

Individual Assistance Housing Inspection Services

Remote Housing Inspection Overview

Virginia National Processing Service Center
Department of Homeland Security
Federal Emergency Management Agency
Winchester, VA 22603



FEMA

August 2020

Housing Inspection Services

- Housing Inspection Services (HIS) serves as FEMA's leader in providing high-quality disaster related damage assessments for survivors under FEMA's Individual and Households Program (IHP).
- HIS works in conjunction with all FEMA Regions, States, Tribes, and Territories before, during, and after disasters.
- HIS is responsible for on-site and remote disaster housing damage assessments following an Individual Assistance (IA) disaster declaration.
- HIS's work and guiding principles are based on current laws, policies, guidelines and contractual requirements.
- All inspection services management functions originate in the Field Services Section of the IHP Branch..



FEMA

Remote Inspection Concept

Pandemic IHP Assistance Delivery Concept

- The Recovery Directorate issued an interim policy titled Pandemic Remote Inspection Process for Individuals and Households Program allowing FEMA to effectively deliver IHP assistance to disaster survivors when traditional onsite methods of inspection weren't feasible. This interim policy serves as another method that FEMA may use to help simplify the delivery of assistance according to the Individual Assistance Program and Policy Guide.
- On March 6, 2020, FEMA IA leadership directed the IHP Branch to develop an executable plan for delivering IHP disaster assistance in a pandemic environment due to the COVID-19 Public Health Emergency (PHE) and future viral pandemic threats.



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Remote Inspection Concept

Pandemic IHP Assistance Delivery – Housing Inspections

- FEMA is fully committed to a whole of America response to fight the COVID-19 pandemic and protect the health and safety of the American people and its workforce. Social distancing and eliminating unnecessary contact are key to help slow the virus' spread and keep our most high-risk populations safe.
- Due to the COVID-19 outbreak, FEMA suspended all normal field operations on Tuesday March 17, 2020.
- In conjunction with IHP's Interim Streamlined Inspection Process, applicants who self-reported during registration that they received minimal damage, and can live in their homes will not automatically be scheduled for a home inspection.



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Remote Inspection Concept

Pandemic IHP Assistance Delivery – Housing Inspections

- Remote Assessments have no impact on eligibility for the types of Other Needs Assistance available that do not require an inspection.
- This includes childcare, transportation, medical and dental, funeral expenses, moving and storage, and Group Flood Insurance Policy Assistance.
- The remote inspection policy will remain in effect until rescinded.
- HIS will use experienced in-house and contract assessors to conduct remote damage assessments according to applicable program policies and guidance.



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Typical Inspection Process

Expectations during a Non-Pandemic Inspection

- Under normal non-pandemic conditions, the inspector schedules an appointment and requests to walk through the entire home. The Inspector views all areas of the home to assess and record disaster caused damage to the structure and any personal property including appliances.
- The inspector asks questions about disaster caused damages and expenses to include medical, dental, funeral, moving and storage, uniforms, schoolbooks and supplies, essential computer, or essential tools required for employment/school.
- The inspector will record items rented or purchased in response to the disaster i.e. generator, humidifier, dehumidifier, weather radio, carbon monoxide detector, etc.
- The FEMA inspector is there to document disaster caused damage and **does not** determine whether a survivor is eligible for assistance.



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Remote Inspection Process

Expectations during a Pandemic Inspection

- Under pandemic conditions, the assessor does not travel to the field or conduct on-site assessments.
- The assessor will contact the applicant and ask questions about disaster caused damages and expenses to include medical, dental, funeral, moving and storage, uniforms, schoolbooks and supplies, essential computer, or essential tools required for employment/school.
- As always, Assessors will accommodate applicants who have Limited English Proficiency and those with other needs for special forms of communications, as outlined in the Inspection Guidelines. (Located on the IA Disaster Specific Information web page)
- The assessor will also inquire about items rented or purchased in response to the disaster i.e. generator, humidifier, dehumidifier, weather radio, carbon monoxide detector, etc.
- The FEMA assessor documents disaster caused damages and **does not** determine whether a survivor is eligible for assistance.



