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>> Anna Taylor: Good afternoon, ladies and gentlemen, I'm Anna Taylor, entertainment and engagement chief of FEMA's office of business integration. I would like to thank you for attending today's FEMA lodging forum. Today is Wednesday, May 18, 2022, the time is 3:30 p.m. eastern time. We would like to remind you that the audience for this call is broad in nature consisting of private and public stakeholders and shall be considered unofficial in nature. If there are members of the immediate area on this call we ask that you disconnect and contact our office of external affairs. As a reminder, 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) or you may also go to FEMA's how to help website at [FEMA.gov](http://FEMA.gov) for additional information. Today's call will have closed captioning provided. To enable it click on the cc button and turn on the subtitle. We have add owe indicated time towards the end of this call for our audience to ask questions. There will be 2 ways to ask questions. You can post questions in the Q&A as the call goes along and we will answer them at the end of the call or when we get to the question portion of the call you can raise your hand and we will call on individuals to ask questions on the call tonight. Assist us with identifying participants right click on your name and update it with your full name and company. Regarding today's call or should you need to contact us for any issue you can E-mail us at [nbeoc@max.gov](mailto:nbeoc@max.gov). Now would I like to hand the meeting over to Jeffrey Dorko.

>> Jeffrey Dorko: Thanks, Anna. I can't tell you how much I appreciate all of you taking time to participate, state representatives and other folks that are part of this. Disasters are all about people to impact the states most of all to take care of disaster survivors and how do you take care of people and do what they need to do to help these

folks get their feet back on new road to Norman see to new road to normal. In the end these people need a place to stay. We're not going to solve problems in this forum today. I think this is a great chance to meet to shape a common appreciation for the problem set out there. I think we all know what it is. I think all of us talking and raising and shaping issues out of this will lead to more conversations as we go on. Part of this is to talk about the FEMA interest that are here but when I first got into logistics it's been 8 years ago now I think I was talking to Tom Moran of the hazards consortium we were talking about lodging. When you talk about the scenario it is all about lodging. The people that are affected and need to do their work where they need to be to execute the mission they have. I picture a family that is vacations somewhere it could be in Florida that's there that's continue to vacation and they ride out the storm. I have seen folks he a vacating and want to find a place to stay that is relatively close so they can get back home. When the storm hits we have evacuees, we have survivors and FEMA folks that are starting to respond with the rest of the team that comes with us. The corp of engineers, parts of department of defense the national guard guardians for all of this. Power crews come from other states. They need places to

stay close in to fix things and get communities back online. The Wal-Mart and other companies out there that are impacted in the storm area if they have a robust facility and they have a generator that is working they have employees that are disaster survivors themselves those large firms are going to fly people in to reestablish the footprint to take care of those communities and all of those competing brands fall on you and fall on us to help us as a greater collective whole thing out how are we going to do this to take care of the disaster survivor and roll up our sleeves and deal with what happened there. We're going to talk in the initial conversation more about FEMA and FEMA's interest in and needs for responder lodging. In one case of transitional sheltering and non-congregate sheltering out of our recovery programs that assist disaster survivors. I am happy you are all here. I appreciate the community coming together to talk about this. Chip in particular I'm thrilled that you are here to help us talk as a couple of different communities that are taking care of communities that have had the worst experience of their lives. Hopefully we can get them heading back to something that's better and get business back to business and normalcy back to normalcy. Anna, I will turn it back to you to talk us through what we are going to talk about today.

I appreciate everybody being here. This is a first step in a journey that will make this a better program for us all that will be more responsive to the needs of the nation. Thanks.

>> Anna Taylor: Thank you Mr. Dorko. We are all looking forward to the conversation today. Part of that I would like to welcome Chip Rogers the president and CEO of the hotel lodging association. Chip?

