieu Parish        | 1                |
| Cameron Parish          | 7                |
| De Soto Parish          | 1                |
| East Baton Rouge Parish | 10,642           |
| East Feliciana Parish   | 102              |
| Evangeline Parish       | 36               |
| Iberia Parish           | 120              |
| Iberville Parish        | 43               |
| Jefferson Davis Parish  | 18               |
| Lafayette Parish        | 927              |
| Lafourche Parish        | 1                |
| Livingston Parish       | 4,532            |
| Orleans Parish          | 1                |
| Pointe Coupee Parish    | 83               |
| St. Helena Parish       | 73               |
| St. James Parish        | 7                |
| St. Landry Parish       | 67               |
| St. Martin Parish       | 108              |
| St. Tammany Parish      | 11               |
| Tangipahoa Parish       | 532              |
| Vermilion Parish        | 244              |
| Washington Parish       | 10               |
| West Baton Rouge Parish | 6                |
| West Feliciana Parish   | 21               |
| <b>Grand Total</b>      | <b>19,839</b>    |

## Julie Baxter Payer

*Deputy Chief of Staff, Communications/Legal/Special Projects*



OFFICE *of the* GOVERNOR  
JOHN BEL EDWARDS

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Bradford, Julie [mailto:Julie.Bradford@fema.dhs.gov]  
**Sent:** Wednesday, September 28, 2016 6:08 PM  
**To:** Julie Baxter Payer  
**Cc:** Mike Steele  
**Subject:** FEMA Housing Solutions Media Briefing Rundown.docx  
**Importance:** High

Hi Julie,

Attached is our internal outline for the media briefing. This hopefully will keep things moving. Everyone should have seen this that has an active role in this.

Mike sent this out to you earlier I believe. I changed one of our names.

Thanks,  
Julie

Julie Bradford  
External Affairs Specialist  
FEMA - Baton Rouge, LA  
Office: 225-267-2779  
Mobile: 225-421-6340



# Manufactured Housing Unit Process

## FEMA Direct Housing Assistance/DR-4277-LA



FEMA

Start

### Step 1:

The units arrive at local staging areas in Louisiana as FEMA identifies disaster survivors who have no other housing options.

### Step 2:

FEMA notifies applicant of eligibility for manufactured housing unit.

### Step 3:

Eligible applicant proposes a location for placement.

### Step 4:

The parish approves the private, commercial, or group site.

### Step 5:

Floodplain designation is determined. If private site is in a floodplain, FEMA can install MHU only if there is no other available option within a reasonable distance (rental unit, commercial site MHU).



Finish

### Step 6:

FEMA inspects proposed site for suitability (ingress, egress, power, water, sewer, environmental, soil).

### Step 7:

If site is suitable, work order is issued for site preparation (permits, utilities, steps/ramps, appliances).

### Step 8:

Unit is installed at site. Utilities connected. (If site is commercial, FEMA handles utility connection; if site is private, survivor handles utility connection).

### Step 9:

FEMA inspects unit to ensure it is ready for occupancy.

### Step 10:

Details are approved, applicant signs a license to use the unit and receives the keys.

#### Variables that can affect timeline for delivery

- Applicant can't be reached to make an appointment to view the site
- Weather considerations
- Acquiring appropriate permits
- Excessive workload for utility companies
- Individual sites on private property (when compared to multiple sites on commercial properties)
- Applicant unable to establish utility connection on private property

- For commercial sites, FEMA must identify properties and determine park rules, application process, price, utility availability, adjacent land use, hazmat conditions, and wetland implications.

**MHUs are used as a last resort, after all other housing options have been exhausted.**



**FEMA**

Sept. 22, 2016

DR-4277-LA

FAQ-014

NEWS DESK: 225-382-1607

SBA: 916-764-9918

# FAQs

## Questions and Answers About Housing Assistance in Louisiana

### Q: What kind of housing help can I receive from FEMA and SBA?

A: If you experienced losses from the August floods, housing assistance may be available to help you recover. Start the process by calling 800-621-3362 to register or apply online at [disasterassistance.gov](http://disasterassistance.gov).

- FEMA programs include:
  - Home repair grants,
  - Temporary rental assistance,
  - Other needs assistance for your personal property damage,
- The U.S. Small Business Administration offers low-interest disaster loans. Even if you don't own a business. As a homeowner or renter you may apply to the SBA for a loan to help you recover.

### Q: Are there other types of help available?

A: Yes. We understand that sometimes survivors need additional help, so there are other programs that may be able to better assist you in your particular housing situation:

- Under our Transitional Sheltering Assistance program we may be able to put your family into a hotel. In the TSA program, **you won't have to pay the bill yourself** – FEMA pays the hotel directly. You must register with FEMA first, to determine your eligibility for this program.
- If your house is not too badly damaged, you can sign up for a new Louisiana state program that pays for repairs so you can **shelter at home**. This assistance won't affect any possible grants from FEMA. To apply call **800-927-0216** or go to [shelterathome.la.gov](http://shelterathome.la.gov).

### Q: Am I eligible for TSA?

A: If you are living in a car, in a non-participating hotel or motel, in a mass shelter, or at a place of employment, you may be eligible to receive TSA. If you meet any of these conditions, you may qualify for TSA even without having a FEMA housing inspector

(more)

## Questions and Answers About Housing Assistance in Louisiana, page 2

determine if your house is habitable. Call FEMA at 800-621-3362 and let us know if your living situation has changed, we may be able to help you.

**Q: If I'm in a TSA hotel now, can I also get money to repair my home?**

**A:** Yes. The hotel costs are not deducted from whatever grant money you might receive from us.

**Q: If I'm eligible for one housing program, does that mean I'm ineligible for other housing assistance or programs?**

**A:** No. You may be eligible for more than one housing program. Assistance is based on a case-by-case basis, and we take into consideration your situation when deciding the programs that best suit your immediate needs.

**Q: If I have flood insurance, am I disqualified from receiving housing assistance?**

**A:** It depends on the kind of coverage your policy provides. By law, we cannot duplicate your insurance benefits but we may be able to help with the gaps that your insurance doesn't cover.

**Q: How long will FEMA pay the rent for my temporary housing?**

**A:** FEMA may provide rental assistance to eligible survivors for up to 18 months from the date of the disaster declaration. You will have to demonstrate an ongoing housing need and fill out a new application for additional rental assistance.

**Q: I have heard about FEMA manufactured homes, how can I get one?**

**A:** If other housing programs are **not an option** for you, *in some cases* a manufactured housing unit (MHU) can be made available and you can rebuild while you live in it. However, **this is a last resort after all other housing alternatives have been considered and ruled out.**

**Q: What factors determine my eligibility for a MHU?**

**A:** We take into consideration the severity of your losses and how long it will take to repair your home or find a safe place to live. **FEMA's MHU program is only used in situations where no other housing options are available.**

**Q: If I receive an MHU, can I get any other type of housing assistance?**

**A:** Yes. Homeowners may be eligible to receive assistance for home repairs while they stay in an MHU. Renters may be eligible for FEMA's Other Needs Assistance program to cover their personal property damage. Applicants may also be eligible for a low-interest

(more)

## Questions and Answers About Housing Assistance in Louisiana, page 3

rate disaster loan from the U.S. Small Business Administration. Contact FEMA at 800-621-3362 or visit a local [disaster recovery center](#) for help navigating your options.

**Q: Am I going to have to pay for the MHU?**

**A:** As long as you remain eligible for direct housing assistance, you will not be charged rent but you may be responsible for utility bills.

**Q: How long can I live in the MHU?**

**A:** FEMA may provide a unit to an eligible applicant for up to 18 months from the date of this disaster declaration or Aug. 14, 2016. Survivors will have to meet routinely with a FEMA caseworker to show progress toward a permanent housing plan.

**Q: Can I receive a manufactured home unit to live in on my property?**

**A:** Our MHUs can *only* be placed **once your local officials provide permits allowing the unit on your property.**

If you live in a floodplain, a unit can only be placed there if there are no other housing resources, such as a commercial site or other rental properties in the area.

FEMA-provided units cannot be placed in a floodway or high-hazard coastal area. Floodways are controlled flooding areas near waterways like rivers. If you have questions about your flood zone determine, contact your local floodplain administrator.

###

*Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY, call 800-462-7585.*

*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.*

*The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate*

benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), or visiting SBA's website at [SBA.gov/disaster](https://www.sba.gov/disaster). Deaf and hard-of-hearing individuals may call 800-877-8339.

## Home Repairs

Administered by FEMA



*Helps flood survivors repair their home to make it safe, sanitary and secure so they can move back in. Administered through FEMA's Individuals and Households Program.*

### Who is eligible?

A homeowner whose FEMA-inspected primary residence has been determined to be uninhabitable due to the disaster and has a housing need that is not covered by insurance.

### Additional Information

FEMA may provide funds for the homeowner to repair the foundation, roof, windows, doors, floors, walls, ceilings, HVAC, plumbing and electrical systems.

FEMA does not pay to return a home to its pre-disaster condition.

### Application Process

1. Register with FEMA by calling 800-621-3362 or going online to [disasterassistance.gov](https://disasterassistance.gov).
2. An inspector may conduct a home visit.
3. Applicants will receive a determination letter.
4. Eligible applicants will receive a check or electronic funds transfer.

## Shelter at Home Program

Administered by the State of Louisiana



*Offers emergency repairs to damaged homes of flood survivors. Includes repairs not covered under NFIP.*

### Who is eligible?

Flood survivors who can make their home safe and sustainable while working on long-term repairs.

### Additional Information

Work can include items such as mucking out the house, basic electrical restoration, installing a basic water heater, removing wet wall insulation, etc.

You don't have to register with FEMA to register for Shelter at Home. However, we encourage survivors to register with FEMA because they may be eligible for additional FEMA assistance.

### Application Process

1. Register with the State by calling 800-927-0216 or going online to [shelterathome.la.gov](https://shelterathome.la.gov).
2. An inspector will determine if the applicant's home can be made safe and habitable within the funding limitations.
3. The State administers the program.



# Louisiana Temporary Housing Options

*Flood survivors may be eligible for more than one of these programs.*



# FEMA



## Rental Assistance

Administered by FEMA



*Offers temporary help so flood survivors have somewhere to live. Administered through FEMA's Individuals and Households Program.*

### Who may be eligible?

A survivor, either a homeowner or renter, whose FEMA-inspected home is determined to be uninhabitable due to the disaster, has housing needs that are not covered by insurance, and will relocate while repairs are being made.

The damage must have occurred to their primary residence.

### Additional Information

The program temporarily pays for a place to live—such as a house, apartment, hotel or recreational vehicle—while a survivor makes home repairs or is transitioning to permanent housing.

It covers rent, a security deposit and essential utilities like electricity and water.

### Application Process

1. Register with FEMA by calling 800-621-3362 or going online to [disasterassistance.gov](https://disasterassistance.gov).
2. An inspector may conduct a home visit.
3. Applicants will receive a determination letter.
4. Eligible applicants will receive a check or electronic funds transfer.

## Transitional Sheltering Assistance Program

Administered by FEMA



*Offers room and tax costs in participating hotels to flood survivors, even before a FEMA housing inspection. Incidental costs are not included.*

### Who may be eligible?

A survivor whose primary home is uninhabitable or inaccessible due to the disaster and who is living in a car, hotel or motel, mass shelter or at a place of work and has housing needs that are not covered by insurance. Survivors do not need to wait for a FEMA housing inspection to be considered for eligibility.

### Additional Information

A survivor who has a continued housing need may have their original checkout date extended. FEMA will contact applicants who are eligible for an extension to notify them of their new checkout date.

### Application Process

1. Register with FEMA by calling 800-621-3362 or going online to [disasterassistance.gov](https://disasterassistance.gov).
2. FEMA contacts eligible applicants to notify them they can participate in TSA.
3. Applicant chooses a participating hotel and arranges a room. Find participating hotels online at [femaevachotels.com](https://femaevachotels.com).
4. Upon check-in, applicant will provide their registration number and an ID.
5. FEMA contacts applicant throughout their stay to assist with future housing plans.

## Direct Housing Program

Administered by FEMA



*Offers temporary Manufactured Housing Units (MHUs) to flood survivors.*

### Who may be eligible?

MHUs are an alternate solution for survivors whose primary home is uninhabitable, have uninsured housing needs, and have no other practicable temporary housing resources within a reasonable commuting distance from their primary residence.

### Additional Information

MHUs may be provided for up to 18 months following the date of the disaster declaration (August 14, 2016).

### Application Process

1. Register with FEMA by calling 800-621-3362 or going online to [disasterassistance.gov](https://disasterassistance.gov).
2. FEMA contacts applicants who might be eligible to discuss their interest and eligibility.
3. Eligible applicants are matched with criteria to meet their temporary housing need.
4. FEMA may provide applicants an MHU when there are no other reasonable temporary housing resources nearby. MHUs may be placed in floodplains, but never in floodways or high-hazard coastal areas.
5. MHUs must follow strict safety protocols, including elevation and anchoring.

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**From:** Julie Baxter Payer  
**Sent:** Monday, September 26, 2016 2:01 PM  
**To:** Danielle Aymond; Gerard Stolar; William Rachal; Gohsepcor  
**Cc:** 'Bradford, Julie'; Steven Spires; Erin Monroe Wesley; Matthew Block; Bambi Polotzola; Ben Nevers; Bruce Parker (GOV)  
**Subject:** FW: FEMA DR- 4

Danielle, Gerry and Will:

Can you please see the questions below about FEMA's handling of survivors with access and functional needs? There are specific numbers and I have highlighted the main info to focus on to address, for brevity. Thank you for any updates or assistance in this.

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Bambi Polotzola  
**Sent:** Monday, September 26, 2016 1:24 PM  
**To:** Bruce Parker (GOV); Johnny Anderson; Julie Baxter Payer  
**Subject:** FW: FEMA DR- 4

I'm forwarding this to you because

- 1) This is a big concern/issue
- 2) This may require a legal response

FYI: Marcy Roth is the lead on the FEMA Disability Integration Team.

**From:** Monika Gerhart [<mailto:mgerhart@gnofairhousing.org>]  
**Sent:** Monday, September 26, 2016 11:13 AM  
**To:** Bambi Polotzola; Marcie Roth  
**Cc:** Mary Troupe  
**Subject:** FEMA DR- 4

Ms. Roth and Ms. Polotzola,

I'm writing because I've been disturbed by some of our encounters related to housing access for people with functional needs during the response to the flooding in Louisiana. I've cc-d Ms. Mary Troupe on this email only



because her and I worked so closely in the aftermath of Katrina, and I know from her experiences then as well as on FEMA's NAC, that she may have some good insights.

As of the daily status report issued for this morning-- more than one month since the disaster-- there are 5,091 requests from survivors with access & functional needs, only 1,781 of which have even been reviewed by FEMA.

During a recent call, it was noted that there was a shortage of accessible hotel rooms and so people with disabilities were not getting the transitional housing assistance they needed, and were instead on a wait list. On the same call, people noted that they were checked into accessible rooms although they didn't need the accessible functions, and whether they could do a call out to the hotels to see if people could be moved around so open up more accessible rooms.

This raised all kinds of questions for me, including 1) why this sort of call to the hotels hadn't been arranged more than a month ago; and 2) why we had no other options available for differently abled people that may need accessible temporary housing.

I remember in the aftermath of Katrina, when my good friend Charlie Tubre from the Advocacy Center had to stay with family when no appropriate housing was available. Even a strong advocate like him with access to all kinds of resources was trapped in the house where he was staying because of a lack of wheelchair ramp, and his brother had to take the family's bathroom door off the hinges every time Charlie needed to use the restroom, because the wheelchair just wouldn't fit otherwise. I know that we learned so many lessons since those days, and it's troubling to hear that we're still not where we need to be.

The good news is that we have heard-- although I haven't seen it substantiated-- that FEMA is not including the cost of accessibility functions in its maximum award of \$15,000 under the Shelter at Home program. Otherwise that would obviously be a pretty big fair housing issue. We've been working with folks to let them know we're available to assist with reasonable accommodation requests, esp for any permitting issues that ramps or other modifications might run into.

But I'd love to hear from others what transitional housing resources are available now for the 3,310 individuals whose cases haven't even been reviewed yet. We have been hosting a bi-weekly call of about 60 non-profit and faith based leaders. If there are resources that we are unaware of, please feel free to let me know and we'll get the info out to our networks.

Many Thanks in Advance and  
Warmest Regards,

Monika Gerhart-Hambrick  
Director of Policy & Communications  
Greater New Orleans Fair Housing Action Center  
404 S. Jeff Davis Pkwy  
New Orleans, LA 70119

New Orleans Office: 504.596.2100 ext 111  
Toll Free: 877.445.2100  
Mobile: 504.258.9294

[www.gnofairhousing.org](http://www.gnofairhousing.org)

---

**From:** Julie Baxter Payer  
**Sent:** Monday, September 26, 2016 2:32 PM  
**To:** 'Stolar, Gerard'  
**Subject:** RE: FEMA DR- 4 -LA

Thank you, Gerry.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Stolar, Gerard [mailto:Gerard.Stolar@fema.dhs.gov]  
**Sent:** Monday, September 26, 2016 2:30 PM  
**To:** Julie Baxter Payer; Danielle Aymond; William Rachal; Gohsepcor  
**Cc:** Bradford, Julie; Steven Spires; Erin Monroe Wesley; Matthew Block; Bambi Polotzola; Ben Nevers; Bruce Parker (GOV)  
**Subject:** RE: FEMA DR- 4: -LA

Julie – Good Afternoon. Acknowledge receipt. We are working and will advise on outcomes.