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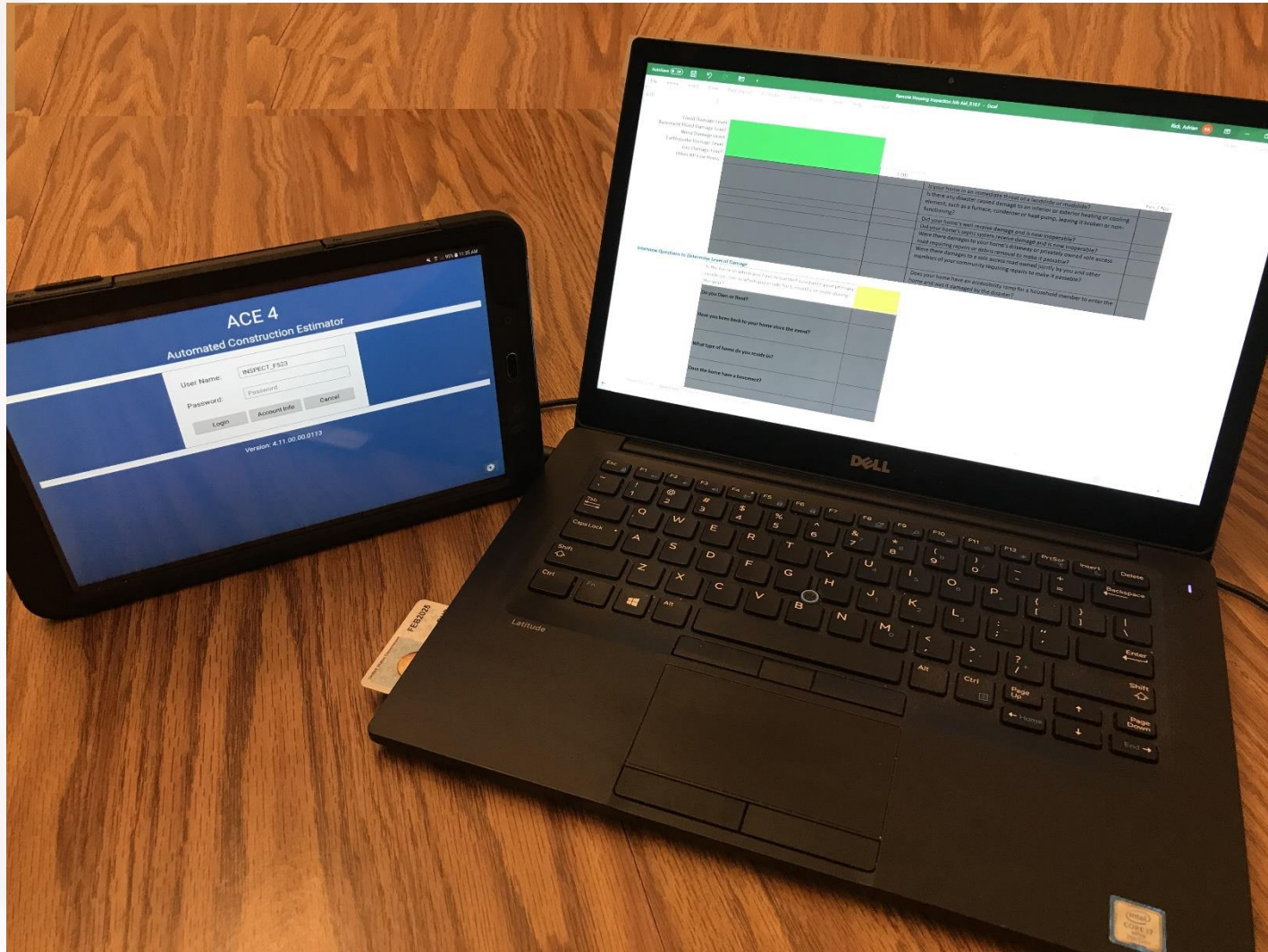
Remote Inspection Job Aid

