



Homeland Security

IT Program Assessment

FEMA- Disaster Assistance Improvement Program (DAIP) (2010)

Review:

The DHS CIO conducted a comprehensive program review of the FEMA- Disaster Assistance Improvement Program (DAIP) on April 1, 2010. The mission of the DAIP is to ease the burden on disaster survivors by providing them with a mechanism to access and apply for disaster assistance through the collaborative efforts of federal, state, tribal, local and nonprofit partners. DisasterAssistance.gov provides disaster survivors with a single source for potential assistance programs, easy access to the application process, application updates, and disaster related information. The program provides scalability for a secure open framework that enables integration with state programs that use federal funds and private/non-profit organizations. The DAIP also leverages existing fraud mechanisms and indicators to reduce waste and abuse.

The program works with 17 federal partners to provide a comprehensive source for federal assistance. The program is looking for a champion to reinvigorate the participation by the other departments and agencies. Currently, only FEMA and the Social Security Administration (SSA) interfaces capture all application information. Other partners either capture a portion of the information through DAIP or simply reference their programs on the DisasterAssistance.gov website. The DAIP program office is reaching out to state and local programs, but finding that few programs at that level have the technical ability to interface with DAIP. The current plan is to build an interface to which these programs could connect when ready. Additionally, the program management office is approaching private and non-profit organizations such as the Red Cross to gauge their interest in participating. The DAIP site currently supports approximately 42,000 concurrent users. The program is working to increase this amount using a surge capability. Finally, DAIP is incorporating additional fraud mechanisms to further reduce the amount of erroneous and fraudulent claims.

Assessment:

The Disaster Assistance Improvement Program plays a mission critical role in FEMA. Disaster Assistance Improvement Program has a strong program management office that employs best practices. The ratio of contractor to Federal employees is too high, but the program is still able to run effectively. The program is well funded however; the timing of the funding seems to be a problem. A champion to reinvigorate the program may help with the participation in program and the timing of the funding. The delivery of the system is on schedule and within budget.

Score: 4