

2010 IA-ESF #6 Conference

April 27-April 30, 2010

**Master of Ceremonies: Pat
Brown**



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National Processing Service Center (NPSC)

Program and Capability Overview



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NPSC Mission Statement

The NPSCs, in collaboration with our disaster relief partners, provide assistance to individuals and families affected by a disaster. We accomplish this with highly trained, compassionate staff focused on providing professional, timely and quality services.



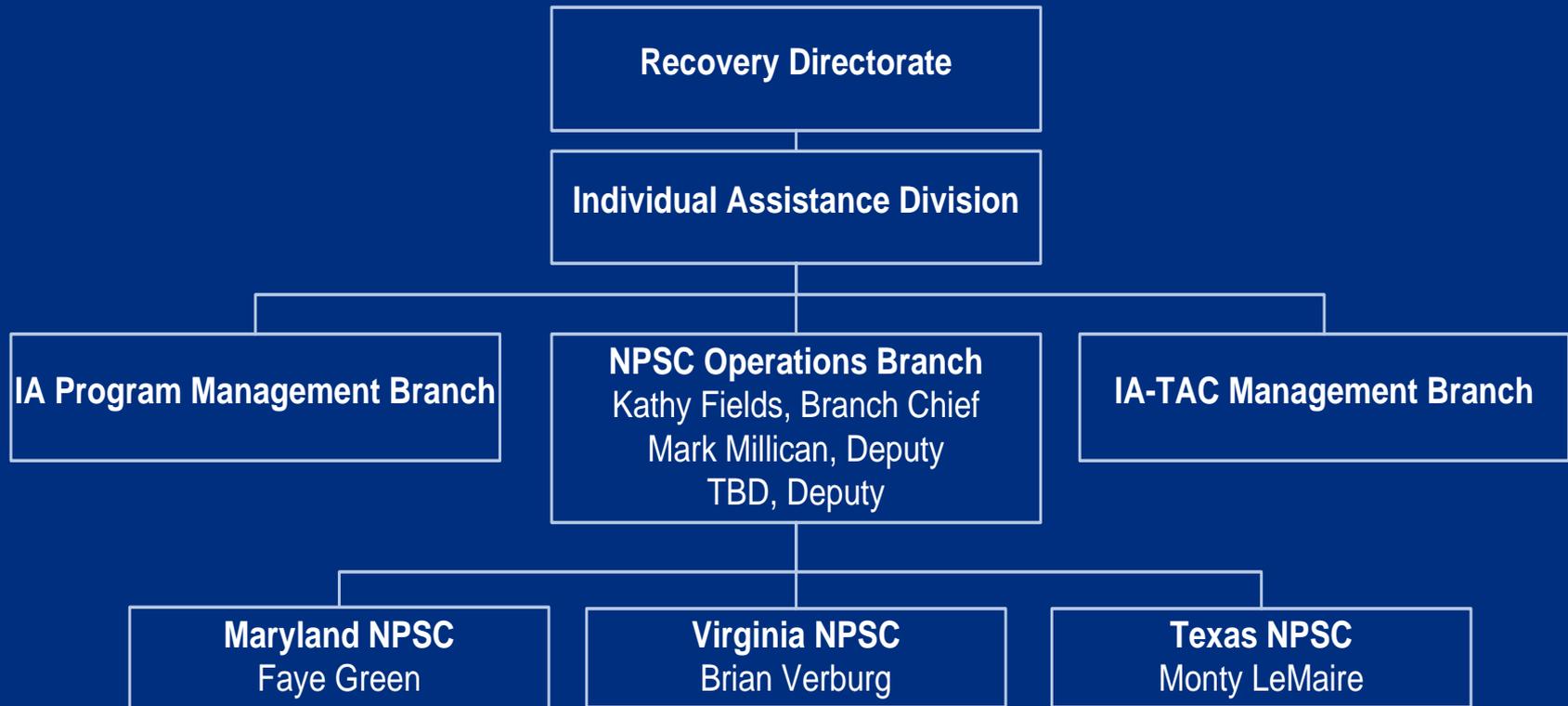
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National Processing Service Centers



