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
- <u>A Platform for Continuous Improvement</u>

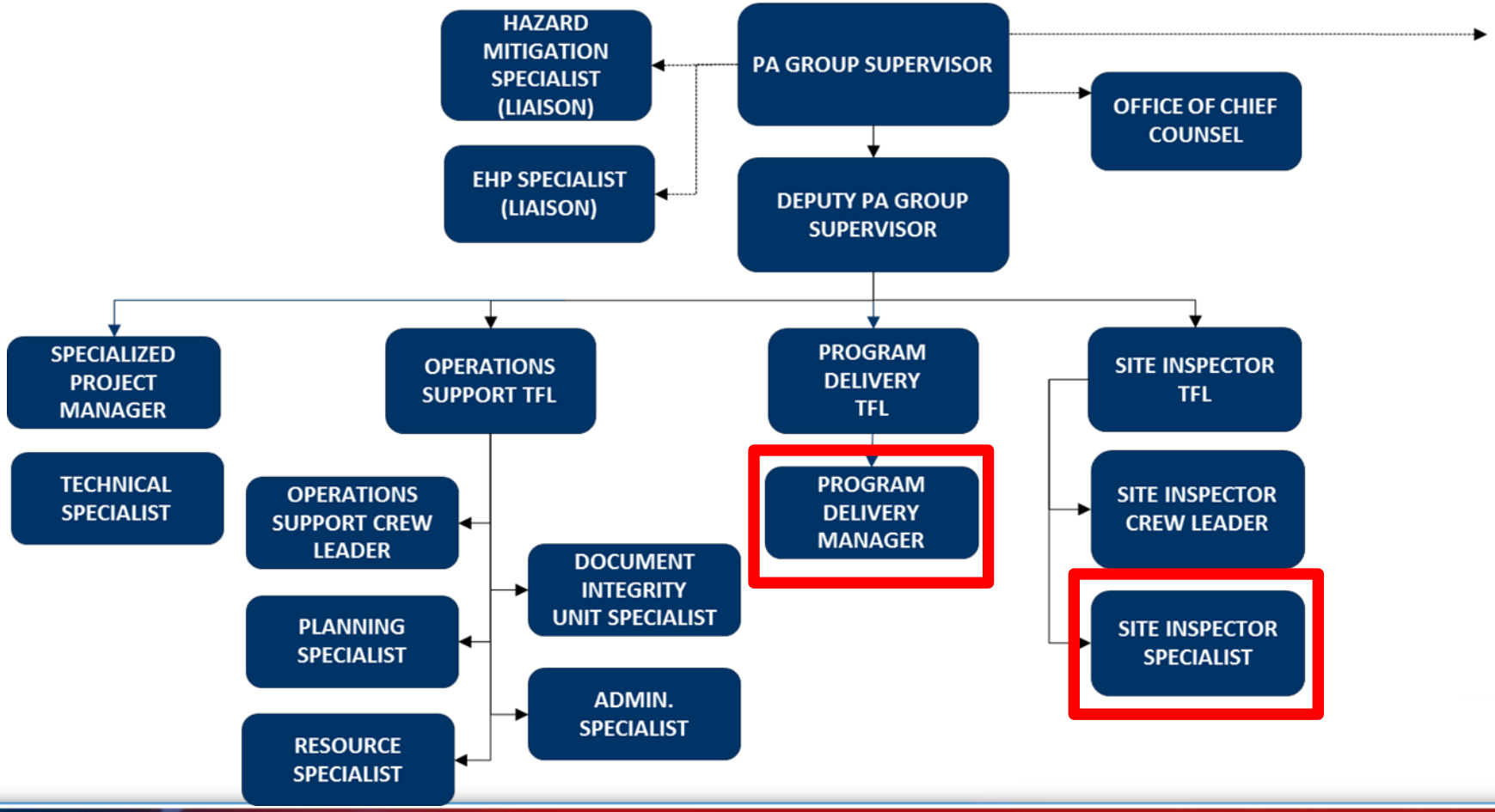
Recipients and Applicants have a direct role

How does this happen?