- To maintain consistency throughout the Remote Inspection process, HIS stakeholders developed and implemented a Remote Inspection Job Aid to assist Assessors with making appropriate level of damage determinations based on the applicant's verbal claims during the remote inspection interview process.
- The Job Aid was designed to guide an assessor through a series of questions allowing them to record any disaster-caused damages to real and personal property, as well as conduct additional questioning to determine if the applicant has any access or other functional needs.
- The questions asked and data captured in the Job Aid do not contain any sensitive or personally identifiable information. All applicant answers are cleared after each use and no data is stored or shared.
- The job aid is used in combination with the Automated Construction Estimator (ACE) software application historically used by Inspectors in the field to capture real and personal property damages.



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Excel Remote Inspection Job Aid



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Beginning the Remote Inspection

- Assessor contacts the applicant to schedule a day/time to conduct the phone assessment, sometimes occurring the same day. Upon making contact, the assessor utilizes the Remote Inspection Job Aid and begins with the “Read this First Tab” they read a series of declarative statements to confirm the applicant's identity, confirm Reg ID#, and explain the remote inspection process before moving on.
- Once verified, the inspector reviews the ACE App Info and Home Info Tabs then verifies all contact information, residents of home, household members, addresses, insurance policies, inspection type, ownership, occupancy, etc. and makes necessary additions/deletions where required.
- The job aid will guide the inspector through a series of questions allowing them to record any disaster-caused damages to real and personal property, as well as conduct additional questioning to determine if the applicant has any access or other functional needs.



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Remote Inspection Interview

Hello, my name is _____ and I am an inspector with FEMA, my inspector number is _____ and I am trying to reach (applicant name). I'm calling regarding the application for assistance you submitted to FEMA.

Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone/video (optional by customer), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.

This interview may take 15 to 30 minutes to complete. Do you have time for this call now?

(If not, provide the applicant with your contact number and acceptable times to reach you in the next 7 days).

Before I continue, I must tell you this call may be monitored for quality assurance purposes. The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information. The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.

Do you understand this statement?

(Applicants who do not understand or answer no, return the inspection as Withdrawn)

Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?

(If not verified, ask the applicant to call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, to call or text you for the interview to be conducted).

Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number *(provide the first 4 digits of their Registration number).*

Once verified, proceed to the Questions Tab

Use the following statement for applicants who do not answer calls, or for use when texting an interview appointment:

"This is ___, an inspector with FEMA. I'm contacting you regarding your application for FEMA assistance. Please call me

[Read This First](#)

[Questions](#)

[Read this Last](#)


[Guidance](#)

[Q&A](#)



FEMA

ACE IV App Info Screen



APP INFO



HOME INFO

LOSSES/
EXPENSES

BUILD HOME

WRAP UP

COMMENTS



App Info

RUDOLPH, MAYA / 15-0379383

Home Address ?

Edit

☒ Confirm

2147483647 HEATON CIR
BARNUM, MN 55707 - 9603
Carlton

Mailing Address ?

Edit

☒ Confirm

2147483647 HEATON CIR
BARNUM, MN 55707 - 9603

Contact Info ?

Edit

☒ Confirm

Damaged Phone (315) 037-9383
Current Phone (315) 037-9383
Cell Phone
Alternate Phone
E-mail Address

Inspection Type ?

Standard

Change

Remote ?

Yes

No

Residents of Home ?

Edit

☒ Confirm

Name	Relationship	Date of Birth
RUDOLPH, MAYA	Registrant	7/27/1972
RUDOLPH, THOMAS	Co-Applicant	
RUDOLPH, JIM	Immed Family	
RUDOLPH, KIM	Immed Family	

Household Comp. ?

