

From: [Tennant, Kyle S.](#)
To: [Eckhardt, Cheryl](#)
Cc: [Rowzee, Robert](#); [Ritchie, David](#); [Kapsa, Jarad](#); [Trumble, Michael](#); [Parr, Mark N.](#)
Subject: RE: WSP Conference Call - 12.5.19
Date: Thursday, December 5, 2019 9:34:54 AM
Attachments: [image001.png](#)

Good morning Cheryl,

I wanted to let you know that Mark Parr and I plan on coming over to attend the meeting.

K. Scott Tennant (CTR)

Task Order Manager, FEMA HIS Contract

WSP USA Services, Inc.

Federal Emergency Management Agency

540-722-7335 (office)

304-620-2394 (cell)

Kyle.Tennant@wsp.com



From: Eckhardt, Cheryl [mailto:Cheryl.Eckhardt@fema.dhs.gov]
Sent: Thursday, December 5, 2019 9:21 AM
To: WSP HIS Task Management <wspfematm@wsp.com>
Cc: Wilt, Mike <Mike.Wilt@fema.dhs.gov>; Burner, Martin <Martin.Burner@fema.dhs.gov>; Carrasquillo, Ricardo <Ricardo.Carrasquillo@fema.dhs.gov>; Kincer, Ronald <Ronald.Kincer@fema.dhs.gov>; Milliron, Todd <Todd.Milliron@fema.dhs.gov>; Perez-Lugo, Leonel <Leonel.Perez@fema.dhs.gov>; Ritchie, David <David.Ritchie@fema.dhs.gov>; Rowzee, Robert <Robert.Rowzee@fema.dhs.gov>; Wince, Craig <craig.wince@fema.dhs.gov>
Subject: WSP Conference Call - 12.5.19

Good morning,

The Task Monitors will conduct a conference call today @ 11 a.m. Conference Room C if attending in-person.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,
Cheryl Eckhardt
Task Monitor
FEMA Inspection Services
540-686-3852/Desk
540-532-7734/Cell
"For Official Use Only"

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From: [Eckhardt, Cheryl](#)
To: operations@vanguardhis.com
Cc: [Wilt, Mike](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: VIS Conference Call - 12.5.19
Date: Thursday, December 5, 2019 9:48:00 AM

Good morning,

The Task Monitors will conduct a conference call today @ 2 p.m. Conference Room C if attending in-person.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,
Cheryl Eckhardt
Task Monitor
FEMA Inspection Services
540-686-3852/Desk
540-532-7734/Cell
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From: [Eckhardt, Cheryl](#)
To: [operations](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: VIS Conference Call - 5.21.20

Good afternoon,

The Task Monitors will conduct a conference call next Thursday @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Remote inspection discussion and feedback.
- * IM web NEMIS.
- * RDA & SE HWM error.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

540-686-3852/Desk

540-532-7734/Cell

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From: [Eckhardt, Cheryl](#)
To: [operations](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: VIS Conference Call - 6.11.20

Good afternoon,

The Task Monitors will conduct a conference call this Thursday @ 2p.m.

Dial in = 800-320-4330

Pin # **(b) (6)**

Agenda Items:

- * Pending declarations: MI (contractor) and UT (FEMA Cadre).
- * MF R&B service call discussion.
- * ACE update coming this weekend with new remote inspection button and hybrid inspection with exterior view to confirm if destroyed.
- * Changing X440 DR specific condition to be used in hybrid.
- * ASL reminder.
- * Current status of appeal inspections.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

540-686-3852/Desk

540-532-7734/Cell

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From: [Kincer, Ronald](#)
To: [operations](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#); [Eckhardt, Cheryl](#)
Subject: VIS Conference Call - 6.25.20

Good morning,

The Task Monitors will conduct a conference call today @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Septic & road damages: wind vs. flood CODs.
- * Reducing RP/PP and HRR changes on reinspects and appeal.
- * Contractor reports on missing data components and CO clarification input.
- * Any concerns with ACE 4.11 and ACE user guide.
- * Communicating with applicants – 504 of Rehabilitation Act and VRS
- * QC discussion.
- * Planned approach for MI: RI self-assessments and FEMA / contractor split.

Thank you,

Ronald J. Kincer

Task Monitor

Office: 540-686-3856

Mobile: 540-539-2496

From: [Eckhardt, Cheryl](#)
To: [operations](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: VIS Conference Call - 7.16.20

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Addressing garage, crawlspace, and basement only water levels.
- * ACE update – working on edit checks.