Gerry

Gerard M. Stolar  
Federal Coordinating Officer  
FEMA-3376-EM-LA  
FEMA-4263-DR-LA  
FEMA-4277-DR-LA  
[gerard.stolar@fema.dhs.gov](mailto:gerard.stolar@fema.dhs.gov)  
Mobile: 940.255.9267

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**From:** Julie Baxter Payer [mailto:Julie.BaxterPayer@la.gov]  
**Sent:** Monday, September 26, 2016 2:01 PM  
**To:** Danielle Aymond <[Danielle.Aymond@la.gov](mailto:Danielle.Aymond@la.gov)>; Stolar, Gerard <[Gerard.Stolar@fema.dhs.gov](mailto:Gerard.Stolar@fema.dhs.gov)>; William Rachal <[William.Rachal@LA.GOV](mailto:William.Rachal@LA.GOV)>; Gohsepcor <[Gohsepcor@LA.GOV](mailto:Gohsepcor@LA.GOV)>  
**Cc:** Bradford, Julie <[Julie.Bradford@fema.dhs.gov](mailto:Julie.Bradford@fema.dhs.gov)>; Steven Spires <[Steven.Spires@la.gov](mailto:Steven.Spires@la.gov)>; Erin Monroe Wesley <[Erin.MonroeWesley@la.gov](mailto:Erin.MonroeWesley@la.gov)>; Matthew Block <[Matthew.Block@la.gov](mailto:Matthew.Block@la.gov)>; Bambi Polotzola <[Bambi.Plotzola@la.gov](mailto:Bambi.Plotzola@la.gov)>; Ben Nevers <[Ben.Nevers@LA.GOV](mailto:Ben.Nevers@LA.GOV)>; Bruce Parker (GOV) <[B.Parker@la.gov](mailto:B.Parker@la.gov)>  
**Subject:** FW: FEMA DR- 4277-LA

Danielle, Gerry and Will:

Can you please see the questions below about FEMA's handling of survivors with access and functional needs? There are specific numbers and I have highlighted the main info to focus on to address, for brevity. Thank you for any updates or assistance in this.

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**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**To:** Bruce Parker (GOV); Johnny Anderson; Julie Baxter Payer  
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**Sent:** Monday, September 26, 2016 11:13 AM  
**To:** Bambi Polotzola; Marcie Roth  
**Cc:** Mary Troupe  
**Subject:** FEMA DR- LA

Ms. Roth and Ms. Polotzola,

I'm writing because I've been disturbed by some of our encounters related to housing access for people with functional needs during the response to the flooding in Louisiana. I've cc-d Ms. Mary Troupe on this email only because her and I worked so closely in the aftermath of Katrina, and I know from her experiences then as well as on FEMA's NAC, that she may have some good insights.

As of the daily status report issued for this morning-- more than one month since the disaster-- there are 5,091 requests from survivors with access & functional needs, only 1,781 of which have even been reviewed by FEMA.

During a recent call, it was noted that there was a shortage of accessible hotel rooms and so people with disabilities were not getting the transitional housing assistance they needed, and were instead on a wait list. On the same call, people noted that they were checked into accessible rooms although they didn't need the accessible functions, and whether they could do a call out to the hotels to see if people could be moved around so open up more accessible rooms.

This raised all kinds of questions for me, including 1) why this sort of call to the hotels hadn't been arranged more than a month ago; and 2) why we had no other options available for differently abled people that may need accessible temporary housing.

I remember in the aftermath of Katrina, when my good friend Charlie Tubre from the Advocacy Center had to stay with family when no appropriate housing was available. Even a strong advocate like him with access to all kinds of resources was trapped in the house where he was staying because of a lack of wheelchair ramp, and his brother had to take the family's bathroom door off the hinges every time Charlie needed to use the restroom, because the wheelchair just wouldn't fit otherwise. I know that we learned so many lessons since those days, and it's troubling to hear that we're still not where we need to be.

The good news is that we have heard-- although I haven't seen it substantiated-- that FEMA is not including the cost of accessibility functions in its maximum award of \$15,000 under the Shelter at Home program. Otherwise that would obviously be a pretty big fair housing issue. We've been working with folks to let them know we're available to assist with reasonable accommodation requests, esp for any permitting issues that ramps or other modifications might run into.

But I'd love to hear from others what transitional housing resources are available now for the 3,310 individuals whose cases haven't even been reviewed yet. We have been hosting a bi-weekly call of about 60 non-profit and faith based leaders. If there are resources that we are unaware of, please feel free to let me know and we'll get the info out to our networks.

Many Thanks in Advance and  
Warmest Regards,

Monika Gerhart-Hambrick  
Director of Policy & Communications  
Greater New Orleans Fair Housing Action Center  
404 S. Jeff Davis Pkwy  
New Orleans, LA 70119

New Orleans Office: 504.596.2100 ext 111  
Toll Free: 877.445.2100  
Mobile: 504.258.9294

[www.gnofairhousing.org](http://www.gnofairhousing.org)

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**From:** Julie Baxter Payer  
**Sent:** Wednesday, September 28, 2016 3:30 PM  
**To:** 'Holton, Lael'  
**Cc:** William Rachal  
**Subject:**

Lael, would you please have someone from the SAH program contact this applicant?

His name is  
His contractor was Lamar.  
His address is

His phone number is  
SAH Application Number  
The phone number for the Lamar contractor he says he spoke with after the cleaning phase is (A. a  
phone number)

He talked to me yesterday. Said the work done on his home was done a week ago (ie 9/20/16), and this past Saturday was the day that the inspectors came out to his house.

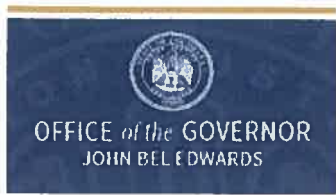
has been living in a church for a month and says he had a very bad experience with Shelter At Home, after it appears an inspector promised extensive mold remediation with a special process that the state had, and instead a husband and wife came in with a wet rag and a bottle of Fabioso and began cleaning. He said they did a very poor job of cleaning. His biggest concern was the cleaning and sanitation and spraying for the mold, and he had a musicians' organization from out of state send in a group between the Shelter At Home treatment and the final inspection, so now it has been taken care of.

He is under the impression that he has not signed off on a final inspection yet, so I just want to make sure that as much can be done under the program for this gentleman as is needed. He is telling people that the program is either the state lying to people about the cost or contractors are stealing the money because so little value actually appears to be given to the homeowners. Said when he voiced his concern about the "cheap work" to a LAMAR inspector who came out to the house, the inspector said to him "You'd be surprised how much this is costing because there are a lot of hands in this."

I'm not sure how much of this was mis-impression on s part, but if there is anything we can do to help him be a little more satisfied before he signs off on his inspection, our office would really appreciate it. He apparently had problems with scheduling in the beginning, and just problems all the way through. I imagine he has been a boisterous customer, too, from the way he described his conversations with the inspectors and contractors.

Thank you for any help in this case.

**Julie Baxter Payer**  
*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 11:04 AM  
**To:** William Rachal; Mike Steele  
**Subject:** FW: The sink is leaking in this lady's home.  
**Attachments:** image1.JPG; ATT00001.txt

FYi....

-----Original Message-----

**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 11:04 AM  
**To:** 'Holton, Lael'  
**Subject:** FW: The sink is leaking in this lady's home.

Lael, would you please have someone call this Shelter At Home customer as quickly as possible to see what we can do to rectify this situation? I have passed along to all the people below about needing to have any person with a complaint to call 1-800-927-0216 and select option 3, and ask to speak with a contractor liaison and have their complaint followed up on. But in the meantime, for this one, would you please see if a Shelter At Home person can call her, please?

Thank you.

Julie

-----Original Message-----

**From:** James Gilmore  
**Sent:** Thursday, September 29, 2016 10:52 AM  
**To:** Johnny Anderson; Bruce Parker (GOV); Erin Monroe Wesley; Julie Baxter Payer  
**Subject:** The sink is leaking in this lady's home.

She threatened to post on social media and I asked that she be patient and allow us the opportunity to communicate with the contractor. She can be reached at



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**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 11:43 AM  
**To:** Mike Steele  
**Subject:** RE: LA Joint Information Center Release- One Month Mark for Shelter at Home

Thanks! Hope your conference is going well. We will miss you at 1pm!!!!

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Thursday, September 29, 2016 11:41 AM  
**To:** Julie Baxter Payer  
**Subject:** Fwd: LA Joint Information Center Release- One Month Mark for Shelter at Home

Sent from my iPhone

Begin forwarded message:

**From:** Mike Steele <[Mike.Steele@LA.GOV](mailto:Mike.Steele@LA.GOV)>  
**Date:** September 28, 2016 at 4:20:29 PM CDT  
**To:** Gohsep-Newsrelease <[gohsep-news\\_release@listserv.doa.la.gov](mailto:gohsep-news_release@listserv.doa.la.gov)>  
**Subject:** LA Joint Information Center Release- One Month Mark for Shelter at Home

**FOR IMMEDIATE RELEASE**

September 28, 2016

**MEDIA CONTACT:**

Contact: Mike Steele  
Communications Director  
[Mike.Steele@la.gov](mailto:Mike.Steele@la.gov)  
(225) 788-0095

**One Month Mark for the Louisiana Shelter at Home Program**



**Baton Rouge, LA (September 28)** – The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) continues helping people return home with temporary repairs through the Louisiana Shelter at Home Program. An estimated 150 thousand homes in Louisiana received damage during the massive August 2016 flood event. The Shelter at Home Program enables eligible individuals or families whose homes were damaged to take shelter in their own homes while they rebuild.

"Governor John Bel Edwards listened to the public's call for this type of help following the flood," said GOHSEP Director Jim Waskom. "Shelter at Home is not meant to be the final step for a homeowner. It will provide you with a chance to stay in your home while you decide on long range plans and make final repairs. Registration for this historic program started one month ago. Shelter at Home is only one of the emergency housing solutions available to the public, but this unique approach will likely benefit thousands focused on staying home."

"The goal is to keep our communities whole while we all work on this tremendous recovery process," said Governor John Bel Edwards. We are working daily to continue to make the program even more responsive to homeowners' needs and provide the maximum amount of recovery help available under FEMA funding guidelines."

The program evaluates each applicant's home. If \$15,000 of work in that home can create a safe, secure, habitable place for the family to live while they continue their permanent home rebuilding, then that applicant may be eligible for this program. Contractors and subcontractors involved in the program will perform initial work such as mucking out the house, basic electrical restoration, installing a basic water heater, removing wet wall insulation, and providing up to \$500 in basic cooking or refrigerating appliances. This work will be provided at no out-of-pocket cost to the eligible homeowner. This assistance is independent of and will not affect determination of any Individual Assistance grant from FEMA. These essential emergency cleanup and minor repairs will help families get a jumpstart on their full recovery and live in at least a portion of their home, while they continue to finish the big task of making permanent repairs to their home.

### **Program Summary:**

|                        |        |
|------------------------|--------|
| Applications:          | 19,839 |
| Initial Inspections:   | 4,913  |
| Work Orders Issued:    | 3,745  |
| Construction Complete: | 285    |
| Construction Underway: | 324    |

There are currently more 1,500 personnel hired through the Shelter at Home program. Most of those workers are Louisiana residents. 91 Louisiana companies or vendors are part of the program. Two contractor job fairs have been held in order to keep state companies informed about Shelter at Home. A third job fair is scheduled in New Orleans Wednesday evening.

Find out more about the program at [www.shelterathome.la.gov](http://www.shelterathome.la.gov) or calling 1 (800) 927-0216.

###

*Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

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**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 11:48 AM  
**To:** 'Bradford, Julie'  
**Subject:** RE: 1pm Housing Update Press Conference Today

Thanks so much, Julie.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Bradford, Julie [mailto:Julie.Bradford@fema.dhs.gov]  
**Sent:** Thursday, September 29, 2016 11:44 AM  
**To:** Julie Baxter Payer; Mike Steele; Casey Tingle; Pierce, Bradly  
**Cc:** Press; 'Holton, Lael'  
**Subject:** RE: 1pm Housing Update Press Conference Today

We are printing those items and will have them available at the press event.  
Thank you Julie. This sounds good!!!!  
Julie

Julie Bradford  
External Affairs Specialist  
FEMA - Baton Rouge, LA  
Office: 225-267-2779  
Mobile: 225-421-6340

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**From:** Julie Baxter Payer [mailto:Julie.BaxterPayer@la.gov]  
**Sent:** Thursday, September 29, 2016 11:30 AM  
**To:** Bradford, Julie <[Julie.Bradford@fema.dhs.gov](mailto:Julie.Bradford@fema.dhs.gov)>; Mike Steele <[Mike.Steele@LA.GOV](mailto:Mike.Steele@LA.GOV)>; Casey Tingle <[Casey.Tingle@LA.GOV](mailto:Casey.Tingle@LA.GOV)>; Pierce, Bradly <[bradly.pierce@fema.dhs.gov](mailto:bradly.pierce@fema.dhs.gov)>  
**Cc:** Press <[govpress@la.gov](mailto:govpress@la.gov)>; 'Holton, Lael' <[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)>  
**Subject:** 1pm Housing Update Press Conference Today  
**Importance:** High

Julie, this order below looks great. I made two small changes in red: 1), after Casey, I will address some brief SAH programmatic improvements and updates after he goes over updated numbers, and 2) I have Robin introducing Garth from SBA instead of me again, to cut down on time. Lael, I understand you will be there to answer specific SAH questions as well. Thanks.

Otherwise, Julie, let me know if there are any other changes from this.

Also, can these three items attached, which you sent out by FEMA email yesterday publicly, be printed and available as handouts at the press conference please? (If they are still updated).

Finally, I have included the latest SAH numbers I have below the press conference run of show too. Mike, I am not sure whether FEMA/GOHSEP has put out the SAH 30-day mark press release yet. Just want to make sure, Casey and others, that we are all using the same SAH latest numbers. Thank you.

If there are no changes from this, I will see everyone a little before 1pm at GOHSEP. Thanks again.

## **FEMA Housing Solutions Media Briefing**

**September 29, 2016**

**1pm**

**GOHSEP EOC**

### **Order of Speakers**

#### **Julie Baxter Payer – Governor's Office, Deputy Chief of Staff**

|                    |                                            |                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Julie Baxter Payer | Governor's Office Deputy Chief of Staff    | Provide a briefing overview and introduce next speaker                                                                                                                                                                                                                                                                                                                          |
| Casey Tingle       | Deputy State Coordinating Officer – GOHSEP | Provide a Shelter At Home update (updated numbers on applications, homes inspected, homes in construction, homes completed, new operational changes (i.e. pictures provided to homeowners, inspections requested by 2pm completed by that day, or other accurate info); then introduce Bettina to introduce FEMA speakers                                                       |
| Julie Baxter Payer | Governor's Office Deputy Chief of Staff    | Address briefly programmatic improvements to address customer concerns – 1) pictures for expectations at the front; 2) 9-day average between work order and passed final inspection; 3) option 3 on 800# to put customers in touch with contractor liaison for any concerns about work/contractors; 4) significant rampup of numbers this week; Introduce Robin Smith from FEMA |
| Robin Smith        | AEAO- Joint Information Center - FEMA      | Introduce FEMA Speakers                                                                                                                                                                                                                                                                                                                                                         |
| Tito Hernandez     | Deputy Federal Coordinating Officer – FEMA | Provide a TSA and MHU Program update and introduce next speaker                                                                                                                                                                                                                                                                                                                 |

|                    |                                         |                                                                                                                           |
|--------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
|                    | MHU occupant                            | Provide an overview of her situation and experiences within the MHU Program;<br><b>Introduce Garth MacDonald from SBA</b> |
|                    |                                         |                                                                                                                           |
| Garth MacDonald    | Public Information Officer - SBA        | Provide a SBA program and introduce next speaker                                                                          |
| Julie Baxter Payer | Governor's Office Deputy Chief of Staff | Open the forum for questions                                                                                              |

\*Note: The following FEMA subject matter experts will be present in alternate room to answer media question after the press conference if media have questions specific to other program areas.

- Mark Lujan - NFIP
- Mike McCloskey - PA
- Lorie Lafon - IA

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LATEST SHELTER AT HOME NUMBERS

**Cc:** William Rachal

**Subject:** SAH Numbers 9-28-16

**Louisiana Shelter at Home Program**  
**Daily Report: Close of Business 09/27/2016**

|                                                          | Daily | Cumulative |
|----------------------------------------------------------|-------|------------|
| <b>Call Center</b>                                       |       |            |
| Incoming Call Center Calls                               | 1,114 | 28,453     |
| <b>Intake</b>                                            |       |            |
| Total Applicants <sup>1</sup>                            | 59    | 19,839     |
| By Phone                                                 | 59    | 4,375      |
| Online                                                   | 0     | 15,440     |
| Walk In                                                  | 0     | 24         |
| <b>Eligibility</b>                                       |       |            |
| Total Applicants                                         | 59    | 19,839     |
| Under Eligibility Review                                 |       | 3,782      |
| Document Eligible                                        | 38    | 16,057     |
| Construction Eligible (Initial Inspection complete)      | 191   | 4,913      |
| Ineligible (see below)                                   |       | 215        |
| <b>Initial Inspection</b>                                |       |            |
| Eligible for Inspection (Document eligible)              |       | 16,057     |
| Ready for Inspection Scheduling                          |       | 7,755      |
| Initial Inspection Scheduled                             | 534   | 8,302      |
| Initial Inspection Complete (Construction eligible)      | 191   | 4,913      |
| <b>Construction</b>                                      |       |            |
| Construction Eligible (Initial Inspection complete)      | 191   | 4,913      |
| Withdrawn pre-NTP                                        | 0     | 1          |
| Work Order Development                                   |       | 558        |
| In Progress (Work order issued to Contractor but no FSV) | 929   | 3,745      |
| FSV Scheduled <sup>2</sup>                               |       | 324        |
| Complete (FSV passed)                                    | 86    | 285        |
| <b>Ineligible</b>                                        |       |            |
| Total Ineligible                                         |       | 215        |
| Not Primary Residence                                    |       | 17         |
| Not Owner                                                |       | 62         |
| >\$15,000 Ineligible                                     |       | 100        |
| Declined ROE                                             |       | 20         |
| Ineligible Parish                                        |       | 8          |
| Unsafe to Enter                                          |       | 8          |
| <b>Withdrawn</b>                                         |       |            |
| Total Withdrawn                                          | 60    | 1,411      |
| Withdrawn                                                | 60    | 1,411      |

1 - Cumulative count of Applicants is subject to change as duplicative applications for assistance are identified, verified and omitted from the system.