-

6

+

CLEAR

Bedroom(s) Occ. ?

-

3

+

CLEAR

Photo ID ?

Yes

☒ No

Language Preference ?

English

Spanish



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ACE IV Home Info Screen


Home Info FARRIS, ADRAINE / 45-0700021

Applicant's Relation to Home ? **Owner** Renter

Public Utilities Out at Time of Inspection ? Yes No

Primary Residence Verification ?

Driver's License	Employer's Statement	Landlord	Merchant's Statement
Not Verified	Utility Bill	Voter Registration	

Home Ownership Verification ? 

Affidavits	Mortgage Payment Book	Not Verified	Official's Record
Structural Insurance	Tax Bill	Title Number	

Insurance Types ? ☐ Confirm

Confirm or add insurance types (cannot remove types from RI)

No insurance policies from RI	
Condo/Twnhse with Personal Property	<input type="checkbox"/>
Condo/Twnhse with Personal Property with Earthquake Rider	<input type="checkbox"/>
Contents Only	<input type="checkbox"/>
Contents Only with Earthquake Rider	<input type="checkbox"/>
Earthquake Contents Only	<input type="checkbox"/>
Earthquake Structure	<input type="checkbox"/>



FEMA

ACE IV Losses/Expenses Screen

4G 6% 3:05 PM

APP INFO

HOME INFO

LOSSES/EXPENSES

BUILD HOME

WRAP UP

COMMENTS

Losses/Expenses

Medical ?

Did anyone incur any medical expenses due to the disaster?

Yes

No

Dental ?

Did anyone incur any dental expenses due to the disaster?

Yes

No

Funeral ?

Did anyone incur any funeral expenses due to the disaster?

Yes

No

Moving & Storage ?

Were any moving or storage expenses incurred after the disaster due to the disaster?

Yes

No

Clothing ?

Does anyone in the household have an immediate need for clothing due to the disaster?

Yes

No

Work & School (select one or more) ?

Damage to items required for employment or school?

None

Uniforms

Computer

Books/Supplies

Tools

Eligible Purchases (select one or more) ?

Items purchased or rented in response to disaster?

None

Smoke Detector

Humidifier, post incident

Dehumidifier, post incident

Chainsaw, post incident

Generator, 5.5KW

Carbon Monoxide

WEATHER RADIO

Losses/Expenses Summary ?

Edit

Delete

Qty	Item	Cause	Verified
1	Dehumidifier	N/A	Receipt



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Remote Inspection Interview

File Home Insert Draw Page Layout Formulas Data Review View Help Acrobat Search			
G17			
A	B	C	D
4	Flood Damage Level		
5	Basement Flood Damage Level		
6	Wind Damage Level		
7	Earthquake Damage Level		
8	Fire Damage Level		
9	Other RP Line Items:		
10			
11			
12			
13			
14			
15			
16	Interview Questions to Determine Level of Damage		
17	Is the home in which you have requested assistance your primary residence, one in which you reside for 6 months or more during the year?		
18	Do you Own or Rent?		
19	Have you been back to your home since the event?		
20	What type of home do you reside in?		
21	Does the home have a basement?		
22			
23			
24			
25			

COD		Yes / No
Is your home in an immediate threat of a landslide or mudslide?		
Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?		
Did your home's well receive damage and is now inoperable?		
Did your home's septic system receive damage and is now inoperable?		
Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable?		
Does your home have an accessibility ramp for a household member to enter the home and was it damaged by the disaster?		

