

 **CLC LODGING**
**EMERGENCY
LODGING ASSISTANCE**



2024

[JFO ELA REFERENCE GUIDE]

For FEMA use only. Documents are proprietary and confidential. Please do not edit or alter the documents contained within. All questions and concerns should be directed to the FEMA NCT in Winchester, VA. DR #####-XX.

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

JFO 9/28/24 DR 4827-NC

ELA Program Hotline: 866-545-9865



TABLE OF CONTENTS

- **PRE-ACTIVATION COMMUNICATIONS**
- **ACTIVATION NOTICES**
- **PROGRAM QUICK GUIDE**
- **FREQUENTLY ASKED QUESTIONS (FAQ)**
- **POINTS OF CONTACT**
- **NOTES**

 CLC LODGING

EMERGENCY
LODGING ASSISTANCE



PRE-ACTIVATION COMMUNICATIONS

JFO 9/28/24 DR 4827-NC

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

ELA Program Hotline: 866-545-9865



Lodging Provider Announcement!

9/28/24

KEEPING AN EYE ON THE STORM

Find out more information about the **Emergency Lodging Assistance (ELA) Program** by logging onto ela.corplodging.com or calling 866-545-9865

Please take a moment to review the site so you will be prepared if you are contacted by a FEMA or ELA representative.

The ELA Program **HAS NOT** been activated in response to the recent disasters in your area at this time; however, your help in preparing for a possible activation is requested.

The Emergency Lodging Assistance Program helps survivors FEMA has found eligible to receive assistance following a disaster. Please be prepared to assist survivors in your area.

Please go to ela.corplodging.com to:

- Learn more about the ELA Program
- Sign-up your property for an ELA account
- Learn about survivor documentation requirements and retention policies
- Get answers to the most frequently asked questions about the program

Lodging Providers
ela.corplodging.com
femahousing@clclodging.com
1.866.545.9865

FEMA Survivors
www.disasterassistance.gov
800.621.3362

Go to ela.corplodging.com for:
PROGRAM USER GUIDE



Important Lodging Provider Announcement!

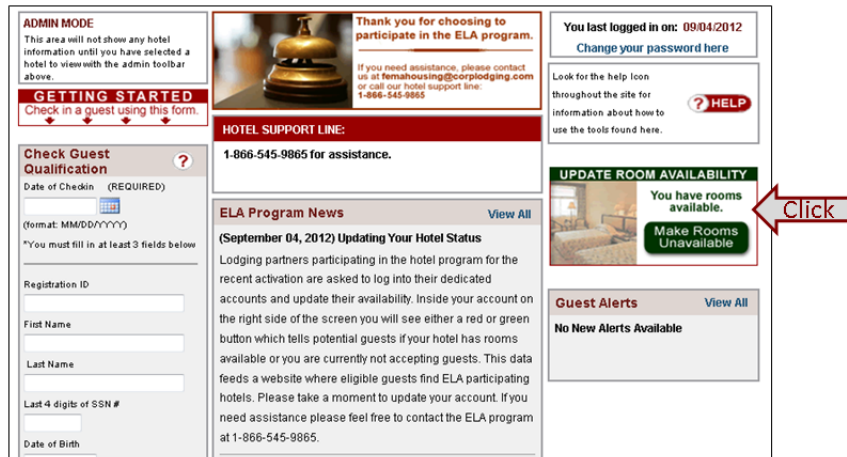
9/28/24

Please Update Your ELA Account Regularly

Portions of your ELA account help identify possible housing options to eligible survivor seeking lodging.

Please go to ela.corplodging.com to update your account information. The ELA Program has NOT been activated for the recent disasters in your area. The most up-to-date information is needed in order for ELA to contact your lodging establishment & communicate program status.

Also, remember to UPDATE ROOM AVAILABILITY inside your ELA account:



Please take a moment to change this information to make rooms available or unavailable for eligible survivors looking for housing options.

Lodging Providers

ela.corplodging.com

femahousing@clclodging.com

1.866.545.9865

FEMA Survivors

www.disasterassistance.gov

800.621.3362

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

 CLC LODGING

EMERGENCY
LODGING ASSISTANCE



ACTIVATION NOTICES

JFO 9/28/24 DR 4827-NC

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

ELA Program Hotline: 866-545-9865



Important Lodging Provider Announcement!

9/28/24

FEMA is Activating Emergency Lodging Assistance For Individuals displaced recently by devastating events in the area.

**Prepare for arriving survivors by checking
ela.corplodging.com or calling 866-545-9865**

FEMA recently activated Emergency Lodging Assistance for individuals who have been displaced recently by the recent disaster events. These individuals and families may require lodging at your lodging establishment. Please go to ela.corplodging.com to:

- Determine whether survivors are eligible for payment from CLC
- Check-in survivors
- Learn about survivor documentation requirements and retention policies
- Bill survivors electronically for rapid payment
- Answer the most frequently asked questions about the program

Please take a moment to review the site so you will be prepared if a survivor arrives at your lodging establishment or you are contacted by a FEMA or CLC representative.

