EXECUTIVE SUMMARY

Public Assistance Program Delivery Guide (Operational Draft)

The *Public Assistance Program Delivery Guide* describes how the Federal Emergency Management Agency (FEMA) implements the Public Assistance (PA) Program. Building on the principles in the *Incident Management and Support Keystone (IMSK)* and the *Recovery Operations Support Manual (ROSM)*, this guide establishes the framework for Applicant-driven, state-led, and federally supported delivery of PA. The *PA Program Delivery Guide* defines objectives and indicators of success for delivering the program along with Applicant, Recipient, and FEMA roles and responsibilities. It represents the program as it is intended to be delivered, with the expectation that guidance, processes, roles, and organizations that do not currently align to the document will be updated. The Guide is an operational draft, and feedback will be collected and incorporated over the course of its first year in publication.

The *Guide* aligns the PA Program delivery phases to the four stages of the recovery life cycle:
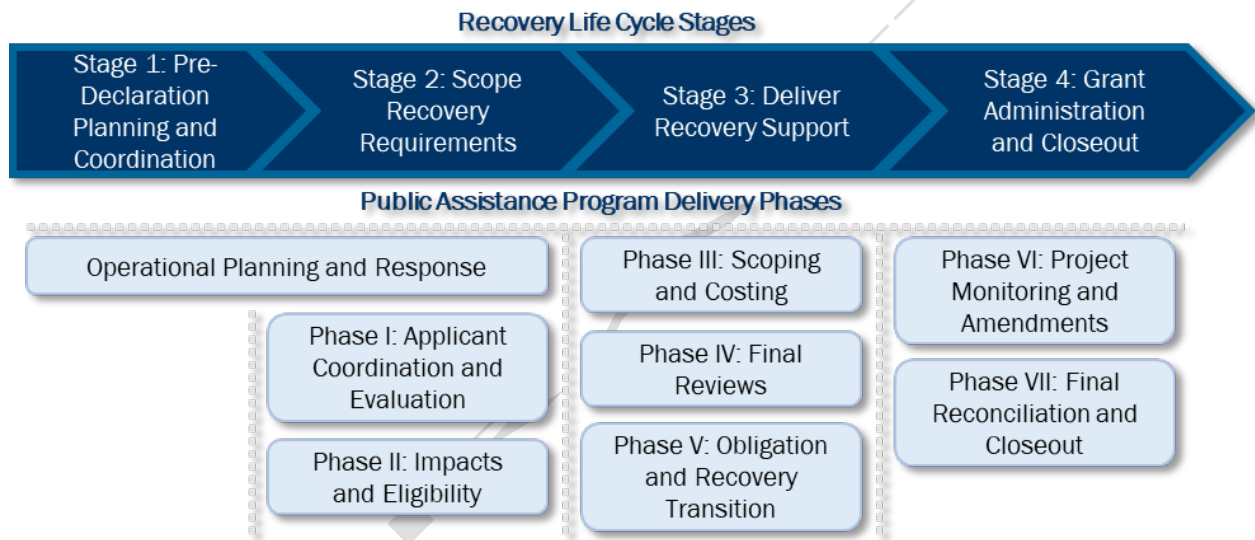

Recovery Life Cycle Stages

| Stage 1: Pre-Declaration Planning and Coordination | Stage 2: Scope Recovery Requirements | Stage 3: Deliver Recovery Support | Stage 4: Grant Administration and Closeout |

Public Assistance Program Delivery Phases

Operational Planning and Response

Phase I: Applicant Coordination and Evaluation

Phase II: Impacts and Eligibility

Phase III: Scoping and Costing

Phase IV: Final Reviews

Phase V: Obligation and Recovery Transition

Phase VI: Project Monitoring and Amendments

Phase VII: Final Reconciliation and Closeout

Figure 1 Phase Alignment with Recovery Lifecycle

The *Guide* includes foundational elements of the program including:

- An overview of FEMA's **core values** and how they apply to PA.
- Seven **guiding principles** for the delivery of PA.
- Components and features of the **program delivery model,** including **lean management, continuous improvement**, and a **risk-based approach.**
- Detailed information about the **roles and responsibilities** of each organizational part of the PA enterprise, including guidance and specific responsibilities to prioritize support for underserved communities and considerations for mitigation opportunities.

Chapters 3-10 provide information specific to each phase of the grant lifecycle. Each of these chapters includes:

- A **process map** indicating the specific steps that comprise that Phase.
- High level **performance targets** for the phase, including targets for Level I, II, and III events as available and appropriate.
- **Descriptions** of each step of the phase, including interim **deadlines** and **timeliness goals** where available and appropriate. Note that not every regulatory deadline or timeliness metric is included in each chapter. An exhaustive list of regulatory deadlines and timeliness goals are found in Appendix B and Appendix C, respectively.
- A list of specific **positions** involved in the phase and corresponding **responsibilities.**

The Appendices provide supplementary, detailed information. Appendix A lists the acronyms used throughout this document. Appendix C lists regulatory and policy deadlines, and Appendix D lists detailed timeliness goals. Appendix E provides an overview of each role in the PA grant lifecycle. Appendix F provides criteria for identifying complex and high-risk projects and applicants.

FEMA staff may submit issues, opportunities, and feedback on the PA Program Delivery Guide operational draft using the Change Control Tool. The Change Control Tool can be accessed via SharePoint at: https://usfema.sharepoint.com/teams/ORRApps/NewPA/Pages/SubmitRequest-CCT-P3.aspx. FEMA partners may submit issues, opportunities, and feedback related to the PA Program via the "Feedback" feature in PA Grants Portal.