The FEMA New PA Delivery Model



IMPLEMENTATION TIMELINE

Stage 1

Feb 2016 DR-4258 Oregon

Stage 2

Oct 2016 DRs-4284, 4294, 4297 Georgia

Stage 3

Jun 2017 DRs-4316, 4317, 4323 New Hampshire, Missouri, North Dakota

Grants Manager & Portal IOC 1st CRC

IMPLEMENTATION TIMELINE

Stage 4

Sept 2017

Additional DRs based on size & capacity

Stage 5

Jan 2018

All disasters based on capacity with cadre, region or CRC

Old Delivery Model Retired

No Later Than Dec 2018

Grants Manager & Portal FOC 2nd CRC Process Guide 3rd CRC

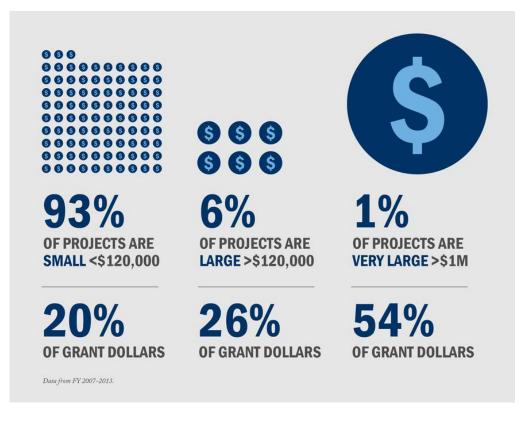


\$4.7 BILLION/YEAR 51% OF ALL GRANTS





Historically...





Introduction to The New PA Delivery Model Historically...

EVERY PROJECT PROCESSED THE SAME WAY,
REGARDLESS OF ITS SIZE, TYPE OR COMPLEXITY,
RESULTS IN A WIDE RANGE OF PROCESSING TIMES.





PUBLIC ASSISTANCE

WHAT HASN'T CHANGED

- Law
- Regulations
- Policy

WHAT'S CHANGING

- Process
- Roles
- Tools & Templates
- Systems

Through the New Delivery Model, FEMA is focusing on:

- Customer Service
- Project Specific Complexity
- Customer Specific Needs
- Overall Recovery Priorities
- Consistency
- Specialization
- National Standards
- A Platform for Continuous Improvement





Recipients (States) and Applicants will have a direct role.

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





Grants Portal / Grants Manager

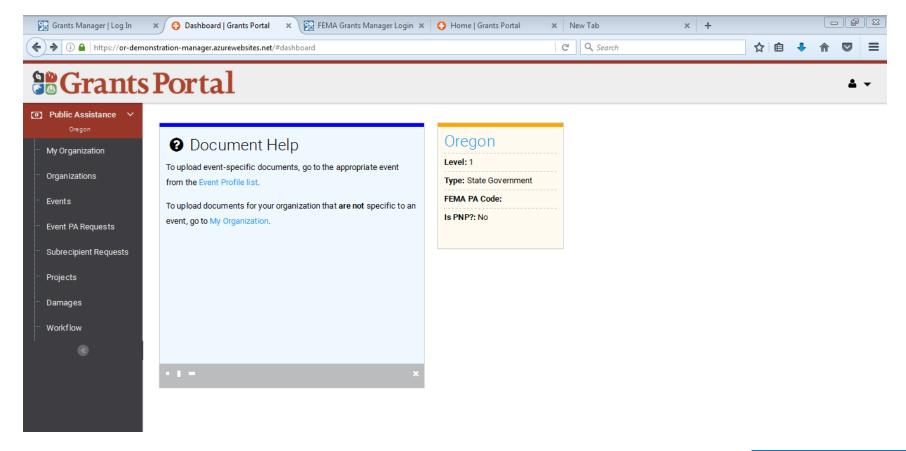
To improve transparency and organization of projects/documents, FEMA developed a web-based program.

- Grants Portal is for the Applicants.
- Grants Manager is for the Recipients and FEMA.
- All information related to the project(s) is uploaded into Grants Portal by the Applicant, creating an Applicant-driven process.

You will be asked to sign documents on multiple occasions. This is to keep you informed of the status of your application. FEMA is trying to avoid "last minute" surprises!



