



Public Assistance Re-Engineering July 2015 Update

Beginning in late 2014, FEMA conducted an in-depth internal review and analysis of the Public Assistance program's delivery process. In January 2015, FEMA held a series of share sessions that included all FEMA Regions with participation from 43 states and four tribes, to discuss the findings of our analysis and to receive additional feedback.

In partnership with NEMA, at the Annual Mid-Year Forum in March, membership received an overview of the feedback and recommendations as a result of that detailed analysis and stakeholder engagement.

Since the share sessions, FEMA's Recovery Directorate and PA Division convened subject matter experts both virtually and in person in Denton, Texas for six weeks to design a new business model for PA. Subject matter experts included our state partners who participated in the redesign of this shared program.

The redesign focused on three key outcomes:

***Process** – increase efficiency of project formulation process.*

***Performance** – increase quality without diminishing quantity using metrics.*

***People** – put the right people with the right training focused on the right job.*

And three key goals:

***Segmentation** – projects will be processed based on complexity.*

***Standardization** – consistency through defined work flow process, project specific templates & checklists.*

***Consolidation** – subject matter expert resources will be pooled when needed.*

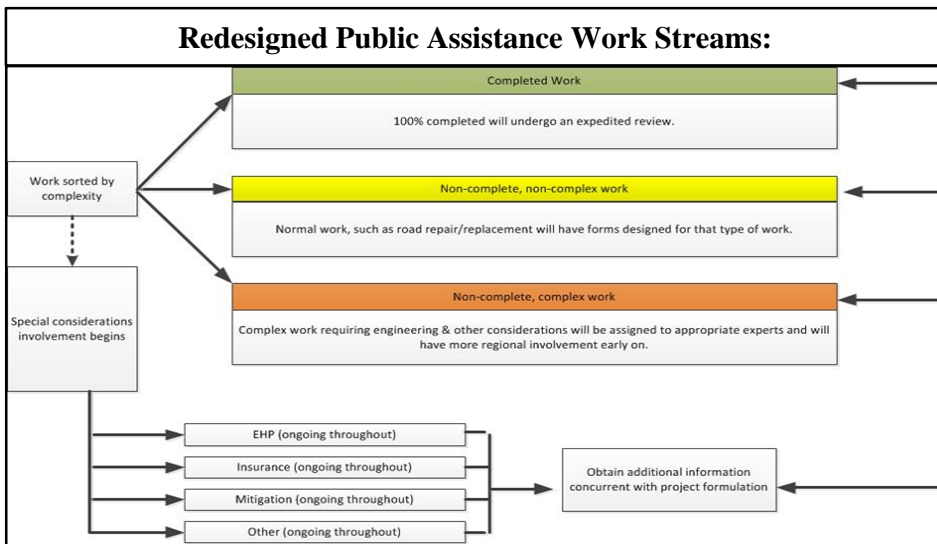
The redesign focuses on three key areas for improvement: Process, Performance and People. This update will allow you to see a portion of the concentration the redesign team and SME partners placed upon improving the process of providing disaster funding to affected communities.

PROCESS

Current State: For years, all PA grants have been developed using the same work flow processes, regardless of a project's size, complexity or facility type. However one size doesn't fit all. Until now, FEMA has continued to use that approach in the program's delivery – whether a project was estimated at \$10,000 or \$10 million.

Re-Engineered State: The re-engineered process is designed to increase FEMA's ability to be more effective and efficient in providing disaster assistance. Projects will now be sorted by complexity into the following work stream (see figure on second page):

- **Completed work:** projects require minimal effort to develop, review & approve. Generally, these will be Category A, B and F work already performed. Completed work will have specific templates designed to gather and submit required information.
- **Non-complete/Non-complex work:** some level of development & site visits required. Normal/Standard work such as dirt/gravel/asphalt road repair or facility repair with minimal engineering requirements will make up this work stream. Each category of work will have specific templates designed for the facility type.
- **Non-completed/Complex work:** damaged facilities requiring engineering & other special considerations that will be assigned to appropriate specialty areas much earlier in the work flow process.



PEOPLE

Current State: Multiple staff interact with each applicant, often asking for similar information. PA staff may be assigned to perform any of a dozen functions.

Re-engineered State: The re-engineered practice will make better use of our workforce. Applicants will have a single FEMA point of contact rather than multiple. The re-engineered process uses expertise where it is needed so that projects are reviewed by the right people. Complex projects will have more Regional involvement

so when the JFO closes, the Region will already be involved.

PERFORMANCE

Current State: FEMA has few metrics to determine how the process is working during an event making it difficult to assess where resources are needed.

Re-engineered State: The re-engineered process uses lean management concepts so JFO leadership can make adjustments as required. Eligibility will not change, but resources will be reassigned to meet applicants' needs.

The re-engineered delivery process is just one of the changes that FEMA is making to improve PA. Below are additional improvements underway that are intended to create a better and more flexible PA program for applicants and FEMA alike.

Public Assistance Program Improvements:	
<i>SRIA Pilot Programs</i>	<i>Simplified procedures for debris removal & permanent work – both pilots are ongoing.</i>
<i>PA Unified Guidance</i>	<i>Combining all PA policies, & guidance into one document, (total of 41 policies, 17 fact sheets, four publications, two SOPs and two alternative procedure pilot guide).</i>
<i>705c Implementation</i>	<i>Drafting policy addressing de-obligations in Stafford Act Section 705c.</i>
<i>Insurance Policy</i>	<i>Newly published policy clarifying insurance regulations for applicants.</i>
<i>Mitigation Integration</i>	<i>FIMA and Recovery are exploring opportunities to maximize the HMGP and PA programs to achieve greater risk reduction for communities.</i>
<i>Unified Federal Review</i>	<i>SRIA requires FEMA to establish an expedited and unified environmental and historic review to provide faster and more efficient recovery assistance.</i>

FEMA anticipates a 12-week field test of the new process in a JFO later this fall, dependent on disaster activity. FEMA looks forward to continued active engagement with our state and tribal partners as we implement the new PA delivery process for all applicants.

More information about continued efforts on the three key outcomes of Process, Performance and People is forthcoming, as FEMA continues to engage its partners on this re-engineered Public Assistance process.