

Contract Management Housing Inspection Services

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Introduction

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Contract Management Housing
Inspection Services

Agenda

- Contract Management Housing Inspection Services (CMHIS) Overview
- Roles and Responsibilities
- Housing Inspection Process
Key deliverable – The Disaster Damage Inspection
- Current Initiatives



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Contract Management Housing Inspection Services

- Organized in 1995
- Located at the Virginia National Processing Services Center in Winchester, Virginia
- Comprised of 52 Staff members supporting all Individual Assistance Disasters
- Deployed to the field for all Individual Assistance declarations
- Tasked with the oversight of two contracting firms that complete the inspections



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History of Activities

- **2001 - 2007** – 5.1 million inspections completed
Responded to 207 IA declarations
- **2007 – Present** – 1.1 million inspections completed
Responded to 70 IA declarations since April 2007



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Accomplishments

- Successfully competed, awarded and managed inspection contracts for ***three separate*** five-year performance periods
- Registered HIS Quality Management system using the ISO 9001:2000 Standards
- ISO 9001:2000 Certificate of Registration (2004)
Renewal Certificate of Registration (2008)
- Administration of IA support contracts - Corporate Lodging Consultants, IHP Line Item Pricing and various disaster support tasks



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Section Overview

Key Responsibilities:

- Respond to and coordinate inspection activities for Individual Assistance disasters
- Communicate with FEMA and State disaster stakeholders on inspection-related actions
- Monitor contractor production requirements and quality of work
- Coordinate efforts to resolve disaster-specific challenges
- Quantify key measurable activities using a Quality Assurance Surveillance Plan
- ISO oversight of CMHIS Quality Management System



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CMHIS Section Structure

Contract Management COTR Team

- Housing Contract
- CLC Contract
- RS Means Contract
- Other NPSC Contract Support

Field Operations Team

- Disaster Task Monitors
- Inspection Services Coordinators
- Host Team

Quality Assurance and Quality Control Team

- In-house Quality Surveillance
- FEMA Inspectors
- ISO Quality Program Staff



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Task Monitor

Monitors and reviews all inspection-related activities for each specific disaster. Key responsibilities:

- Perform Disaster Setup, Pre-Briefing and Contractor Briefing
- Monitor inspection quality and timeliness
- Coordinate inspection activity between the Joint Field Office and the NPSCs
- Coordinate inspection activities with the National Coordination Team
- Serve as the liaison between FEMA and the inspection contractors
- Develop the Quality Assurance Surveillance Plan



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Inspection Services Coordinator (ISC)

Maintains quality inspection services standards, performance and communication in the field. Primary duties include:

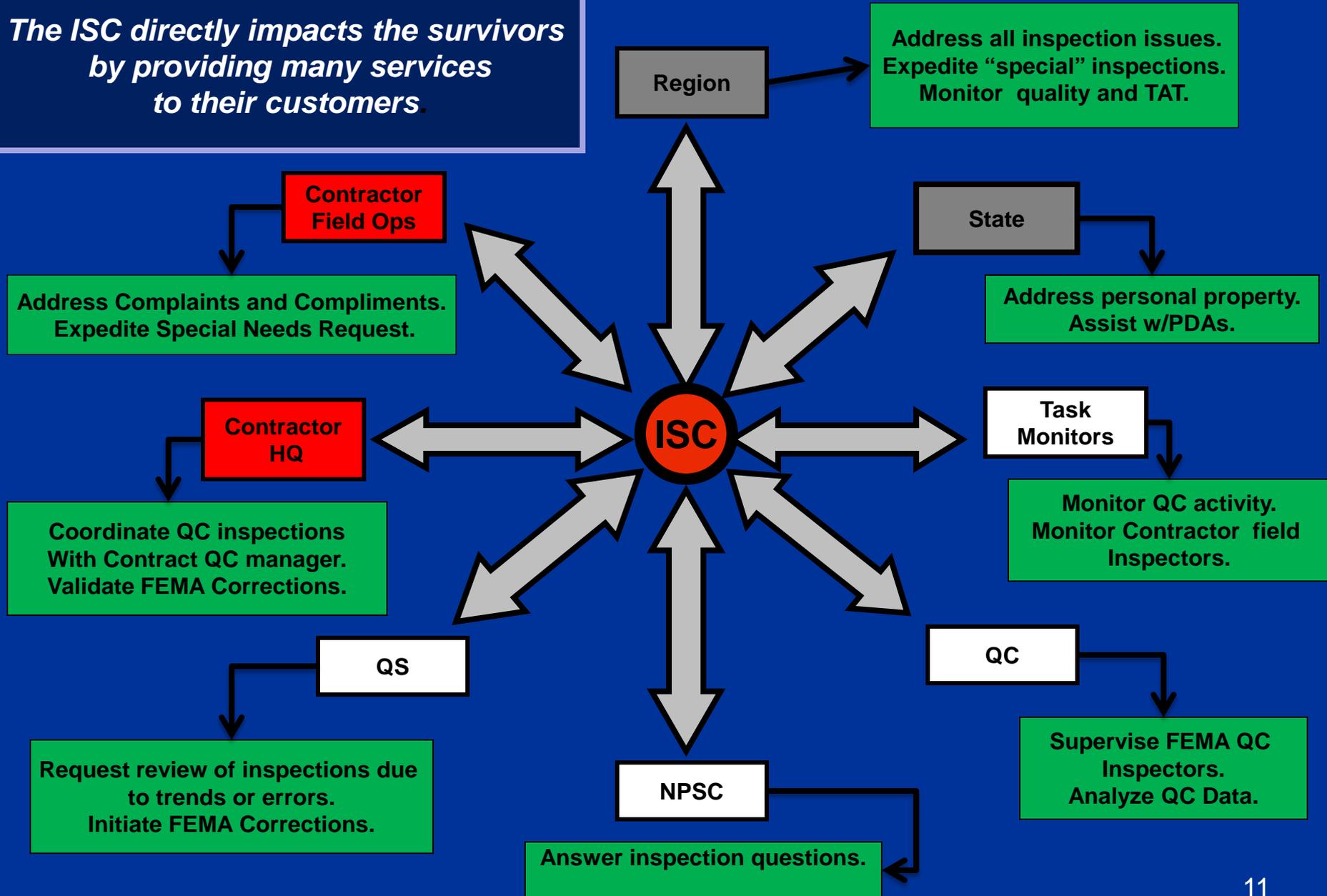
- Deploy to the JFO for each disaster
- Work with FEMA Region IA staff on any inspection-related issues
- Monitor the Quality Control Inspection process
- Analyze the Quality Control Inspection data
- Communicate daily with the CMHIS Task Monitors
- Monitor emergency shelter inspection issues
- Communicate daily with the contractor's Field Manager