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Individual Assistance Division Organizational Structure



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NPSC Primary Functions

Production Services

- Registration Intake
- Helpline and Self-Service
- Housing Inspections
- Case Processing
- Mail Operations

Support Services

- Training and Credentialing
- Performance Management
- Contract Management
- National Coordination Team
- Audits
- Technical Services
- Information Management



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NPSC Expertise Areas

	Texas	Virginia	Maryland
Expertise Areas	Call Center Management Performance Information Management Customer Satisfaction Analysis Training and Credentialing	Housing Inspections National Coordination Team (NCT) Reports Development and Information Mgmt Process Design/Innovation	Mail Management Road and Bridge Processing Flood Mapping Information Control

NPSCs Provide Services in Support of . . .

- States
- Other Federal Agencies
- FEMA Regions
- FEMA Joint Field Offices
- Voluntary Agencies
- FEMA Headquarters



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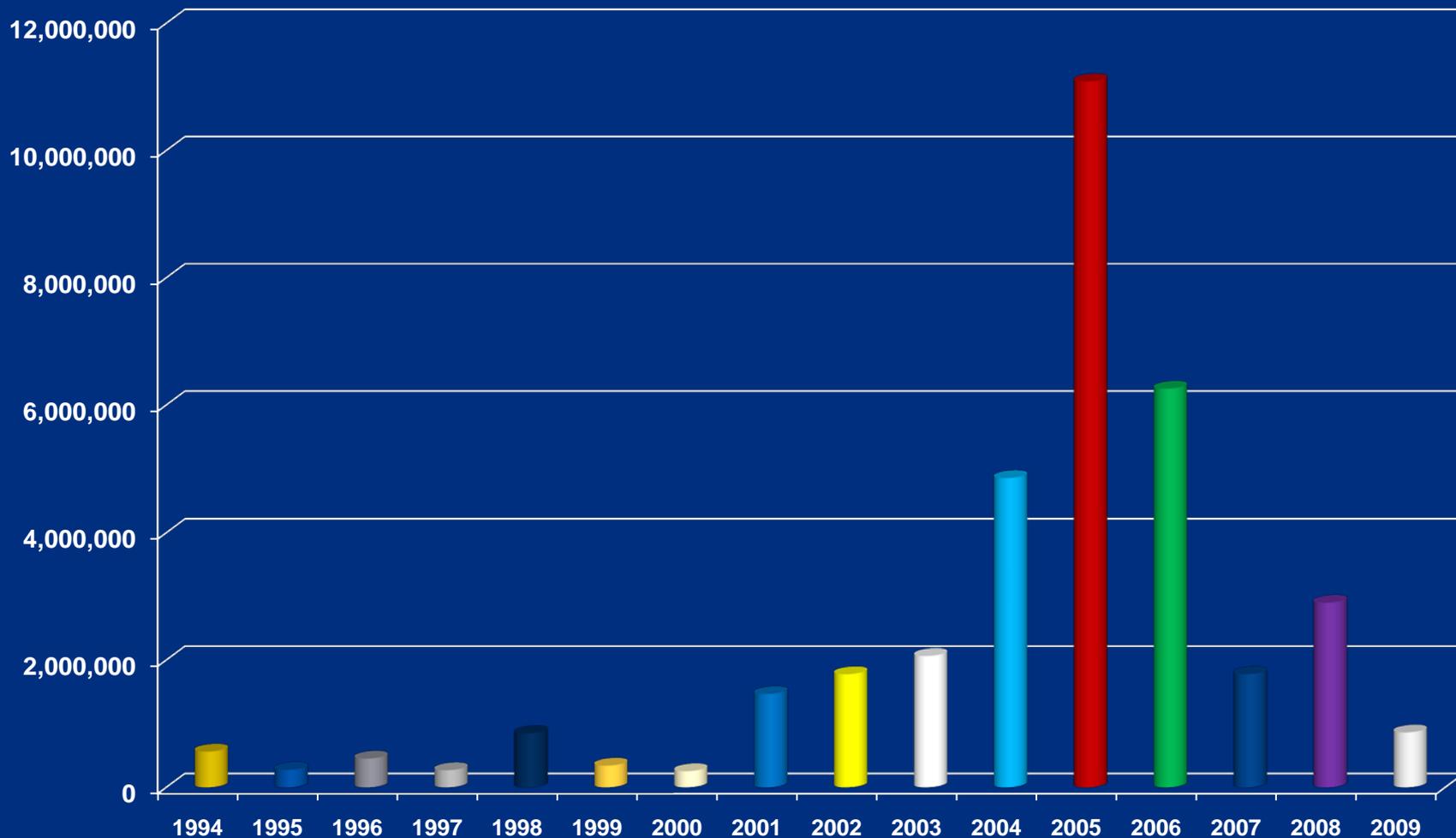
Organizational Characteristics