>> Chip Rogers: Thanks, appreciate the time and opportunity to be with you today. Thank you so much for feel A we are in the same business helping people when they need help. We don't always like to do it during a natural disaster, when there is one we will be there. A couple of years ago we started our hospitality for hope program this is about connecting hotels with those in need during extremely difficult times as you just laid out. We thank FEMA for responding in those times and the better planning we can do up front the better we will be able to serve all of those people and all of those consistencies that we laid out. When we began hospitality for hope it was at the very beginning of COVID. Since that time we have had COVID, a refugee crisis and now as we get prepared for hurricane season coming we have to understand there will be natural disasters when those occur we want to make sure we are fully

prepared as FEMA is to be able to house people that need housing. Thank you, FEMA. We stand ready to assist and connect hotels with those in need and I look forward to the discussion today.

>> Anna Taylor: Thank you so much, Chip. Next we'll have a brief on FEMA responder lodging from Joshua Wert office of the chief administrative officer. Josh?

>> Joshua Wert: I look over going over what my role is and what my team's role is after a disaster. As Mr. Dorko was saying during his opening remarks we are coming into an area where people are dealing with the worst days of their lives. My responsibility, my team's responsibility is to provide a safe and secure lodging area for the responders whether that's FEMA responders, any other federal agency coming into the area as well as any state personnel or local emergency workers that are in the area. We've tried this several ways in the past for everyone to look at trying to do their own lodging. It's really turned no creating a task force to where at the disasters unified coordination group everyone is kind of putting in, these are the teams coming in the number of personnel coming in and the amount of lodging that we're going to need. Obviously what we try to do first is lean on the local surviving economy. Hotels are our best option. One thing we need to make sure of on

the responder side we don't want to come in and take over any available hotels when the survivors are also going to need the hotels. Not just survivors that are in the area but the hotel employees that work there. They are also survivors. We try to be very careful how we approach that, the demands that we sometimes I feel put on the locals when we need support to provide support that's really a juggling act that we try to juggle he will sometimes to make sure we are not over on that situation. Some of the things that we always try to look for that help us determine if we need to bring in non-traditional lodging many of you know what I'm talking about when I say non-traditional lodging. I call them mobile hotel rooms. They are like little individual pods or capsules with a bedroom, a bathroom, those are more deluxe units. We have them what I call big circus tents that we turn into base cots and we do feed being there. Those are our further down the road option that's we use and not our first choices. Like I said when we started we try to support the local economy when we can. Some of the things we try to look at, how long is it going to take to bring the hotels back online in the damaged lines when they come back online will they be full of survivors or open for responders? One thing we don't want to do, we don't want to spend a lot of money to stand up a base camp

for there to be 5 open hotels down the street that they could have done cheaper and supported the local economy. So we really try to focus on rebuilding that disaster area the more comfortable solutions for the responders and the least impact on the survivors and the community in that area. In a nutshell that's my brief. Definitely open to questions as we go along as this thing winds down. Thank you, Anna, back to you.

>> Anna Taylor: Thank you so much, Josh. Now I'm going to pass it over to Cindy Atkins, the transitional sheltering assistance unit lead with mass care emergency assistance in the individual assistance division of FEMA's recovery directorate she will provide a presentation on transitional sheltering programming.

>> Cindy Atkins: Good afternoon, everyone. Thank you for having us. We wanted to provide -- so our transitional sheltering program the overview is intended for partners that might engage with FEMA as we try to provide temporary non-congregate sheltering to survivors to alleviate immediate threats during a presidential declaration. So next slide, please. TSA uses lodging properties, hotels and motels primarily when a state tribe or territory when their need for sheltering is exceeded by their capability to meet that need. We use participating them in the



