

Appendix A: Exploratory Call Script (for incidents declared on or after September 7, 2020)

This script includes the Applicant Impact Survey (AIS) questions that the Program Delivery Manager (PDMG) uses to conduct the Exploratory Call (EC). The PDMG reviews the AIS (and completes it if the Applicant has not yet completed it). If the Applicant has completed it (or portions of it), the PDMG will see the completed fields in the EC module. The information provided in italics are tips for the PDMG and does not read these to the Applicant. The PDMG explains every question and asks the Applicant to answer to the best of its ability from the choices provided. There are no wrong answers and the information provided during the EC does not affect the Applicant's funding. The system does not allow unanswered questions. To add notes in the EC module, use the "Details/Notes" button, then "Add Note." After the EC is complete in Grants Manager (GM), the PDMG reviews the AIS in the Preliminary Applicant Information tab, under the Applicant Profile.

Introduction

I would like to understand the impacts to the community/organization, but first, how are you? How are things going overall? Let them speak, but do not push them if they seem to not want to discuss how they are personally doing – intent here is to ensure that the meeting is opened in a soft manner with an understanding that they may have had direct impacts and may have been personally affected. Staff need to try to start building a rapport/bond with the individuals they are working with throughout this process.

Section I- Overall Impacts

These first two questions are in relation to your organization's overall impacts.

Confirm any answered questions and ask if anything needs updating. For unanswered questions, complete the AIS through the EC module.

1. What is the total anticipated cost to address all incident-related impacts?

Please update selection from the Applicant's Request for Public Assistance with the most recent information.

- Less than the Large Project Threshold
- Between the Large Project Threshold and \$1,000,000

\$1,000,000 or more

2. Does your organization have any of the following incident-related impacts? We will go into detail on each of the impact types in just a moment, but for now please answer yes or no.

Please update selection from the Applicant's RPA with the most recent information. Select all that apply.

Debris

Emergency response/protective measures

Infrastructure damage

Section II-Specific Impacts

The next four questions relate to your debris impacts only, which is what FEMA calls "Category A" work.

If the Applicant answered no to having debris, the PDMG should confirm that it does not have ANY debris impacts and answer the four debris-related AIS questions accordingly.

1. What is the level of debris impacts? *Please select one.*

Significant (e.g., debris impairing travel and access to numerous facilities and areas within the Applicant's area of responsibility.)

Moderate (e.g., debris impairing some travel and limiting some access to some facilities or areas.)

Minimal (e.g., debris with minimal to no impacts on travel or access to facilities or areas.)

2. What is the status of work to address debris impacts? There are four options, please select one.

Work is completed and costs are documented.

Work is completed and costs are not documented.

Work has started. Please provide a projected end date, if known: _____.

Work has not started.

3. Does your organization anticipate work with the following characteristics? There are multiple options, please select all that apply.

Read each option to the Applicant and give ample time after each option to reply.

- In a river, lake, or other body of water
- Within 200 feet of a waterway, body of water, or wetland
- Ground disturbance activities
- Removing stumps, trees, or limbs
- Root ball extraction for stumps or trees
- Near endangered species
- Other environmental concerns, please describe: _____

4. What is the total approximate cost to address debris-related impacts? Please select one.

Confirm the small project maximum amount for the specific declaration.

<https://www.fema.gov/assistance/public/applicants/per-capita-impact-indicator>

- Less than the Large Project Threshold
- Between the Large Project Threshold and \$1,000,000
- \$1,000,000 or more

Immediate Threat Impacts (Category B)

The next four questions are regarding the organization's emergency protective measures, which is what FEMA classifies as "Category B" work.

If the Applicant answers no to the first question below, the PDMG should confirm this by giving examples.