- Customer Engagement
- Transparency
- Front-end Agreement
- Project Development

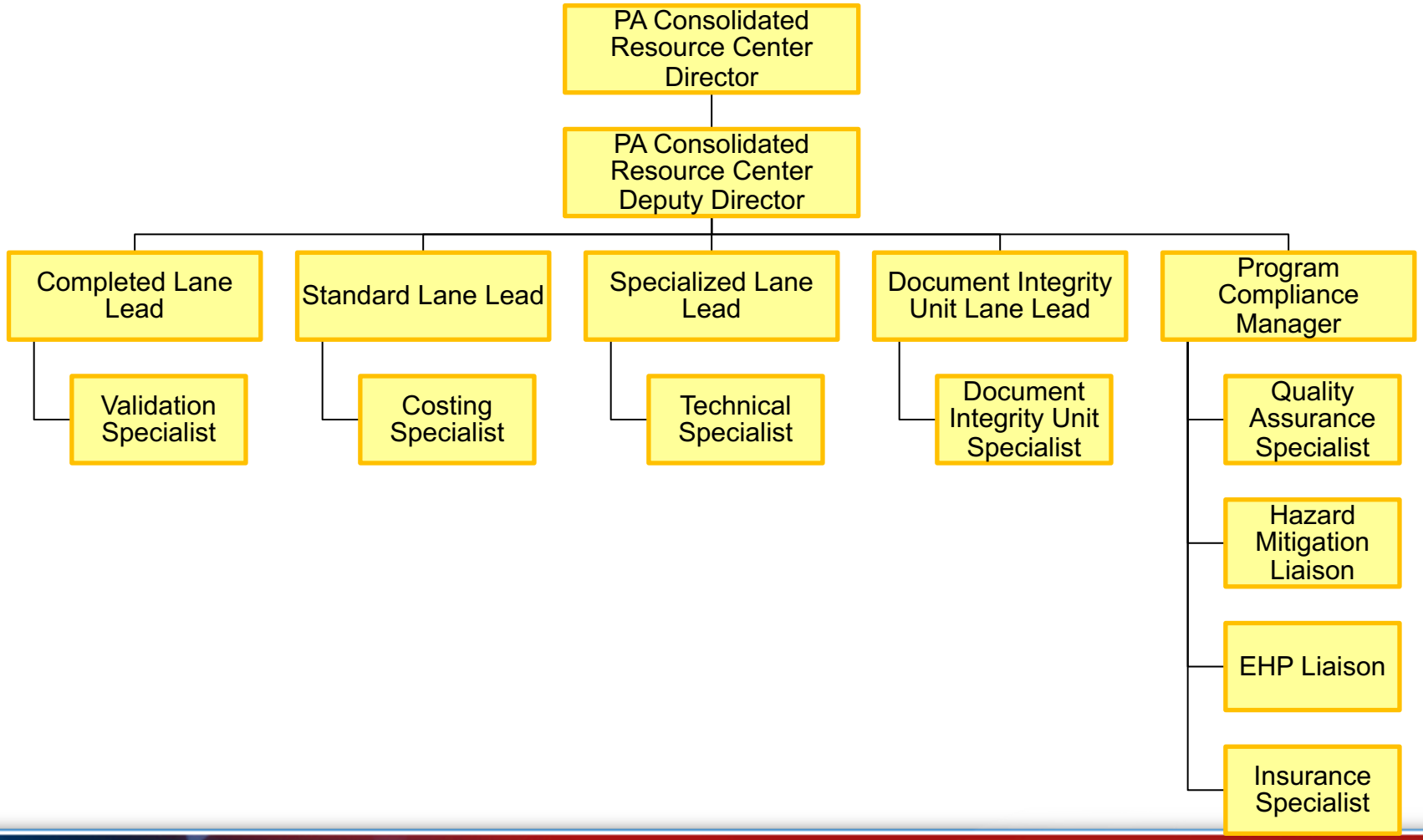
This course will introduce you to FEMA's new direction, while providing tools, resources, and information to enhance Applicant/Recipient recovery operations.