- Scalable
- Versatile
- Efficient
- Compassionate
- Experienced
- Productive



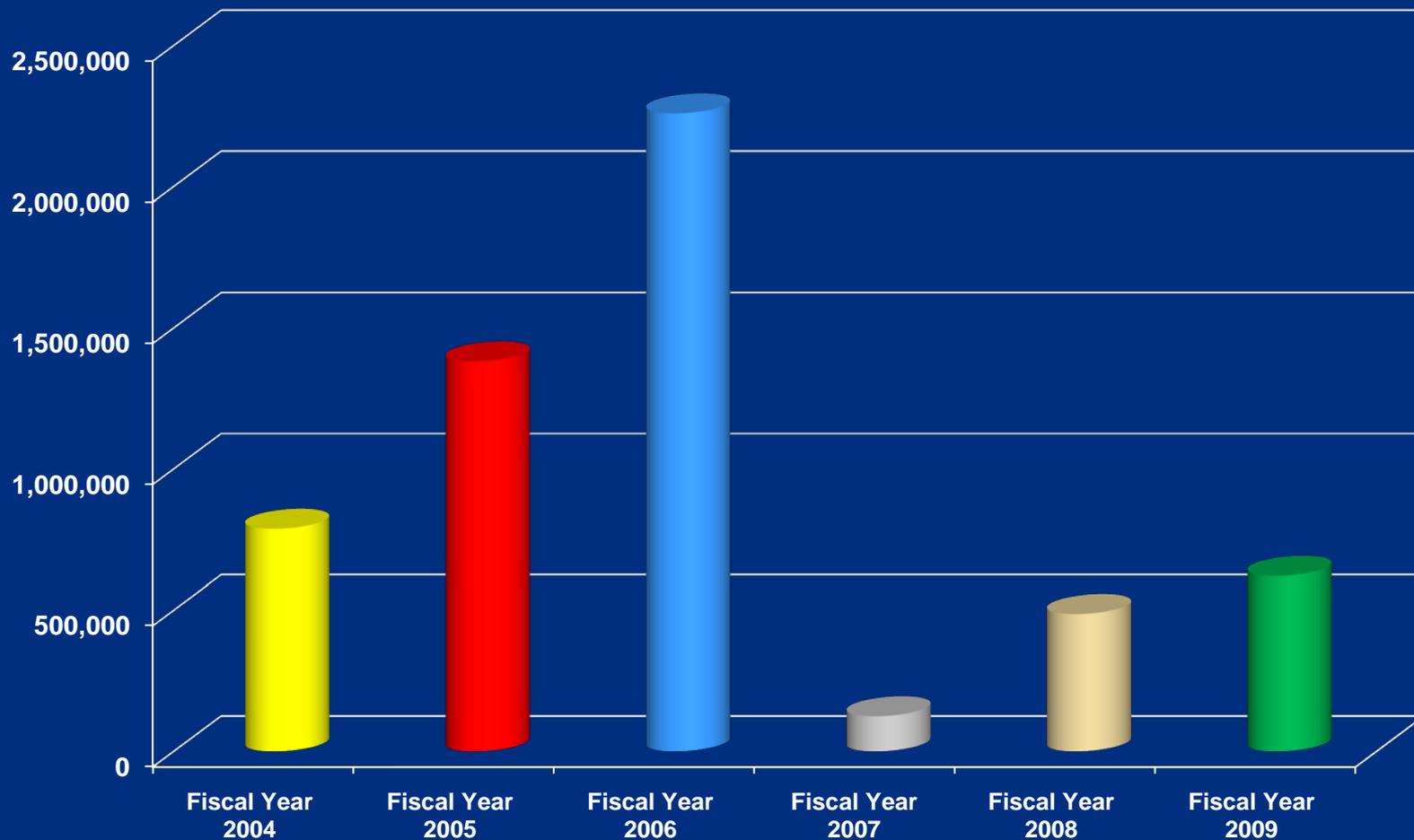
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Calls Answered (1994 – 2009)