Grants Portal





Applicant will need to first enter their organization information





Orientation – New PA Project Phases

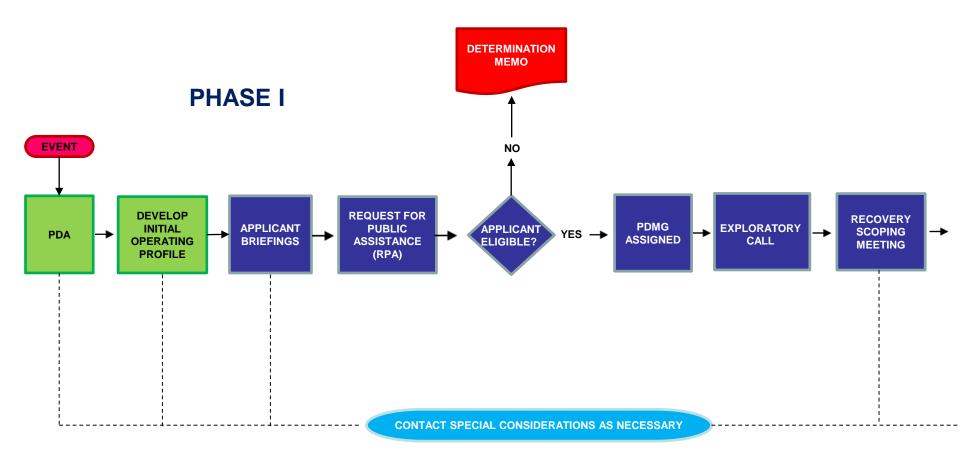
Phase IOperational
Planning

Phase II
Intake Damage
& Eligibility
Analysis

Phase III
Scoping &
Costing

Phase IV Reviews







30 Days!

- KDEM has 30 days to request a Presidential Declaration following an "event".
- It is critical that you notify KDEM of eventrelated damages as soon as possible.
- This notification should include your Impact Statement and a preliminary list of damages.

Step 1: The Joint Preliminary Damage Assessment (PDA):

- Essential first step in the declaration process.
- FEMA/Applicant/Recipient work together to verify damage.
- FEMA Damage Assessment Teams are specialized to the task.
- Fast Paced/Preliminary: PDA Teams do not inspect 100% of damages.
- Applicants should target their most significant damages in assessment planning.





Step 1: The Joint Preliminary Damage Assessment (PDA) - Continued:

Applicants should be prepared to show:

- 1) Disaster damage
- Disaster Photos
- 3) Annotated damage map
- 4) Any available costs







Step 3: Applicant Briefings

- Post Disaster Declaration
- Facilitated by the Recipient
- Upon request, FEMA Staff attends to support the Recipient
- Recipients assist Applicants in submitting the Request for Public Assistance (RPA) via Grants during this meeting (via Grants Portal)
- Applicants can submit RPA anytime up to 30 days postdeclaration in Public Assistance Grants Portal.



Step 4: Request for Public Assistance (RPA)

- In order to receive funds, the Applicant must submit the RPA
- The Applicant should designate an Applicant Agent, and physical address.
 - → If the Finance Director will be the Applicant Point of Contact, the Mayor should not be listed.
 - → If the Applicant Agent is based out of the Public Works Yard, reflect that address





Step 4: Request for Public Assistance (RPA)

- Private Non-Profits are required to submit copies of additional paperwork:
- Tax Exemption Certificate
- Latest Tax Return
- Organizational Charter or By-Laws
- School Organizations must submit Accreditation or Certification





Step 4: Request for Public Assistance (RPA)

- In the New PA Delivery Model, Applicants will have RPA capability within the Public Assistance Grants Portal.
- In consideration: RPAs <u>Must</u> be Submitted Within 30 Days of the Presidential Disaster Declaration.
- If experiencing difficulty in submitting the RPA, contact your Recipient for assistance.





Step 5: Applicant Eligibility Determinations

- Following Submittal of the RPA, Recipient will review
- The Recipient ensures all components of the RPA are complete
- Recipient forwards RPA through Grants Portal to FEMA
- FEMA Field Leadership determines Applicant Eligibility
- The Grants Portal will generate an email notification upon an RPA eligibility determination.





New Public Assistance Operational Framework

FEMA Program Delivery Manager (PDMG)

- Primary FEMA point of contact for the Applicant
- Customer service centered approach to develop a positive relationship with the Applicant
- Expected to remain in place through project obligation
- Conducts Exploratory Call, Recovery Scoping Meeting, and Recovery Transition Meeting
- Span of control utilized when assigning Applicants to PDMGs – Maximum of five applicants per PDMG

The FEMA Program Delivery Manager (PDMG)

- Expected to meet with and communicate with Applicants as often as necessary.
- 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 Exploratory Call





The FEMA 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 as necessary.
- Coordinates applicant concurrence.





The Exploratory Call

- The initial call / brief introduction with the Applicant
- Facilitated by the Program Delivery Manager
- Introduction of the Damage Inventory (list of damages)
- The Recovery Scoping Meeting (RSM) is scheduled
- Recipient, Mitigation, and EHP (Environmental and Historic Preservation) can be to on the conference call



The Exploratory Call (Continued)

- Following the Exploratory Call, the Applicant will receive an email from the PDMG Containing:
 - → Confirmation of the Recovery Scoping Meeting
 - → The Damage Inventory Form
 - → Document Checklists





Phase I – Operational Planning Action Items The Damage Inventory

- An Excel file the Applicant fills in to identify damages
- Applicant uploads it to the Grants Portal prior to the Recovery Scoping Meeting
- Establishes Applicant recovery priorities
- Critical driver to the entire New Delivery Model
- Utilized to schedule Site Inspection Work Orders
- Identifies potential 406 Hazard Mitigation and/or Environmental and Historic Preservation needs
- You have 60 days following the RSM to complete your damage inventory.



