

# **FEMA Disaster Lodging Forum**

*Office of Business, Industry, and Infrastructure Integration*

**May 18, 2022**

**3:30 - 4:30 PM ET**



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*Welcome*

# Meeting Conduct

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- If there are members of the media on this call, we kindly ask you to disconnect and contact our Office of External Affairs.
- Today's call is for informational purposes only. We will **not** be fielding business solicitations at this time. Solicitation inquiries and information may be found on the System for Awards Management website at [www.sam.gov](http://www.sam.gov).
- Closed captioning is provided and can be accessed by clicking the CC button on the bottom of your screen.
- There will be a Q&A session toward the end of this call. You may: 1) post questions in the Q&A function as the call goes along or 2) raise your hand during the Q&A portion of the call.
- To assist us with identifying participants on today's call, please right click on your name on Webinar, and update it with your full name and your company.
- For questions regarding today's call, please use the Chat function on FEMA's NBEOC Dashboard found at <https://fema.connectsolutions.com/nbeoc> or email us at [NBEOC@max.gov](mailto:NBEOC@max.gov).



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# *Opening Comments*

**Jeffrey Dorko**

Assistant Administrator

FEMA Logistics Management Directorate

# *Opening Comments*

**Chip Rogers**

**President & CEO**

**American Hotel and Lodging Association**



**AHLA'S**

**HOSPITALITY  
FOR HOPE  
INITIATIVE**

# FEMA Responder Lodging

**Joshua Wert**

Disaster Support Branch Director

Office of the Chief Administrative Officer

# Transitional Sheltering Assistance

**Cindy Atkins**

Transitional Sheltering Assistance Unit Lead

Mass Care Emergency Assistance, Individual Assistance Division

FEMA Recovery Directorate



# **Transitional Sheltering Assistance (TSA)**

## **Overview For Private Sector**

Date: May 2022



# **FEMA**

# TSA Overview

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**TSA provides temporary, non-congregate sheltering to survivors to alleviate immediate threats to life when the President declares an emergency or major disaster that includes federal assistance to individuals and households under Section 408 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), and emergency sheltering pursuant to either Section 403 or 502 of the Stafford Act.**



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## How it works

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A State, Tribe or Territory requests federal assistance when there is a need for additional sheltering beyond what they are capable of providing

***Critical Considerations:***

- Available participating lodging properties in the identified area
- Program can be approved up to 180-days. Individual eligibility is dependent on their recovery progress.
- Managed through a contract
- Individual TSA guest Terms and Conditions
- Participation Timelines



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# Operational/Implementation Considerations

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- FEMA does not require individuals have a credit card to access TSA at check in
- Supporting TSA when also conducting general business
- Maintaining updates for hotels on individual TSA eligibility
- Hotel Support from FEMA's lodging vendor
- Invoicing through FEMA's lodging vendor



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# Operational/Implementation Considerations

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The lodging provider indicates within their dedicated online account:

- Update Room Availability section whether rooms are available or not available.
- These are published online for FEMA and FEMA registrants seeking lodging.

**How long are survivors allowed to stay in a lodging provider paid by FEMA?**

Each qualified TSA guest is assigned a registration number with a FEMA-authorized start and end date.

**How do I respond to a survivor who violates property rules and policies?**

TSA guests must obey the same rules and policies that apply to other guests. Any ELA individual who violates your property rules and policies should be subject to the same disciplinary action as other guests.



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# TSA Overview

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## What does the program provide?

The program covers lodging (room charges and applicable taxes only) for FEMA qualified individuals from designated disaster areas.

## Who pays for the program?

The program is managed and funded by the Federal Emergency Management Agency (FEMA) [www.fema.gov](http://www.fema.gov). FEMA uses a paying agent on behalf of FEMA.

## How does a lodging provider participate in the program?

Lodging providers wishing to participate in the Emergency Lodging Assistance (ELA) Program can enroll via the Program website ([ela.corplodging.com](http://ela.corplodging.com).) Upon successful enrollment, hotels can immediately bill for qualified survivor stays. Properties are not required to have an existing contract with CLC for business travel in order to participate.



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# TSA Overview

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Emergency Lodging Assistance Program is funded by the Federal Emergency Management Agency. The ELA program provides prompt lodging payments for short term stays. This program is administered by a federal government contractor.

This website is your complete resource for the ELA program.

- The ELA web support provides:
  - An intuitive user-interface
  - Real-time guest authorizations
  - Detailed guest & billing summaries
  - The latest in ELA program news

\* Or call the Hotel Hotline: 866-545-9865



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# Public Assistance - Non-Congregate Sheltering

**Mark Tinsman**

Emergency Work Section Chief

Regulation & Policy Branch, Public Assistance Division. FEMA Recovery  
Directorate



**Public Assistance**

**Non-Congregate Sheltering (NCS) Policy**  
**Overview**

**For Private Sector**

Date: May 2022



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# Public Assistance Non-Congregate Sheltering Overview

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## Terminology:

**Congregate Sheltering** - “Typically, such sheltering occurs in facilities with large open spaces, such as schools, churches, community centers, armories, or other similar facilities. FEMA refers to these shelters as **congregate shelters**.” (PAPPG, version 4, page 120)

