



## Public Assistance

### Public Assistance Delivery Model

The Public Assistance (PA) Program is FEMA’s largest grant program, averaging \$4.7 billion in assistance each year and accounting for 51 percent of the grant dollars administered by the agency. In 2014 and 2015, to identify improvements to the effectiveness of the Program, FEMA conducted an in-depth diagnostic review, analysis, and outreach that demonstrated the need for significant changes in the way FEMA implements the Public Assistance program. As a result, FEMA developed a new business model for PA Program delivery and is implementing those changes. The delivery model has three basic elements, which support a simplified and streamlined grant application process:

- Simplified roles and responsibilities, and re-trained Federal staff;
- Cloud-based customer relationship and program management software known as The PA Grants Manager and Grants Portal; and,
- Pooled resources so multiple disaster operations can tap into trained experts when developing PA projects. We call these Consolidated Resource Centers (CRC).



### PROCESS AND ROLES

The foundation of the delivery model is a partnership between the FEMA, state, tribal and territorial emergency managers, and applicants requiring disaster recovery assistance. These parties will work together to complete the processes necessary to apply for and receive Public Assistance, as outlined below:

#### Phase I – Operational Planning

Objective: Identify applicants’ disaster impacts and recovery priorities. The following general activities will occur after *Applicant Briefings* and approvals of applicants’ *Request for Public Assistance*.

- FEMA will assign a *Program Delivery Manager (PDMG)*—a primary point-of-contact assigned to each applicant—who will provide assistance to the applicant throughout the PA grant development process.
- The PDMG will conduct an *Exploratory Call* with assigned applicant representatives to obtain general information about the applicant and its disaster impacts, and to explain next steps.
  - ✓ Applicant representatives should be prepared to discuss impacts and provide the names of counterparts who may be involved in PA grant development.

- The applicant and PDMG will conduct a *Recovery Scoping Meeting*.
  - ✓ Additional applicant and FEMA representatives are expected to participate in order to have an in-depth discussion regarding the applicant's disaster damage.
  - ✓ The Recovery Scoping Meeting starts the 60-day regulatory timeframe for the applicant to identify incident-related damage.
  - ✓ The applicant and the PDMG should agree to weekly, one-on-one status meetings.

## Phase II – Damage Intake and Eligibility Analysis

Objective: Capture and document all of the incident-related damages.

- Work that is already completed: PDMG works with the applicant to gather documentation and to ensure information is uploaded into the PA Grants Manager/Grants Portal.
  - ✓ The PDMG will forward projects to the *Consolidated Resource Center* for compliance, document, and quality assurance reviews.
  - ✓ The PDMG will coordinate with the applicant to resolve issues, gather additional information, and obtain project concurrence and signature.
- Work that is still to be completed: The PDMG will work with the applicant to schedule a site inspection.
  - ✓ A site inspection is an in-depth, in-person assessment of facility damage conducted by the applicant (or representative) and PA Site Inspector.
  - ✓ The PA Site Inspector captures dimensions and quantities shown by the applicant.
  - ✓ Applicants approve damage descriptions before further PA project development.
  - ✓ The PDMG will send projects to the CRC for further development.

## Phase III – Scoping and Costing

Objective: Further develop PA grant projects for final processing.

- Projects are processed and reviewed by CRC specialists, in coordination with the PDMG.
  - ✓ The PDMG will coordinate with the applicant to resolve issues, gather additional information, and obtain project concurrence and signature.
  - ✓ Projects go through quality assurance and compliance reviews.

## Phase IV – Obligation

Objective: Obligate projects.

- Quality assurance teams ensure the project signed by the applicant matches data in EMMIE, which is the official system of record for obligation.
  - ✓ The PDMG, PA field leadership, and recipient review the project
  - ✓ The applicant reviews and signs the final project.
  - ✓ FEMA awards the project.

## CONTINUOUS IMPROVEMENTS

FEMA's continued focus on strengthening people, processes, procedures, and tools will expedite community recovery by bringing greater simplicity, accuracy, efficiency, accessibility, and timeliness to the PA program. The success of the delivery model depends on the strength of internal and external partnerships. A key aspect of the model is continuous improvement: the agency will monitor progress, receive feedback, and make on-going adjustments and improvements to processes and tools.

*“FEMA's mission is helping people before, during, and after disasters.”*