Field Level Operational Structure

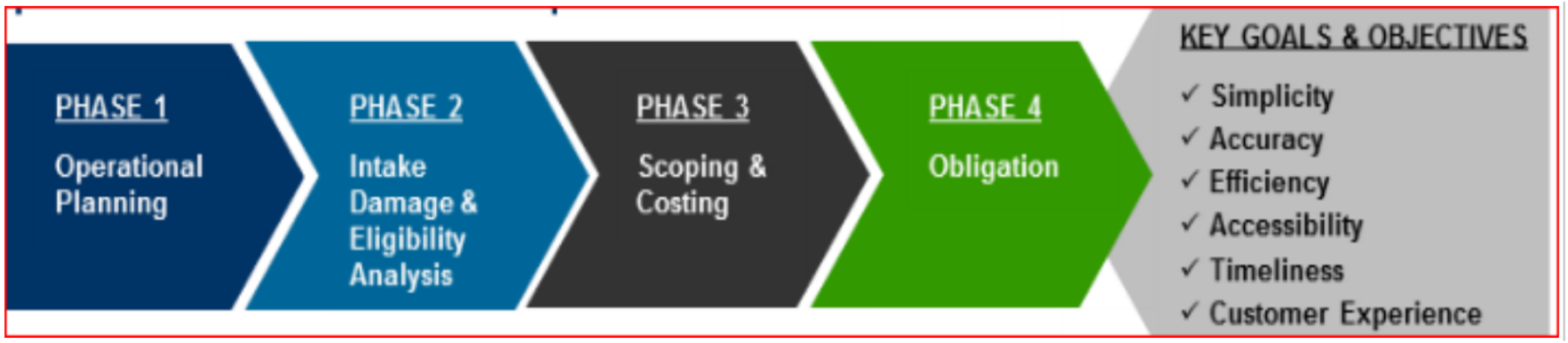


FEMA

Consolidated Resource Center (CRC) Structure



PA Delivery Goals and Objectives



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 *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

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

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

Disaster Number:	4284DR	**Program Delivery Manager (PDM) Name:**	Moak, John W.
Applicant Name:	McIntosh County	**Program Delivery Manager (PDM) Phone:**	[illegible]
Applicant FIPS:	1 [illegible] 0	**Program Delivery Manager (PDM) Email:**	john.moak@fema.dhs.gov
Applicant Point of Contact Name:	[illegible]		
Applicant Point of Contact Phone:	[illegible]		
Applicant Point of Contact Email:	[illegible]		

Category	Name of damage/facility	Address 1	Address 2	City	State	Zip	Latitude	Longitude	Describe Damage	Primary Cause of Damage	Approx. Cost	% Work Complete	Labor Type	Has received PA grant(s) on this facility in a past?	Is there a potential mitigation opportunity?	Applicant priority
A	PAAP 31-90 DEBRIS REMOVAL PROGRAM	1019 Production Row SW		Darien	Georgia	31305	31.41000	-81.46000	County is participating in the PAAP for Debris Removal	Hurricane	$25,000	10%	FA/C		0	High
A	PAAP 0- 30 DAYS--Debris collection site and pick up areas	1019 Production Row SW	County EOC	Darien	Georgia	31305	31.41000	-81.46000	Debris is being collected from the ROW along public roads then taken by county and contractors to the McIntosh County Landfill where it is inspected and estimates 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.	Hurricane	$97,000	100%	FA/C		0	Urgent
B	Emergency Protective Measures	1019 Production Row SW		Darien	Georgia	31305	31.41000	-81.46000	Applicant used services of the Sheriff's Dept., EOC, EMS, and Volunteer Fire Department to protect the residents.	Hurricane	$11,200	100%	FA		0	Low
C	Blues Reach Road	Blues Reach Road	County EOC	Darien	Georgia	31305	31.41000	-81.46000	Blues Reach Road had a section of paved road washed out around damaged culvert. Road remains closed.	Hurricane	$60,000	5%	FA		1	Urgent

