Introduction to The PA Delivery Model

THE NEW PUBLIC ASSISTANCE DELIVERY MODEL
Public Assistance Delivery Model

Public Assistance

WHAT HASN’T CHANGED
- Law
- Regulations
- Policy

WHAT’S CHANGING
- Process
- Roles
- Tools & Templates
- Systems
Through the Delivery Model we are focusing on:

- Customer Service
- Project Specific Complexity
- Customer Specific Needs
- Overall Recovery Priorities
- Consistency
- Specialization
- National Standards
- A Platform for Continuous Improvement
Recipients and Applicants have a direct role

How does this happen?
• Customer Engagement
• Transparency
• Front-end Agreement
• Project Development

This course will introduce you to FEMA’s new direction, while providing tools, resources, and information to enhance Applicant/Recipient recovery operations.
Consolidated Resource Center (CRC) Structure

- PA Consolidated Resource Center Director
  - PA Consolidated Resource Center Deputy Director
    - Completed Lane Lead
      - Validation Specialist
    - Standard Lane Lead
      - Costing Specialist
    - Specialized Lane Lead
      - Technical Specialist
    - Document Integrity Unit Lane Lead
      - Document Integrity Unit Specialist
    - Program Compliance Manager
      - Quality Assurance Specialist
      - Hazard Mitigation Liaison
      - EHP Liaison
      - Insurance Specialist
PA Delivery Goals and Objectives

**Phase 1:** Operational Planning

**Phase 2:** Intake, Damage & Eligibility Analysis

**Phase 3:** Scoping & Costing

**Phase 4:** Obligation

**Key Goals & Objectives:**
- Simplicity
- Accuracy
- Efficiency
- Accessibility
- Timeliness
- Customer Experience
What does the Program Delivery Manager (PDMG) do...

- All efforts of the Program Delivery Manager are directed at assisting the Applicant
- PDMG serves as the primary point of contact for the Applicant
- PDMG helps to ensure that the needs of both the Applicant and the Consolidated Resource Center are met
- The PDMG works to resolve any additional unmet needs
The Program Delivery Manager (PDMG)

- Expected to meet and communicate with their assigned Applicants as often as necessary

- The Recipient may coordinate with the PDMG to:
  - Partner with and mirror the PDMG
  - Attend all meetings between Applicants and PDMGs
  - Serve as Applicant advocate
  - Assist with the collection of documentation
The Program Delivery Manager (PDMG)

- Applicant interface begins with the Exploratory Call
- Proceeds through the development of Damage Inventory and document collection
- Executes the Recovery Scoping Meeting
- Facilitates the meetings between the Applicant and FEMA at least once a week
- Coordinates applicant concurrence
What Site Inspectors do

- Only inspect sites specified on the Work Order
- Work with the Applicant at all times during the Site Inspection process
- Reach field level concurrence with Applicant’s Representative
- Develop a positive and engaged relationship with the Applicant’s Representative
- Assist counterparts if Mitigation or Environmental and Historic Preservation Specialists are present
What Site Inspectors \textit{do not} do

- Identify damages for the Applicant’s Representative
- Proceed to damaged sites alone
- Inspect sites not identified on the Work Order
- Determine and/or discuss FEMA eligibility
Applicant Consideration

What if sites are missing from the FEMA Work Order?

- The Site may be located on a separate Work Order
- The missing site may not have been identified on the Damage Inventory
- Damage was not inventoried within 60 Days of the Recovery Scoping Meeting (RSM)
Applicant Roles

At the time of the Site Inspection the Applicant’s representative will:

• Meet with the Site Inspector
• Review the Work Order together
• Plan a time effective strategy/plan to see sites
• Facilitate inspections of the designated sites on the Work Order
• Sign the Site Inspection Report(s)
Applicant Roles

What happens at the conclusion of the Site Inspection?

• Site Inspector will discuss next steps with Applicant’s Representative

• The Applicant’s Representative will be asked to sign the Inspection Report

Applicant Representative Signature: ____________________________
The Site Inspection

Recipient Roles

• Openly invited to attend FEMA Site Inspections
• May assist either FEMA or the Applicant by:
  • Asking questions
  • Taking measurements
  • Obtaining site photos
  • Drawing site sketches
The Exploratory Call

PDMG ASSIGNED

OCCURS WITHIN 7 DAYS

EXPLORATORY CALL
The Exploratory Call

- The initial call/ introduction with the Applicant
- Facilitated by the Program Delivery Manager (PDMG)
- PDMG becomes familiar with the Applicant, their needs, and how they have been impacted
- Types of disaster damage are discussed with the Applicant
- Call creates tailored agenda for the Recovery Scoping Meeting (RSM)
- The date, time, and meeting location of the Recovery Scoping Meeting (RSM) is set
The Exploratory Call

During the Exploratory Call, a variety of considerations will be addressed:

