DISASTER ASSISTANCE IMPROVEMENT PROGRAM (DAIP)

IMPROVING ASSISTANCE FOR DISASTER SURVIVORS

2015

April 2015:

Improved the survivor experience by releasing a new site design



February 2014:

Honored with the 2013 FEMA Administrator's Award for Document Upload



Association

November 2013:

Won "Outstanding Mobile Website" award with Benefits.gov from the Web Marketing

DAIP's Alternate **Information Systems** Security Officer (A-ISSO) won FEMA's ISSO of the Year

June 2013:

Implemented a responsive Web design framework for dynamic site scaling



April 2013:

Enabled survivors to upload documents and get text message updates for claim status



December 2012:

Honored with the 2012 FEMA Administrator's Award for Mobile **Innovation**



October 2012: **Hurricane Sandy**



August 2012:

Featured a special banner for information on 2012 drought

925 visits 5/13/12-9/28/12



July 2012:

Expanded mobile function with mobile questionnaire and applicant inquiry.



July 2012: Hurricane Isaac

55,752 visits on 9/4/12



Disaster-response initiatives

Website evolution

Awards

Post-disaster website traffic



DisasterAssistance ogov



WEBSITE ACTIVITY BY FISCAL YEAR

Total Visits 1,449,866 Mobile Applicant Inquiries 508,179 Desktop Applicant Inquiries 321,980 Mobile Online Registrations 11,214 Desktop Online Registrations 47,921 Total Visits 803,288 Mobile Applicant Inquiries 243,446 Desktop Applicant Inquiries 282,305 Mobile Online Registrations 5,104

Desktop Online Registrations 22,726 Number of IA Declarations During Year

DID YOU KNOW?

FY 2015 was the first year the number of applicant inquiries from mobile devices passed those from desktop computers.

MOBILE INQUIRIES

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on 5/3/11

August 2011: Hurricane Irene



November 2010: Deployed Food for Florida pre-registration for USDA food assistance: first partner integration

October 2010: Received the Government Computer News (GCN) award for outstanding information technology achievements in government



May 2010: Supported survivors from the Deepwater





December 31, 2008: Launched DisasterAssistance.gov

September 10, 2007: Disaster Assistance Improvement Plan signed



August 29, 2006; Issued Executive Order 13411 to increase survivors' access to disaster information and make applying for disaster assistance easier

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WHAT CAN YOU DO ON DisasterAssistance • gov





FIND ASSISTANCE

Answer questions about your needs to get a personalized list of possible assistance: no login or personal info required.



APPLY ONLINE

Read the Disaster Survivor Application Checklist then submit an application to learn if you qualify for disaster assistance.



CHECK STATUS

Create an account or login to securely check your status, view messages from FEMA, update personal info, and upload important documents.