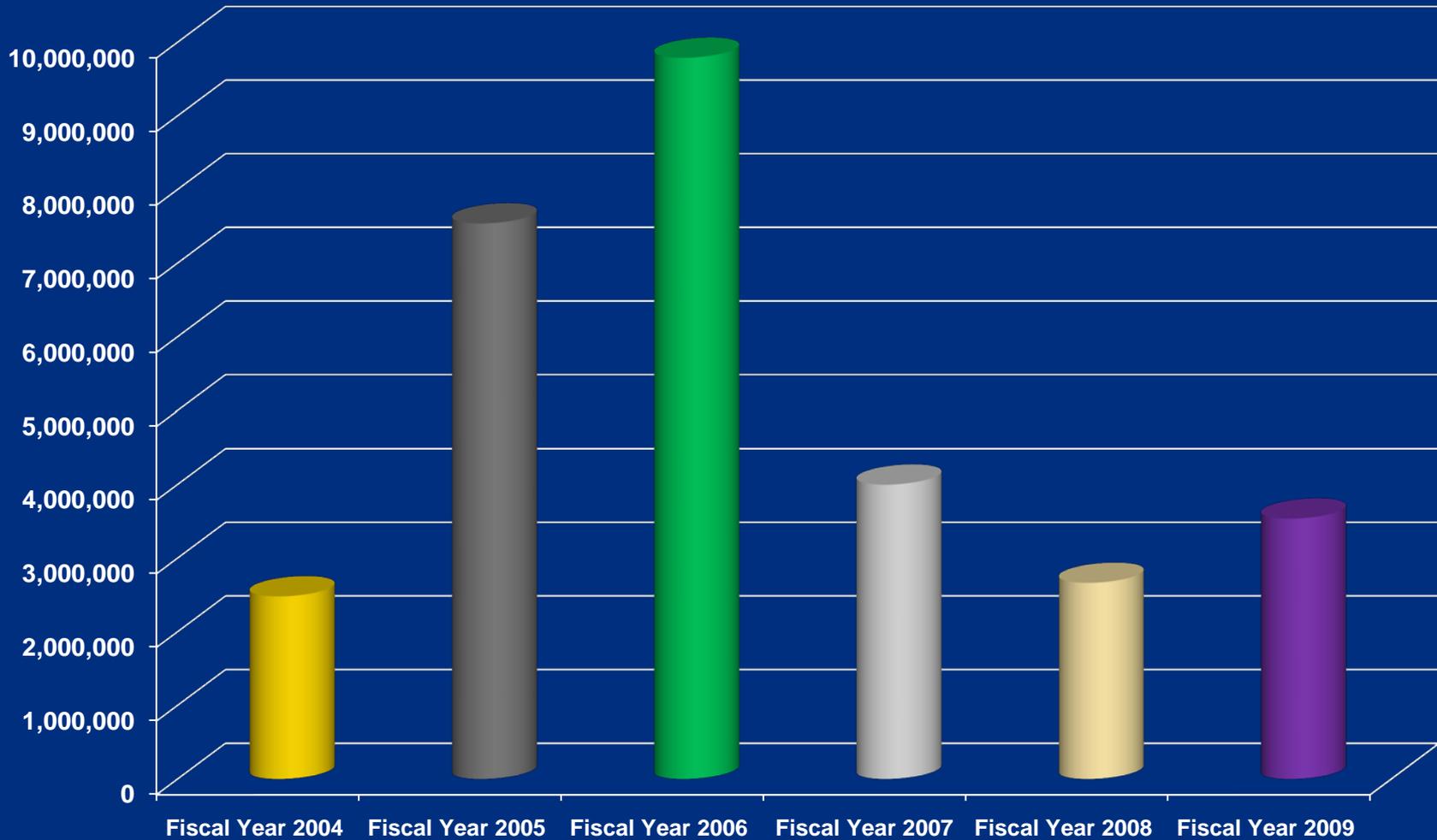
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Inspections Completed (2004 – 2009)