Damage Inventory Sample

Disaster Number:		4284DR	Program Delivery Manager (PDM) Name:				 Moak, John W.									
Applicant Name:		McIntosh County			Program Delivery Manager (PDM) Phone:											
Applicant FIPS:		1 10			Program Delivery Manager (PDM) Email:				john.moak@fema.dhs.gov							
Applicant Point of Contact Name:																
Applicant Point of Contact Phone:																
Αp	pplicant Point of Contact Email:															
Category	Name of damagelfacility	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
Α	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%	FAIC		0	High
А	PAAP 0-30 DAYSDebris 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 RDW 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%	FAIC		0	Urgent
									Applicant used services of the Sheriff's Dept., EOC, EMS, and Volunteer Fire Department to protect the residents.							
В	Emergency Protective Measures	1019 Production Row SW		Darien	Georgia	31305	31.41000	-81.46000		Hurricane	\$11,200	100%	FA		0	Low
									Blues Reach Road had a section of paved road washed out around damaged culvert. Road remains closed.							
C	Blues Reach Road	Blues Reach Road	County EOC	Darien	Georgia	31305	31.41000	-81.46000		Hurricane	\$60,000	5%	FA		1	Urgent



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 cannot proceed

Complete development of the Damage Inventory prior to the Recovery Scoping Meeting streamlines Public Assistance delivery.



The Recovery Scoping Meeting





The Recovery Scoping Meeting

Key Action Items:

- Ensure the Damage Inventory is uploaded in the Grants Portal.
- Full review of itemized damage sites and Applicant considerations.
- Discuss any potential Special Considerations to include: Insurance, Mitigation, and Environmental/Historic compliance.



The Recovery Scoping Meeting

Key Action Items (Continued):

- Differentiate Work Complete from Work to be Completed.
- Establish Applicant availability for Site Inspections
- Site Inspections are ordered by the Program Delivery Manager through Grants Manager



Transition to Phase II

- Guided by the Applicant provided Damage Inventory.
- In accordance with the Applicant's Recovery Priorities and percentage of work complete.
- Transition allows for planning the identified damage will be organized into project lanes prior to Phase II onset.
- Submittal of documentation through Document Checklist
- Full document disclosure by the Applicant is required in order to proceed to Phase II.



The FEMA Program Delivery Manager (PDMG) designates disaster damages into Project Lanes

Completed Work

- Work Completed
- No site inspections

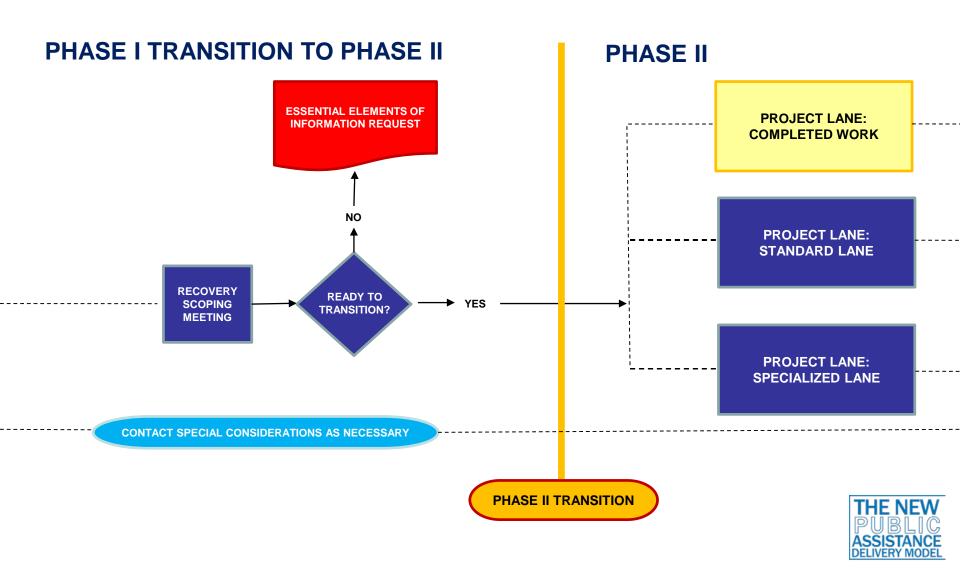
Standard

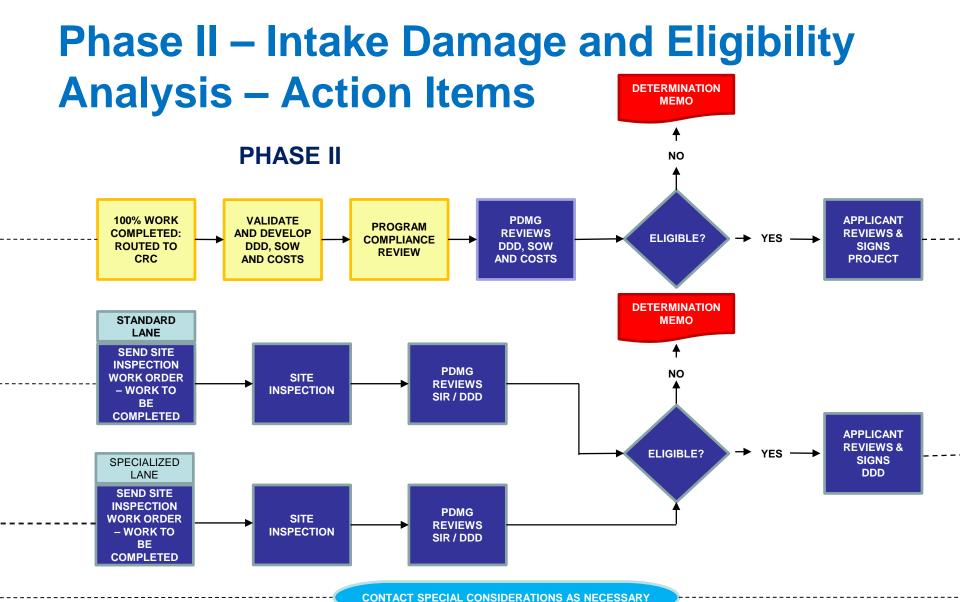
- Work to be Completed (all categories)
- Site inspections or validations