Read This First	Questions	Read this Last	Guidance	Q&A	RP Line Items



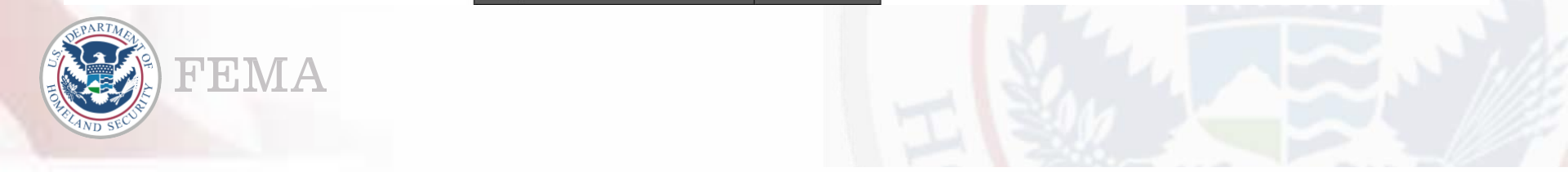
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Remote Inspection Interview

Flood Damage Level			
Basement Flood Damage Level			
Wind Damage Level			
Earthquake Damage Level			
Fire Damage Level			
Other RP Line Items:		COD	Yes / No
			Is your home in an immediate threat of a landslide or mudslide?
			Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?
			Did your home's well receive damage and is now inoperable?
			Did your home's septic system receive damage and is now inoperable?
			Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable?
			Does your home have an accessibility ramp for a household member to enter the home and was it damaged by the disaster?


Interview Questions to Determine Level of Damage	
Is the home in which you have requested assistance your primary residence, one in which you reside for 6 months or more during the year?	Yes
Do you Own or Rent?	
Have you been back to your home since the event?	
What type of home do you reside in?	
Does the home have a basement?	

Did ANY flood water enter your home or crawlspace?	





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Remote Inspection Interview

Flood Damage Level	Damage Level 2			
Basement Flood Damage Level				
Wind Damage Level	Damage Level 3			
Earthquake Damage Level				
Fire Damage Level	Damage Level 1	COD	Yes / No	
Other RP Line Items:			Is your home in an immediate threat of a landslide or mudslide?	No
	Enter a HVAC Service Call.	Flood	Is there any disaster caused damage to an exterior heating or cooling element, such as a condenser or heat pump, leaving it broken or non-functioning?	Yes
	Enter a Well Service Call.	Flood	Did your home's well receive damage and is now inoperable?	Yes
	Enter a Septic Service Call.	Flood	Did your home's septic system receive damage and is now inoperable?	Yes
	Enter a SF Service Call.	Flood	Were there damages to your home's driveway or personally owned road requiring repairs or debris removal to make it passable?	Yes
	Enter ADA Ramp Repair	Flood	Does your home have an accessibility ramp for a household member to enter the home and was it damaged by the disaster?	Yes

Has the home's floor become out of level to the extent the majority of doors no longer close?	
Are there cracks to more than half of the interior walls?	
Is the furnace or central air conditioner that is located on the inside of your home no longer functional due to the earthquake?	
Does your home have a brick or masonry fireplace, or chimney that may have become damaged due to the earthquake?	
Was the water heater damaged?	

Was your home damaged as result of Fire?	Yes
Was your home engulfed by the fire and now destroyed where only the foundation remains?	No
Was your home inundated with smoke and or ash, but the structure remains intact?	Yes


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Remote Inspection Job Aid Demo

Overview of Excel Remote Inspection Job Aid

1. Walkthrough of Remote Inspection Job Aid.



FEMA




Levels of Damage

- Damage Level selections are based on applicant responses, confirming their type of home, foundation, and cause of damage.
- Home Repair damage levels have been developed taking into consideration the home type, foundation type, cause of damage and existing Real Property line items that are usually recorded from historical events.
- Damage level prices are derived from millions of inspections conducted throughout the Nation. Actual awards amounts are based on pricing for the existing line item quantities associated with each damage level and cause of damage.
- This manner provides for the delivery of equitable Real Property awards in conjunction with R.S. Means pricing, adjusted annually by the Consumer Price Index, and geographical locations at a county level.