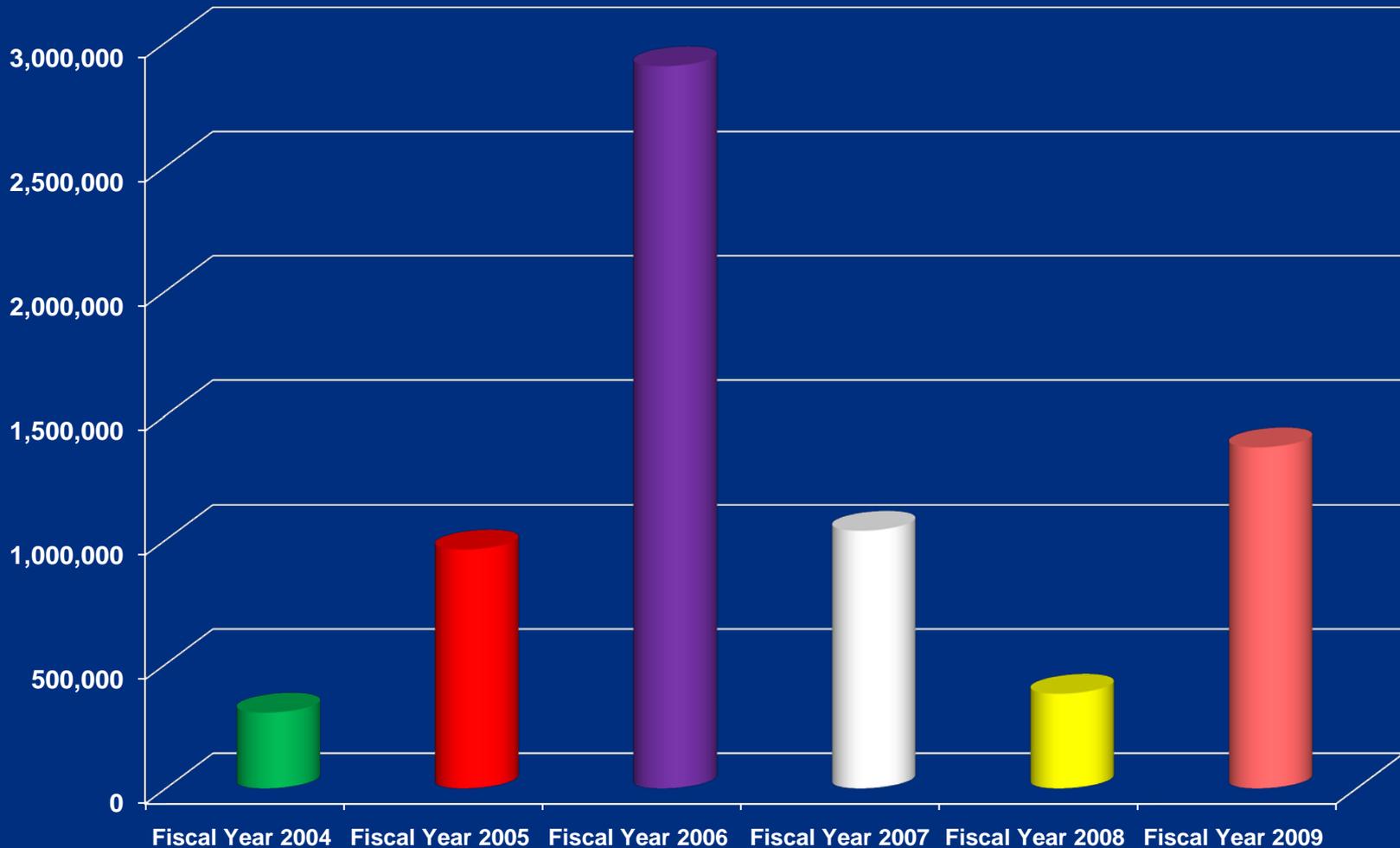
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Letters Mailed (2004 – 2009)