Specialized

Complex projects that require technical expertise

Phase II – Intake Damage and Eligibility Analysis – Action Items





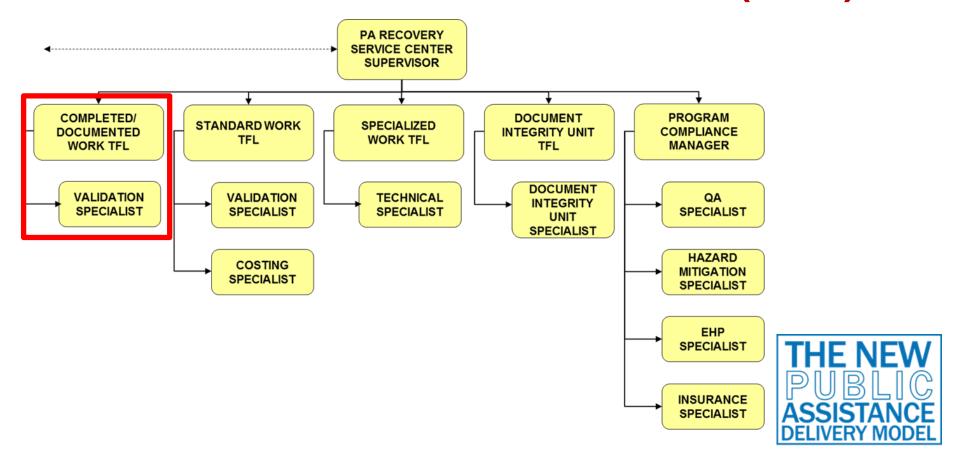
THE NEW PUBLIC

Completed Work → Routed to the Consolidated Resource Center (CRC)

- Work is 100% Completed.
- May include work identified to be 100% complete within 2 weeks of Recovery Scoping Meeting.
- Submitted to CRC when all required documentation outlined in the Essential Elements of Information (EEI) is submitted through Grants Portal.



Completed Work → Routed to the Consolidated Resource Center (CRC)



Standard Lane (Non-Technical) and Specialized Lane (Technical) damages:

- Each lane follows a similar workflow processes.
- Analyzed by FEMA Program Delivery Manager (PDMG) through collaborative process with the Recipient - to place the right skillset proficiency with the damage.
- Organized into Work Orders by PDMG for:
 - → Site Inspectors (Standard/Non-Technical)
 - → Technical Specialists (Specialized/Technical)



New Public Assistance Operational Framework

FEMA Site Inspectors

- Receives Site Inspection Work Orders through Grants Manager
- Will only inspect what is listed on the Damage Inventory
- Assembles a Report Package with Photos, Maps, and Sketches
- Site Inspectors will fulfil a single task set, complete, then move on

Applicant Roles (Continued):

Applicant will need to identify their representative that will attend each site inspection. Representative will be required to sign the Site Inspection Report confirming measurements.

Prior to Site Inspection, the representative can anticipate:

- An introductory phone call from the Site Inspector.
- Confirmation of the date, time and meeting location.
- Identification of what to bring.
- An opportunity to ask questions.



Applicant Roles (Continued):

In Preparation the Applicant should gather any measurement tools that may be helpful.

- Measuring Wheels***
- Measuring Tapes***
- Tape Measures***
- Building Plans/Drawings
- Disaster Photos (and/or Pre-Disaster Photos)

*** FEMA will issue measuring tools/equipment to Site Inspectors. However, resources on hand may be helpful to the Site Inspection process.

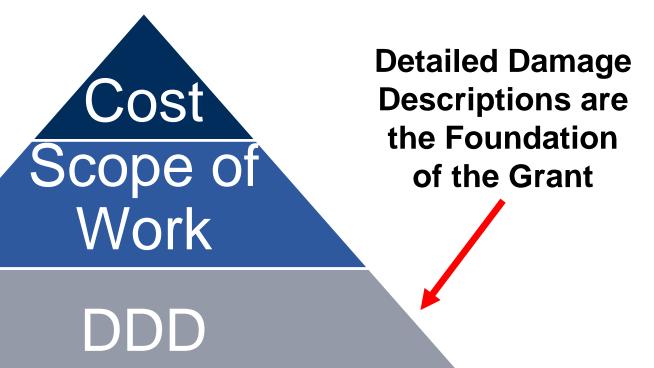
Applicant Roles:

- Must be present at all Site Inspections
- Identifies all site damage and components
- Answers Special Considerations Questions
- Signs the Site Inspection Report





Site Inspections are Critical





Applicant Roles (Continued):

At the time of Site Inspection, the Applicant will:

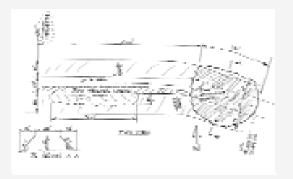
- Meet with the Site Inspector.
- Review the Work Order Together.
- Plan a time effective strategy/plan to see sites.
- Facilitate inspections of the designated sites on the Work Order.





