

People First Hurricane Recovery Program

Launch Day: October 20, 2025

592

Total Active Applications as of 10 pm

337

Total Active Homeowner/Landlord
Rehab/Recon or Reimbursement
Applications

49

Total Active Homebuyer Assistance
Program Applications

206

Total Active Disaster Relief Payment
Program Applications

592

Applications Pending Intake Review

Application Status Definitions

Active Applications: Submitted applications that are ready for review. This number will fluctuate as applications are identified as duplicative or denied, rendering them "inactive".

The case management team checks and clears duplicates daily.

Pending Intake Review: Active applications are assigned to case managers to begin the intake review process. This includes reviewing documents submitted with the application and contacting the applicant to request additional information or advise them of their application's status.

Intake Center Walk Ins:

65 @ North County Office

61 @ South County Office

Centers opened at 8 am and closed at 5 pm.

The majority of walk-ins occurred between 8 am and 1 pm.

Average wait time to see a case manager was approximately 45 min at open.

Call Center

Approximately **496** calls received.

Approximately **32%** of calls abandoned*.

*Abandoned calls means that the caller hung up before their call could be answered.

Online Applications:

432 Submitted Online

- **225** applicants applied for HRRP, LLP, or Reimbursement
- **32** applicants applied for Homebuyer Assistance
- **152** applicants applied for Disaster Relief Assistance
- **23** applicants requested contact from Case Manager