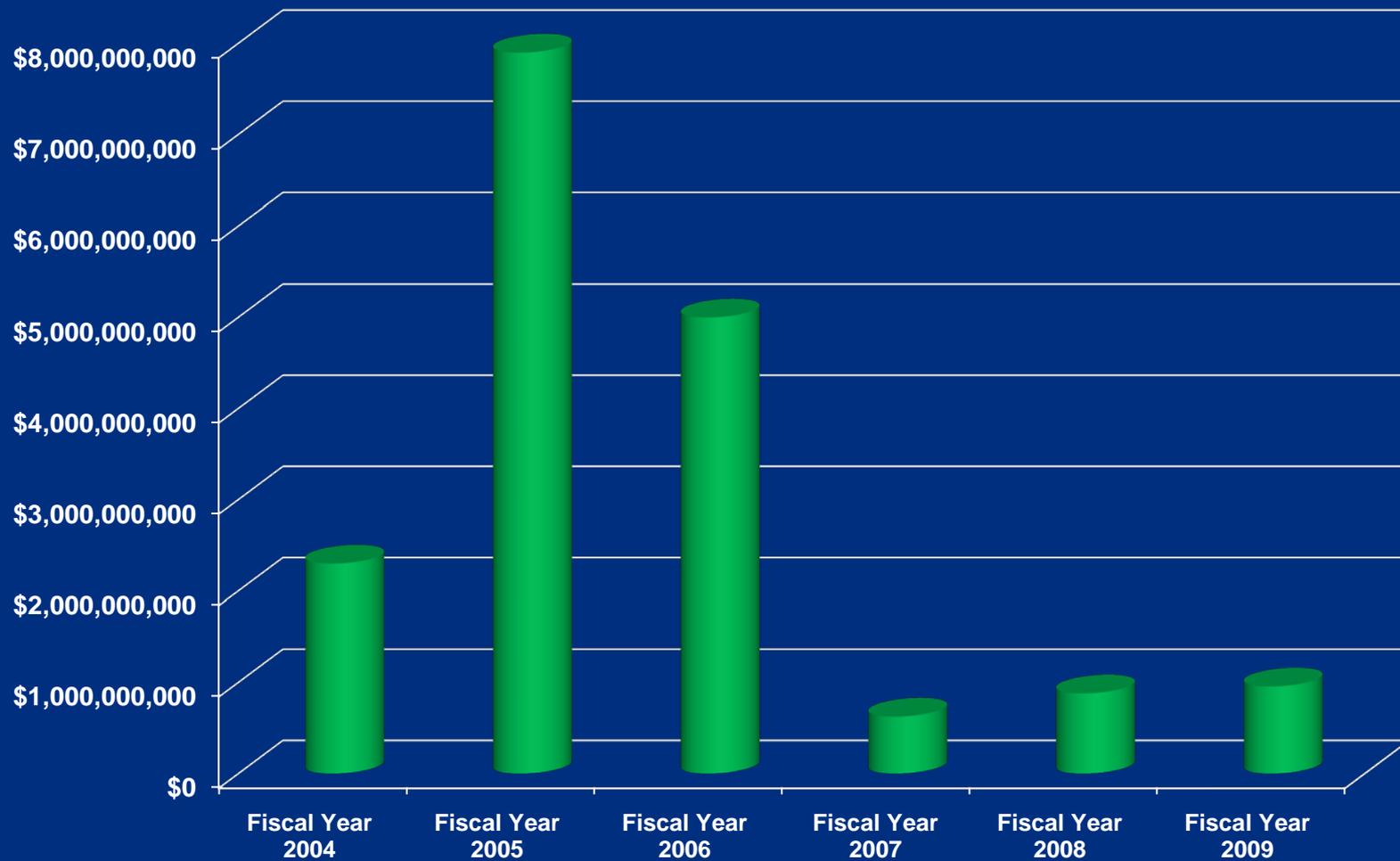
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Manual Cases Processed (2004 – 2009)