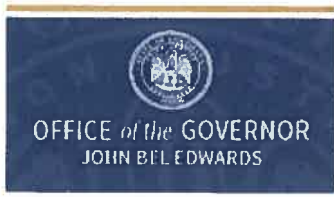
2 - FSV scheduled is subject to change as Final Site Visits are completed or cancelled by the Contractor.



| Parish                  | # of Registrants |
|-------------------------|------------------|
| No Parish Specified     | 248              |
| Acadia Parish           | 120              |
| Ascension Parish        | 1,867            |
| Assumption Parish       | 3                |
| Avoyelles Parish        | 7                |
| Bossier Parish          | 1                |
| Calcasieu Parish        | 1                |
| Cameron Parish          | 7                |
| De Soto Parish          | 1                |
| East Baton Rouge Parish | 10,642           |
| East Feliciana Parish   | 102              |
| Evangeline Parish       | 36               |
| Iberia Parish           | 120              |
| Iberville Parish        | 43               |
| Jefferson Davis Parish  | 18               |
| Lafayette Parish        | 927              |
| Lafourche Parish        | 1                |
| Livingston Parish       | 4,532            |
| Orleans Parish          | 1                |
| Pointe Coupee Parish    | 83               |
| St. Helena Parish       | 73               |
| St. James Parish        | 7                |
| St. Landry Parish       | 67               |
| St. Martin Parish       | 108              |
| St. Tammany Parish      | 11               |
| Tangipahoa Parish       | 532              |
| Vermilion Parish        | 244              |
| Washington Parish       | 10               |
| West Baton Rouge Parish | 6                |
| West Feliciana Parish   | 21               |
| <b>Grand Total</b>      | <b>19,839</b>    |

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Bradford, Julie [<mailto:Julie.Bradford@fema.dhs.gov>]  
**Sent:** Wednesday, September 28, 2016 6:08 PM  
**To:** Julie Baxter Payer  
**Cc:** Mike Steele  
**Subject:** FEMA Housing Solutions Media Briefing Rundown.docx  
**Importance:** High

Hi Julie,

Attached is our internal outline for the media briefing. This hopefully will keep things moving. Everyone should have seen this that has an active role in this.

Mike sent this out to you earlier I believe. I changed one of our names.

Thanks,  
Julie

Julie Bradford  
External Affairs Specialist  
FEMA - Baton Rouge, LA  
Office: 225-267-2779  
Mobile: 225-421-6340



---

**From:** Julie Baxter Payer  
**Sent:** Thursday, September 29, 2016 12:21 PM  
**To:** 'Holton, Lael'; Mike Steele; William Rachal  
**Subject:** FW: Shelter At Home

Lael, here is another SAH case that came into our office that I am asking your SAH folks to please take a look at. I don't know if there is a way to smooth out the process for this woman, but I hope we can help her wrap up her Shelter At Home process with a positive memory. Thank you again for these follow-ups. I know it gets repetitive, but I hope we can help each one.

Here is her contact information and her story is below.



Thank you.  
Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Alicia Williams  
**Sent:** Thursday, September 29, 2016 12:16 PM  
**To:** Erin Monroe Wesley; Johnny Anderson; Pat Forbes; Julie Baxter Payer  
**Subject:** Fwd: Shelter At Home

FYI

I ran into [redacted] yesterday, who I had not seen in years, and I asked if she had any flooding and she told me what has happened this far in the Shelter at Home process. She and her family have been staying with friends. I asked

her to write step by step her process. Below is what I just received.  
She is a state employee.  
Sent from my iPhone

Begin forwarded message:

**From:** \_\_\_\_\_  
**Date:** September 29, 2016 at 11:33:58 AM CDT  
**To:** Alicia Williams <[Alicia.Williams@la.gov](mailto:Alicia.Williams@la.gov)>  
**Subject:** Shelter At Home

Good Morning Alicia,

Good seeing you yesterday! I'm following up on our Shelter At Home (SAH) experience.

The process has been interesting/challenging and somewhat disappointing. As I mentioned per our conversation, the staff from Shelter At Home came out on September 27, 2016 to inspect the work done and it failed inspection. I am waiting to hear from the Contractor, Nature's Way, C...

The Contractor initially contacted me and came out on Wednesday, September 24, 2016. He indicated on the phone they would start that day. I met him at 11:30 and he said that we needed to move everything out of the house and he would get back with me. The SAH persons who came to do the initial consult on Sunday, September 18, 2016 told us it wasn't much and they should be able to work around the stuff or move it from room to room. The guy also said he didn't know anything about the sink, hot plate and mini refrigerator. I offered to call SAH while he was still at the house. He indicated he would call me later. I called him that evening and he said he was waiting to hear from SAH.

I called SAH the next day, September 22, 2016. The customer service helpdesk took the information. The Contractor called me that afternoon and said he would try to come Friday, September 23, 2016. If I didn't hear from him by 10:00 he wouldn't come until Monday, September 26, 2016.

The contractor's crew arrived promptly at 8:00am on Monday. They removed the cabinets from the bathroom. They had to pitch one but saved the other one. That was great! There were several items on the list they did not properly address. They mopped the floor but the brick pavers still are not clean. They installed the mud sink, stopped the toilet from moving and reinstalled the sink and vanity in the bathroom, however they all were leaking water and my husband had to call them back. The guy checked some of the electrical outlets but did not repair one. There are definitely two that do not work in the kitchen. They did not check the air conditioning unit. The contractor told my husband it obviously was working because the temperature in the house was cool. They also did not sanitize and clean the bathroom.

The Shelter At Home inspectors indicated we would get a refrigerator and hot plate once a shipment arrives. Hopefully soon? I told them not to send the contractor back I would take care of everything, but they said he had to come back. I'm planning to clean the bathroom and a room this weekend so that we can go home. This process has been ongoing for almost two weeks and we are not home!

My cell number is ( ) and my office contact information is below. Hope to hear from you soon.

Thanks,

1

nt

(

7AX

**PRIVACY AND CONFIDENTIALITY WARNING**

*This E-mail may contain Protected Health Information, Individually Identifiable Health Information and other information which is protected by law. The information is intended only for the use of the intended recipient. If you are not the intended recipient, you are hereby notified that any review, disclosure/re-disclosure, copying, storing, distributing or the taking of action in reliance on the content of this E-mail and any attachments thereto, is strictly prohibited. If you have received this E-mail in error, please notify the sender immediately and destroy the contents of this E-mail and its attachments by deleting any and all electronic copies and any and all hard copies regardless of where they are maintained or stored.*

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**From:** Julie Baxter Payer  
**Sent:** Friday, September 30, 2016 7:00 AM  
**To:** Johnny Anderson  
**Cc:** James Gilmore; Bruce Parker (GOV); Erin Monroe Wesley  
**Subject:** Re: The sink is leaking in this lady's home.

Lael is having shelter at home contact her and follow up.

> On Sep 30, 2016, at 6:39 AM, Johnny Anderson <Johnny.Anderson@la.gov> wrote:

>

> Was this inspected and approved?

>

> Sent from my iPhone

>

>> On Sep 29, 2016, at 10:52 AM, James Gilmore <James.Gilmore@LA.GOV> wrote:

>>

>> She threatened to post on social media and I asked that she be patient and allow us the opportunity to communicate with the contractor. She can be reached at 7

>>

>> <image1.JPG>

>>

>>

>>

>>

>> Sent from my iPhone. Please excuse my brevity and any typos.

---

**From:** Julie Baxter Payer  
**Sent:** Monday, October 03, 2016 6:10 AM  
**To:** Press  
**Subject:** Fwd: FEMA DR- 4 -LA  
**Attachments:** image001.png

FEMA's detailed response on accessibility issues from earlier email questions from Fair Housing center.

Begin forwarded message:

**From:** Bambi Polotzola <[Bambi.Polotzola@la.gov](mailto:Bambi.Polotzola@la.gov)>  
**Date:** September 30, 2016 at 6:09:11 PM CDT  
**To:** Johnny Anderson <[Johnny.Anderson@la.gov](mailto:Johnny.Anderson@la.gov)>, "Bruce Parker (GOV)" <[B.Parker@la.gov](mailto:B.Parker@la.gov)>, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>  
**Subject:** Fwd: FEMA DR- 4 -LA

FYI-

Response from the Director of FEMA's Office of Disability Integration & Coordination to the Greater New Orleans Fair Housing Action Center regarding housing access for people with functional and access needs

**From:** "Roth, Marcie" <[Marcie.Roth@fema.dhs.gov](mailto:Marcie.Roth@fema.dhs.gov)>  
**Date:** September 30, 2016 at 4:55:58 PM CDT  
**To:** Monika Gerhart <[mgerhart@gnofairhousing.org](mailto:mgerhart@gnofairhousing.org)>, Bambi Polotzola <[Bambi.Polotzola@la.gov](mailto:Bambi.Polotzola@la.gov)>  
**Cc:** Mary Troupe <[mary@justadvocacy.org](mailto:mary@justadvocacy.org)>  
**Subject:** RE: FEMA DR- 4 -LA

Dear Ms. Gerhart-Hambrick,

Thank you for your email outlining your organization's concerns relating to housing access for people with disabilities and others with access and functional needs displaced by the August floods. I share your concerns. I know your organization is working zealously with other nonprofit and faith-based leaders to help identify potential resources for these disaster survivors.

FEMA is actively working to identify the access and functional needs of individuals and households within the displaced survivor population seeking temporary and intermediate housing solutions. FEMA has currently contacted and coordinated with over 2200 individuals who we have identified as having an access and functional need in order to confirm their current circumstances and clarify their needs. So far FEMA has provided over \$5M in rental assistance for applicants with access and functional needs and another \$32.6M in repair assistance to disaster survivors who have an access and functional need. There are another 114 families in Transitional Shelter Assistance (TSA) funded hotels where a member has an access or functional need. These numbers increase with

each passing day because of ongoing disaster assistance registrations and further clarity about the needs of affected individuals and households.

You asked about transitional housing resources available now for disaster survivors with disabilities and others with access and functional needs, in particular those households whose applications have not been reviewed by the Agency yet because of the volume. We continue to contact households to confirm their current circumstances and clarify their needs.

At this time, FEMA is working with the private sector, including State associations for hotel operators, realtors, and apartment managers to enlist their assistance with transitional housing in general as well as specific accessible housing options to meet the individual needs of people with disabilities and others with access and functional needs in connection with temporary, intermediate and long-term housing solutions. FEMA has engaged with Crisis Counselors, as well as state and non-profit partners to assist in meeting the needs of these survivors. TSA, one of FEMA's disaster assistance programs, selected by the State is intended to provide short-term sheltering to families who were displaced from their homes by the flooding. Because several hundred thousand families in Louisiana have been displaced, hotel space is at a premium and the hotel operators are working hard with the State and other organizations to meet those needs. Yet, it is a finite resource managed by the hotel owners.

As you pointed out, the Shelter at Home program, a program run by the state of Louisiana, is the preferred intermediate housing solution to use while long-term repairs are undertaken. When that is not a viable option, another option for eligible families is a Manufactured Housing Unit (MHU). In addition to your organization's and similar organizations' assistance to make hotel operators aware of the needs this population is facing as the hotels manage their internal inventories, FEMA has several thousand MHUs en route to Louisiana to provide another temporary housing solution. As you may be aware, FEMA has MHUs in its inventory that comply with the Uniform Federal Accessibility Standards and the Agency can also modify standard MHUs to accommodate survivors with disabilities. FEMA has a process for survivors with disabilities and others with access and functional needs who are eligible for an MHU to identify their needs and receive the appropriate MHU. In fact, the very first MHU placed in Louisiana was a UFAS unit, provided to an eligible household. More have been provided and many others are in the pipeline as FEMA continues to identify and meet needs in this deliberate process.

Thank you for this opportunity to provide a brief snap-shot of the direct housing assistance FEMA is providing to disaster survivors after the recent floods. Should you have additional concerns, please contact me at [marcie.roth@fema.dhs.gov](mailto:marcie.roth@fema.dhs.gov).

Regards,  
Marcie Roth

**Marcie Roth**

Director  
Office of Disability Integration & Coordination

US Department of Homeland Security – FEMA  
Phone: 202.285.9231  
[Marcie.roth@fema.dhs.gov](mailto:Marcie.roth@fema.dhs.gov)  
<http://www.fema.gov/office-disability-integration-and-coordination>

**ADVANCING EQUAL ACCESS!**

*Celebrating the 25<sup>th</sup> Anniversary of the [Americans with Disabilities Act](#)*



*"FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capacity to prepare for, protect against, respond to, recover from, and mitigate all hazards."*

**From:** Monika Gerhart [<mailto:mgerhart@gnofairhousing.org>]  
**Sent:** Monday, September 26, 2016 11:13 AM  
**To:** Bambi Polotzola <[Bambi.Polotzola@la.gov](mailto:Bambi.Polotzola@la.gov)>; Roth, Marcie <[Marcie.Roth@fema.dhs.gov](mailto:Marcie.Roth@fema.dhs.gov)>  
**Cc:** Mary Troupe <[mary@justadvocacy.org](mailto:mary@justadvocacy.org)>  
**Subject:** FEMA DR- 4 -LA

Ms. Roth and Ms. Polotzola,

I'm writing because I've been disturbed by some of our encounters related to housing access for people with functional needs during the response to the flooding in Louisiana. I've cc-d Ms. Mary Troupe on this email only because her and I worked so closely in the aftermath of Katrina, and I know from her experiences then as well as on FEMA's NAC, that she may have some good insights.

As of the daily status report issued for this morning-- more than one month since the disaster-- there are 5,091 requests from survivors with access & functional needs, only 1,781 of which have even been reviewed by FEMA.

During a recent call, it was noted that there was a shortage of accessible hotel rooms and so people with disabilities were not getting the transitional housing assistance they needed, and were instead on a wait list. On the same call, people noted that they were checked into accessible rooms although they didn't need the accessible functions, and whether they could do a call out to the hotels to see if people could be moved around so open up more accessible rooms.



This raised all kinds of questions for me, including 1) why this sort of call to the hotels hadn't been arranged more than a month ago; and 2) why we had no other options available for differently abled people that may need accessible temporary housing.

I remember in the aftermath of Katrina, when my good friend Charlie Tubre from the Advocacy Center had to stay with family when no appropriate housing was available. Even a strong advocate like him with access to all kinds of resources was trapped in the house where he was staying because of a lack of wheelchair ramp, and his brother had to take the family's bathroom door off the hinges every time Charlie needed to use the restroom, because the wheelchair just wouldn't fit otherwise. I know that we learned so many lessons since those days, and it's troubling to hear that we're still not where we need to be.

The good news is that we have heard-- although I haven't seen it substantiated-- that FEMA is not including the cost of accessibility functions in its maximum award of \$15,000 under the Shelter at Home program. Otherwise that would obviously be a pretty big fair housing issue. We've been working with folks to let them know we're available to assist with reasonable accommodation requests, esp for any permitting issues that ramps or other modifications might run into.

But I'd love to hear from others what transitional housing resources are available now for the 3,310 individuals whose cases haven't even been reviewed yet. We have been hosting a bi-weekly call of about 60 non-profit and faith based leaders. If there are resources that we are unaware of, please feel free to let me know and we'll get the info out to our networks.

Many Thanks in Advance and  
Warmest Regards,

Monika Gerhart-Hambrick  
Director of Policy & Communications  
Greater New Orleans Fair Housing Action Center  
404 S. Jeff Davis Pkwy  
New Orleans, LA 70119

New Orleans Office: 504.596.2100 ext 111  
Toll Free: 877.445.2100  
Mobile: 504.258.9294

[www.gnofairhousing.org](http://www.gnofairhousing.org)





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**From:** Broussard, Manuel <Manuel.Broussard@fema.dhs.gov>  
**Sent:** Monday, October 03, 2016 12:44 PM  
**To:** Julie Baxter Payer  
**Subject:** Queries related to Non-Citizens and MHUs

**Subject:** Queries related to Non-Citizens and MHUs

Julie;

I am forwarding answers to your recent queries, sent to Julie Bradford. I did pass by your office this last week, leaving a card and a brief note letting you know that I will be the Governor's Office Intergovernmental Liaison. I look forward to working with you and the Governor's team assigned to working the recent flooding. I would appreciate your letting other associates of yours, working cases and needing assistance, know my contact information listed below.

