



New 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. Significant aspects of the new delivery model will provide better grants management and fiscal responsibility from beginning to end, including:

- Segmenting projects based on complexity and the type of work;
- Standardizing workflow processes, including the development of an on-line PA Grants Manager and Grants Portal technology platform to promote consistency, transparency and accountability;
- Specializing staff roles and responsibilities, matching skill sets with business process requirements to ensure quality; and
- Consolidating subject matter experts in Consolidated Resource Centers (CRC) to improve consistency and accuracy while building agency-wide capacity to support disaster operations nationwide.



PROCESS AND ROLES

The foundation of the new 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 single point-of-contact assigned to each applicant—who will provide assistance to the applicant throughout the application 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.
 - ✓ Applicant representatives will learn more about the PA Grants Portal, the online database used to manage grant applications and upload required documents.

“FEMA’s mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.”

- The applicant and PDMG will conduct a *Recovery Scoping Meeting* within 21 days of the initial call.
 - ✓ Additional applicant and FEMA representatives are expected to participate.
 - ✓ Applicants will have 60 days after the Recovery Scoping Meeting to identify and document all incident-related damages.
 - ✓ The Applicant and the PDMG should agree to weekly, one-on-one status meetings.

Phase II – Intake Damage and Eligibility Analysis

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

- Work that is already completed will be compiled by the PDMG, in coordination with the applicant, to ensure all supporting documentation is provided.
 - ✓ The PDMG will forward projects to the *Consolidated Resource Center* for compliance and quality assurance reviews.
 - ✓ The PDMG will contact the applicant via PA Grants Portal, as necessary, for any outstanding issues, requests for information, and for project concurrence and signature.
- Work that is still to be completed will be scheduled for a site inspection.
 - ✓ Standard and specialized inspections are arranged by the FEMA Site Inspection Task Force Leader, in coordination with the PDMG and the applicant.
 - ✓ Site inspection results are forwarded to the PDMG to ensure the essential elements of information have been gathered.
 - ✓ The PDMG will forward projects ready for submission to the CRC.

Phase III – Scoping and Costing

Objective: Validate *work-to-be-completed* projects for final processing.

- Projects are processed and reviewed by CRC specialists, in coordination with the PDMG.
 - ✓ The PDMG will contact the applicant via PA Grants Portal, as necessary, for any outstanding issues, requests for information, and for project concurrence and signature.
 - ✓ Signed projects are returned to the CRC for quality assurance and compliance reviews.

Phase IV – Reviews

Objective: Prepare eligible projects for obligation.

- Quality assurance teams ensure the project signed by the applicant matches data in EMMIE, which is the official system of record for obligation.
 - ✓ The recipient (grantee) and FEMA representative conducts a review of the project in EMMIE.
 - ✓ A determination letter is issued when FEMA obligates 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 new delivery model depends on the strength of internal and external partnerships. A key aspect of the new model is continuous improvement; the agency will monitor progress, receive feedback, and make on-going adjustments and improvements to the process and tools throughout the implementation stages and beyond.

For more information visit: <https://www.fema.gov/new-public-assistance-delivery-model>