identified areas. Across the area we have participating properties. The program can be approved up to 180 days an individual may abdomen proved for a portion of that or the entire amount of time and we provide visibility as to someone's individual eligibility through the program so that check in and check out if you choose to be a participating property. This program was managed through a federal contract. We use a contractor, currently CLC, Corporate Lodging Consultants. As part of the program we have TSA guests sign the terms and conditions at the time of check in so they understand the program, what they are required to do and what is provided under this program. We also talk about and provide participating time lines to the individuals as well as the participating properties. Next slide, please. One of the challenges FEMA has is that this is a life saving, life-sustaining form of assistance. It provides -- it's intended to provide immediate sheltering. Often disaster survivors do not have access to an immediate cash flow or credit cards. FEMA does not require credit cards when they check in. We understand this may impact or provide some concerns to participating properties at check in. This is something we would be interested in continuing the discussion on how can we ensure folks get access to safe shelter and not negatively impact your

business practices. So the other component is we never know when a disaster is going to happen. So we ask that if you are participating you will reach out and we will identify, hey, there is a potential node for TSA in this area. Do you think you'll have availability? If so, please go to your private web page and make yourself available so that when we do activate the TSA program, displaced households are able to go to the same website and find a participating hotel and check in. Our lodging vendor does provide hotel support in the form of technical assistance, challenges with billing and invoices or understanding the program if there is a nuisance or hey, we have a room available for 5 days. This person is eligible for ten. How does that work? They will support the participating property through that process in making sure that they understand so that they survive or can at least get 5 nights of TSA. Next slide, please. So a couple of other considerations. There is a process by which properties become validated to be able to participate. You have to meet things like industry standards for fire safety and those types of things. You create your own page. That's how information is communicated to you through a lodging vendor. You also have the ability to make yourself show that you do have

available rooms or you can turn that off and then you won't be shown on the public-facing website so that we don't have individuals coming to your hotel and then you have to turn them away because you don't have a available rooms. A couple of questions we typically get, how long are survivors allowed to stay? As I mentioned, you will be provided with someone's length of stay. We use other FEMA assistance to determine when they have a housing resource or maybe they can return home and they needed to just be in a hotel for a couple of days or things like that. We communicate that in realtime multiple times a day as individuals. So you could have somebody stay for a night or in some cases you could have somebody stay for quite a long time if you have the room availability. Then this question comes up quite often. How do I respond to an individual who isn't following our hotel policies? One, we ask that you communicate with the lodging vendor they will communicate with FEMA so we can also be aware and take any supportive actions that may be needed. When somebody stays in your property, they are expected to follow the same rules that anyone would follow any other guest when they stay at your property. Next slide, please. So the program provides lodging to include room charges and applicable taxes. There are things in there about pet fees

and things like that. And it's managed and funded through FEMA. We use corporate lodging consultants as our current contractor. You can go to the website and you can sign up and enroll. There are tutorials and there is a guide on what your expectations are and how you can support disaster survivors in their community. You can make yourself -- you choose when you are able to participate because we also appreciate that you may be impacted by the disaster in your area. So that allows you to decide when you're able to support the survivors in the local area and when you're not. Thank you. And this is a little bit more information about the ELA program and the website. There's the hotel hot line if you have questions. It is pretty -- the website is pretty self-serving. It takes you maybe 10 minutes to fill out the assessment form and your interest in participating in setting up your web page. That's where all of the TSA guest information will be. That's how you bill and that's how you identify what the fees and charges are. Next slide, please. I do see that there are a couple of questions if I could take a moment to read them. Justin, we're always happy to get feedback on some ideas for the TSA program. We certainly will circle back around. We appreciate your previous conversations. Jackie, you make a good point.

Incidentals and park considering not covered. We do let our TSA guest know about and if you have issues with that, certainly it's identified in the terms around conditions but we are also happy to reach out and explain the program more thoroughly to an individual if that is the case. Yes, I do believe and I will defer to Anna, I do believe you will be getting a copy of this presentation. Unless there are other questions I will turn it back to you.

>> Anna Taylor: Cindy, we will be doing a Q&A session here.

>> Cindy Atkins: Great.