Manuel Broussard  
DHS-FEMA  
504-220-1358  
manuel.broussard@fema.dhs.gov

**Constituent is currently living in a MHU and called to complain about appliances (refrigerator) that aren't working. She was told by a representative with FEMA's Maintenance Hotline (888-414-1989) that FEMA is not responsible for repairing appliances.**

When keys are turned over to the resident, that is the last contact with the installation contractor. When the FEMA Maintenance Hotline ((888-414-1989) is called a work order is issued to the FEMA Maintenance Team to address the issue, they first travel to the home site to determine what may be wrong and then are directed to do whatever it take to correct the deficiency. In this case the fridge has been a problem so, it was replaced last week. The phone number to report Maintenance issues for the home is correct as listed in the her email.

**Caller states he has a working visa and working on obtaining a green card. He states he was denied by FEMA and SBA because he isn't a US citizens. He has two children and says they are living in their gutted home. He was provided with the Shelter at Home information.**

**Does citizenship status determine if a person is granted or denied FEMA?**

**Below is a thorough procedure used determining the eligibility of Non-Citizen National or Qualified Aliens**

#### **Citizenship**

**What help is there for people who are not United States citizens?**

If you are not a U.S. Citizen, Non-Citizen National or Qualified Alien, you may still be eligible for assistance if you are the parent or guardian of a minor child who resides with you and who is a United States Citizen, Non-Citizen National, or Qualified Alien. You can register for assistance using the child's Social Security number. If your child is a U.S. Citizen, Non-Citizen National or

Qualified Alien, but does not have a Social Security number, you can still apply for FEMA assistance by obtaining your child a Social Security number and calling FEMA to register within 60 days of the disaster declaration date. If you have any questions concerning your right to apply, or need assistance locating volunteer agencies to help you, you may call the FEMA 1-800 number.

### **What are FEMA's citizenship/immigration requirements?**

a. You must be a U.S. Citizen, Non-Citizen National, or a Qualified Alien in order to be eligible for FEMA cash assistance programs: Individuals and Households Program Assistance and Disaster Unemployment Assistance.

A Qualified Alien includes anyone with legal permanent residence ("green card"), refugee or asylum status, withholding of deportation, conditional entry, parole into the U.S. for at least 1 year for humanitarian purposes; is a Cuban-Haitian Entrant; or has a pending or approved petition for relief based on battery or extreme cruelty by a family member.

You will be asked to sign a Declaration and Release (FEMA Form 90-69B) that you are a U.S. Citizen, Non-Citizen National, or a Qualified Alien.

If you cannot sign the Declaration and Release, another adult household member who is eligible can sign it and no information regarding your status will be gathered.

If you cannot sign the Declaration and Release but you have a minor child who is a U.S. Citizen or a Qualified Alien residing with you, you can apply for assistance on your child's behalf and no information regarding your status will be gathered. You will be asked to sign a declaration that your child is a U.S. Citizen, Non-Citizen National, or a Qualified Alien.

You do not have to be a U.S. Citizen or a Qualified Alien for Crisis Counseling or Disaster Legal Services or for other short-term, non-cash emergency assistance.

### **If I am an undocumented immigrant, am I eligible for assistance for disaster-related needs?**

a. Yes, you may be eligible under many different programs run by state and local agencies and voluntary agencies for various types of cash assistance.

### **If I am an undocumented immigrant, am I eligible for any assistance from FEMA?**

a. You may be eligible for short-term, non-cash, emergency aid provided by FEMA.

You will not be **personally** eligible for FEMA cash assistance programs (Individuals and Households Program Assistance); however, you may apply on behalf of your U.S. citizen child, or another adult household member may qualify the household for assistance.

### **If I am an undocumented immigrant, can I apply on behalf of my child who was born in the United States?**

a. You can apply on behalf of your minor child (under 18 years of age) for FEMA cash assistance (Individuals and Households Program Assistance) if you live together.

You will not have to provide any information on your immigration status or sign any documents regarding your status.

**Do I need a social security number to register for FEMA cash assistance (Individuals and Households Program Assistance)?**

- a. If you are applying on your minor child's behalf, you should provide his or her social security number.

**Are foreign students studying in the United States eligible for FEMA cash assistance (Individuals and Households Program Assistance) as "Qualified Aliens"?**

- a. While foreign students may qualify for non-cash in-kind disaster relief (such as search and rescue, provision of food, water, sheltering, or emergency medical assistance), they do not qualify for cash assistance because their authorization to reside in the United States is based in part on the existence of an in-country support system.

**If I have a social security number, am I eligible for FEMA cash assistance (Individuals and Households Program Assistance) as a "Qualified Alien"?**

- a. Not necessarily, because having a Social security number does not automatically mean that you are a Qualified Alien. You may be legally present in the U.S. and have a social security number, but not be a Qualified Alien.

Manuel Broussard  
DHS-FEMA  
504-220-1358  
manuel.broussard@fema.dhs.gov

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**From:** Julie Baxter Payer  
**Sent:** Monday, October 03, 2016 5:28 PM  
**To:** 'T. Bradley Keith'; Mike Steele; C. Lael Holton  
**Subject:** RE: DRAFT Statement from TBK on press inquiry  
**Attachments:** AECOM 161003 Press Statement on price.docx

FYI.....here are a few edits. Thanks to all of you.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

**From:** T. Bradley Keith [mailto:tbradleykeith@gmail.com]  
**Sent:** Monday, October 03, 2016 5:24 PM  
**To:** Julie Baxter Payer; Mike Steele; C. Lael Holton; T. Bradley Keith  
**Subject:** DRAFT Statement from TBK on press inquiry

Julie, Mike and Lael,

Take a look at this and make whatever edits it needs.

T. Brad

**DRAFT PRESS STATEMENT**

**October 3, 2016**

**5:20 pm**

In standing up this large-scale program, FEMA adopted and accepted guidelines that meet reasonable emergency pricing that allow us to secure the large inventories needed to get home owners back in their house as quickly as possible.. The prices listed in the contract factor in the costs of the item, warehousing, mobilization of work crews, installations and inspections.

The goal for the Shelter at Home Program is to help people move back in their homes as quickly as possible so communities and neighborhoods can re-establish themselves. Shelter at Home effects temporary repairs that make a residence safe and habitable for families who want to return to their homes as quickly as possible while they determine their long range plans and make permanent repairs.

So far, more than 21,000 people have applied for this program in the first month. We are working as quickly as possible, every day, to be responsive and to help people come home.

-30-

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**From:** Julie Baxter Payer  
**Sent:** Monday, October 03, 2016 5:47 PM  
**To:** Press  
**Cc:** 'T. Bradley Keith'  
**Subject:** Scope of work pricing  
**Attachments:** RFEI 111PUR-16005 Repair Services for Disaster Grants.pdf

All, in responding to the prices listed on page 70-71 of the contract attachment here from GOHSEP's website – WBRZ's Mark Armstrong is questioning the unit pricing -- here below is the statement Mike will send back for 10pm story. Please send around questions if you receive additional questions on pricing. Thanks.

In standing up this large-scale program, FEMA adopted and accepted guidelines that meet reasonable emergency pricing that allow us to secure the large inventories needed to get home owners back in their house as quickly as possible.. The prices listed in the contract factor in the costs of the item, warehousing, mobilization of work crews, installations and inspections.

The goal for the Shelter at Home Program is to help people move back in their homes as quickly as possible so communities and neighborhoods can re-establish themselves. Shelter at Home effects temporary repairs that make a residence safe and habitable for families who want to return to their homes as quickly as possible while they determine their long range plans and make permanent repairs.

So far, more than 21,000 people have applied for this program in the first month. We are working as quickly as possible, every day, to be responsive and to help people come home.

## **Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Holton, Lael [mailto:Lael.Holton@aecom.com]  
**Sent:** Monday, October 03, 2016 5:13 PM  
**To:** Julie Baxter Payer; William Rachal  
**Cc:** T. Bradley Keith  
**Subject:** Scope of work pricing

The link below includes the scope of work pricing – Attachment V.

<http://gohsep.la.gov/Portals/0/RFEI%20111PUR-16005%20Repair%20Services%20for%20Disaster%20Grants.pdf?ver=2016-09-07-165237-673>

I've also attached the full document.

**Lael Holton, AICP**

Planning Manager

Gulf Coast Area PM/CM Business Unit

Design and Consulting Services Group

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**From:** Julie Baxter Payer  
**Sent:** Monday, October 03, 2016 6:45 PM  
**To:** Kevin Breaux  
**Cc:** Mike Steele  
**Subject:** FW: GOHSEP Executive Summary 030930Oct2016  
**Attachments:** GOHSEP Executive Summary 030930Oct2016.docx

Kevin, I think the number of registrants for SAH listed in the attached GOHSEP Executive Summary from today may be incorrect. It reads 31,695 but that is the number of incoming call center calls. Total Applicants is **20,199**. Just making sure tomorrow's is matching with Shelter At Home stats. Thanks.

Julie

**Subject:** SAH Numbers 10-03-16



**Louisiana Shelter at Home Program**  
**Daily Report: Close of Business 10/02/2016**

|                                                          | Daily | Cumulative |
|----------------------------------------------------------|-------|------------|
| <b>Call Center</b>                                       |       |            |
| Incoming Call Center Calls                               | 0     | 31,695     |
| <b>Intake</b>                                            |       |            |
| Total Applicants <sup>1</sup>                            | 0     | 20,199     |
| By Phone                                                 | 0     | 4,479      |
| Online                                                   | 0     | 15,696     |
| Walk In                                                  | 0     | 24         |
| <b>Eligibility</b>                                       |       |            |
| Total Applicants                                         | 0     | 20,199     |
| Under Eligibility Review                                 |       | 3,888      |
| Document Eligible                                        | 0     | 16,311     |
| Construction Eligible (Initial Inspection complete)      | 334   | 6,530      |
| Ineligible (see below)                                   |       | 276        |
| <b>Initial Inspection</b>                                |       |            |
| Eligible for Inspection (Document eligible)              |       | 16,311     |
| Ready for Inspection Scheduling                          |       | 5,629      |
| Initial Inspection Scheduled                             | 566   | 10,682     |
| Initial Inspection Complete (Construction eligible)      | 334   | 6,530      |
| <b>Construction</b>                                      |       |            |
| Construction Eligible (Initial Inspection complete)      | 334   | 6,530      |
| Withdrawn pre-Work Order                                 |       | 67         |
| Work Order Development                                   |       | 849        |
| Total Work Orders Issued                                 | 0     | 5,614      |
| In Progress (Work order issued to Contractor but no FSM) |       | 4,920      |
| Properties with FSV Scheduled <sup>2</sup>               |       | 1,309      |
| FSV Failed <sup>3</sup>                                  |       | 175        |
| Complete (FSV passed)                                    | 106   | 694        |
| <b>Ineligible</b>                                        |       |            |
| Total Ineligible                                         |       | 276        |
| Not Primary Residence                                    |       | 27         |
| Not Owner                                                |       | 108        |
| >\$15,000 Ineligible                                     |       | 105        |
| Declined ROE                                             |       | 20         |
| Ineligible Parish                                        |       | 8          |
| Unsafe to Enter                                          |       | 8          |
| <b>Withdrawn</b>                                         |       |            |
| Total Withdrawn                                          | 0     | 1,645      |
| Withdrawn                                                | 0     | 1,645      |

1 - Cumulative count of Applicants is subject to change as duplicative applications for assistance are identified, verified and omitted from the system.

| Parish                  | # of Registrants |
|-------------------------|------------------|
| No Parish Specified     | 270              |
| Acadia Parish           | 125              |
| Ascension Parish        | 1,886            |
| Assumption Parish       | 3                |
| Avoyelles Parish        | 8                |
| Bossier Parish          | 1                |
| Calcasieu Parish        | 1                |
| Cameron Parish          | 7                |
| East Baton Rouge Parish | 10,788           |
| East Feliciana Parish   | 103              |
| Evangeline Parish       | 41               |
| Iberia Parish           | 122              |
| Iberville Parish        | 44               |
| Jefferson Davis Parish  | 18               |
| Lafayette Parish        | 942              |
| Lafourche Parish        | 1                |
| Livingston Parish       | 4,627            |
| Orleans Parish          | 1                |
| Pointe Coupee Parish    | 85               |
| St. Helena Parish       | 84               |
| St. James Parish        | 7                |
| St. Landry Parish       | 71               |
| St. Martin Parish       | 111              |
| St. Tammany Parish      | 12               |
| Tangipahoa Parish       | 549              |
| Vermilion Parish        | 254              |
| Washington Parish       | 10               |
| West Baton Rouge Parish | 7                |
| West Feliciana Parish   | 21               |
| <b>Grand Total</b>      | <b>20,199</b>    |

## Julie Baxter Payer

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Kevin Breaux  
**Sent:** Monday, October 03, 2016 9:21 AM  
**To:** \_GOHSEP\_GOVSTAFF; \_GOHSEP-Stateeocexec  
**Subject:** GOHSEP Executive Summary 030930Oct2016

**Kevin J. Breaux**  
**Asst. Deputy Director**  
Preparedness, Response,  
and Interoperability  
**Governor's Office of Homeland Security  
& Emergency Preparedness**  
C/ 225-573-9345  
w/225-925-3506  
[kevin.breaux@la.gov](mailto:kevin.breaux@la.gov)



<http://gohsep.la.gov>  
<http://getaqameplan.org>  
<http://house.louisiana.gov/IEB>

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**From:** Julie Baxter Payer  
**Sent:** Tuesday, October 04, 2016 10:05 AM  
**To:** Mike Steele; tbradleykeith@gmail.com; Holton, Lael  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx  
**Attachments:** LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Looks good. And SO happy to hear about your \_\_\_\_\_ said one of her family members had a good encounter with some SAH contractors for initial inspection this weekend, too.

Two small edits in the attached update, and one question:

How does one do this, suggested in the press release?

Please contact your local Disaster Recovery Center Manager to find out when our Mobile Intake representatives will be on-site.

## Julie Baxter Payer

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Mike Steele  
**Sent:** Tuesday, October 04, 2016 9:59 AM  
**To:** Julie Baxter Payer; tbradleykeith@gmail.com; Holton, Lael  
**Subject:** LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Please take a look at this draft release highlighting the Shelter at Home application deadline.

FYI- My \_\_\_\_\_ s home outside Lafayette (Duson) was finished this week. He says he's never seen a crew working harder to get something done. And he's not easy to please- trust me! I'm trying to get pics from my \_\_\_\_\_ who lives down the street.

Thanks,

## Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness  
GOHSEP  
7667 Independence Blvd.  
Baton Rouge, LA 70806  
(225) 925-3966 - Office  
(225) 788-0095 - Cell



---

**From:** Julie Baxter Payer  
**Sent:** Tuesday, October 04, 2016 10:15 AM  
**To:** William Rachal; Johnny Anderson  
**Cc:** Ben Nevers; Holton, Lael  
**Subject:** RE: SHELTER AT HOME: 10/1/16 &10/2/16

Thanks so much, Will.

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** William Rachal  
**Sent:** Tuesday, October 04, 2016 10:08 AM  
**To:** Johnny Anderson  
**Cc:** Ben Nevers; Julie Baxter Payer  
**Subject:** RE: SHELTER AT HOME: 10/1/16 &10/2/16

Johnny,

This was addressed yesterday, and the crew is no longer on the program. A new crew is outside her home now, and seeing if I wants them to continue work today. They are in discussion with her now.

Thank you,

Will

---

**From:** Johnny Anderson  
**Sent:** Tuesday, October 04, 2016 6:31 AM  
**To:** William Rachal  
**Cc:** Ben Nevers; Julie Baxter Payer  
**Subject:** Fwd: SHELTER AT HOME: 10/1/16 &10/2/16

Will,

Per our discussion, this is just one of the complaints that I continue to get from citizens. Please check into this for me! Thanks!

Sent from my iPhone



Begin forwarded message:

**From:** <[Johnny.Anderson@LA.GOV](mailto:Johnny.Anderson@LA.GOV)>  
**Date:** October 2, 2016 at 11:01:08 PM CDT  
**To:** <[Johnny.Anderson@LA.GOV](mailto:Johnny.Anderson@LA.GOV)>  
**Subject:** SHELTER AT HOME: 10/1/16 &10/2/16

Mr. Anderson,

Below is my experience with SLS & their employees hired as one of the contractors for Shelter At Home Program:

I had a scheduled appointment with SLS to start working at my home on 10/1/16 around 11:00 a.m. At 11:20am they hadn't arrived. I called Shelter @ Home to voice my concern and was told I would need to call the contractors office directly because they do their own scheduling. Finally at 11:50 a woman named [redacted] answered the telephone at SLS and stated she would see what's going on with my appointment and call me back in 10 minutes. [redacted] never returned my phone call. From 12:20 -1:05 I called SLS office back finally at 1:05pm [redacted] answered the phone and began to apologize for not calling me back, and immediately connected me to Mr. [redacted] s Operational Manager with SLS.

[redacted] apologized and stated that someone would be calling me. Finally, [redacted] and a female arrives at my home at 2:00p.m. more apologies. I proceed to tell [redacted] what I was told about the work that would be done. He states, "Well there is nothing on here about gutting your cabinets out".. He takes more measurements including the hot water heater that was to be replaced and said, "[redacted] I need to verify these things and to get some more tools to check your electrical outlets". We agree that he can come back Sunday, 10/2/16 @ 2:30p.m.

Sunday 10/2/16 [redacted] leaves me a voice message and text @ 1:29p.m. informing me that he's running late and will be at my home at 3:15p.m. At 3:10pm I arrive at my home and text [redacted] who replied, back "okay I'm picking up your materials". This was never discussed with me Saturday nor on Sunday and he was supposed to be at my home at 3:15 pm. Now its 4:05 PM, no communication from [redacted]. I texted him to inform him if he's not here by 4:10pm we need to reschedule. [redacted] replied back, I've been waiting on the people at HOME Depot for your hot water heater, there is no way I will make it to your home by 4:10p.m .