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Assistance Approved (2004 – 2009)



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Registration Intake

- Internet Registration – www.DisasterAssistance.gov
- Call Center – 800-621-FEMA
 - 800 Customer Service Representatives
 - Pre-Surge Capacity - 14,000 call center applications daily
 - Spanish Language Option Available
 - Language Line Services for Other Languages
 - 15 – 20 Minute Scripted Interview
 - Registration Intake Interview Generates Program Referrals



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Helpline and Self-Service Options

Following registration, FEMA offers continued support to applicants online at www.DisasterAssistance.gov and via 800-621-FEMA.

Applicants can:

- Update their application with new information
- Check the status of their application
- Receive clarification regarding their eligibility for IHP Programs
- Access an Integrated Voice Response system, providing applicants with 24/7 access to automated status checks via 800-621-FEMA



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Case Processing

Auto Determination

- 95% of Initial Eligibility Determinations

Manual Determination

- Identity Verification
- Duplicate Resolution
- Floodplain Mapping
- Continued Rental Assistance
- Appeals



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Case Processing

Implementation of Disaster Specific and Unique Programs

- Disaster Housing Assistance Program (DHAP)
- Transitional Sheltering Assistance (TSA)
- Critical Needs Assistance (CNA)



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Training and Credentialing

NPSC training and credentialing ensures highly trained, skilled and customer-oriented professionals are always available when disasters strike to assist disaster survivors in a timely, efficient, and effective manner.

- Credentialing Plan
- Course Design, Development and Delivery



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Performance Management

Quality Control

- Call monitoring
- Casework review
- Recommendations for performance improvements

Performance Standards and Analysis

- Casework performance standards
- Call center performance standards
- Production and quality control findings

Customer Satisfaction Analysis



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Housing Inspections Services

Contract Management

- Responds to and coordinates inspection activities for Individual Assistance disasters declarations
- Communicates with FEMA and State disaster stakeholders on inspection-related actions
- Deploys Inspection Services Coordinator to the JFO
- Deploys Field Quality Control Inspectors
- Daily task monitoring and controls



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Housing Inspections Services

Contract Management

- Provides oversight of two contracting firms that complete the inspections
- Evaluates contractors' performance for:
 - Timeliness of work
 - Quality/accuracy of work
 - Customer Service
- ISO 9001:2000 registered



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National Coordination Team

- NEMIS Disaster Set-Up
- Expert Advice on Disaster-Specific Processing Options
- Coordination with IHP Unit for Policy Implementation
- Communication of JFO Priorities to NPSC
- High Priority Casework Resolution
- NPSC Liaison Deployment
- Immediate Resolution to IHP Processing Questions