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ISC Roles

The ISC directly impacts the survivors by providing many services to their customers.



CMHIS Quality Assurance Quality Control

Quality inspections are completed to ensure excellent customer service for disaster survivors and to promote public confidence in FEMA, while providing expeditious service.



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Quality Assurance Section

- Query, review, locate, and analyze inspection quality
- Perform QC inspections on at least 3% of initial inspections and 3% of appeal inspections for each inspector
- Utilize a series of databases to systematically monitor quality
- Adhere to ISO Standards in support of the Quality Management System
- Focus on quality trends to prevent errors
- Identify and remove inspectors with unsatisfactory performance



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FEMA In-House Inspector

- Perform Initial inspections
- Perform Appeal inspections
- Perform Re-inspections
- Perform Independent Quality Control inspections
- Perform Joint Quality Control inspections with the contractors
- Perform Congressional/Civil Rights inspections



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Housing Inspection Services Contractors

Alltech, Inc.

- Subsidiary of Parsons Brinckerhoff (Engineering Firm)
- Office located in Winchester, Virginia
- Started with FEMA in August 1995

Partnership for Response & Recovery (PaRR)

- Partnership with Dewberry & Davis (Engineering Firm) and URS Corporation
- Office located in Winchester, Virginia
- Started with FEMA in June 2001



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Key Contract Deliverables

Completed disaster-related housing inspection

- Assess and report disaster-related damages using automated construction (ACE) estimator software
- Perform up to 10,000 inspections per day by day seven and 20,000 inspections per day by day fifteen
- Begin the Quality Control inspection process no later than 24 hours of first returned inspection
- Perform QC on inspections no more than fourteen days old



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Leone, AS - October 2, 2009



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Contract Inspector

- Employed by one of two Housing Inspection Contractors
- Successfully cleared by a FEMA background investigation
- Completed comprehensive training program to:
 - Assess disaster-related damages
 - Obtain program related information
 - Communicate with the applicant



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Inspection Process

- Contact applicant to schedule appointment
- Meet applicant at the dwelling
- Verify ownership, occupancy and insurance
- Record disaster-related real property damage using one or more of the 281 damage assessment line items
- Record personal property and damage level to household furnishings, appliances and transportation



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Inspection Process

- Address unmet needs in medical, dental, funeral, moving/storage, miscellaneous purchases and transportation
- Determine if the home is safe or unsafe to live in
- Transmit the inspection results to FEMA
- FEMA receives and processes the inspection results for determination of eligibility for Individual Assistance



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Inspection Quality Oversight

- FEMA and the contractor start field QC inspections within 24 hours
- Random sampling of 3% of applicants receive a second inspection as a quality check
- Field QC inspections continue throughout the contractor's activation period
- Corrective action plans include monitoring and measuring performance improvements



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Current Initiatives

Rapid Damage Assessment – RDA

- Enter a water level and the square foot of a dwelling
- Software would determine appropriate damage level without recording individual line items

Geospatial

- Use geospatial information as a Quality Control tool
- Obtain oblique imagery and compare information to the inspection



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Empire, LA 11-17-05 Hurricane Katrina



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Questions ??



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