I receive a call from [redacted] more apologies and he stated that he is [redacted] boss and they have all my supplies to start working on my home including the hot water heater; and he will be coming to assist [redacted]. He states he will be there by 5pm .They arrive at 5pm and discover they have the wrong size hot water heater. Mr. Anderson, please understand intinally this is the reason they are 2 hours late coming to me again because they are at the store getting my hot water heater, but still arrive with the wrong size and Saturday [redacted] took measurements of the hot water heater and this information was included in the initial inspection.

[redacted] leaves to go and get the right size water heater, leaving [redacted] and a female at my home to start working. From 5:15p.m to 7pm the female is sweeping the floors in my home, [redacted] z takes out one bathroom vanity, and the female asks if she could put her two puppies that they brought with them in my backyard? [redacted] I arrives around 7:10p.m at this point I asked them to leave because I was furious with the lack of professionalism, courtesy, and the job

not being done!

apologizes, but that's not what I needed. I needed to have a competent worker to come in and do the job that I was told would be done. Without adding more stress to my life I do plan to contact Shelter at Home to file a complaint about my experience with the above contractor. I would like the work that was promised to me and agreed upon at my initial inspection on September 19th, 2016 to be completed.



---

**From:** Julie Baxter Payer  
**Sent:** Tuesday, October 04, 2016 10:51 AM  
**To:** 'Holton, Lael'; Mike Steele; tbradleykeith@gmail.com  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Yes, Lael. Thank you.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Holton, Lael [mailto:Lael.Holton@aecom.com]  
**Sent:** Tuesday, October 04, 2016 10:40 AM  
**To:** Julie Baxter Payer; Mike Steele; tbradleykeith@gmail.com  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

I'm glad it went well...the release looks good to me. The question Julie raises could probably be fixed by adding a website link allows people to locate the DRC closest to them?

<https://asd.fema.gov/inter/locator/home.htm>

--Lael

**Lael Holton, AICP**  
Planning Manager  
Gulf Coast Area PM/CM Business Unit  
Design and Consulting Services Group  
D 1-225-922-5764 C 1-225-229-2188  
[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)

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7389 Florida Boulevard, Suite 300, Baton Rouge, Louisiana 70806  
T 1-225-922-5700 F 1-225-922-5701  
[www.aecom.com](http://www.aecom.com)

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

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**From:** Julie Baxter Payer [mailto:Julie.BaxterPayer@la.gov]  
**Sent:** Tuesday, October 04, 2016 10:05 AM

**To:** Mike Steele; [tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com); Holton, Lael

**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Looks good. And SO happy to hear about your f... said one of her family members had a good encounter with some SAH contractors for initial inspection this weekend, too.

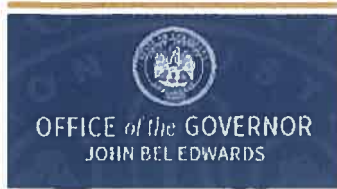
Two small edits in the attached update, and one question:

How does one do this, suggested in the press release?

Please contact your local Disaster Recovery Center Manager to find out when our Mobile Intake representatives will be on-site.

## Julie Baxter Payer

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele

**Sent:** Tuesday, October 04, 2016 9:59 AM

**To:** Julie Baxter Payer; [tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com); Holton, Lael

**Subject:** LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Please take a look at this draft release highlighting the Shelter at Home application deadline.

FYI- My... home outside Lafayette (Duson) was finished this week. He says he's never seen a crew working harder to get something done. And he's not easy to please- trust me! I'm trying to get pics from my '... who lives down the street.

Thanks,

## Mike Steele

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness  
GOHSEP

7667 Independence Blvd.

Baton Rouge, LA 70806

(225) 925-3966 - Office

(225) 788-0095 - Cell

[mike.steele@la.gov](mailto:mike.steele@la.gov)

[www.gohsep.la.gov](http://www.gohsep.la.gov)

---

**n:** Julie Baxter Payer  
**t:** Wednesday, October 05, 2016 1:16 PM  
Holton, Lael  
tbradleykeith@gmail.com; William Rachal  
**ject:** Re: RIGHT OF ENTRY FORM

nks so much, Lael.

Oct 5, 2016, at 1:08 PM, Holton, Lael <[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)> wrote:

Re-informed the case managers of the proper way to copy folks on a mass email. Thank you!

--Lael

**Lael Holton, AICP**  
Planning Manager  
Gulf Coast Area PM/CM Business Unit  
Design and Consulting Services Group  
D 1-225-922-5764 C 1-225-229-2188  
[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)

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[www.aecom.com](http://www.aecom.com)

[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

**From:** Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]  
**Sent:** Wednesday, October 05, 2016 1:05 PM  
**To:** [tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com); William Rachal; Holton, Lael  
**Subject:** Fwd: RIGHT OF ENTRY FORM

T Brad or Lael: Would you please look into why this lady's email was shared with all these other people in this group email? She is upset about this. Please see below for info. Apparently this SAH response should have been blind copied rather than everyone being able to see each other's email addresses. Thanks for checking into this

Begin forwarded message:

**From:** "Allen Robinson" <[Allen.Robinson@la.gov](mailto:Allen.Robinson@la.gov)>  
**To:** "Julie Baxter Payer" <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>  
**Subject:** FW: RIGHT OF ENTRY FORM

From: 'Allen Robinson' <[Allen.Robinson@la.gov](mailto:Allen.Robinson@la.gov)>  
Sent: Wednesday, October 05, 2016 10:09 AM  
To: Allen Robinson

Subject: Fwd: RIGHT OF ENTRY FORM

Sent from my iPhone

Begin forwarded message:

From: "cm14 [lasahp.com](http://lasahp.com)<<http://lasahp.com>>"

<[cm14@lasahp.com](mailto:cm14@lasahp.com)<<mailto:cm14@lasahp.com>>>

Date: October 5, 2016 at 9:35:20 AM CDT

To:

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[REDACTED]

Subject: RIGHT OF ENTRY FORM

Reply-To: "cm14 [lasahp.com](http://lasahp.com)<<http://lasahp.com>>"  
<[cm14@lasahp.com](mailto:cm14@lasahp.com)<<mailto:cm14@lasahp.com>>>

Good morning,

Please sign and return this form ASAP. If you have already received this email/form please disregard email. This form is needed to close out your file after final inspection and has to be submitted before next week. Please read the form carefully and sign pages 17-19 allowing inspector/contractor to enter your home. Page 20 cancels the Right of Entry and no work will be performed. If you have no way of scanning/emailing and are in the Baton Rouge area please come to the office to sign...address is below between 8am-5pm Mon-Fri and Sat 9am-12pm.

Thanks,

KAREN WILLIAMS-CASE MANAGER

Louisiana Shelter At Home Program

7389 Florida Blvd Ste 100

Baton Rouge, La 70806

225-922-5801

[cm14@lasahp.com](mailto:cm14@lasahp.com)<<mailto:cm14@lasahp.com>>

---

**n:** Julie Baxter Payer  
**:** Wednesday, October 05, 2016 1:17 PM  
Lesley Lewis; Allen Robinson  
**ect:** Fwd: RIGHT OF ENTRY FORM

Thank you!

n forwarded message:

**From:** "Holton, Lael" <[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)>  
**Date:** October 5, 2016 at 1:07:59 PM CDT  
**To:** Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>, "[tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com)"  
<[tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com)>, William Rachal <[William.Rachal@LA.GOV](mailto:William.Rachal@LA.GOV)>  
**Subject:** RE: RIGHT OF ENTRY FORM

Re-informed the case managers of the proper way to copy folks on a mass email. Thank you!

--Lael

**Lael Holton, AICP**  
Planning Manager  
Gulf Coast Area PM/CM Business Unit  
Design and Consulting Services Group  
D 1-225-922-5764 C 1-225-229-2188  
[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)

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[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

**From:** Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]  
**Sent:** Wednesday, October 05, 2016 1:05 PM  
**To:** [tbradleykeith@gmail.com](mailto:tbradleykeith@gmail.com); William Rachal; Holton, Lael  
**Subject:** Fwd: RIGHT OF ENTRY FORM

T Brad or Lael: Would you please look into why this lady's email was shared with all these other people in this group email? She is upset about this. Please see below for info. Apparently this SAH response should have been blind copied rather than everyone being able to see each other's email addresses. Thanks for checking into this

Begin forwarded message:

**From:** "Allen Robinson" <[Allen.Robinson@la.gov](mailto:Allen.Robinson@la.gov)>  
**To:** "Julie Baxter Payer" <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>  
**Subject:** FW: RIGHT OF ENTRY FORM

**m:** Julie Baxter Payer  
**t:** Wednesday, October 05, 2016 1:05 PM  
**ject:** tbradleykeith@gmail.com; William Rachal; Lael.Holton@aecom.com  
**achments:** Fwd: RIGHT OF ENTRY FORM  
ROE.pdf; ATT00001.htm

rad or Lael: Would you please look into why this lady's email was shared with all these other people in this up email? She is upset about this. Please see below for info. Apparently this SAH response should have been redacted and copied rather than everyone being able to see each other's email addresses. Thanks for checking into this

in forwarded message:

**From:** "Allen Robinson" <[Allen.Robinson@la.gov](mailto:Allen.Robinson@la.gov)>  
**To:** "Julie Baxter Payer" <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>  
**Subject:** FW: RIGHT OF ENTRY FORM

From: [REDACTED]  
Sent: Wednesday, October 05, 2016 10:09 AM  
To: Allen Robinson  
Subject: Fwd: RIGHT OF ENTRY FORM

Sent from my iPhone

Begin forwarded message:  
From: "cm14 lasahp.com<<http://lasahp.com>>"  
<[cm14@lasahp.com](mailto:cm14@lasahp.com)<<mailto:cm14@lasahp.com>>>  
Date: October 5, 2016 at 9:35:20 AM CDT  
To: [REDACTED]



---

**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 05, 2016 4:37 PM  
**To:** William Rachal; Christina Dayries  
**Subject:** Fwd: Shleter at Home - South Carolina  
**Attachments:** image001.jpg; image002.jpg

Christina can you please have someone from GOHSEP reach out to this South Carolina contract interested in our shelter at home program. Thanks.

Begin forwarded message:

**From:** Tara LeBlanc <[Tara.LeBlanc@LA.GOV](mailto:Tara.LeBlanc@LA.GOV)>  
**Date:** October 5, 2016 at 4:33:29 PM CDT  
**To:** Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>  
**Subject:** Shleter at Home - South Carolina

Julie -

I attended a FEMA disaster recovery training in Maryland two weeks ago. One of the class attendees, Elizabeth Roberts, was from South Carolina. As you are aware preparing, South Carolina is preparing for Hurricane Matthew. Elizabeth has reached out to me today regarding the implementation of Shelter at Home Program. Can you or have someone from your staff connect with Elizabeth?

Thanks!



**Tara A. LeBlanc,**  
**Assistant Secretary**  
**Office of Aging and Adult Services**  
**Bienville Building, 2<sup>nd</sup> Floor**  
**email:** [Tara.LeBlanc@la.gov](mailto:Tara.LeBlanc@la.gov)  
**Phone:** (225) 219-0223  
**Cell:** (225) 571-8873  
**Fax:** (225) 219-0202



**Physical Address:**

628 N. 4th Street  
Baton Rouge, LA 70802

**Mailing Address:**

P. O. Box 2031, BIN #14  
Baton Rouge, LA 70821-2031

**From:** Johnny Anderson  
**Sent:** Wednesday, October 05, 2016 4:56 AM  
**To:** William Rachal  
**Cc:** Ben Nevers; Julie Baxter Payer  
**Subject:** Re: SHELTER AT HOME: 10/1/16 &10/2/16

Thanks a bunch!

Sent from my iPhone

On Oct 4, 2016, at 10:08 AM, William Rachal <[William.Rachal@LA.GOV](mailto:William.Rachal@LA.GOV)> wrote:

Johnny,

This was addressed yesterday, and the crew is no longer on the program. A new crew is outside her home now, and seeing if I wants them to continue work today. They are in discussion with her now.

Thank you,

Will

---

**From:** Johnny Anderson  
**Sent:** Tuesday, October 04, 2016 6:31 AM  
**To:** William Rachal  
**Cc:** Ben Nevers; Julie Baxter Payer  
**Subject:** Fwd: SHELTER AT HOME: 10/1/16 &10/2/16

Will,

Per our discussion, this is just one of the complaints that I continue to get from citizens. Please check into this for me! Thanks!

Sent from my iPhone

Begin forwarded message:

**From:** ·  
**Date:** October 2, 2016 at 11:01:08 PM CDT  
**To:** <[Johnny.Anderson@LA.GOV](mailto:Johnny.Anderson@LA.GOV)>  
**Subject:** SHELTER AT HOME: 10/1/16 &10/2/16

Mr. Anderson,

Below is my experience with SLS & their employees hired as one of the contractors for Shelter At Home Program:

I had a scheduled appointment with SLS to start working at my home on 10/1/16 around 11:00 a.m. At 11:20am they hadn't arrived. I called Shelter @ Home to voice my concern and was told I would need to call the contractors office directly

because they do their own scheduling. Finally at 11:50 a woman named \_\_\_\_\_ answered the telephone at SLS and stated she would see what's going on with my appointment and call me back in 10 minutes. \_\_\_\_\_ never returned my phone call. From 12:20 -1:05 I called SLS office back finally at 1:05pm \_\_\_\_\_ answered the phone and began to apologize for not calling me back, and immediately connected me to \_\_\_\_\_ Operational Manager with SLS.

\_\_\_\_\_ apologized and stated that someone would be calling me. Finally, Mr. \_\_\_\_\_ and a female arrives at my home at 2:00p.m. more apologies. I proceed to tell \_\_\_\_\_ what I was told about the work that would be done. He states, "Well there is nothing on here about gutting your cabinets out".. He takes more measurements including the hot water heater that was to be replaced and said, "\_\_\_\_\_ I need to verify these things and to get some more tools to check your electrical outlets". We agree that he can come back Sunday, 10/2/16 @ 2:30p.m.

Sunday 10/2/16 \_\_\_\_\_ leaves me a voice message and text @ 1:29p.m. informing me that he's running late and will be at my home at 3:15p.m. At 3:10pm I arrive at my home and text \_\_\_\_\_ z who replied, back "okay I'm picking up your materials" .This was never discussed with me Saturday nor on Sunday and he was supposed to be at my home at 3:15 pm. Now its 4:05 PM, no communication from \_\_\_\_\_. I texted him to inform him if he's not here by 4:10pm we need to reschedule. '\_\_\_\_\_ replied back, I've been waiting on the people at HOME Depot for your hot water heater, there is no way I will make it to your home by 4:10p.m .

I receive a call from \_\_\_\_\_ more apologies and he stated that he is \_\_\_\_\_ z' boss and they have all my supplies to start working on my home including the hot water heater; and he will be coming to assist \_\_\_\_\_. He states he will be there by 5pm .They arrive at 5pm and discover they have the wrong size hot water heater. Mr. Anderson, please understand intinally this is the reason they are 2 hours late coming to me again because they are at the store getting my hot water heater, but still arrive with the wrong size and Saturday Mr. \_\_\_\_\_ took measurements of the hot water heater and this information was included in the initial inspection.

\_\_\_\_\_ I leaves to go and get the right size water heater, leaving \_\_\_\_\_ and a female at my home to start working. From 5:15p.m to 7pm the female is sweeping the floors in my home, \_\_\_\_\_ takes out one bathroom vanity, and the female asks if she could put her two puppies that they brought with them in my backyard? \_\_\_\_\_ arrives around 7:10p.m at this point I asked them to leave because I was furious with the lack of professionalism, courtesy, and the job not being done!

\_\_\_\_\_ apologizes, but that's not what I needed. I needed to have a competent worker to come in and do the job that I was told would be done. Without adding more stress to my life I do plan to contact Shelter at Home to file a complaint about my experience with the above contractor. I would like the work that was promised to me and agreed upon at my initial inspection on September 19th, 2016 to be completed.



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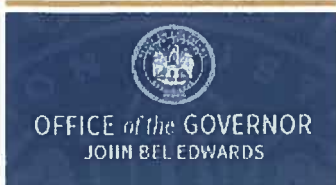
**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 05, 2016 9:46 AM  
**To:** William Rachal  
**Cc:** Holton, Lael  
**Subject:** RE: Shelter at Home - Discrepancies and Complaints

Will, making sure that Lael has this too so that SAH can assign someone to follow up in the meantime. Thank you.

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Pat Forbes  
**Sent:** Wednesday, October 05, 2016 9:44 AM  
**To:** Alicia Williams; William Rachal  
**Cc:** Johnny Anderson; Terri Ricks; Julie Baxter Payer; Kim LaCour (GOV)  
**Subject:** RE: Shelter at Home - Discrepancies and Complaints

Forwarding to Will Rachal at GOHSEP, who is managing this program.

---

**From:** Alicia Williams  
**Sent:** Tuesday, October 04, 2016 3:54 PM  
**To:** Pat Forbes  
**Cc:** Johnny Anderson; Terri Ricks; Julie Baxter Payer; Kim LaCour (GOV)  
**Subject:** FW: Shelter at Home - Discrepancies and Complaints

FYI, [redacted] came up to me in church and expressed some issues she was having with the Shelter at Home program. She said she was going to wait another week or so but I asked her to go on and email me her information. Please review the timeline below and let me know who can give me the status or if there is anything she needs to do.