>> Anna Taylor: If folks want to load questions in the chat in the Q&A we will keep taking them. We will answer the questions we can quickly. I will pass it off to mark just to answer the will we receive a copy of the Zoom? It will be a live recorded copy of the session. We will be sending out the slides and a copy of the transcript to everyone. FEMA does not allow for the whole live recordings to go out. Cindy, thank you tore your presentation. I'm going to pass it to Mark Tinsman. Mark is -- sorry. Mark is with the emergency work section chief. Regulation and policy branch in the public assistance division. In FEMA's recovery directorate. He will provide a presentation on the public assistance, non--congregate sheltering program.

>> Mark Tinsman: Thanks, Anna. We can go to the next slide. It's important when we talk about sheltering, there are basically 2 types of sheltering addressed in public sheltering. Public sheltering. I am not going to read the words. Lots of people in a big facility, non-congregate. The individuals being sheltered get a bit more privacy and have their own facilities like kitchen or bathroom facilities. But it is not predicated them having access to all of those facilities a private resource. Next slide. So non-congregate sheltering is part of the emergency work within the public assistance grant program. Specifically falls under category B if you look in our public assistance and policy guide which it covers the emergency protective shelters. Sheltering is an emergency protective measure. We are operating under an interim policy. When you receive the slide deck the link is live. That policy says it expired last year. It has been extended numerous times with the threat of COVID through the issues of memo that extend it to another period of time. Currently it is extended up through July 1. The policy will not be extended beyond July 1. We will issue updated guidance prior to that time. We will return to a somewhat more traditional approach on non-congregate sheltering when you look at the CDC guidance and things

opening up around the country, the field of COVID lessened many of the providers have indicated they are going back to using congregate sheltering rather than non-congregate sheltering. FEMA will be revising our guidance and putting that out by the end of June. The bottom line it is this flexibility that was put in place in the spring of 2020 which required no prior approval which is the standard approach to knowledge congregate sheltering. Approval of work and cost were delegated to the regional administrators. They are routinely delegated. The time extension was another flexibility. That's where we are now. Next slide, please. Some of the operational and implementation changes we experienced in the last 2 years working with this new policy, this interim policy rather, we initially put in place a requirement to collect specific data about the individual sheltered and report that data to FEMA. We had an emergency approval to collect that data because the public assistance program does not generally collect data about individuals and households because the focus of our programs is primarily state, local, territorial governments and certain nonprofits that provide services to the public during a disaster. So we're still working with our privacy office and records management because we believe that this kind of use of data to manage the he will

I think built of who is being provided shelter will be something that cares into the future and it will be part of our updated guidance. So we are still working to get that permission to reinstate the collection of data. However we have specific criteria that are used to determine what households it's eligible to extend sheltering to when a jurisdiction comes in and asks us for a time extension. This should have been mentioned. When non-congregate shelter first degree started it starts way 30 day period. The applicant, state, local, tribal or territorial government has to ask additional time. They are approved in 30 day increments up to 6 months from the date of declaration at which state the state, tribe or territory needs to indicate they are going to extend the emergency work they can extend more than 6 months from the date of declaration. Because we remove the requirement for pre-approval it turned out it was challenging to have good visibility when non-congregate sheltering services were implemented by.

The way public assistance work the applicants do most of the emergency work sometimes before they have even received the declaration. Certainly in the immediate weeks and months after the declaration often the public assistance problems that would be created and in our grants manager,



grants portal system, sometimes that documentation isn't submitted for months. So the current version of the program the metro that end asked it required them to notify FEMA so we can have awareness on it and communicate with the state, tribe or territory to ensure that they are aware what the policy is, the criteria that have to be met so they can be in compliance with it. That tells you about the challenge we had. We've corrected it. That will be also part of the updated guidance moving forward from July 2 on it will involve notification and/or pre-approval. Next slide, please. How it's funded. So it is funded under section 403 of the Stafford act that is the authority. It is covered by code of federal regulations which provide the rules for emergency work. You will find a lot of language specific to sheltering in there. Then the guidance where you can find details about how non-congregate shelter first degree provided and what the requirements are U you can find that in the public assistance. Version 4 is the current document in place after June 1, 2020. You will find the information starts on page 120 and runs through page 123. You will see that we discussed the legal response of applicants. For this emergency protective measuring. Often what you will find is that the legal responsible government applicant will be working with private