What Site Inspectors are there to do:

- Collect damage specific information (Who, what, when, where, how, and how much)
- Take Photographs
- Develop site sketches
- Create site maps







What Site Inspectors are there to do (Cont.):

- Only inspect sites specified on the work order
- Work with the Applicant at all times
- Reach field level concurrence
- Conduct a positive and engaged relationship with the Applicant.
- Assist Counterparts: If Mitigation of Environmental and Historic Preservation Specialists are present.





What Site Inspectors are NOT there to do:

- Self identify damages
- Proceed to damaged sites alone
- Inspect sites not identified on the Work Order
- Determine and/or discuss FEMA eligibility





In the New PA Delivery Model:

- The Program Delivery Manager (PDMG) remains the Applicant's single point of contact throughout.
- Site Inspectors will fulfil a single task set, complete, then move on
- The Site Inspector will work with the Applicant to capture and annotate damage.





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 (Continued):

What happens at Site Inspection Conclusion?

- Site Inspector will discuss next steps with Applicant.
- The Applicant will be asked to Sign the Inspection Report.

Applicant Representative Signature:





The Completed/Documented Lane Workflow

Throughout the entire process, the FEMA Program Delivery Manager works with/supports the Applicant to:

- Organize Documents
- Upload/Submit Documents
- Answer Questions
- Resolve Unmet Needs
- Achieve Field Level Agreement

Recipients are invited to partner with the Applicant and FEMA through all engagements.





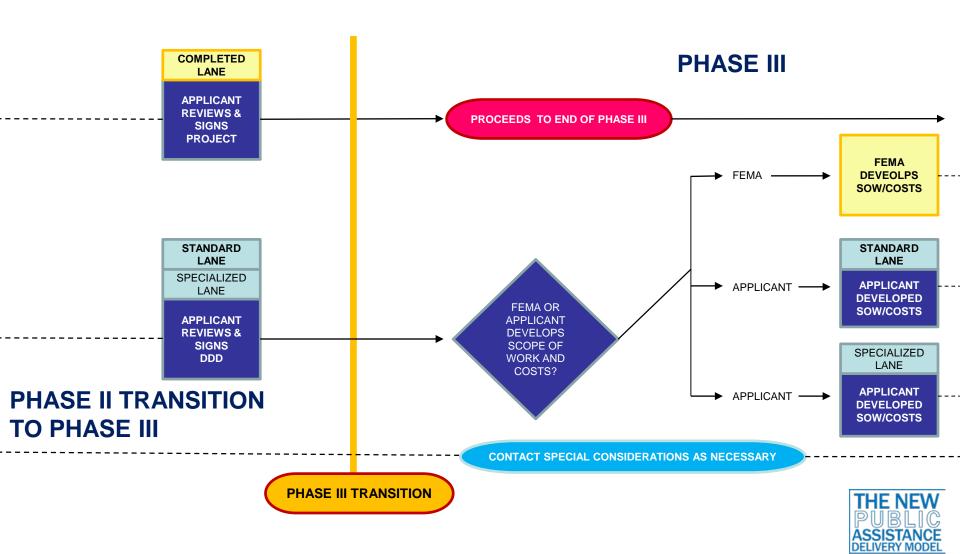


Applicant Decision

For Standard or Specialized Lane Projects (Work to be Completed Projects), Applicant will determine if FEMA or they will complete Scope of Work and Cost.

- If Applicant selects FEMA to complete Scoping and Costing of the Grant, project Scope and Cost are completed at Consolidated Resource Center (CRC).
- If Applicant selects to complete the Scoping and Costing themselves, they will provide to PDMG when done and CRC will validate.

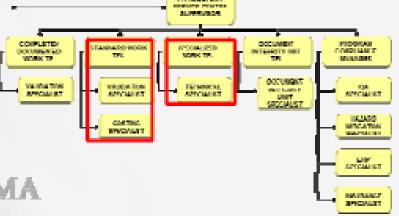




Consolidated Resource Center (CRC) Scoping and Costing

If the Applicant chooses FEMA formulation:

- The project Scope and Cost are assigned at the CRC
- Projects are assigned to the Standard or Specialized Lane.

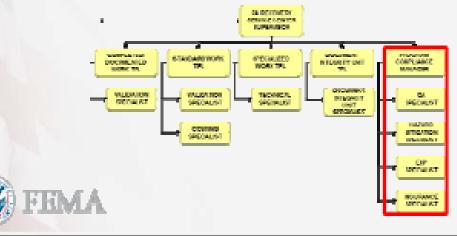




Consolidated Resource Center (CRC)
Scoping and Costing

Following completion of the Scoping and Costing

→ Project is submitted for a Compliance Review.