Thank you,

Cheryl Eckhardt

Task Monitor

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To: [operations](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: VIS Conference Call - 8.13.20

Good morning,

The Task Monitors will conduct a conference call Thursday @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

* POA

* FEMA pilot

Thank you,

Cheryl Eckhardt

Task Monitor

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Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#)
Subject: VIS Conference Call - 9.24.20

Good afternoon,

The Task Monitors will conduct a conference call Thursday @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,

Cheryl Eckhardt

Task Monitor

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To: [operations](#)
Cc: [Brazzel, Allison](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Fuchs, Mark](#)
Subject: VIS Conference Call - 12.17.20

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Internet searches on remote inspections due to fraud suspicions.
- * Implementing ACE 16 Character Password in Production.
- * HIS fraud tracking progress and field procedures.
- * Future contract modifications for QMS and QC needs regarding hybrid inspections.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

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To: [WSP HIS Task Management](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: WSP Conference Call - 5.21.20

Good afternoon,

The Task Monitors will conduct a conference call next Thursday @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Remote inspection discussion and feedback.
- * IM web NEMIS.
- * RDA & SE HWM error.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

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To: [WSP HIS Task Management](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: WSP Conference Call - 5.21.20

Good afternoon,

The Task Monitors will conduct a conference call next Thursday @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Remote inspection discussion and feedback.
- * IM web NEMIS.
- * RDA & SE HWM error.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

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"For Official Use Only"

From: [Eckhardt, Cheryl](#)
To: [WSP HIS Task Management](#); wspfemahis@wsp.com
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: WSP Conference Call - 6.11.20

Good afternoon,

The Task Monitors will conduct a conference call this Thursday @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Pending declarations: MI (contractor) and UT (FEMA Cadre).
- * MF R&B service call discussion.
- * ACE update coming this weekend with new remote inspection button and hybrid inspection with exterior view to confirm if destroyed.
- * Changing X440 DR specific condition to be used in hybrid.
- * ASL reminder.
- * Current status of appeal inspections.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

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From: [Kincer, Ronald](#)
To: [WSP HIS Task Management](#); wspfemahis@wsp.com
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#); [Eckhardt, Cheryl](#)
Subject: WSP Conference Call - 6.25.20

Good Morning,

The Task Monitors will conduct a conference call today @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Septic & road damages: wind vs. flood CODs.
- * Reducing RP/PP and HRR changes on reinspects and appeal.
- * Contractor reports on missing data components and CO clarification input.
- * Any concerns with ACE 4.11 and ACE user guide.
- * Communicating with applicants – 504 of Rehabilitation Act and VRS
- * QC discussion.
- * Planned approach for MI: RI self-assessments and FEMA / contractor split.

Thank you,

Ronald J. Kincer

Task Monitor

Office: 540-686-3856

Mobile: 540-539-2496

From: [Eckhardt, Cheryl](#)
To: [WSP HIS Task Management](#); wspfemahis@wsp.com
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: WSP Conference Call - 7.16.20

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * DR-4547-MI – how is it going?
- * Addressing garage, crawlspace, and basement only water levels.
- * ACE update – working on edit checks.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

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To: [WSP HIS Task Management](#); [WSP HIS Project Management](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Perez-Lugo, Leonel](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Subject: WSP Conference Call - 8.13.20

Good morning,

The Task Monitors will conduct a conference call Thursday @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

* POA

* FEMA pilot

Thank you,

Cheryl Eckhardt

Task Monitor

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To: [WSP HIS Task Management](#); [WSP HIS Project Management](#)
Cc: [Brazzel, Allison](#); [Crittenden, Wendell](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#)
Subject: WSP Conference Call - 9.24.20

Good afternoon,

The Task Monitors will conduct a conference call Thursday @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,

Cheryl Eckhardt

Task Monitor

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To: [WSP HIS Task Management](#); [WSP HIS Project Management](#)
Cc: [Brazzel, Allison](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#)
Subject: WSP Conference Call - 10.8.20

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda

* Hurricane Delta

* Contractor readiness
* HIS preparation

* Applicant Fraud
* 4559-LA Renter Reinspect feedback.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

540-686-3852/Desk

540-532-7734/Cell

"For Official Use Only"

From: [Eckhardt, Cheryl](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#)
Cc: [Brazzel, Allison](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [Fuchs, Mark](#)
Subject: WSP Conference Call - 12.17.20

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Internet searches on remote inspections due to fraud suspicions.
- * Implementing ACE 16 Character Password in Production.
- * HIS fraud tracking progress and field procedures.
- * Future contract modifications for QMS and QC needs regarding hybrid inspections.

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

540-686-3852/Desk

540-532-7734/Cell

"For Official Use Only"

From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Haxton, Megan](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [VA-PSB-Contract Management](#)
Subject: Quality Trends

Good morning,

The Task Monitors will conduct a conference call on Friday, September 17, 2021 @ 2:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,

Marty Burner

Program Analyst – Task Monitor

FEMA Housing Inspection Services

540-686-3828 Office

540-454-9280 Cell

540-686-4276 Faxcom

martin.burner@fema.dhs.gov <<mailto:martin.burner@fema.dhs.gov>>

From: [Eckhardt, Cheryl](#)
To: [operations](#)
Cc: [Brazzel, Allison](#); [Oliver, Adrian](#); [Rowzee, Robert](#); [Ritchie, David](#); [Milliron, Todd](#); [Wince, Craig](#); [Kincer, Ronald](#); [Burner, Martin](#); [Carrasquillo, Ricardo](#); [VA-PSB-Contract Management](#)
Subject: VIS Conference Call - 1.14.21

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 2p.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster updates
- * PII Communication Process
- * Recent modifications to PWS and Remote inspection process.
- * Using GIS imagery