nonprofit or private sector resources. If they are providing non-congregate sheltering and they are doing that with hotels and motels and working with private sector resources to provide that to the public that was displaced by a disaster, in that case, just so you know, FEMA based on our statutory authority and the rules, has to work with the legally responsible applicant they are the recipient interest of the grant dollars and it is their responsibility to complicate anyone that provides sheltering on the government's be half. Next slide, please. That is the end of my slides. Thank you.

>> Anna Taylor: Thank you so much, Mark. Thank you to all of our speakers. Appreciate. That was a lot of information we gist got in the last half an hour. I notice we've had a lot of questions coming into our chat. I'm going to also open it up if anyone would like to come on to the line and ask questions or bring anything up, all you need to do is raise your hand. That is in the lower portion of your screen. We will call on you and unmute your line. In the meantime while people are doing that, we've had a few questions come in and be answered on the Q&A I will go over those on the line here. Cindy has been great so far making sure that those get taken care of. One of the questions that came in how long does a reimbursement to the

hotel take. The response to that was we process those invoices weekly. How will a hotel be notified through the ELA site of activation. Does the vendor contact the hotel or do hotels need to Monday tornado the site? The response was hotels are required to an ESA activation and direct E-mails for the participating lodging property and other alerts. What is the deciding factor in a disaster? There are multiple factors when considering turning on TSA the available sheltering in the impacted area, the length of displacement if there are sufficient rooms to meet the displaced population or just a few. You had asked the question on do you just take care of room and tax or if the guest go to the outlets and charge food do you pay that also? I was not sure if that was directed towards non-congregate because Mark was speaking or if it was directed towards TSA. We also had a question if we can get the website URL can hotels list their business? Cindy if we can get somebody to post that in the chat.

>> Cindy: I tried to copy it in the chat but the link won't convey. So I don't know if it is me or something else. Can I send it to somebody and they try it?

>> Anna Taylor:. If you want to send it to me via Teams I will get it.

>> Cindy Atkins I can answer the question what does TSA pay

for if that is helpful. In terms of the incidentals. For TSA we pay the lodging rate, taxes. Could be state, local, event taxes. We do pay pet fees. We do not pay for incidentals or other things like that. We do not pay for parking at this time. So those would be the responsibility of the TSA guest. There are sometimes it's confusing to folks and we're happy to provide clarification as I mention today an individual or if a hotel has questions they can contact the hotel support line and the hotel support team will certainly walk through them through that process as well.

>> Mark: Would you like me to provide a response to that from PA process? The important thing is that PA is providing grants to the state, tribe or territory or they pass them through to the local jurisdiction or can be the applicant for the grant funds. Sheltering would only cover the cost of the lodging. It wouldn't include any feeding or incidentals. There are other emergency protective measures that could address the provision of food and supplies that might be necessary. So if the jurisdiction wanted a lodging provider to provide feeding they would have to have a separate agreement they would have to segregate those costs. They would be identified as 2 separate types of activities.

>> Anna Taylor: Mary, I hope that answers the question. And then we have a question from Pat King if the hotel wishes to participate do they register at ELS.corporatelodging.com. Is that the website?

>> Cindy Atkins: Yes, it is the website. There is a link to program information and then there is a link to create your individualized account.

>> Anna Taylor: I am going to get that in the chat here. We'll be able to provide the slides and the full transcript of the conversation. S we have a question has any ELS property recruitment been undertaken or is there any planned?