Lodging Providers

ela.corplodging.com

femahousing@clclodging.com

1.866.545.9865

FEMA Survivors

www.disasterassistance.gov

800.621.3362

Go to ela.corplodging.com for:
PROGRAM USER GUIDE



EMERGENCY LODGING ASSISTANCE

Program Information

Overview

The Emergency Lodging Assistance Program provides lodging reimbursement for pre-qualified individuals from designated disaster areas. The Federal Emergency Management Agency created the ELA Program to provide temporary shelter as a result of a Federal disaster declaration. As administrator for this FEMA-funded preparedness initiative, CLC provides rules-based payments for all qualified applicants at participating lodging providers.

Program Activation

FEMA determines all ELA Program activations. Upon notice from FEMA, CLC communicates ELA Program activation information to lodging providers through a variety of delivery methods (fax, e-mail, internet alerts, etc.) CLC encourages lodging providers to visit the ELA website on a frequent basis to stay informed on activation alerts, comprehensive program news and updates.

Survivor Processing

Individuals seeking assistance must contact FEMA to qualify for the ELA Program. Only qualified individuals are eligible for lodging assistance under the terms of the ELA Program. Lodging Providers process all FEMA-qualified individuals seeking shelter through the ELA website. Important Notes:

- All qualified survivors must sign a Terms and Conditions form
- Verify all qualified survivors' valid, government-issued identifications at check-in
- Instruct survivors to contact FEMA for assistance with all ELA-related issues
- Each qualified survivor is assigned an authorized start and end date. Qualified survivors are only eligible for lodging assistance during their assigned authorization period
- Lodging costs incurred outside of the assigned period or exceeding the per diem-based maximum nightly room rate plus any applicable taxes are the sole responsibility of the survivor
- At FEMA's discretion, assistance can be extended or ended on a case-by-case basis

Go to ela.corplodging.com for:

- Program Information
- Creating An Account
- Frequently Asked Questions
- User Guide

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

 CLC LODGING

EMERGENCY
LODGING ASSISTANCE



PROGRAM QUICK GUIDE

JFO 9/28/24 DR 4827-NC

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

ELA Program Hotline: 866-545-9865



NEW Lodging Partner **QUICKGUIDE**

Enrollment

- Prospective lodging providers request Emergency Lodging Assistance (ELA) Program accounts with CLC Lodging (CLC) online at ela.corplodging.com by completing the **Hotel Enrollment** section. The PDF-format **User Guide** walks users through enrollment
- A temporary password is sent to the new participant via email to be used for subsequent account log-ins with established username and password
- Once logged in, the **MyELA** page provides up-to-date Program News. Lodging partners should reference the **User Guide** for further account options, including how to submit billing electronically
- Program Frequently Asked Questions can also be viewed via the website **FAQs**

Program Participation

In the event of ELA Program activation, lodging partners may be contacted by either Federal Emergency Management Agency (FEMA) representatives or by FEMA survivors and should follow the following steps:

- **LOG IN** to the online account **MyELA** page and ensure that **Room Availability** status is reflected accurately. This information will be published in the ELA Program directory utilized by FEMA and FEMA survivors to locate lodging. Also, review **ELA Program News** updates and or update amenities and property contact information
- **PRINT** the appropriate Transitional Sheltering (TSA) Terms and Conditions form located in the **Program Information** section of the website for the FEMA survivors to complete and keep on file with for a period of 2 years per Program requirements
- **VERIFY** the FEMA survivor's valid government-issued photo ID (such as a current state-issued driver's license) belongs to the survivor.
- **CHECK SURVIVORS' QUALIFICATION & CHECK-IN FEMA-APPROVED SURVIVORS** using the information supplied by the FEMA survivor from the completed Terms and Conditions form to verify that the individual is Program eligible and to determine the current start-date and end-date of eligibility.

A FEMA registration ID number is not sufficient and does not deem Program eligibility. Please reference the **User Guide** for detailed instructions. Submitted survivor registration information must match exactly as provided from FEMA to CLC in the database. Lodging partners may also contact the ELA Support Center for assistance with checking survivor qualification and survivor check-in at **1-866-545-9865** or via email at femahousing@clclodging.com

(continued)

Go to ela.corplodging.com for:
PROGRAM USER GUIDE



- **VIEW GUEST ALERTS AND ELA PROGRAM NEWS PERIODICALLY** as survivor qualification periods may be extended by FEMA. In the event of a survivor's extension, lodging providers may be required to have FEMA survivors complete the appropriate TSA Terms and Conditions **Extension** form and to keep these on file for 2 years in addition to previously supplied documents in the event of an audit
- **SUBMIT BILLING AND CHECK OUT SURVIVOR** online electronically via the Submit Billing link. The online billing system allows lodging partners to submit billing simultaneously as needed and complete survivor checkout. Timely billing is recommended to expedite payment for survivor stays and to prevent issues with future check-ins for survivors at other lodging establishments. Advanced billing is prohibited strictly. Please reference the User Guide for a complete overview of the online billing process

 CLC LODGING

EMERGENCY
LODGING ASSISTANCE



FREQUENTLY ASKED QUESTIONS (FAQ)