Consolidated Resource Center (CRC) Scoping and Costing

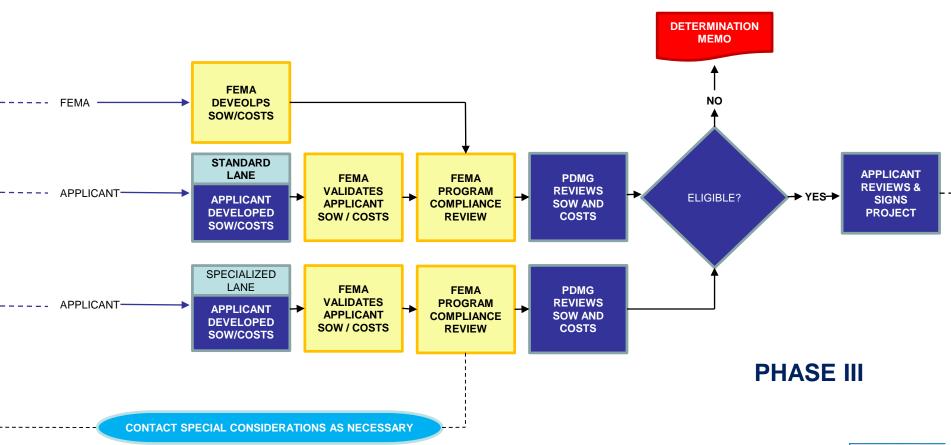
- Following the Compliance Review →
- Program Delivery Manager reviews project →
- Eligibility recommendations are made →
 - Potentially ineligible projects proceed to the field for addition discussion and determination
 - Eligible projects are presented to Applicant by the Program Delivery Manager (PDMG).
 - Applicant reviews the Scope and Costs.
 - Applicant signs the Scope and Costs.



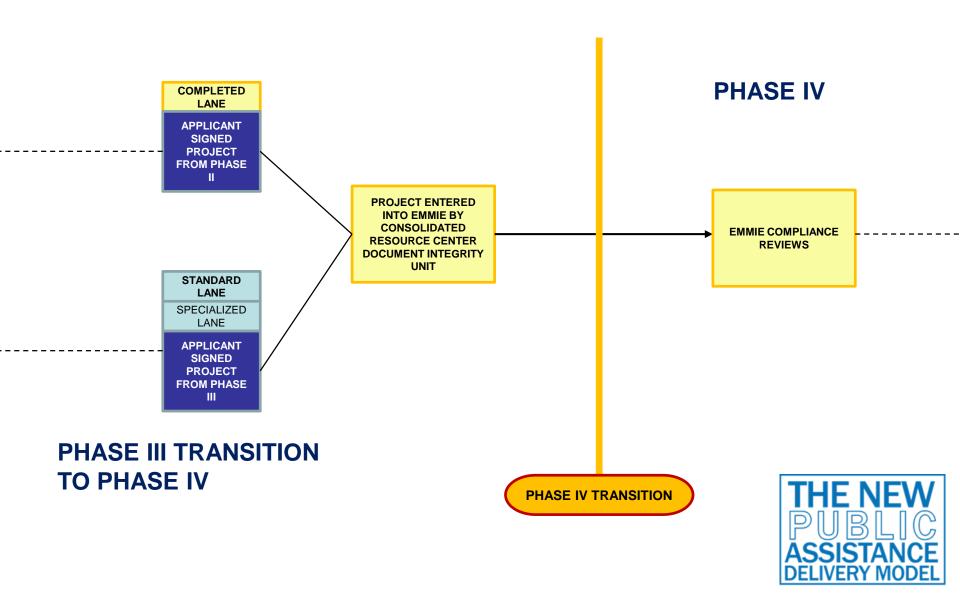


COMPLETED LANE

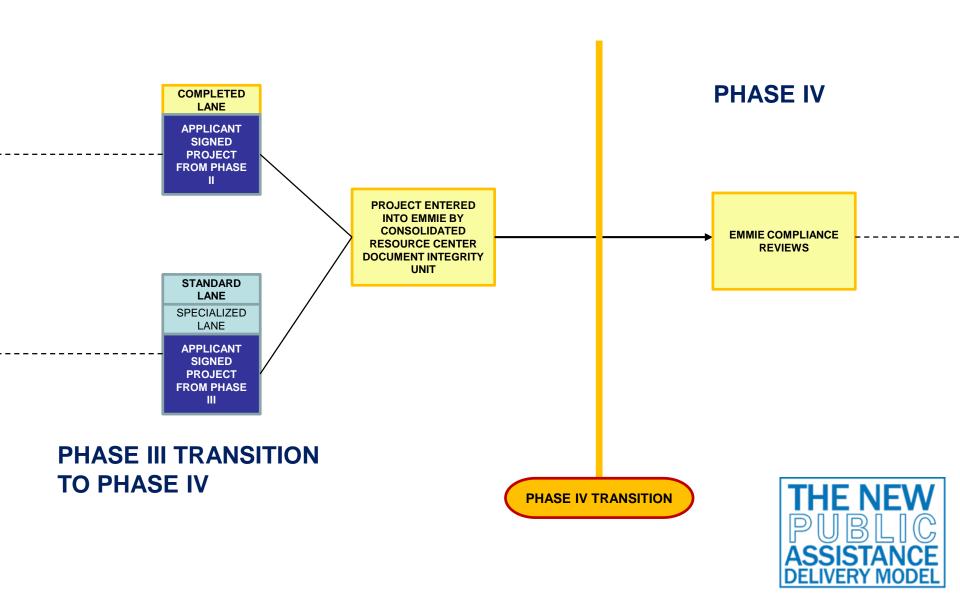
APPLICANT SIGNED PROCEEDS TO END OF PHASE III



