



Transitional Sheltering Assistance (TSA)

Frequently Asked Questions:

What does it mean for survivors?

TSA is a short-term, non-congregate sheltering program for displaced disaster survivors taking refuge in emergency shelter locations such as congregate shelters, vehicles, and places of employment when an incident results in the need for longer term emergency sheltering options. The intent of TSA is to provide temporary sheltering, e.g., hotels and motels for survivors, as they transition from emergency shelters to temporary or permanent housing solutions.

FEMA does not require anyone to present a credit card or deposit at the time of check in.

How will survivors be notified of their TSA eligibility?

Eligible survivors will be notified of their eligibility through an automated phone call, text message, and/or email depending upon the method of communication they selected at the time they registered for assistance from FEMA.

When and how will survivors be notified when their eligibility ends?

Survivors will be notified seven days before their eligibility for TSA ends. This notice will be through phone call, email, and/or text message depending upon the method of communication they selected at the time of application for disaster assistance.

What is FEMA doing to help survivors transition from TSA to an alternate housing solution if they are unable to return to the home they occupied before the disaster?

FEMA may provide financial assistance and direct assistance to eligible disaster survivors. Financial assistance may be Lodging Expense Reimbursement (LER), Rental Assistance, Home Repair Assistance, and Replacement Assistance. Examples of direct assistance include Multi-Family Lease and Repair (MLR), Transportable Temporary Housing Units (TTHUs), such as Recreational Vehicles (RVs) or Manufactured Housing Units (MHUs), and Direct Lease.

How will a hotel know someone is eligible for TSA?

If TSA is activated, when survivors check in to hotels, the hotel will verify the survivor's eligibility through FEMA's authorized lodging contractor's automated database.

Coordinate with HQ TSA Unit @ fema-hq-tsa@fema.dhs.gov prior to distribution.