JFO 9/28/24 DR 4827-NC

Go to ela.corplodging.com for:
PROGRAM USER GUIDE

ELA Program Hotline: 866-545-9865



The Program	<i>What does the program provide?</i>	The program covers lodging (room charges and applicable taxes only) for FEMA qualified individuals from designated disaster areas. <u>All other expenses are the responsibility of the survivor.</u>
	<i>Who pays for the program?</i>	The program is managed and funded by the Federal Emergency Management Agency (FEMA) www.fema.gov . CLC Lodging (CLC) acts as a paying agent on behalf of FEMA.
	<i>How does a lodging provider participate in the program?</i>	Lodging providers wishing to participate in the Emergency Lodging Assistance (ELA) Program can enroll via our website (ela.corplodging.com). Upon successful enrollment, lodging provider may bill immediately for qualified survivor stays.
Qualified Check-Ins	<i>How do displaced individuals qualify for assistance?</i>	All displaced individuals needing assistance must contact FEMA for ELA qualification. If necessary, instruct non-qualified individuals to call FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585] for further assistance.
Survivor Extensions	<i>Are survivors eligible to stay beyond the initial authorized date?</i>	In certain cases, FEMA will provide extended lodging assistance to qualified survivors on a case-by-case basis. A survivor's extension information will be provided on CLC's ELA website. The Guest Alerts feature allows CLC to issue specific survivor extension information via the ELA website. Simply access your online ELA account to view any/all extensions issued to survivors currently checked into your property.
Reservations and Check-In	<i>Will reservations be made for survivors?</i>	Survivors may make reservations with lodging providers directly. Lodging Providers with current room availability appear on femaevac.com . CLC Lodging does not make survivor reservations.
	<i>Are additional rooms available for family use?</i>	At FEMA's discretion, additional rooms may be provided on a case-by-case basis. CLC's ELA website alerts the lodging provider on how many rooms each registered survivor is eligible to receive.
	<i>How long will FEMA pay for a survivor's stay?</i>	Each qualified survivor is assigned a registration number with an authorized start and end date. After the qualification end date, all charges are the responsibility of the survivor. There is NO ADVANCE BILLING , only billing for stays that already occurred.

(continued)

Go to ela.corplodging.com for:
 PROGRAM USER GUIDE



<p>Reservations and Check-in (Cont.)</p>	<p><i>Does the ELA website display the survivor's authorized length of stay?</i></p>	<p>Yes, authorized length of stay is obtainable through the Check Guest Qualification process.</p> <p>To complete the Check Guest Qualification process, complete the following:</p> <ul style="list-style-type: none"> • On your MyELA page, select or enter a date of check in, followed by 3 approved fields of survivor's personal information from the completed Terms and Condition form in the Check Guest Qualification section • Click the Submit button • Upon successful verification of the Registration ID, the ELA website displays the survivor's qualification information, including authorized length of stay
	<p><i>What if a survivor doesn't have a government-issued photo ID?</i></p>	<p>All qualified survivors requesting lodging <u>must</u> present a VALID government-issued photo ID at check in for verification. If unable to provide a photo ID, the survivor is ineligible for lodging assistance under the terms of this program. For further assistance, instruct the survivor to call FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585.]</p>
	<p><i>How do I check-in a survivor?</i></p>	<ul style="list-style-type: none"> • On your MyELA page, select or enter a date of check-in, followed by 3 approved fields of survivor personal information from the FEMA survivor's completed Terms and Condition form, in the Check Guest Qualification section (Registration ID, Last 4 digits of SSN# are recommended) • Click the Submit button • On the Guest Check In screen, enter complete accommodation information in the fields provided and click the Check In button <p>NOTE: VALID SURVIVOR IDENTIFICATION IS MANDATORY FOR ALL QUALIFIED SURVIVORS PARTICIPATING IN THE EMERGENCY LODGING ASSISTANCE PROGRAM</p>
	<p><i>Can I retroactively check in survivors?</i></p>	<p>Yes. CLC allows lodging providers to backdate a survivor's check in. However, CLC recommends <u>strongly</u> lodging providers qualify and check in survivors before providing lodging.</p>

Go to ela.corplodging.com for:
PROGRAM USER GUIDE



POINTS OF CONTACT



Program Participants

- Survivors seeking assistance must first contact FEMA National Coordination Team (NCT) at 1-800-621-3362.
- Operators with the ELA Program cannot assist survivors with any topics. They will be directed to contact F.E.M.A directly.
- Survivors must present their registration number to the lodging partners and should have it present when traveling to the lodging facility.

JFO Contact Resources

- Any questions or concerns you may have concerning the ELA Program must be directed to the National Coordination Team (NCT) by calling 1-800-245-8874.
- Any calls directly to the ELA Customer Service line will be directed to contact NCT.

Lodging Partners

- Any lodging partner with questions or concerns about the ELA Program can contact a customer service representative at the number listed below or visit the website to obtain additional information and training materials.

1-866-545-9865
ela.corplodging.com
(no www. at the beginning)