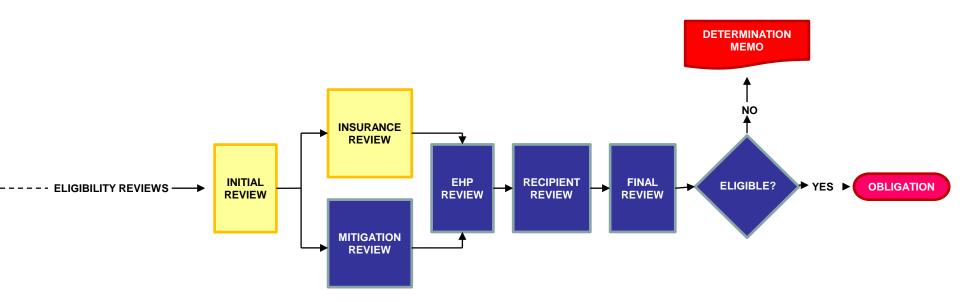




Phase IV – Reviews



Phase IV - Reviews





Phase IV - Reviews

Phase IV is the final stage of the project:

- Quality Assurance completes the Initial Review (In EMMIE); assigns the other Review Queues
- Insurance and Mitigation review project.
- EHP reviews project for compliance.



Phase IV – Reviews

- → Once all reviews are complete, the project is sent to the PDMG through Grants Manager for review/approval.
- → Once the PDMG approves, the project is forwarded to the Recipient for review/approval.
- → When the Recipient (State) approves it, the project will be forwarded to the Applicant.
- → Once the Applicant electronically signs the project in Grants Portal, the Document Integrity Unit at the CRC loads the signed project plus <u>all</u> supporting documents in the Grants Portal into EMMIE.
- → Project proceeds to obligation.



Transition

- → After all projects and the Damage Inventory is signed by the Applicant through Grants Portal, the PDMG will schedule the Recovery Transition Meeting with the Applicant.
- → The Recovery Transition Meeting is the transition of the Applicant/projects from FEMA to the Recipient (State).
- → Recipients are encouraged to attend the Recovery Transition Meeting to discuss closeout procedures.



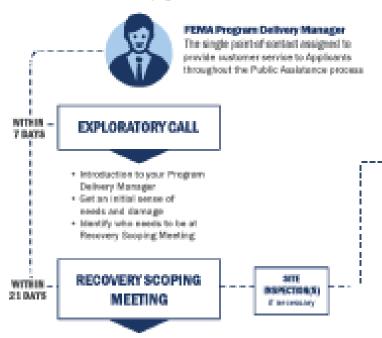
HANDOUTS

- Public Assistance Application Process
- The New Public Assistance Delivery Model
- Grants Manager and Grants Portal Tool
- Public Assistance Overview
- Sample Damage Inventory Form

APPLICANT RRIFFING

- Briefing is scheduled and conducted by the State and Tribal governments
- Apply for Public Assistance
- · Leans about the program.

APPLICANT-DRIVEN PROCESS



- In-depth meeting to testew clampaies
- · Gather documentation
- · Develop list of projects
- Talk through your priorities





INTAKE DAMAGE & ELIGIBLITY ANALYSIS

 Disaster-related damages captured and documented



SCOPING & COSTING

- Based on site visits and dissumentation
- To be reviewed for eligibility.



FINAL REVIEW & SIGN-OFF

- Quality assurance reviews for accuracy
- Project acceptance by Applicant



Other PA Issues







- Other items of importance: (or Essential Elements of Information – EEI)
 - Maintenance Records
 - -PHOTOS: Pre- and Post-Disaster
 - Cost to repair (bring back to Pre-disaster condition.)

NEVER give your original documents to anyone!

The "Burden" of Paperwork

Shoe Bomber



Insurance Fraud, Disability Fraud, etc.

It only takes <u>one</u> person to cause everyone else to have to compensate.

FEMA isn't going to:

- Pay for non-event damages.
- Pay for lack of maintenance.
- Pay for more than returning to Pre-Disaster condition.
- Pay for repairs to property that you are not responsible for.
- Pay for repairs at 4 times the going rate so your brother-in-law can do the work.

How many people in this room do not have a cell phone that takes







pi [a 'es?



Mr. Insurance Man: I wrecked my car and I need to be reimbursed for the repairs!

No, I don't have any pictures of the wreck!

Why do I need that?