Terri, I saw she had a question about food stamps. Will you have someone contact her?

Thank you

**Alicia Williams**

*Senior Special Assistant to the Governor*



225.342.8006

[alicia.williams@la.gov](mailto:alicia.williams@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From**

**Sent:** Tuesday, October 04, 2016 3:16 PM

**To:** Alicia Williams

**Cc:**

**Subject:** Shelter at Home - Discrepancies and Complaints

Good afternoon Ms. Williams:

My name is [REDACTED] and I am a member of [REDACTED]. I have been speaking with you concerning my issues with the Shelter at Home Program and you wanted me to update you on this matter. I will try to give you a Timeline on what has taken place:

09/15/16 - [REDACTED] Shelter at Home Case Manager [REDACTED] contacted me to setup an inspections of my home on 09/16/16.

09/16/16 - [REDACTED] came out and inspected my home. Offers made during the inspection:

[REDACTED] Clean house, take up tile, replace window unit, check wiring, replace hot water heater, check outside air condition unit and gas lines

09/17/16 - [REDACTED] Contacted [REDACTED] and advised him that I was not offered a mini fridge, hot plate, nor microwave. Mr. Paff stated everything that was offered

[REDACTED] on 09/16/16 was all that they were allowed to offer. Items on my inspection date were the only items approved for all clients seen on 09/16/16. He stated he will need to get an approval to offer any additional appliances.

09/17/16 - [REDACTED] Contacted [REDACTED] back after finding out that a mini fridge, hot plate, nor a microwave were not offered. He stated he will update my notes to make sure everything will be included.

09/29/16 - [REDACTED] Contacted [REDACTED] again to get an update on my status. He informed me that he is no longer my Case Manager and was unsure of who I have been assigned to and he has no way of finding out.

09/29/16 - [REDACTED] My Supervisors with the [REDACTED] emailed [REDACTED] of my concerns, but as of today I have not received any feedbacks from [REDACTED].

09/30/16 - [REDACTED] Received a miss call from [REDACTED] approximately around 5pm. Attempted to call back, but was transferred to a voice message. Left voice message with my Claim # and mobile number, but never received a call back.

10/2/16 - Received a call from a Shelter at Home Contractor and was told that he was informed by my neighbor that since my inspection no one has started on my home, so he will go ahead and get it started. He made an appointment to start the work on 10/03/16 and informed that he will be working on my house and another house.

10/03/16 - My husband (I called and informed me that they advised him that the outside air condition unit was not on the list to inspected.

10/04/16 - My husband called again today to inform me that the mini fridge, hot plate, nor microwave was on the list to be placed in my home.

10/04/16 - Contacted the Shelter at Home Program at [redacted] and was transferred to a [redacted] d. Gave him my Claim # and he stated those items were not listed to be issued out and he will have the system to be updated. He also informed me of my new Case Manage [redacted]

10/04/16 - Contacted [redacted], [redacted] informed her of my name and claim number. Updated her of my complaints and she stated that she will need to get with her Supervisors to see if she will be allowed to get these extra appliances added to my contract and she will give me a call back in 10 minutes.

10/04/16 - Approximately 20 minutes later, I called [redacted], back and she stated that her Supervisors approved that he will approve for me to get a mini fridge, Hot Plate, and check my outside unit. Asked what about a Microwave? She stated he said he will also will approve for me to get a microwave.

Ms. Williams I am not sure what is going on and why I am having so many issues with the this program. If I can think of anything else I will update you on this matter. I am already stress out and this mishap is not helping the matter or me getting put on the back burners. I have been very emotional and this is not helping me ease my mind or reassuring me that I will get back into my home quicker.

My second concern: Will you please let me know about the Food Disaster Program for the food stamps. I am just wondering since I am still out of my home and no repairs has been done or completed, will I be able to request for additional food stamps? I am not sure of how this program works.

I also just found out that FEMA has been approved for additional funding, please advise will additional funding be added and offered to the homeowners for what was originally offered?

If you have any further questions or concerns in this matter, please give me a call at [redacted]

Thanks in Advance,





---

**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 05, 2016 9:58 AM  
**To:** Alicia Williams; Pat Forbes; Johnny Anderson  
**Subject:** FW: Shelter at Home - Discrepancies and Complaints - Taplin LASAH003224

Please see below on Alicia's friend's case with Shelter At Home.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Holton, Lael [mailto:Lael.Holton@aecom.com]  
**Sent:** Wednesday, October 05, 2016 9:53 AM  
**To:** Julie Baxter Payer; William Rachal  
**Cc:** Ivy, Tabitha L.  
**Subject:** RE: Shelter at Home - Discrepancies and Complaints -

We have been tracking this issue and working with . . . We will reach out to her again today; we have been talking to her nearly every day and attempting to modify her scope and manage their expectations every step of the way since she was first identified to us.

I will update you with any major developments related to her case; all work is scheduled to be completed this week, to our knowledge.

Thank you,

--Lael

**Lael Holton, AICP**  
Planning Manager  
Gulf Coast Area PM/CM Business Unit  
Design and Consulting Services Group  
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[Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Google+](#)

---

**From:** Julie Baxter Payer [<mailto:Julie.BaxterPayer@la.gov>]  
**Sent:** Wednesday, October 05, 2016 9:46 AM  
**To:** William Rachal  
**Cc:** Holton, Lael  
**Subject:** RE: Shelter at Home - Discrepancies and Complaints

Will, making sure that Lael has this too so that SAH can assign someone to follow up in the meantime. Thank you.

Julie

**Julie Baxter Payer**  
*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367  
[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Pat Forbes  
**Sent:** Wednesday, October 05, 2016 9:44 AM  
**To:** Alicia Williams; William Rachal  
**Cc:** Johnny Anderson; Terri Ricks; Julie Baxter Payer; Kim LaCour (GOV)  
**Subject:** RE: Shelter at Home - Discrepancies and Complaints

Forwarding to Will Rachal at GOHSEP, who is managing this program.

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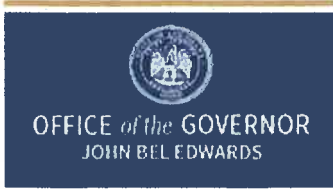
**From:** Alicia Williams  
**Sent:** Tuesday, October 04, 2016 3:54 PM  
**To:** Pat Forbes  
**Cc:** Johnny Anderson; Terri Ricks; Julie Baxter Payer; Kim LaCour (GOV)  
**Subject:** FW: Shelter at Home - Discrepancies and Complaints

FYI, [REDACTED] came up to me in church and expressed some issues she was having with the Shelter at Home program. She said she was going to wait another week or so but I asked her to go on and email me her information. Please review the timeline below and let me know who can give me the status or if there is anything she needs to do.

Terri, I saw she had a question about food stamps. Will you have someone contact her?

Thank you

**Alicia Williams**  
*Senior Special Assistant to the Governor*



225.342.8006

[alicia.williams@la.gov](mailto:alicia.williams@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** \_\_\_\_\_  
**Sent:** Tuesday, October 04, 2016 3:16 PM  
**To:** Alicia Williams  
**Cc:** \_\_\_\_\_  
**Subject:** Shelter at Home - Discrepancies and Complaints

Good afternoon Ms. Williams:

My name is \_\_\_\_\_ and I am a member of \_\_\_\_\_. I have been speaking with you concerning my issues with the Shelter at Home Program (claim # \_\_\_\_\_) and you wanted me to update you on this matter. I will try to give you a Timeline on what has taken place:

09/15/16 - \_\_\_\_\_ Shelter at Home Case Manager \_\_\_\_\_ contacted me to setup an inspections of my home on 09/16/16.

09/16/16 - \_\_\_\_\_ ) came out and inspected my home. Offers made during the inspection:

Clean house, take up tile, replace window unit, check wiring, replace hot water heater, check outside air condition unit and gas lines

09/17/16 - \_\_\_\_\_ Contacted \_\_\_\_\_ and advised him that I was not offered a mini fridge, hot plate, nor microwave. I \_\_\_\_\_ stated everything that was offered \_\_\_\_\_ on 09/16/16 was all that they were allowed to offer. Items on my inspection date were the only items approved for all clients seen on 09/16/16. He stated he will need to get an approval to offer any additional appliances.

09/17/16 - \_\_\_\_\_ Contacted \_\_\_\_\_ s back after finding out that a mini fridge, hot plate, nor a microwave were not offered. He stated he will update my notes to make sure everything will be included.

09/29/16 - \_\_\_\_\_ Contacted \_\_\_\_\_ again to get an update on my status. He informed me that he is no longer my Case Manager and was unsure of who I have been assigned to and he has no way of finding out.

09/29/16 - \_\_\_\_\_ My Supervisors with the \_\_\_\_\_ emailed \_\_\_\_\_ of my concerns, but as of today I have not received any feedbacks from \_\_\_\_\_

09/30/16 - \_\_\_\_\_ Received a miss call from \_\_\_\_\_ approximately around 5pm. Attempted to call back, but was transferred to a voice message. Left voice message with my Claim # and mobile number, but never received a call back.

10/2/16 - Received a call from a Shelter at Home Contractor and was told that he was informed by my neighbor that since my inspection no one has started on my home, so he will go ahead and get it started. He made an appointment to start the work on 10/03/16 and informed that he will be working on my house and another house.

10/03/16 - My husband ( ) called and informed me that they advised him that the outside air condition unit was not on the list to inspected.

10/04/16 - My husband called again today to inform me that the mini fridge, hot plate, nor microwave was on the list to be placed in my home.

10/04/16 - Contacted the Shelter at Home Program at ( ) and was transferred to a ( ) 1. Gave him my Claim # and he stated those items were not listed to be issued out and he will have the system to be updated. He also informed me of my new Case Manager ( )

10/04/16 - Contacted ( ) informed her of my name and claim number. Updated her of my complaints and she stated that she will need to get with her Supervisors to see if she will be allowed to get these extra appliances added to my contract and she will give me a call back in 10 minutes.

10/04/16 - Approximately 20 minutes later, I called ( ) back and she stated that her Supervisors approved that he will approve for me to get a mini fridge, Hot Plate, and check my outside unit. Asked what about a Microwave? She stated he said he will also will approve for me to get a microwave.

Ms. Williams I am not sure what is going on and why I am having so many issues with the this program. If I can think of anything else I will update you on this matter. I am already stress out and this mishap is not helping the matter or me getting put on the back burners. I have been very emotional and this is not helping me ease my mind or reassuring me that I will get back into my home quicker.

My second concern: Will you please let me know about the Food Disaster Program for the food stamps. I am just wondering since I am still out of my home and no repairs has been done or completed, will I be able to request for additional food stamps? I am not sure of how this program works.

I also just found out that FEMA has been approved for additional funding, please advise will additional funding be added and offered to the homeowners for what was originally offered?

If you have any further questions or concerns in this matter, please give me a call at ( )

Thanks in Advance,



---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 9:42 AM  
**To:** Mike Steele  
**Subject:** RE: Thursday Notes- Oct. 6.docx  
**Attachments:** Thursday Notes- Oct. 6-Updated.docx

Good. Just added a couple sentences summarizing what we're going to update them on. Thanks.

What are your talking points for Shelter At Home, or do you just want me to run through the number updates? Please make sure we have copies of the latest brochures there to handout from AECOM/TBrad.

Thanks.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Thursday, October 06, 2016 9:37 AM  
**To:** Julie Baxter Payer  
**Subject:** Thursday Notes- Oct. 6.docx

News conference intro. Please let me know if you are good with this draft.

Mike

## Thursday, Oct. 6 Notes-

Before we get started...our thoughts and prayers are with everyone along the East Coast facing Hurricane Matthew. This is a deadly storm. We have...and are still...receiving support from all over the country for our August flooding. Even while we deal with our recovery...Louisiana stands ready to provide assistance with response. The National Guard is sending four helicopters and crew members to South Carolina. We will likely be sending four more helicopters to Florida. We expect to receive more state to state requests for help in the coming days.

There is also a chance Matthew will loop back across Florida and enter the Gulf. The National Weather Service...this morning...told us there is **nothing** indicating it will impact Louisiana...even if it enters the Gulf. They do want to remind everyone we are still in hurricane season for a few more weeks.

Moving on to recovery...we are starting to see all the housing programs move in the right direction. There is still a lot left to be done right now...and long term. We have the experts again here today to help answer any questions.

We will be updating you on Shelter At Home, Manufactured Housing Units, Transitional Sheltering Assistance and the Multi-Family Lease and Repair Program, working to make more property available to homeowners. We will also have an update for you on the wrap up of our post-flooding Red Cross/state sheltering operation. And We'll take your questions after a few quick updates on the programs.

Julie Baxter Payer is Deputy Chief of Staff for Governor Edwards. We will start with an update on Shelter at Home.

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 11:01 AM  
**To:** Mike Steele; Casey Tingle  
**Cc:** Holton, Lael  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

So to be clear—still just one deadline, correct? October 15<sup>th</sup>?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Thursday, October 06, 2016 11:00 AM  
**To:** Casey Tingle; Julie Baxter Payer  
**Subject:** LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

FYI- This is what we sent out earlier this week due to an AECOM request.

Mike



---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 11:09 AM  
**To:** Casey Tingle; Mike Steele  
**Cc:** Holton, Lael  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

I would ask Will on that. I will talk to Ben today so that he can confer with the Gov and Jim/Will/GOHSEP about whether our office wants to request to extend the Oct 15<sup>th</sup> deadline. Thanks!

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Casey Tingle  
**Sent:** Thursday, October 06, 2016 11:08 AM  
**To:** Julie Baxter Payer; Mike Steele  
**Cc:** Holton, Lael  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

Ok – some mentioned that this may have changed yesterday in a discussion with FEMA. I just wanted to put out that fire or clarify.

In addition, some members of the housing task force would like to the extend the deadline if possible based on ongoing disaster case management work that may identify interested property owners. There is also an housing outreach event scheduled on the 15<sup>th</sup> that may generate some interest. The event on the 15<sup>th</sup> is something we could support with SAH representatives.

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 11:01 AM  
**To:** Mike Steele <[Mike.Steele@LA.GOV](mailto:Mike.Steele@LA.GOV)>; Casey Tingle <[Casey.Tingle@LA.GOV](mailto:Casey.Tingle@LA.GOV)>  
**Cc:** Holton, Lael <[Lael.Holton@aecom.com](mailto:Lael.Holton@aecom.com)>  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

So to be clear—still just one deadline, correct? October 15<sup>th</sup>?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele

**Sent:** Thursday, October 06, 2016 11:00 AM

**To:** Casey Tingle; Julie Baxter Payer

**Subject:** LA Joint Information Center Release- Shelter at Home Deadline Approaching.docx

FYI- This is what we sent out earlier this week due to an AECOM request.

Mike

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 12:41 PM  
**To:** Mike Steele  
**Subject:** Re: Shelter at Home Update- Oct. 6.docx

Would you mind printing a copy of this for me please?

On Oct 6, 2016, at 12:06 PM, Mike Steele <[Mike.Steele@LA.GOV](mailto:Mike.Steele@LA.GOV)> wrote:

Shelter at Home talking points.

Mike

<Shelter at Home Update- Oct. 6.docx>

---

**From:** Lesley Lewis  
**Sent:** Thursday, October 06, 2016 1:35 PM  
**To:** 'lael.holton@aecom.com'  
**Cc:** Julie Baxter Payer; William Rachal  
**Subject:**

Lael and Will,

I received a call today from [REDACTED], an employee of the Louisiana Senate.

[REDACTED], is an 86 year-old resident of [REDACTED]. She received \$13,000 Individual assistance from FEMA for repairs to her home, but is being denied a manufactured housing unit. Her property includes 2 acres of land. She has also applied for Shelter at Home and, as of today, has heard nothing from the program. If possible, could SAH see what her status is on their list, and maybe the reason she was denied a MHU by FEMA? [REDACTED]. She has been handling this for [REDACTED], yr. [REDACTED] is a bit overwhelmed since her home flooded and her daughter's home flooded as well. [REDACTED] could really use a place to live. Thank you for all you do to assist these individuals. We greatly appreciate it.

*Lesley Lewis Galloway*  
*Executive Assistant to the Chief of Staff*



225.342.7188

[Lesley.Lewis@la.gov](mailto:Lesley.Lewis@la.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:43 PM  
**To:** Receptionist  
**Subject:** FW: Shelter at Home Doc  
**Attachments:** ShelterAtHomeFlier v2.pdf; ATT00001.htm

FYI.....

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Bambi Polotzola  
**Sent:** Thursday, October 06, 2016 2:29 PM  
**To:** Press; Bruce Parker (GOV); Johnny Anderson; Julie Baxter Payer; James Gilmore  
**Subject:** Fwd: Shelter at Home Doc

**From:** "Amy Dawson (GOHSEP)" <[Amy.Dawson@LA.GOV](mailto:Amy.Dawson@LA.GOV)>  
**To:** "Jeanne Abadie" <[jabadie@advocacyla.org](mailto:jabadie@advocacyla.org)>, "Bambi Polotzola" <[Bambi.Polotzola@la.gov](mailto:Bambi.Polotzola@la.gov)>  
**Subject:** Fwd: Shelter at Home Doc

Please push out to the stakeholder group.

Sent from my iPhone

Begin forwarded message:

**From:** "Allison Hadley" <[Allison.Hadley@LA.GOV](mailto:Allison.Hadley@LA.GOV)>  
**To:** "Amy Dawson (GOHSEP)" <[Amy.Dawson@LA.GOV](mailto:Amy.Dawson@LA.GOV)>, "Kevin Hicks" <[Kevin.Hicks@LA.GOV](mailto:Kevin.Hicks@LA.GOV)>  
**Subject:** Shelter at Home Doc

The attached document will be put out by FEMA through multi distributions today.