>> Cindy Atkins: Yes, regularly there are ongoing outreach and socialization of the TSA program, requests to participate and often times if a notice event meaning we know a significant storm is coming, our lodging vendor will reach out in the projected impacted area to existing and new properties to see if they might be willing to support survivors should they be displaced by the impending storm. In a no-notice event and after a notice event, there's continued and ongoing reach out because often times the length of displacement is long and we need additional rooms. Hotels have existing business. So individuals may temporarily need to leave the hotel they are in because

a convention is coming in or something like that. So there are regular ongoing on a monthly basis outreach to get participating properties or at least share the program with them and let them know that it's an option.

>> Anna Taylor: Would the communication in via fax or E-mail?

>> Cindy Atkins: Fax, E-mail and texts. When a property is interested even if they don't have an account but they want notifications and information about FEMA's TSA program they can just reach out to the lodging vendor and those notices will be sent via E-mail to that person until and if that property chooses to sign up. Then they will get the other forms of communication as well.

>> Anna Taylor: Then from Debra. Is annual registration required for ELA?

>> Cindy Atkins: It is not required. But you will be asked to update your information generally about every year. If you have been participating throughout the year, it may not be necessary to update your information. But if you're in a location where you haven't had activity in a while, there is reach out making sure that you're still interested in participating and asking you to update the points of contact and that type of information.S

>> Anna Taylor: And I see we have a hand up from one of

our participants. Marianne Reilly.

>> Marianne Reilly: I am the director for non-congregate sheltering for the American Red Cross. In that position the last couple of years one of the things we encountered was the mixed messages and misunderstanding of what was covered and what wasn't covered as states approached FEMA. So in different regions they were being given different advice. So it made it very difficult for us to work in that environment. Eventually we were able to straighten things out. I was wondering with this new change of going from the interim policy back the guidance, are we going to be able to share that with the FEMA region says they can share that with the states so everybody being on the same page going into the next hurricane season?

>> Mark: When we issue that new guidance which probably initially will be a memo coming out saying we are moving back more towards at least this is the current thinking that we are going to move back close for how non-congregate sheltering operated it will be a memo that goes out to the regional administrators first they will share that with your state tribes and territories and through a routine communication process we have with the American Red Cross shelters and individual cyst answer, me or someone else participants in that meeting because it is almost always

focused on emergency work issues we will make sure that information is communicated to the red cross as one of the primary shelters in the country if not the primary shelter provider in the country. I know that Brad routinely participants in those meetings with other folks. We will make sure when the guidance is updated and put out, I usually E-mail -- I'm the one that does it. I usually E-mail the things that we release to the regions that touch on sheltering to Red Cross, Kimberly is the primary government liaison. I E-mail those things to her within hours or no more than a day. So we will make sure you have it. As to clearing up for jurisdiction what is eligible when they do non-congregate sheltering, our guidance is actually pretty clear. We have a fairly extensive list of what the eligible working costs are. It spans several pages in the PAPPG. It all depends on how that applicant formulates their project what they ask to do. I mention that it could include feed for a period of time generally emergency feeding. To be eligible any work that's being done that is part of PA supported work has to be an immediate threat to life, public health or safety. So on that basis while we may need a need for sheltering go on for a long we may not say the emergency need for feeding exists as long. It depends how they put their applications together



and what they have sought reimbursement for as to what wobble I thinkable in a given incident.

>> Marianne: Thank you very much, Mark.

>> Anna Taylor: Thank you so much, Marianne. That was a really valuable question and really valuable question. We have a couple more questions in the chat. We participate through CLC do we have to register separately? I believe this is directed at TSA.

>> Cindy Atkins: I'm not sure. You participate through CLC for other programs. Yes, you do have to register separately for an ELA account.