**Non-Congregate Sheltering (NCS)** - “Generally, FEMA does not provide PA funding for emergency sheltering in **non-congregate environments**, which are locations where each individual or household has living space that offers some level of privacy (e.g., hotels, motels, casinos, dormitories, retreat camps, etc.)” (PAPPG, version 4, page 123)

***Note:** underlining and bolding above is purely for emphasis.*



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# Public Assistance Non-Congregate Sheltering Overview

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Present through July 1, 2022

[FEMA Emergency Non-Congregate Sheltering during the COVID-19 Public Health Emergency \(Interim\) FEMA Policy 104-009-18.](#)

## Version 3:

- No prior approval required
- Approval of work and cost and time extension delegated to RAs
- Interim Policy has been in place since Spring 2020
- *Interim Policy currently extended and will expire on July 1, 2022*
- *Updated guidance will be provided prior to July 1, 2022*
  
- *Critical Considerations:*
  - *Based on information from CDC regarding COVID-19 Community Levels, it appears a point has been reached in the pandemic where the policy flexibilities are no longer necessary*
  - *Red Cross resuming traditional reliance on Congregate Sheltering as first line of response*



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# Public Assistance Non-Congregate Sheltering Overview

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## Operational/Implementation Challenges

### Suspension of Non-COVID NCS data collection and reporting

- ❑ Working with FEMA Privacy and Records Management office on information collection to manage the populations and length of NCS operations
- ❑ FEMA Regions and HQ sometimes learned about NCS implementation only when a time extension request was submitted

### Unintended Consequences of Policy Flexibility

- ❑ Lack of HQ visibility on field implementation or ongoing operational status posed challenges to ensure consistent application of PA policy
- ❑ Lacked a notification requirement in lieu of prior approval (which was implemented late in 2021)



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# Public Assistance Non-Congregate Sheltering Overview

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## How PA NCS is funded:

FEMA provides PA grants to SLTT government Applicants for costs related to emergency sheltering for survivors. (PAPPG, version 4, page 120)

- The legally responsible PA applicants for sheltering activities are SLTT jurisdictions
- SLTTs must have documentation directing, or agreements with, PNPs or Private Sector entities to provide any needed sheltering and the SLTT would need to reimburse the PNP or Private Sector entities as FEMA can only provide funding to the legally responsible entity and non-governmental entities do not generally have legal responsibility for protecting the general public.

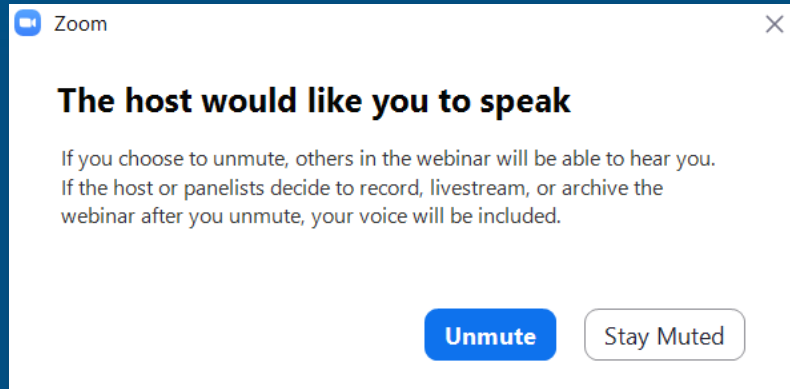


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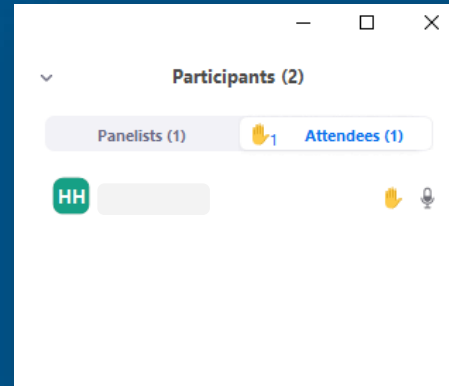
Federal Emergency Management Agency

# Open Discussion, Questions, and Issues

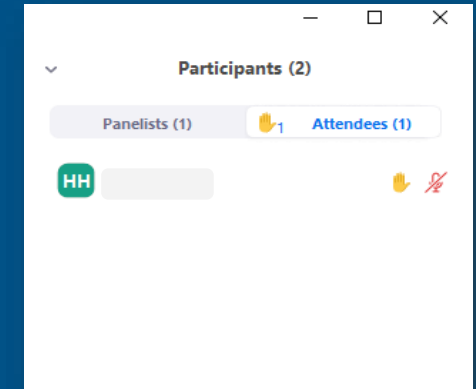
*Please raise your hand and identify your name and company to be recognized*



*Speaking Notification*



*Unmuted*



*Muted*

# Closing Remarks

**Zachary Usher**

Mass Care, Voluntary Agency Liaison, and Community Services Branch Chief

# Closing Remarks

**Kathy Hill**

**Acting Director, Office of Business, Industry, and Infrastructure Integration**



# Thank You

Office of Business, Industry, and  
Infrastructure Integration (OB3I)

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