Please let me know if you have any questions or concerns.



# State of Louisiana Shelter at Home Program



FEMA

**DEADLINE TO REGISTER IS OCTOBER 15, 2016**

## ABOUT SHELTER AT HOME

Rebuilding a home after disaster strikes is challenging enough without having to relocate away from your property.

Louisiana's Shelter at Home Program is helping eligible survivors whose homes were damaged in the August 2016 flooding stay in their homes during the process.

Shelter at Home provides temporary, bare minimum remediation to make a home safe and habitable during the rebuilding.

## ELIGIBILITY

- You must own and live in the home.
- It is determined your property can be made "safe and habitable" for up to \$15,000.
- While you do not have to register with FEMA to qualify for Shelter at Home, we encourage you to do so because you may be eligible for assistance from other FEMA programs.
- If you have registered with FEMA and are interested in this program, you must also apply for Shelter at Home.

## REGISTRATION

Apply for Shelter at Home online at [www.ShelterAtHome.la.gov](http://www.ShelterAtHome.la.gov) or call 800-927-0216. The deadline to apply is October 15, 2016.



A contracted employee for Louisiana's Shelter at Home program for flood survivors removing flood damaged debris from inside a home in East Baton Rouge Parish. (Photo by J.T. Blatty/FEMA)

## Questions?

Call: 800-927-0216

Email: [ShelterAtHome@la.gov](mailto:ShelterAtHome@la.gov)

## FIVE STEPS TO SHELTER AT HOME

### Step 1 – Application

- Apply for the program online at [www.ShelterAtHome.la.gov](http://www.ShelterAtHome.la.gov) or call 800-927-0216. A program representative will contact you to schedule the initial site visit at your home.

### Step 2 – Site Visit

- You will set up a time to meet an inspector from AECOM (the engineering firm working with the state), and a contractor at your home. On that day, they will inspect the property to determine whether the temporary repairs can make your home safe and habitable according to program guidelines. For example, if flood waters did not exceed 24 inches, the home is likely eligible for the program. If your home qualifies and you agree to the work to be done on your home, you will be asked to sign a right-of-entry form.

### Step 3 – Work Appointment

- The contractor will call you to schedule a time to begin the agreed upon-temporary repairs.

### Step 4 – Construction

- The contractor and subcontractors will make the repairs to your home. There will be specialists such as electricians and plumbers working on your home at different times and days. You should consider the repair work ongoing until the final inspection is ordered.

### Step 5 – Final Inspection

- You will meet with the inspector and the contractor for a final walk-through of your home to review the repairs. All parties must sign off if they agree the work has been completed.

### VARIABLES AFFECTING PROGRAM DELIVERY:

- Clean-up
- Drywall, insulation removal
- Quality control issues
- Right-of-entry access approval

The Federal Emergency Management Agency reimburses the State of Louisiana 90 percent of the costs for the Shelter at Home Program.





# State of Louisiana Shelter at Home Program



FEMA

**DEADLINE TO REGISTER IS OCTOBER 15, 2016**

## ELIGIBLE WORK

The program offers key basic initial work that includes emergency clean-up and minor essential repairs to get people back home to make more permanent repairs.

### INTERIOR

- Inspect and test electrical, HVAC and plumbing systems to ensure they are safe and work.
- Remove drywall, insulation and other water-absorbing wall coverings (excluding fire-rated walls) damaged by flooding.
- Remove flood-damaged water-absorbing flooring material such as carpet, padding and other materials.
- Clean and sanitize the exposed floor and wall surfaces where flooring or wall coverings were removed.
- Remove debris from the street right-of-way.
- Ensure the home has one (1) temporary working bathroom, which could entail cleaning or repair.
- Maintain heating and minimum air conditioning for comfort.
- Repair or replace damaged water heaters.
- Inspect and repair natural gas lines if necessary.
- Test and repair, or replace and install smoke and carbon monoxide detectors.
- Provide mini-refrigerators and microwaves as necessary. (The appliance allowance is \$500 where needed).

### EXTERIOR

- Take temporary actions to weatherproof the home and prevent water intrusion; repairs could be temporary patches.
- Patch doors (minor and quick repairs), replace door hardware, and replace/repair door jams and headers as necessary for secure entry and exit.
- Secure broken windows with minor carpentry or hardware repairs.
- Repair damaged entry stairs or porches to allow safe entrance and exit.
- Ensure that plumbing is connected to a sanitary sewer or approved sewage disposal system.
- Ensure that potable water is available and operational.



The contractor will make sure the electrical system is safe and working. This patch of drywall with the electrical outlet is temporary but functional.



The kitchen sink is framed in and missing cabinets but functional.



Exterior doors will provide a secure entry and exit.

### HOW TO CHECK YOUR STATUS

If you apply for Shelter at Home, the State of Louisiana will assign you a Case Manager to work directly with you. If you have applied for the program but have not been contacted, you can call 800-927-0216 and ask to speak to your Case Manager. Be sure to ask for the Case Manager's direct line and email to make contact easier.

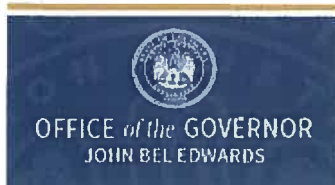
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**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:45 PM  
**To:** Bradford, Julie  
**Subject:**

Julie, could you please have your MHU people look into this lady's question, please?

Thank you so much.  
Julie

**Julie Baxter Payer**  
*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367  
[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Holton, Lael [mailto:Lael.Holton@aecom.com]  
**Sent:** Thursday, October 06, 2016 1:39 PM  
**To:** Lesley Lewis  
**Cc:** Julie Baxter Payer; William Rachal; Ivy, Tabitha L.  
**Subject:**

Lesley,

We will certainly look into [REDACTED]'s status as it pertains to Shelter at Home and make sure that her Case Manager contacts her very shortly.

We do not manage the MHU program, so I can't make any statement related to why she was denied a manufactured home. I'm sorry about that.

--Lael

On Oct 6, 2016, at 1:30 PM, Lesley Lewis <[Lesley.Lewis@la.gov](mailto:Lesley.Lewis@la.gov)> wrote:

Lael and Will,  
I received a call today from M [REDACTED], an employee of the Louisiana Senate. [REDACTED],  
[REDACTED], is an 86 year-old resident of [REDACTED]. She  
received \$13,000 Individual assistance from FEMA for repairs to her home, but is being denied a  
manufactured housing unit. Her property includes 2 acres of land. She has also applied for Shelter at  
Home and, as of today, has heard nothing from the program.



If possible, could SAH see what her status is on their list, and maybe the reason she was denied a MHU by FEMA?

She has been handling this for a bit  
overwhelmed since her home flooded and her daughter's home flooded as well. 'r could really  
use a place to live.

Thank you for all you do to assist these individuals. We greatly appreciate it.

*Lesley Lewis Galloway*  
*Executive Assistant to the Chief of Staff*

<image001.png>

225.342.7188

[Lesley.Lewis@la.gov](mailto:Lesley.Lewis@la.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:55 PM  
**To:** Kaye Fournet; 'wlliam.rachal@la.gov'  
**Subject:** RE: Shelter at Home Contractor and Subcontractor List

Thanks, Kaye. I'm checking with Christina Dayries too, in case Will has got tied up on other things today. Thanks.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Kaye Fournet  
**Sent:** Thursday, October 06, 2016 2:54 PM  
**To:** 'wlliam.rachal@la.gov'; Julie Baxter Payer  
**Subject:** Shelter at Home Contractor and Subcontractor List

Good Afternoon,

Just a reminder that I'd like to get a list of contractors, subcontractors, etc. involved in the Shelter at Home Program. My office will check for required workers' compensation insurance and forward the information to the unemployment insurance division to verify employer accounts and possible misclassification issues.

Please let me know if I can assist in any other way.

Kaye H. Fournet, CWCP  
Fraud and Compliance Manager  
Office of Workers' Compensation  
P O Box 94040  
Baton Rouge, LA 70804-9040  
(225) 342-2226  
Toll-Free (800) 201-3362  
Fax (225) 342-1880

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:55 PM  
**To:** Christina Dayries  
**Subject:** FW: Shelter at Home Contractor and Subcontractor List

FYI....Will was going to get this for Kaye. Can you please help provide this, if possible, and copy me? Thanks so much.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Kaye Fournet  
**Sent:** Thursday, October 06, 2016 2:54 PM  
**To:** 'William.Rachal@la.gov'; Julie Baxter Payer  
**Subject:** Shelter at Home Contractor and Subcontractor List

Good Afternoon,

Just a reminder that I'd like to get a list of contractors, subcontractors, etc. involved in the Shelter at Home Program. My office will check for required workers' compensation insurance and forward the information to the unemployment insurance division to verify employer accounts and possible misclassification issues.

Please let me know if I can assist in any other way.

Kaye H. Fournet, CWCP  
Fraud and Compliance Manager  
Office of Workers' Compensation  
P O Box 94040  
Baton Rouge, LA 70804-9040  
(225) 342-2226  
Toll-Free (800) 201-3362  
Fax (225) 342-1880

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**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:56 PM  
**To:** Kaye Fournet; William Rachal  
**Subject:** RE: Shelter at Home Contractor and Subcontractor List

I think you had a typo in Will's email address, too, so just correcting that for your email contact too. Thanks.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Kaye Fournet  
**Sent:** Thursday, October 06, 2016 2:54 PM  
**To:** 'william.rachal@la.gov'; Julie Baxter Payer  
**Subject:** Shelter at Home Contractor and Subcontractor List

Good Afternoon,

Just a reminder that I'd like to get a list of contractors, subcontractors, etc. involved in the Shelter at Home Program. My office will check for required workers' compensation insurance and forward the information to the unemployment insurance division to verify employer accounts and possible misclassification issues.

Please let me know if I can assist in any other way.

Kaye H. Fournet, CWCP  
Fraud and Compliance Manager  
Office of Workers' Compensation  
P O Box 94040  
Baton Rouge, LA 70804-9040  
(225) 342-2226  
Toll-Free (800) 201-3362  
Fax (225) 342-1880

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:59 PM  
**To:** Kaye Fournet; William Rachal  
**Cc:** Christina Dayries  
**Subject:** FW: SAH Contractor Information  
**Attachments:** Contractor SAH List 10-4-2016.xlsx

Kaye, here is your list. Thanks so much, Christina.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 2:59 PM  
**To:** Christina Dayries  
**Subject:** RE: Shelter at Home Contractor and Subcontractor List

Got it—thanks! We're good.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Christina Dayries  
**Sent:** Thursday, October 06, 2016 2:59 PM  
**To:** Julie Baxter Payer  
**Subject:** Re: Shelter at Home Contractor and Subcontractor List

I'm on my cell and can't grab Kaye's email so I just sent to you so you can forward. Will be back in office in an hour or so.

Thanks,  
Christina Dayries

On Oct 6, 2016, at 2:54 PM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

FYI....Will was going to get this for Kaye. Can you please help provide this, if possible, and copy me? Thanks so much.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*

<image001.png>

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Kaye Fournet  
**Sent:** Thursday, October 06, 2016 2:54 PM  
**To:** '[wlliam.rachal@la.gov](mailto:wlliam.rachal@la.gov)'; Julie Baxter Payer  
**Subject:** Shelter at Home Contractor and Subcontractor List

Good Afternoon,

Just a reminder that I'd like to get a list of contractors, subcontractors, etc. involved in the Shelter at Home Program. My office will check for required workers' compensation insurance and forward the information to the unemployment insurance division to verify employer accounts and possible misclassification issues.

Please let me know if I can assist in any other way.

Kaye H. Fournet, CWCP  
Fraud and Compliance Manager  
Office of Workers' Compensation  
P O Box 94040  
Baton Rouge, LA 70804-9040  
(225) 342-2226  
Toll-Free (800) 201-3362  
Fax (225) 342-1880

---

**From:** Julie Baxter Payer  
**Sent:** Thursday, October 06, 2016 3:20 PM  
**To:** Lesley Lewis  
**Cc:** Holton, Lael  
**Subject:** FV

Fyi

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Bradford, Julie [mailto:Julie.Bradford@fema.dhs.gov]  
**Sent:** Thursday, October 06, 2016 3:03 PM  
**To:** Julie Baxter Payer  
**Subject:** . . .

We are working this. Thank you.

Julie Bradford  
External Affairs Specialist  
FEMA - Baton Rouge, LA  
Office: 225-267-2779  
Mobile: 225-421-6340

---

**From:** Julie Baxter Payer [mailto:Julie.BaxterPayer@la.gov]  
**Sent:** Thursday, October 06, 2016 2:45 PM  
**To:** Bradford, Julie <Julie.Bradford@fema.dhs.gov>  
**Subject:** . . .

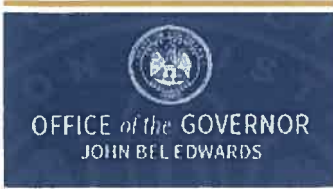
Julie, could you please have your MHU people look into this lady's question, please?

Thank you so much.  
Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*





225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Holton, Lael [<mailto:Lael.Holton@aecom.com>]

**Sent:** Thursday, October 06, 2016 1:39 PM

**To:** Lesley Lewis

**Cc:** Julie Baxter Payer; William Rachal; Ivy, Tabitha L.

**Subject:**

Lesley,

We will certainly look into [redacted] status as it pertains to Shelter at Home and make sure that her Case Manager contacts her very shortly.

We do not manage the MHU program, so I can't make any statement related to why she was denied a manufactured home. I'm sorry about that.

--Lael

On Oct 6, 2016, at 1:30 PM, Lesley Lewis <[Lesley.Lewis@la.gov](mailto:Lesley.Lewis@la.gov)> wrote:

Lael and Will,  
I received a call today from [redacted] an employee of the Louisiana Senate. [redacted] She  
[redacted] is an 86 year-old resident of [redacted]. She  
received \$13,000 Individual assistance from FEMA for repairs to her home, but is being denied a  
manufactured housing unit. Her property includes 2 acres of land. She has also applied for Shelter at  
Home and, as of today, has heard nothing from the program.  
If possible, could SAH see what her status is on their list, and maybe the reason she was denied a MHU  
by FEMA?

[redacted] She has been handling this for IV [redacted] is a bit  
overwhelmed since her home flooded and her daughter's home flooded as well. [redacted] could really  
use a place to live.

Thank you for all you do to assist these individuals. We greatly appreciate it.

*Lesley Lewis Galloway*  
*Executive Assistant to the Chief of Staff*

<image001.png>

225.342.7188

[Lesley.Lewis@la.gov](mailto:Lesley.Lewis@la.gov)

---

**From:** Erin Monroe Wesley  
**Sent:** Monday, October 10, 2016 9:18 AM  
**To:** Christina Dayries  
**Subject:** RE: SAH Contractor Information

Thanks Christina.

Erin

---

**From:** Christina Dayries  
**Sent:** Tuesday, October 04, 2016 1:53 PM  
**To:** Erin Monroe Wesley; Shauna Sanford  
**Cc:** William Rachal; Danielle Aymond; James Waskom; Mike Steele  
**Subject:** Fwd: SAH Contractor Information

Erin

Updated SAH contractor information report attached.

Thanks,  
Christina Dayries

Begin forwarded message:

**From:** "Bahlinger, Lauren" <[Lauren.Bahlinger@aecom.com](mailto:Lauren.Bahlinger@aecom.com)>  
**Date:** October 4, 2016 at 1:47:14 PM CDT  
**To:** "[Christina.Dayries@LA.GOV](mailto:Christina.Dayries@LA.GOV)" <[Christina.Dayries@LA.GOV](mailto:Christina.Dayries@LA.GOV)>  
**Cc:** "Smith, Jenn (Baton Rouge)" <[jenn.smith@aecom.com](mailto:jenn.smith@aecom.com)>, "Swick, Steve" <[steve.swick@aecom.com](mailto:steve.swick@aecom.com)>  
**Subject:** SAH Contractor Information

Hello Christina,

Attached is the spreadsheet containing contractor information for the LA Shelter at Home Program. This will be sent in on Mondays for the following weeks.

Have a great day,

**Lauren Bahlinger**

Environmental Scientist  
1-225-922-5700  
[lauren.bahlinger@aecom.com](mailto:lauren.bahlinger@aecom.com)

**AECOM**  
7389 Florida Boulevard, Suite 300, Baton Rouge, LA 70806  
[www.aecom.com](http://www.aecom.com)

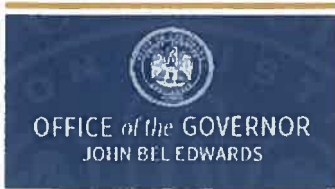
---

**From:** Julie Baxter Payer  
**Sent:** Monday, October 10, 2016 10:19 AM  
**To:** Shauna Sanford; Press  
**Cc:** Mike Steele  
**Subject:** RE: Shelter at Home

That's fine with me.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

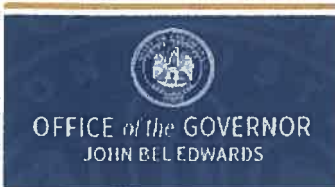
---

**From:** Shauna Sanford  
**Sent:** Monday, October 10, 2016 10:19 AM  
**To:** Julie Baxter Payer; Press  
**Subject:** FW: Shelter at Home

Should we send this to Lael?