>> Anna Taylor: I am not seeing any new questions in the chat or in the Q&A. If anyone has any additional questions, please raise your hands. I am seeing some good conversation from some of our state and local reps. Jeff, Justin, I am going drop the E-mail address to contact the national business emergency operation center. That's our organization the ones that organize us. We can put you in contact with the regional private sector liaisons would be help making sure you are getting in contact with the right folks at FEMA to ensure better messaging of these programs through your regions. So I'll put that into the chat. On that note I'm going to pass it to Mr. Zach Usher for next steps.

>> Zach Usher: Thank you, Anna. I see Jerome has his hand raised.

>>Jerome Bristow: I just want to caution everybody up front that that invoicing needs to be needs to be proper invoicing. If the invoicing isn't correct that's where the hold up comes about. So make sure that you're providing proper invoicing for those stays to be processed on a weekly basis. That helps expedite that payment back to the hotel so that they remain solvent during this event. I don't want to slow up the process. You have to make sure the process is correct before they are sent through. Okay?

>> Anna Taylor: Thank you so much. Before we go to Zach I realize one of our private sector liaisons Lea Anderson has her hand up. I want to give her a chance to speak if we can get your mic unmute I think you need to do it on your Leah, I am going to go to Zach.

>> Zach Usher: Thank you, Anna. I want to thank you for giving us some of your time. I'm Zach Usher. So we work a lot of the humanitarian relief management including the transitional sheltering program that you heard about from Cindy Atkins. I think one of the takeaways for us is echoing some of the comments from Mr. Dorko, commercial lodging becomes a significant often a critical element of the disaster response operation that FEMA is supporting.

As you can tell from this call, there are a lot of different ways FEMA can potentially be involved in supporting the use of commercial lodging whether it's for disaster survivors, whether it's for FEMA staff, other federal responders or others coming to the area that's impacted to help. If some of the acronyms were a little bit overwhelming that is understandable that means you were paying close attention. We don't expect anyone to come away from this engage men here feeling like you are fluent in these different forms of assistance. The point is we wanted to in conjunction with our office of business industry integration and infrastructure set a tone for wanting to be available to answer questions. So right now a lot of us from an organizational standpoint were looking at the incoming and impending hurricane and wild fire seasons. But we want to leave you with this, this conversation in the event that disasters impact the areas of the country that you work in, this year, later this summer, next year or beyond, the FEMA team and this collection of folks you heard from today very much want to make themselves available to you to try to share information certainly in terms of what FEMA is supporting but to serve as a resource for your membership as well. So it might be helping to get questions answered about disaster assistance for employees who work within

commercial lodging. It might be trying to get feedback from you on what information members of the public and disaster survivors are asking for when they utilize commercial lodging and help us calibrate our mess messaging and provide information that is useful to your clientele. We hope this is the beginning of the dialogue in terms it of being available and accessible to answer questions. So we very much Anna and her team putting the forum together today. What I'll do next is hand things off to my colleague Kathy Hill.

>> Kathy Hill: First I want to say thank you all for attending today's disaster lodging forum. Thank you to the speakers for taking the time today. Today is just the start of this conversation. We heard from you the hotel and lodging partners, that you needed more information from the FEMA -- from FEMA on our sheltering programs which is why we pulled this meeting together today. We know we can't answer all of your questions in today's session. We encourage you to continue reaching out to us at the [NBEOC@Max.gov](mailto:NBEOC@Max.gov) with any additional questions you have about these programs. We will help coordinate getting the answers to those questions. Also just want to let everybody know that we do have regional public sector liaisons in every single region across the nation. So they

are a wonderful resource for you as well. And if you need that point of contact, you can always send the message to the box and we will make sure that we get those to you. If we see a question that arises multiple times, we will pull the information and push it out through our regional public sector liaisons AHLA and other private partners and stakeholders to ensure that everybody gets the information to appropriately plan for disaster lodging. Also as changes occur to programs and how we administer them, we will convey this information and also hold additional sessions as we did today. Once again, thank you for joining today and we look forward to the continued engagement with all of you. Thanks again. Thanks again to all of the speakers.

Everybody have a wonderful afternoon.