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Mail Operations

Contract Management

- Processing of Applicant Correspondence
 - Inbound
 - Outbound
- Privacy of Applicant Information
- Accuracy
- Timely Delivery of Service



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Other Support Services

- Audits
- Technical Innovations
- Information Management



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Business Case

- Parcel Based Geocoding
- Outbound Electronic Correspondence to Applicants
- Call Recording for Quality Control purposes
- Electronic Signature Software for ACE
- Speech Recognition Technology

NEMIS: Where Are We...How We Got Here...Where We're Going

Thursday, April 29 at 10:15 am

Information Management in Individual Assistance

Thursday, April 29 at 1:00 pm

Contract Management Housing Inspection Services

Friday, April 30 at 8:30 am



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Question & Answers



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**Wave House
restaurant on
Mission Beach
tonight!**

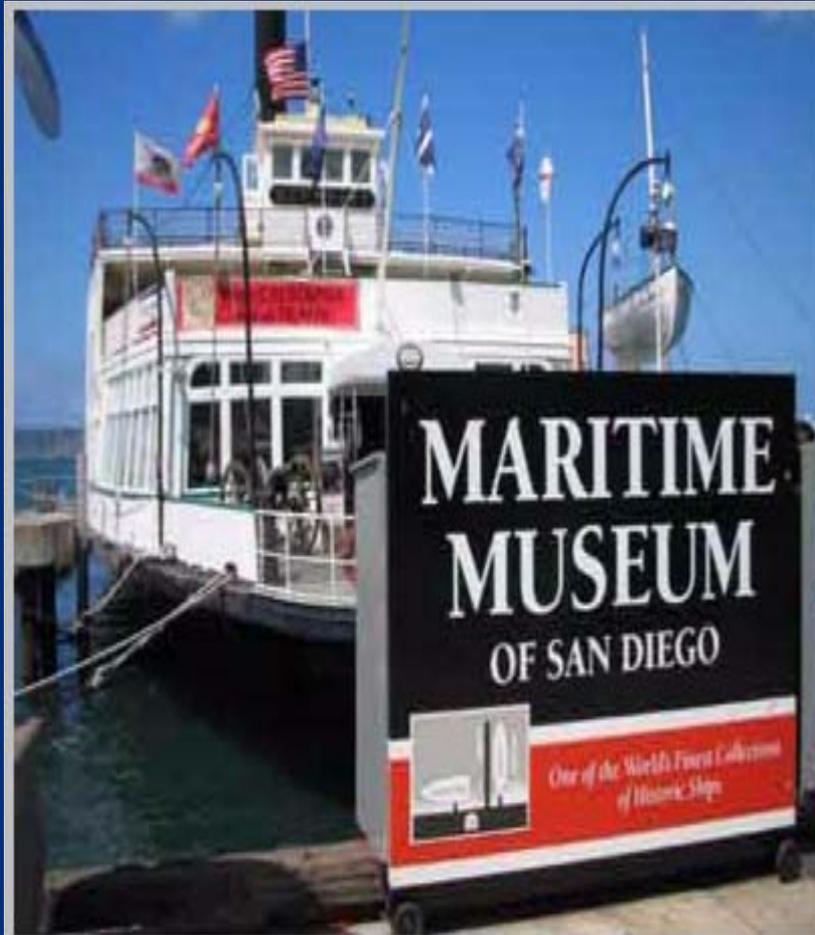
**Shuttles leaving
Bay View Foyer at
5:30**



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**Maritime
Museum
tonight!**

**Shuttles leaving
the Bay View
Foyer at 5:30**



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Activity Reminders

- Reminder to sign up for Thursday's Sweeney Todd play at the Old Town Theatre. Seat is confirmed with payment.
- Baseball Tickets
- There will be lunch shuttles to Gas Lamp District and Liberty Station today. Shuttle fees apply.
- Evening Breakout Session being held in **Nautilus 1**



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