FEMA

Questions

SUPPORT HOTLINE

1-866-337-8448

Grants Portal Technical Support Hotline

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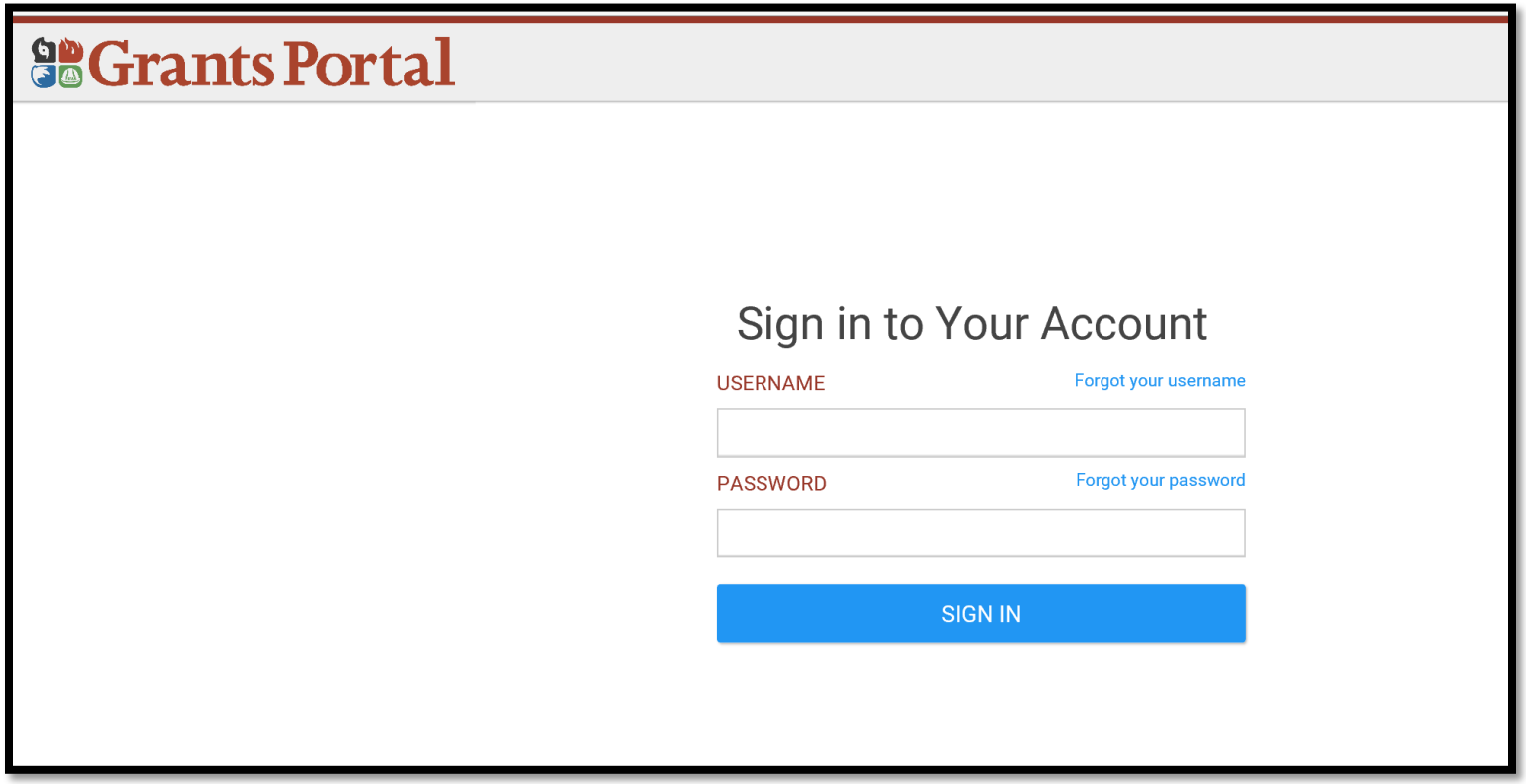
Grants Portal Demonstration



https://grantee.fema.gov