- Are the damages understood / known by Applicant
- Damage Inventory development will be discussed
- Potential FEMA participants needed at the Recovery Scoping Meeting (RSM)
- Potential Applicant participants needed at the Recovery Scoping Meeting (RSM)
- Essential paperwork to load in the Grants Portal
- Possible Mitigation or Environmental and Historic Preservation involvement
The Exploratory Call

Exploratory Call participants can include:

- The Applicant
- The Recipient
- FEMA PDMG
- FEMA 406 Mitigation
- FEMA Environmental & Historic Preservation
After the Exploratory Call

Following the Exploratory Call, the Applicant will receive an email from the PDMG containing:

- Confirmation of the RSM
- Objectives of the RSM
- A copy of the Damage Inventory Form

NOTE: This email will be auto generated by the PDMG through Grants Portal
The Recovery Scoping Meeting

PDMG ASSIGNED

OCCURS WITHIN 21 DAYS

Recovery Scoping Meeting
The Damage Inventory

• Critical driver in the New Delivery Model
• Applicant identification of damage sites
• Establishes Applicant recovery priorities
• Identifies potential 406 Hazard Mitigation opportunities
• Establishes potential Environmental and Historic Preservation assistance needs
The Damage Inventory

Without a complete Damage Inventory:

• Applicant claimed damages are not documented
• Site Inspection Work Orders cannot be processed
• Request for the Essential Elements of Information (EEI’s) cannot proceed
The Damage Inventory

Completing development of the Damage inventory before the Recovery Scoping Meeting streamlines the PA grant process.

If the Applicant needs assistance in completing the Damage Inventory their Program Delivery Manager (PDMG) will assist them.
The Damage Inventory

In order to prepare for the Recovery Scoping Meeting:

• A damage inventory with known damages should be completed.
• Applicants have 60 days from the Recovery Scoping Meeting to identify additional discovered damages
• The applicant signs/certifies the Damage Inventory on Day 61 following the Recovery Scoping Meeting
• Damages identified after 60 days will be assessed on a case by case basis by the FEMA Public Assistance Group Supervisor
## Damage Inventory Sample

<table>
<thead>
<tr>
<th>Category</th>
<th>Name of Damage Facility</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Latitude</th>
<th>Longitude</th>
<th>Describe Damage</th>
<th>Primary Cause of Damage</th>
<th>Approx. Cost</th>
<th>% Work Complete</th>
<th>Liability Type</th>
<th>Status</th>
<th>Applicable Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>PAAP 5-18 DEBRIS REMOVAL PROGRAM</td>
<td>105 Production Row SW</td>
<td></td>
<td>Dorien</td>
<td>Georgia</td>
<td>31005</td>
<td>31.44000</td>
<td>-81.46000</td>
<td>Council is participating in the PAAP for Debris Removal</td>
<td>Hurricane</td>
<td>$25,000</td>
<td>100%</td>
<td>FAD</td>
<td>0</td>
<td>High</td>
</tr>
<tr>
<td>A</td>
<td>PAAP 6-30 DAYS--Debris collection site and pick-up areas</td>
<td>105 Production Row SW</td>
<td>County EOC</td>
<td>Dorien</td>
<td>Georgia</td>
<td>31005</td>
<td>31.44000</td>
<td>-81.46000</td>
<td>Debris is being collected from the ROW along public roads then hauled by county and contractors to the Indiantown County Landfill where it is inspected and estimated for volume. (CY) are documented. Landfill has been pre-approved by EPA and EPD and they have applicable permits. They are concerned with the volume of debris and do not have funds to get a grinder.</td>
<td>Hurricane</td>
<td>$97,000</td>
<td>100%</td>
<td>FAD</td>
<td>0</td>
<td>Urgent</td>
</tr>
<tr>
<td>B</td>
<td>Emergency Protective Measures</td>
<td>105 Production Row SW</td>
<td>County EOC</td>
<td>Dorien</td>
<td>Georgia</td>
<td>31005</td>
<td>31.44000</td>
<td>-81.46000</td>
<td>Applicant used services of the Sheriff’s Dept., EOC, EMS, and Volunteer Fire Department to protect the residents.</td>
<td>Hurricane</td>
<td>$11,200</td>
<td>100%</td>
<td>FA</td>
<td>0</td>
<td>Low</td>
</tr>
<tr>
<td>C</td>
<td>Blues Reach Road</td>
<td>Blues Reach Road</td>
<td>County EOC</td>
<td>Dorien</td>
<td>Georgia</td>
<td>31005</td>
<td>31.44000</td>
<td>-81.46000</td>
<td>Issues Reach Road had a section of paved road washed out around damaged culvert. Road remains closed</td>
<td>Hurricane</td>
<td>$93,000</td>
<td>50%</td>
<td>FA</td>
<td>1</td>
<td>Urgent</td>
</tr>
</tbody>
</table>
Questions
SUPPORT HOTLINE

1-866-337-8448

Grants Portal Technical Support Hotline
Grants Portal Demonstration

Sign in to Your Account

USERNAME
Forgot your username

PASSWORD
Forgot your password

SIGN IN

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