**Shauna Sanford**

*Press Secretary*



225.219.9313 office  
225.428.6533 cell  
[shauna.sanford@la.gov](mailto:shauna.sanford@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Tim Sproles [<mailto:TSproles@brproud.com>]  
**Sent:** Monday, October 10, 2016 10:18 AM  
**To:** Press  
**Subject:** Shelter at Home

Good Morning,

I am working on a story about upcoming deadlines this week.

I was hoping to get some quick sound with someone about the deadline for Shelter at Home.

Just talking about what people need to do to get registered (and any additional information you have to get out).

I have a deadline of 2 this afternoon.

I can be reached through my cell phone 317-294-5167.

Thank You,

**Tim Sproles**  
**Multimedia Journalist**

[www.BRProud.com](http://www.BRProud.com)

10,000 Perkins Road  
Baton Rouge, LA 70810  
Office: 225-768-9195

Cell: 317-294-5167

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---

**From:** Julie Baxter Payer  
**Sent:** Monday, October 10, 2016 11:00 AM  
**To:** Mike Steele  
**Cc:** Shauna Sanford; Press  
**Subject:** RE: Shelter at Home

I think Lael's handling, right Shauna?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Monday, October 10, 2016 10:59 AM  
**To:** Julie Baxter Payer  
**Cc:** Shauna Sanford; Press  
**Subject:** Re: Shelter at Home

I'm at a non-profit, FEMA Public Assistance reimbursement workshop. Do you want me to handle this after?

Mike

Sent from my iPhone

On Oct 10, 2016, at 10:19 AM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

That's fine with me.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*

<image001.png>

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Shauna Sanford  
**Sent:** Monday, October 10, 2016 10:19 AM  
**To:** Julie Baxter Payer; Press  
**Subject:** FW: Shelter at Home

Should we send this to Lael?

**Shauna Sanford**

*Press Secretary*

<image001.png>

225.219.9313 office

225.428.6533 cell

[shauna.sanford@la.gov](mailto:shauna.sanford@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Tim Sproles [<mailto:TSproles@brproud.com>]

**Sent:** Monday, October 10, 2016 10:18 AM

**To:** Press

**Subject:** Shelter at Home

Good Morning,

I am working on a story about upcoming deadlines this week.

I was hoping to get some quick sound with someone about the deadline for Shelter at Home.

Just talking about what people need to do to get registered (and any additional information you have to get out).

I have a deadline of 2 this afternoon.

I can be reached through my cell phone 317-294-5167.

Thank You,

**Tim Sproles**

**Multimedia Journalist**

[www.BRProud.com](http://www.BRProud.com)

10,000 Perkins Road

Baton Rouge, LA 70810

Office: 225-768-9195

Cell: 317-294-5167

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---

**From:** Julie Baxter Payer  
**Sent:** Tuesday, October 11, 2016 2:54 PM  
**To:** Mike Steele; Holton, Lael; Pierce, Bradly; T. Bradley Keith  
**Subject:** RE: Thursday Housing Presser

Mike, I'm good with your suggestion and then just being prepared to push the housing presser back if we need. I think we want to make sure we put out something before Saturday either way, even if it is just a press release and followup interviews, to stress either the final deadline or the extension, if that happens.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Mike Steele  
**Sent:** Tuesday, October 11, 2016 2:52 PM  
**To:** Julie Baxter Payer; Holton, Lael; Pierce, Bradly; T. Bradley Keith  
**Subject:** Thursday Housing Presser

I just wanted to run a few things by everyone concerning our weekly housing update. We are still waiting on an answer about possible changes to Shelter at Home. If we get approved, we may need to alter this week's event. One of the things T Brad, Will and I discussed was setting up a demo home to show the changes in the program and possibly holding a presser at that site. I am 100% in favor of that option if we get to that point. If we get an answer today or tomorrow, that will not leave us much time to set everything up.

Brad- I guess we can set the agenda for Thursday for the Federal agencies. We will just have to work on the state details once we get more information.

Thanks,

**Mike Steele**

Communications Director, Governor's Office of Homeland Security and Emergency Preparedness  
GOHSEP  
7667 Independence Blvd.  
Baton Rouge, LA 70806  
(225) 925-3966 - Office  
(225) 788-0095 - Cell  
[mike.steele@la.gov](mailto:mike.steele@la.gov)  
[www.gohsep.la.gov](http://www.gohsep.la.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 12, 2016 10:31 AM  
**To:** Press  
**Subject:** Shelter At Home

Per Will this morning, our Shelter At Home will not expand its program as we had been investigating over the last couple of weeks, so the application final deadline will remain **this Saturday, October 15<sup>th</sup>**, for people to make their initial application to the program for help.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)



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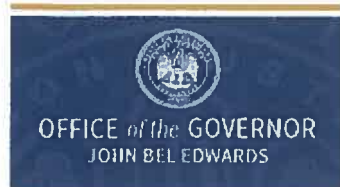
**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 12, 2016 12:49 PM  
**To:** William Rachal  
**Cc:** Mike Steele; Richard Carbo  
**Subject:** Cost so far of Shelter At home

Will, this is a question from Mark Ballard at the Advocate. What is the best way do you think to answer this? I know the total prospective cost is up to \$37 million for AECOM and up to \$40 million for each of the 9 primes, if I understood correctly, but wasn't sure what you thought on this answer. Thanks.

What is the cost, so far, of Shelter at Home?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Wednesday, October 12, 2016 2:31 PM  
**To:** William Rachal  
**Cc:** Mike Steele; Richard Carbo  
**Subject:** RE: Cost so far of Shelter At home

No problem, Will. Tomorrow is fine. Thank you.

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** William Rachal  
**Sent:** Wednesday, October 12, 2016 1:42 PM  
**To:** Julie Baxter Payer  
**Cc:** Mike Steele; Richard Carbo  
**Subject:** Re: Cost so far of Shelter At home

We will not come close to those numbers on the contractor side so it is better for us to give you an as oct 12, costs are x, and we forecast y through program completion. It will be a lot less than the not to exceed amounts you mentioned. We may finish up around the 13000-14000 home range.

I'm about to speak at a housing forum but will get that to you.

Sent from my iPhone

On Oct 12, 2016, at 12:49 PM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

Will, this is a question from Mark Ballard at the Advocate. What is the best way do you think to answer this? I know the total prospective cost is up to \$37 million for AECOM and up to \$40 million for each of the 9 primes, if I understood correctly, but wasn't sure what you thought on this answer. Thanks.

What is the cost, so far, of Shelter at Home?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*

<image001.png>

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)  
[gov.louisiana.gov](http://gov.louisiana.gov)

---

**From:** Julie Baxter Payer  
**Sent:** Friday, October 14, 2016 10:16 AM  
**To:** William Rachal; Ben Nevers; Casey Tingle; Matthew Block  
**Subject:** Fwd: Letter to Governor Edwards -- time sensitive

Will, would you please call Chief Nevers to make sure we don't need to change course and extend shelter at home applications periods past tomorrow? Just want to make sure everyone is still on the same page in the decision to end SAH applications being accepted at end of day tomorrow.

Begin forwarded message:

**From:** Alicia Williams <[Alicia.Williams@la.gov](mailto:Alicia.Williams@la.gov)>  
**Date:** October 14, 2016 at 10:09:12 AM CDT  
**To:** Matthew Block <[Matthew.Block@la.gov](mailto:Matthew.Block@la.gov)>, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)>, Erin Monroe Wesley <[Erin.MonroeWesley@la.gov](mailto:Erin.MonroeWesley@la.gov)>, Johnny Anderson <[Johnny.Anderson@la.gov](mailto:Johnny.Anderson@la.gov)>  
**Subject:** Fwd: Letter to Governor Edwards

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Michael Williamson <[MichaelW@UnitedWaySELA.org](mailto:MichaelW@UnitedWaySELA.org)>  
**Date:** October 14, 2016 at 9:25:57 AM CDT  
**To:** "Charmaine D. Caccioppi" <[CharmaineC@UnitedWaySELA.org](mailto:CharmaineC@UnitedWaySELA.org)>  
**Cc:** "[alicia.williams@la.gov](mailto:alicia.williams@la.gov)" <[alicia.williams@la.gov](mailto:alicia.williams@la.gov)>, "[ben.nevers@la.gov](mailto:ben.nevers@la.gov)" <[ben.nevers@la.gov](mailto:ben.nevers@la.gov)>, Pamela Allison <[PamelaA@UnitedWaySELA.org](mailto:PamelaA@UnitedWaySELA.org)>, "Kiyomi Gaines" <[kiyomig@unitedwaysela.org](mailto:kiyomig@unitedwaysela.org)>  
**Subject:** Re: Letter to Governor Edwards

Thanks Charmaine!

Senators Nevers, Alicia, as you can see, there is an urgent need to extend this program. There is much work left to do.

And, if I might be of assistance to the Governor as we take the long journey to recovery, please let me know. Our lessons from Hurricane Katrina have allowed us to move more quickly on our community's recovery.

Thanks in advance!

Michael

**Michael L. Williamson**  
President & Chief Executive Officer

United Way of Southeast Louisiana

[2515 Canal Street](#) | [New Orleans, LA 70119](#)

ph: [504.827.6840](#) | fax: [504.821.4378](#) | [michaelw@unitedwaysela.org](mailto:michaelw@unitedwaysela.org)

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| [Instagram](#)

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On Oct 14, 2016, at 9:13 AM, Charmaine D. Caccioppi  
<[CharmaineC@UnitedWaySELA.org](mailto:CharmaineC@UnitedWaySELA.org)> wrote:

Good morning Alicia,

I am requesting that the attached letter be shared with the Governor as soon as possible and as you can see I am also sharing this letter with Chief of Staff, Ben Nevers.

As always, my friend, thank you so much for your assistance.

Charmaine

**Charmaine Caccioppi**

Executive Vice President and COO  
United Way of Southeast Louisiana

2515 Canal Street | New Orleans, LA 70119

ph: 504.827.6823 | fax: 504.827.6864 | [charmainec@unitedwaysela.org](mailto:charmainec@unitedwaysela.org)

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<2016 Gov. Edwards Shelter at Home.docx>

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---

**From:** Julie Baxter Payer  
**Sent:** Friday, October 14, 2016 2:11 PM  
**To:** Mike Steele  
**Subject:** RE: RLTF 2nd Meeting Documents

Any word on shelter at home yet?

Julie Baxter Payer  
Deputy Chief of Staff, Communications/Legal/Special Projects

225.342.8367  
julie.baxterpayer@la.gov  
gov.louisiana.gov

-----Original Message-----

**From:** Mike Steele  
**Sent:** Friday, October 14, 2016 2:10 PM  
**To:** Julie Baxter Payer  
**Subject:** Re: RLTF 2nd Meeting Documents

Great. Thank you.

Sent from my iPhone

> On Oct 14, 2016, at 12:47 PM, Julie Baxter Payer <Julie.BaxterPayer@la.gov> wrote:

>  
>  
>  
>  
>

> Begin forwarded message:

>

> From: "Lori Dupont" <Lori.Dupont@la.gov<mailto:Lori.Dupont@la.gov>>

> To: "Micah Caswell"

> <Micah.Caswell@la.gov<mailto:Micah.Caswell@la.gov>>

> Cc: "Rowdy Gaudet" <Rowdy.Gaudet@LA.GOV<mailto:Rowdy.Gaudet@la.gov>>,>

> "Pat Forbes" <Patrick.Forbes@LA.GOV<mailto:Patrick.Forbes@la.gov>>,>

> "Erin Monroe Wesley"

> <Erin.MonroeWesley@la.gov<mailto:Erin.MonroeWesley@la.gov>>,"Julie

> Baxter Payer"

> <Julie.BaxterPayer@la.gov<mailto:Julie.BaxterPayer@la.gov>>

> Subject: RLTF 2nd Meeting Documents

>

> Good Morning Micah,

>

> Attached are the presentations for today's RLTF meeting.

>  
>  
> 1. DR-4277 IA and SBA Extension of App Deadline Memo, Extension Applicant Deadline IA Grant, Signed Resolution  
(all in one PDF)  
>  
> 2. 4277 Stafford Act Update (Mark Riley, GOHSEP – not a presentation, just a bi-weekly update)  
>  
> 3. RLTF Working Groups NDRF Presentation (Rowdy Gaudet, OCD)  
>  
> 4. Housing Impact Analysis (Shona Gibson, FEMA)  
>  
> 5. Housing Programs – Opportunities and Challenges Presentation (Pat Forbes, OCD)  
>  
> Not sure if we want to include a link to the HUD press release regarding the \$500 million awarded to LA, TX and WV  
but United States Senator Bill Cassidy and Congressman Garret Graves will be providing updates on the Congressional  
Delegation during the meeting. The link is below:  
>  
> [http://portal.hud.gov/hudportal/HUD?src=/press/press\\_releases\\_media\\_advisories/2016/HUDNo\\_16-156](http://portal.hud.gov/hudportal/HUD?src=/press/press_releases_media_advisories/2016/HUDNo_16-156)  
>  
> I will send you the minutes from 9/28 upon the task force approval today.  
>  
> Thanks,  
> Lori Dupont  
> Executive Assistant to the Executive Director Office of Community  
> Development-Disaster Recovery Unit State of Louisiana  
> 225-342-1626  
>  
> <DR-4277 IA and SBA Extension of App Deadline Memo to FCO signed by  
> RA.pdf>  
> <4277 Stafford Act Update 10-13.pptx>  
> <RLTF Working Groups NDRF Presentation.pdf>  
> <01-Structure\_Impact\_Analysis-4277.pptx>  
> <Housing Programs - Opportunities and Challenges Presentation.pdf>

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**From:** Julie Baxter Payer  
**Sent:** Monday, October 17, 2016 9:25 AM  
**To:** Casey Tingle  
**Cc:** Mike Steele  
**Subject:** RE: Joint Meeting of the Disaster Recovery Committee Oct 17 @ 6:00pm

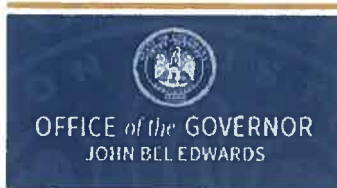
Ok. I think Pat Forbes is coming as well, so he should be able to give the OCD, status on the state plan for the \$438 million, etc..... Just wanted to make sure that if the agenda is still the same that I hit the right points in the opening couple of minutes, to discuss overall high level "where we are in recovery" and shelter at home updates, and then know that you all and Jason can give some of the other stats on recovery. I will see if FEMA is sending anyone, to make sure that we have the MHU/TSA/etc stats ready for folks too.

Thanks.

Julie

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Casey Tingle  
**Sent:** Monday, October 17, 2016 9:10 AM  
**To:** Julie Baxter Payer  
**Cc:** Mike Steele  
**Subject:** Re: Joint Meeting of the Disaster Recovery Committee Oct 17 @ 6:00pm

I think it will Mark and I for recovery and our operations section chief, Jason Lachney for Response overview.

On Oct 17, 2016, at 9:01 AM, Julie Baxter Payer <[Julie.BaxterPayer@la.gov](mailto:Julie.BaxterPayer@la.gov)> wrote:

Good morning....who is GOHSEP sending to this tonight?

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*

<image001.png>

225.342.8367

[julie.baxterpayer@la.gov](mailto:julie.baxterpayer@la.gov)

[gov.louisiana.gov](http://gov.louisiana.gov)



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**From:** McCloud, Tyler [<mailto:McCloudT@legis.la.gov>]

**Sent:** Thursday, October 13, 2016 10:01 AM

**To:** Julie Baxter Payer; Pat Forbes; William Rachal; '[Sarah.Wells@fema.dhs.gov](mailto:Sarah.Wells@fema.dhs.gov)'; 'MacDonald, Garth D.'

**Cc:** 'Herrera, Diana B'

**Subject:** Joint Meeting of the Disaster Recovery Committee Oct 17 @ 6:00pm

Thank you for agreeing to present at the Disaster Recovery Committee's (formerly Hurricane Recovery) first meeting since the 2016 Flood Event. I attached a draft agenda. If I need to make corrections/add/change names, please let me know. The meeting will be on Monday, October 17, 2016, at:

St. Joseph Catholic Church Hall  
15710 La Highway 16  
French Settlement, LA 70733

There will be a laptop and projector available for PowerPoint presentations. If you would like a hard copy of any material to be included in the member's folders, please email it to me by 9:30 am that Monday, October 17. You are of course welcome to bring hard copies with you and distribute them at the meeting.

If you have any questions, please feel free to contact me.

Thank you,  
Tyler

Tyler S. McCloud  
Senior Attorney  
Louisiana House of Representatives  
Committee on Natural Resources and Environment  
(225) 342-6126

<DISASTER RECOVERY AGENDA 101716.pdf>

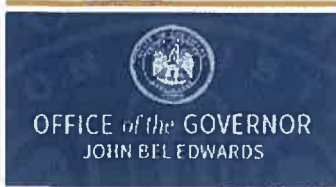
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**From:** Julie Baxter Payer  
**Sent:** Monday, October 17, 2016 9:43 AM  
**To:** Mike Steele  
**Subject:** RE: LA Joint Information Center Release- Shelter at Home Deadline Extended to October 21.docx

Thx

**Julie Baxter Payer**

*Deputy Chief of Staff, Communications/Legal/Special Projects*



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[gov.louisiana.gov](http://gov.louisiana.gov)

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**From:** Mike Steele  
**Sent:** Monday, October 17, 2016 9:43 AM  
**To:** Julie Baxter Payer  
**Subject:** LA Joint Information Center Release- Shelter at Home Deadline Extended to October 21.docx

Friday release.

Mike