1. Does your organization have any impacts that require immediate attention or federal support? Please select all that apply. Please update with most recent information.
- Operations conducted from temporary locations due to damaged facilities

- Damaged facilities that require temporary relocation of services
 - Operations dependent on temporary equipment (such as generators or mobile boilers)
 - Inaccessible areas
 - Inaccessible facilities
 - Other, *describe immediate need:* _____
 - No
2. What is the status of emergency response/protective measures? Please select one. Please update with most recent information.
- Work is completed and costs are documented.
 - Work is completed and costs are not documented.
 - Work has started and there is a projected end date, *if known:* _____.
 - Work has not started.
3. Does your organization anticipate work with the following characteristics in its emergency response/protective measures? Please select all that apply.
- In a river, lake, or other body of water
 - Within 200 feet of a waterway, body of water, or wetland
 - Ground disturbance activities
 - Facilities over 45 years old
 - Near endangered species
 - Other environmental concerns. *Please describe:* _____
4. What is the total approximate cost of emergency response/protective measures? Please select one.
- Less than the Large Project Threshold
 - Between the Large Project Threshold and \$1,000,000

Greater than \$1,000,000

Infrastructure Damage (Categories C-G)

The next six questions are regarding permanent work, which is what FEMA classifies as Categories C through G. We will walk through each one to ensure we capture all infrastructure damage.

If the Applicant answers no, the PDMG should confirm this by listing off examples.

1. What type of facilities were damaged? Please select all that apply and provide an approximate number of facilities of each type that were damaged. Provide based on most recent information.

Transportation (FEMA classifies these as Category C)

Approximate number of damaged facilities: _____

Bridges

Mass Transit

Roads/Culverts

Other _____

Buildings (FEMA classifies these as Category E)

Approximate number of damaged facilities: _____

Education

Housing

Emergency Services

Other _____

Medical

Natural or Cultural (FEMA classifies these as Category G)

Approximate number of damaged facilities: _____

Beaches

Recreational

Museums

Other _____

Water/Flood Control (FEMA classifies these as Category D)

Approximate number of damaged facilities: _____

Vehicles or Equipment (FEMA classifies these also as Category E)

Approximate number damaged: _____

Utilities (FEMA classifies these as Category F)

Approximate number of damaged facilities: _____

Communications

Water or Wastewater

Energy

Other _____

Other. Are there other types of facilities that have infrastructure damage that we did not cover?

Approximate number of damaged facilities: _____

Please list the other facility types:

2. Does your organization anticipate work with the following characteristics? Please select all that apply.

Clarify to the Applicant that this question is related to infrastructure damage. If the answer is yes to any of the items, ask which facilities it pertains to.

A river, lake, or other body of water

Within 200 feet of a waterway, body of water, or wetland

Ground disturbance activities

Facilities over 45 years old

Near endangered species

Other environmental concerns. Please describe: _____

3. Does your organization have any additional information about its infrastructure damage? Please describe.

4. What is the status of work to address infrastructure damage? Please select one.

Work is completed and costs are documented.

Work is completed and costs are not documented.

Work has started and there is a projected end date, *if known:* _____.

Work has not started.

5. Does your organization anticipate pursuing any of the following options for one or more facilities? The answers to these questions are Yes, No, or Unsure.

Change the size, capacity, or interior design of a facility Yes No Unsure

Replace or relocate the facility Yes No Unsure

Abandon a facility and use the funds towards a facility with a different function Yes No Unsure

If yes or unsure is selected, please describe (*for any option above*):

6. What is the total approximate cost to address infrastructure damage? Please select one.

Less than the Large Project Threshold

Between the Large Project Threshold and \$1,000,000

Greater than \$1,000,000

Section III – All Impacts

Clarify that the last two questions pertain to the Applicant's overall impacts. If the answer is yes, the Applicant should upload procurement, labor, and insurance documentation into Grants Portal. If unavailable, request copies and help the Applicant with uploading to the system. Although FEMA does not require the documentation at this time, the Applicant must provide this later in the process to support the activities and costs claimed.

1. Does your organization know how it plans to conduct the work to address the impacts? Please select all that apply.

Yes, using contractors for the work.

Yes, using own staff for the work.

Yes, using donated resources or mutual aid for the work.

No.

Unsure.

2. Does your organization have any insurance policies? Please select one.

Yes, but the Applicant has not filed a claim.

Yes, the Applicant has filed a claim but not received settlement.

Yes, the claim is processed and settlement.

No.

Examples of insurance documentation include:

- Property policy declaration pages
- Schedule of values/covered locations
- Equipment breakdown section
- Property policy forms and endorsements
- Inland marine coverage section (if applicable)