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ACE IV Build Home Screen



HOME INFOLOSSES/EXPENSESBUILD HOMEWRAP UPCOMMENTS

Build HomeRUDOLPH, MAYA / 15-0379383

Build HomeWater LevelInterior Assessment Option


Build Rooms

Bedroom	Kitchen
Dining Room	Bathroom
Living Room	Utility Room
Basement	Hallway
Boarder	

First Floor ~ Water Level: 0' 4"

Exterior


Other

Drag Here to Delete 



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ACE IV Personal Property



FURNISHINGS

APPLIANCE

STRUCTURE



✓ DONE WITH ROOM

Bedroom - Appliances ?RUDOLPH, MAYA / 15-0379383

Affected Appliances
(Drag Here)

(1)
Portable
Space
Heater

(1)
Television

(1)
Twin Bed

Appliances Inventory

Appliance	Qty	Damage Level	Verification	Cause
Portable Space Heater	1	Replace	Verbal	Flood
Television	1	Repair	Verbal	Flood
Twin Bed	1	Replace	Verbal	Flood

Not Affected Appliances
(Drag Here)

Available Appliances

Range

Refrigerator

Microwave

Everyday Dining Table/ Chairs

Washer

Dryer

Freezer

Television

Telephone

Radio

Twin Bed

No Appliance Damage

Electric Fan

Vacuum

Chainsaw

Humidifier

Dehumidifier

Toys

Portable Space Heater

Air Conditioner

Generator

ADA-Accessible Bed

ADA-Accessible Raised Toilet Seat

ADA-Accessible Refrigerator

ADA-Accessible

ADA-Accessible

ADA-Accessible

ADA-Visual/

ADA-Accessible

ADA-Wheel

Appliance

Carbon Monoxide

Infant Car

Infant Car

Infant High

Infant

Help Text

Drag Available Appliance Here to View Help Text



FEMA

ACE IV Wrap Up Screen

83% 12:12 PM

INFO

LOSSES/EXPENSES

BUILD HOME

WRAP UP

COMMENTS

SUMMARY

VALID

Wrap UpRUDOLPH, MAYA / 15-0379383

Size of Home ?

+

+

+

+

+

0

0

0

0

0

-

-

-

-

-

CLEAR

SF

Vehicle Damage ?

Were all household vehicles made undrivable due to the disaster?

Yes

No

Are any household vehicles covered by comprehensive insurance?

Yes

No

List all household vehicles

Year	Make	Model	Dmg Lvl	Liab.	Reg.
<div>+ Add</div>					
<div>Edit</div>					
<div>Delete</div>					

Special Conditions ?

Determine

Habitability Compromised ?

Determine

Current Location ?

Family/Friends Dwelling

Goodbye Checklist

Open



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Remote Inspection Interview

I will upload this information to FEMA today and you should hear back from FEMA within the next 10 days. You may be contacted by the Small Business Administration (SBA). If you are, FEMA encourages you to complete the application process even if you don't want a loan. You may be randomly selected for a follow up quality control inspection or a customer service survey.

Do you have any other questions I can answer for you before I go? [Answer Questions] If you think of any other questions, please feel free to call the FEMA Helpline at 1-800-621-3362 (FEMA). Thank you for your time.



FEMA

► | Read This First | Questions | **Read this Last** | Guidance | Q&A | +

Conclusion

HIS's mission is to support, facilitate, and coordinate IHP delivery, information sharing and problem solving, in collaboration with the IA division, FCO Cadre, State, Tribal, Local governments, volunteer and other federal agency partners, to ensure excellent customer service and efficient delivery of survivor services and assistance.

We work in close partnership with other FEMA divisions and stakeholders, and stand ready to respond to our nation's disaster recovery efforts.



FEMA

We Are FEMA

Helping People Before, During, and After Disasters

If you have any questions please feel free to reach out to:

Inspection Services: FEMA-ISCCContact@fema.dhs.gov

I. S. Task Monitors: FEMA-VA-NPSC-Task-Monitors@fema.dhs.gov

IHP Program/Policy: FEMA-IHPHelpdesk@fema.dhs.gov



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