Who’s on First: FEMA or Insurance? Disaster Recovery Funding for the Public Risk Professional
SESSION CODE: PRM009

Speakers:
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Learning Objectives

At the end of this session, you will:

1. Identify types of emergency assistance and the funding interactions with commercial insurance.
2. Assemble the elements of a strategic plan to secure and spend federal funds for eligible catastrophe purposes.
3. Understand the roles of each organization under the National Response and Recovery frameworks and the Stafford Act.
Financial Recovery Funding Sources

- Commercial Property Insurance
- FEMA Public Assistance
- Other (HUD CDBG-DR, FEMA 404 etc.)
Joplin, Missouri - May 21, 2011
Joplin, Missouri - May 21, 2011

Time: Sunday, May 22, 2011 @ 5:41 PM

Impact: 6 ½ miles long, ¾ mile wide band of destruction

Hospital patients: 183 inpatients

25 ED patients

Co-workers: 276 working at the hospital
Joplin, Missouri - May 21, 2011

PATIENTS IN THE HOSPITAL: 183 evacuated in 90 minutes
TORNADO VICTIMS NEEDING MEDICAL CARE: Estimated 1,000
CO-WORKERS:
• 276 working on Sunday, May 22
• 2097 to account for
• 134 lost their homes completely
• 224 had damage or losses
COMMUNITY: (update as of 7/20/11)
• 159 deaths - greatest number in six decades; overall eighth worst
• 20% of the city destroyed
• 8,000 homes and apartment buildings destroyed
• 18,000 vehicles were damaged
• $2 billion anticipated insurance claims
• 1,000 businesses destroyed; 500 businesses damaged
• 5,000 employees estimated affected; 3,500 have been kept on payrolls
• 18,000 citizens displaced
• 1,500 awaiting housing including those in FEMA
Joplin, Missouri - May 21, 2011
Joplin, Missouri - May 21, 2011
Joplin, Missouri - May 21, 2011

May 23, 2011. Photo courtesy Kansas City Star
Property Insurance

• Building, Equipment, Supplies, Leased/Consigned Items, Employee Property
  - Replacement vs ACV

• Extra Expense

• Business Interruption
Insurance Claim Leading Practices

- Read the policy
- Assemble a claim team internally and externally
- Set up procedures to capture expenses and lost revenue
- Designate one point of contact with adjuster/insurers
- Manage expectations internally and externally
- Prepare for meetings
- Explain business model and how the losses fit
- Help adjuster set reserve
- Document substantive discussions
- Request cash advances
Top Disputed Items - Insurance

- Scope of rebuild
- Extra expense v. business decision
- Period of indemnity
- Sales and/or Production projections
- Make-up sales and offsets
- Necessarily continuing expenses
- Ordinary payroll coverage
- Idle periods
- Residual value credit
- Timing of settlement
FEMA Public Assistance

- Governed by Stafford Act
- Property only
- Same “design, function, and capacity”
- Grantee (State) and Subgrantee relationship
- Pays only after Insurance
- Project worksheets
- Procurement considerations
- Force account labor and equipment
- Oversight – OIG audits
Record Keeping
Importance of good record keeping cannot be over emphasized!!

What matters is not just what is in the initial PW but what you get to keep at the end of the process
Project Accounting

Grantees and sub grantees must maintain records which adequately identify the source and application of funds provided for financially-assisted activities.

Accounting for large projects must be on a project-by-project basis.
General Cost Eligibility

Reasonable and necessary cost to accomplish eligible work

Complies with federal, state, and local law and regulations

Insurance proceeds, salvage value, and purchase discounts must be deducted
Procurement / Contracts

Reasonable cost

Competitively bid, with limited exceptions for exigent circumstances

Must comply with standards

Do not use:

- Debarred contractors
- Cost plus percentage of cost contracts
- Contingency contracts
- Time and materials after 70 hours
Force Account Costs
(Employees, equipment, and materials of applicant)

Supporting Documents
- Force account labor
- Force account equipment
- Force account material

Record Retention
FEMA Public Assistance
Leading Practices

- Review federal and state regs, polices, guidelines, etc.
- Review pre-negotiated, stand-by or regular contracts
- Meet with your state or local oversight officials — get to know them. Ask them what they look for.
- Develop a check list or “items to be aware of” that you can reference (or just be aware of) especially category A and B
- Talk to other entities that have been through the process
- Try to anticipate what questions or documentation you will be asked for later.
  - Try to “guess” what the “second guessers” will be asking
- Make sure critical support organizations (e.g. procurement, legal, financial) know what to expect. Help them prepare.
# OIG Audit Results

<table>
<thead>
<tr>
<th>Types of Ineligible Work or Cost</th>
<th>Number of Resulting Recommendations</th>
<th>Amount Questioned in DHS OIG Reports</th>
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</thead>
<tbody>
<tr>
<td>1. Contracting Practices</td>
<td>30</td>
<td>$130,245,816</td>
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<tr>
<td>2. Insurance Issues</td>
<td>3</td>
<td>$83,679,242</td>
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<td>3. Legal Responsibility</td>
<td>2</td>
<td>$7,560,185</td>
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<td>4. Other Ineligible Work/Costs</td>
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<tr>
<td>Totals</td>
<td>120</td>
<td>$242,604,029</td>
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</table>
Top Grant Audit Issues

• Duplication of billings
• Reconciliation of billings not performed (incorrect rates for equipment, labor, and benefits)
• Questionable costs
• Ineligible expenses, work performed, claimed
• Ineligible contract method used
• Failure to follow procurement procedures
• Cost/price analysis not performed
• Did not clearly define required services or performance standards of contractor
• Did not document the basis for the contract award
• Use of non-capped time and material contracts for extended period of time without proper justification
Top FEMA and Insurance Issues

- Duplication of benefits
- Procurement requirements
- Scope of repair differences
- Timing of insurance settlement
- Timing of FEMA recovery
- Combined deductible allocation
- Insurance global settlement allocation
  - Time element vs property
- Insurance requirements post loss
  - Commercial availability & exemptions
Summary, Questions & Answers