

Transitional Sheltering Assistance

Transitional Sheltering Assistance (TSA) helps eligible survivors who applied for FEMA assistance by providing them with a safe, temporary place to stay, like a hotel or motel, until they can find a short or longer-term housing solution.

Eligible for TSA? You pick the hotel and FEMA pays for your stay.

Applicants may be eligible if they experience home damage, cannot return to their disaster-damaged home, or their essential utilities are out, and their housing needs cannot be met by insurance, shelters or rental assistance provided by FEMA or another agency.

What does the Transitional Sheltering Assistance process look like?

Find Out if You're Eligible | Survivors must apply with FEMA to find out if they are eligible. FEMA notifies eligible survivors through an automated phone call, text message, and/or email, depending upon the method of communication they selected when they applied for assistance. A message is also sent to survivors Disaster Assistance Center account if they have set one up.



Pick Your Hotel | Eligible survivors enter their FEMA registration number on the TSA Hotel Locator at www.femaemergencyhotels.com to find a hotel or motel. Survivors then call the identified hotel to make sure the hotel has availability and alert the hotel of the expected arrival time. Survivors need to have a valid photo ID at check-in.

FEMA Pays for your Stay | FEMA pays the cost of room, taxes and non-refundable pet fees directly to participating hotels and motels. Pet fees will only be paid up to the approved limit of assistance for individual rooms. Survivors are responsible for all other costs, including laundry, restaurant/room service, parking, or movie rental. Some hotels require an incidental fee at check-in; ask the hotel before check-in to be prepared.

Stay Connected with FEMA | FEMA confirms continued eligibility on an individual basis. When eligibility ends, FEMA notifies survivors approximately seven days prior to their checkout date.

Continue your Recovery | TSA participants may also be eligible for financial help, including for things like displacement, rental assistance or home repair.



FEMA

Does TSA require a separate application from my FEMA application?

No – When a survivor applies for FEMA assistance, FEMA automatically checks to see if they are eligible for TSA.

If I don't have any home damage but do not have access to water or other essential utilities, am I eligible for TSA?

Yes – Initial eligibility for TSA is broad on purpose. Displacement (due to utility outage, road closures, or other reasons) as well as physical damage to a survivor's home are factors that make a household eligible for TSA. When a survivor applies for FEMA assistance, they are automatically evaluated to determine if they are eligible for TSA. As the event stabilizes, as roads open and utilities are restored, FEMA reviews the continuing need for shelter. FEMA works with households on a case-by-case basis to inform them of their eligibility status and support their continued road to recovery.

Can I check in and out without losing my TSA eligibility?

Yes – A survivor can check out of a TSA hotel yet remain eligible for the program. FEMA understands shelter needs may change, especially early in the disaster recovery process.

Who do I contact if I have questions about my TSA eligibility?

For questions after visiting www.femaemergencyhotels.com, call the FEMA helpline at 1-800-621-3362.

What costs does FEMA pay for within the TSA Program?

FEMA pays for the room, taxes, and any non-refundable pet fees at participating hotels and motels. The survivor is responsible for paying other costs, like laundry, food, parking, and phone calls.

Can large families stay together?

FEMA wants to keep all families together, including large families, and in the same hotel, when possible. Each household can get one (1) room for every four (4) people, and there must be an adult staying in each room. When selecting the hotel on www.femaemergencyhotels.com, call to confirm availability for the whole family.

How long will TSA be available to me?

The goal of TSA is to ensure survivors have a safe place to stay until their housing situation is stabilized. FEMA reviews TSA eligibility on a rolling basis. Factors that FEMA takes into consideration for continued eligibility include if a survivor's home is deemed safe to occupy, or the road closures that prevented them getting to or from their home have been lifted. Prolonged periods of non-utilization of the program (30 days or more) will make a household ineligible for TSA. However, the Federal Coordinating Officer (FCO) can override that on a case-by-case basis if needed.

How and when are households told they are no longer eligible for TSA?

Survivors will be notified approximately seven (7) days before their TSA eligibility ends. Survivors will receive an automated phone call, email, and/or text message based on the contact method they chose when they first applied for FEMA disaster assistance.