What FEMA requires for reimbursement:

•This: Not This:





- Proof that it belongs to you or is your responsibility
- Proof that you have maintained it

"At the time that this project was formulated the Applicant had completed 100% of roadway repairs. These repairs consisted of grading, shaping, and applying and surface (Oklahoma Road Gravel) to ensure roadways were safe for traffic. Consequently, photographs taken during FEMA field inspections were unable to demonstrate rutting damage or surface losses in support of the applicants claim. Similarly, the Applicant was unable to furnish documentation (pre-repair photos) in support of claimed damages. Consequently, FEMA is unable to validate claimed damages".

Requested:

\$38,628.21

Approved: \$0

Maintenance Records:

- Rock Tickets
- Schedule of Routine Maintenance
- Maps showing Maintenance Schedule
- Review of other roads in area

Subject: Large Project Closeout Request FEMA-4230-DR-KS

We are hereby requesting a Large Project Closeout for PW 206, PA ID: 073-UTX9X-00

All documentation available for this project is attached for your review. The Applicant's request for closeout is attached. All Federal Laws and FEMA rules and regulations have been met and the applicant will be paid in accordance with State and Federal Laws when the closeout version to this PW is finalized by FEMA.

Unfortunately the applicant did not keep detailed records that we could verify to substantiate the total costs of this PW. Therefore we could only validate \$9,506.17 of the \$170,872.50 that was authorized. Request this Large Project be closed.

Insurance Coverage

 When estimating the amount of anticipated assistance during damage assessments, FEMA must reduce PA program costs for restoring a facility by actual or anticipated insurance proceeds. The reduction is based on the amount of insurance that is in place or was required following a previous disaster.

County Emergency Declarations

- If you are going to appeal to FEMA for Public Assistance Funds, your County must first issue it's own Disaster Declaration.
 - FEMA PA funds are only available once a disaster has exceeded the local government's and then the state government's capacity to cope with the disaster.
 - Think "Impact Statement"

Impact Statement Form

Kansas Division of Emergency Management Public Assistance Program

County Impacted Jurisdiction Impacted Date of Incident Type of Incident/Emergency Describe the incident/Emergency to include venather specifies: What local actions have been taken? SOC Activation Resonations Road Chouses? / Traffic Controls (List of closures will need to be documented) Sandingging, fixed controls, and/or pumping water Sheltering Other Hissal actions have or will be taken, please detail: Have public infrastructure or exacutial services been affected or disrupted?* Yes No No	Name of Person Submitting Form	Contact Number	Contact 8-real			
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Sheltering Other Other If local actions have or will be taken, please detail: Have public infrastructure or essential services been affected or disrupted?* O Yes O No	☐ Road Closures* / Traffic Controls (List of documen will need to be documented)					
Other If local actions have or will be taken, please detail: Have public infrastructure or essential services been affected or disrupted?* O Yes O No						
If local actions have or will be taken, please detail: Have public infrastructure or essential services been affected or disrupted?* O Yes O No						
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O Yes O No	If local arthons have or will be taken,	presse detail.				
O Yes O No						
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O No	Have public infrastructure or essenti	alservices been affected or d	lampted?*			
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Jurisdictional Population	Non-english Speaking Population
Phodpisin Population	Average Age Average Excuse
Jurisdiction Associal Budget	
Estimated number of	
	ethe lajuries
Bracu	
Public Sector Dumage Estimates:	Annual Endget Allocations Per Category
A) Debris Clearance	
II) Protective Measures	
C) Road Systems	
	Snow Treatment/Removal
	Road Malatenance
	Labor
D) Water Control Facilities	
E) Public Buildings & Equipment	
P) Utilities	
G) Parks, Recreation, Other Facilit	ties
Additional comments (include eco	nomic or other impacts on affected communities):

Capturing Localized Impact

Capturing the impact that lost or damaged infrastructure had on the jurisdiction is an essential damage assessment task. Narrative statements that illustrate the impact of the disaster can help show whether or not the disaster is beyond the capacity of the impacted jurisdiction or State or Tribal Government, and whether supplemental Federal assistance is required to recover. Generally delivered in a series of short narratives, Impact Statements should include numbers or statistics that lend context to the disaster. These statements, included in the Governor's or Chief Executive's request, are important as the impact of a disaster will be taken into account regardless of whether or not a State or Tribal Government meets the per capita cost indicators.

At times there are extraordinary concentrations of damage that might warrant Federal assistance even if the statewide per capita indicator is not met. This may be particularly true where critical facilities are involved or where the cost of restoring damaged infrastructure in a localized area is extremely high. This is discussed in 44 CFR § 206.48 (a)(2). On the other hand, Federal assistance may not be warranted following disasters where the statewide indicator is met, but the damage is still within the State's or Tribal Government's ability to address without supplemental Federal assistance.

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To capture impact local, State or Tribal, and Federal damage assessment teams should document the direct and indirect consequences that damaged and destroyed infrastructure has on the community. The loss or degradation of facilities built to support normal community functions like roads, bridges, and critical infrastructure can have an immediate impact on the population and slow recovery. While this reality exists following most disasters, the question that needs to be considered when writing impact statements needs to be 'how will the unique resources of the Federal Government reduce the impact of the disaster and/or expedite recovery?'

Damage Assessment Operations Manual

A Guide to Assessing Damage and Impact

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Can be found at www.fema.gov

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