

§ 657j. Information tracking and follow-up system for disaster assistance

(a) System required

The Administrator shall develop, implement, or maintain a centralized information system to track communications between personnel of the Administration and applicants for disaster assistance. The system shall ensure that whenever an applicant for disaster assistance communicates with such personnel on a matter relating to the application, the following information is recorded:

- (1) The method of communication.
- (2) The date of communication.
- (3) The identity of the personnel.
- (4) A summary of the subject matter of the communication.

(b) Follow-up required

The Administrator shall ensure that an applicant for disaster assistance receives, by telephone, mail, or electronic mail, follow-up communications from the Administration at all critical stages of the application process, including the following:

- (1) When the Administration determines that additional information or documentation is required to process the application.
- (2) When the Administration determines whether to approve or deny the loan.
- (3) When the primary contact person managing the loan application has changed.

(c) Report on web portal for disaster loan application status

(1) In general

Not later than 90 days after November 25, 2015, the Administrator shall submit to the Committee on Small Business and Entrepreneurship of the Senate and the Committee on Small Business of the House of Representatives a report relating to the creation of a web portal to the¹ track the status of applications for disaster assistance under section 636(b) of this title.

(2) Contents

The report under paragraph (1) shall include—

- (A) information on the progress of the Administration in implementing the information system under subsection (a);
- (B) recommendations from the Administration relating to the creation of a web portal for applicants to check the status of an application for disaster assistance under section 636(b) of this title, including a review of best practices and web portal models from the private sector;
- (C) information on any related costs or staffing needed to implement such a web portal;
- (D) information on whether such a web portal can maintain high standards for data privacy and data security;
- (E) information on whether such a web portal will minimize redundancy among Administration disaster programs, improve management of the number of inquiries

made by disaster applicants to employees located in the area affected by the disaster and to call centers, and reduce paperwork burdens on disaster victims; and

(F) such additional information as is determined necessary by the Administrator.

(Pub. L. 85-536, §2[38], as added Pub. L. 110-234, title XII, §12067, May 22, 2008, 122 Stat. 1410, and Pub. L. 110-246, §4(a), title XII, §12067, June 18, 2008, 122 Stat. 1664, 2172; Pub. L. 114-88, div. B, title III, §2303, Nov. 25, 2015, 129 Stat. 696.)

Editorial Notes

CODIFICATION

Pub. L. 110-234 and Pub. L. 110-246 enacted identical sections. Pub. L. 110-234 was repealed by section 4(a) of Pub. L. 110-246.

AMENDMENTS

2015—Subsec. (c). Pub. L. 114-88 added subsec. (c).

Statutory Notes and Related Subsidiaries

EFFECTIVE DATE

Enactment of this section and repeal of Pub. L. 110-234 by Pub. L. 110-246 effective May 22, 2008, the date of enactment of Pub. L. 110-234, see section 4 of Pub. L. 110-246, set out as a note under section 8701 of Title 7, Agriculture.

§ 657k. Disaster processing redundancy

(a) In general

The Administrator shall ensure that the Administration has in place a facility for disaster loan processing that, whenever the Administration's primary facility for disaster loan processing becomes unavailable, is able to take over all disaster loan processing from that primary facility within 2 days.

(b) Authorization of appropriations

There are authorized to be appropriated such sums as may be necessary to carry out this section.

(Pub. L. 85-536, §2[39], as added Pub. L. 110-234, title XII, §12069, May 22, 2008, 122 Stat. 1411, and Pub. L. 110-246, §4(a), title XII, §12069, June 18, 2008, 122 Stat. 1664, 2173.)

Editorial Notes

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Statutory Notes and Related Subsidiaries

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§ 657l. Comprehensive disaster response plan

(a) Plan required

The Administrator shall develop, implement, or maintain a comprehensive written disaster response plan. The plan shall include the following:

¹ So in original. The word "the" probably should not appear.