Thank you,

Cheryl Eckhardt

Task Monitor

FEMA Inspection Services

540-686-3852/Desk

540-532-7734/Cell

"For Official Use Only"

From: [Burner, Martin](#)
To: [operations](#)
Cc: [Brazzel, Allison](#); [Oliver, Adrian](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#)
Subject: VIS Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, March 11, 2021 @ 2p m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster updates
- * Inspection to be performed with Reg or Co-Reg or approved 3rd party
- * COD of Fire for non-declared incident type
- * Currently active FEMA work groups: Habitability and Damage Level
- * Triage – Overview of what's being removed
- * Hybrid inspections – Approach
- * Meeting applicants at neutral location within reasonable distance
- * Video take rates by inspector

Thank you,

Marty Burner

Program Analyst – Task Monitor

FEMA Housing Inspection Services

540-686-3828 Office

540-454-9280 Cell

540-686-4276 Faxcom

martin.burner@fema.dhs.gov

From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Hite, Brenda](#); [Dinkle, Ericka](#); [Holliday, Patricia](#); [Zerkel, Tamela](#); [Hart, Alisa](#); [Campbell, Sheryl](#); [Greer, Amy](#); [Riggleman, Dawson](#); Oliver, Adrian
Subject: VIS Conference Call
Start: Thursday, April 22, 2021 3:00:00 PM
End: Thursday, April 22, 2021 4:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, April 22, 2021 @ 3:00 PM.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Items:

- * ACE 5 Update (Todd) Duplication of ACE4, current version being worked on is 5.1. Version 5.0 being targeted for testing by the FEMA cadre by the first week in May. 5.1 has additional enhancements for edit checks. Todd: existing assigned users would need to be the ones testing on Vanguard's end. Maggie asked about documents in advance, Todd stated no requirements guide.
- * Future of inspections: line item versus damage level (Marty, Dave) FEMA leadership is indicating that damage levels appear to be here to stay.
- * Partnering Opportunity: What would the ACE User Guide look like with all line item specific references removed, and replaced with new information about using damage levels. Maggie: all in on partnering. They have not started drafting any revisions, but would be willing to do so and share with FEMA.
- * Inspector Training (Craig) Maggie: Engage inspectors live for remote inspections. Jaime Ceron: New training sessions are updated every time an update is made to the job aid. Maggie: in the midst of training.
- * How has the evolution of the inspection process changed your approach to recruitment and training of inspectors?
- * How much training focus is placed on the traditional line item approach versus the remote, video, hybrid approach? Jaime: Traditional training is still on line.
- * Does your training approach differ for new or inexperienced inspectors versus experienced? Jaime: Yes, those not having worked in last year, all guidance updates are covered.
- * Describe the current practice to relay or conduct remote inspections with individuals requiring language interpreting services. (Marty, Todd, All) With the contract mod, VIS will now be performing these inspections rather than returning them to FEMA to be performed. VIS tells inspectors not to use Google Translate. If ASL is required, inspectors have been instructed to return to FEMA. Under new mod, Inspector will call the VRS and provide the app's equipment number and make connection in this manner. Todd: external inquiry received to clarify if any other contracted services for language translation that they use.
- * INSPN 30 report: Used to track remote versus hybrid inspections (80/20: 80% remote/video, 20% hybrid) (Todd) All SA3 & SA4 will receive an on-site hybrid inspection representing 20% of total inspections. Other damage levels will receive a remote or remote/video inspection and represent roughly 80% of the total. Important for VIS to understand the 80/20 split is TOPR driven, and the 80/20 split will vary by TOPR. The INSPN 30 report is an on-demand report. Todd: SA status can't be displayed by Reg# due to cyber-security concerns. Maggie: 1st tab will show the ones that are SA3 and SA4. All SA levels will show there as it is now. Todd will go back to Reports and have the report modified to only show SA3 and SA4.
- * Overview of the hybrid inspection process (Marty)
Best Practice: 1) Perform the remote inspection ahead of time then make an appointment to visit the dwelling later to view exterior damages and applicant's ID; or 2) Make an appointment to meet the applicant at the dwelling and perform both the inspection and exterior verification/ID verification in one shot? Maggie: Not sure which direction they will go. Will do both ways and explore which works best. Maggie: What can FEMA recommend for apt complexes where knocking on the door makes social distancing more difficult. Can meet the app outside to view photo ID. Dennis Brown: square footage dimensions when doing site visits? David: Yes, inspector needs to measure the square footage of the dwelling on hybrid inspections. Dennis: Meet at alternate location okay? Dave: Yes, okay to do this. Dennis: Inaccessibles, how will they be handled? Dave: Follow remote inspection script. 6/11/2021 Update from Maggie: Our inspectors overall strongly prefer utilizing the second option, performing the entire inspection on-site. They've reported that they feel like there's a lot of value in asking all of the questions in person vs over the phone and that doing it that way makes it feel almost like a standard inspection again. We've emphasized maintaining social distance and making sure the applicant is comfortable with that approach pretty heavily, and it seems to be working really well.
- * Which damage level should be selected when the dwelling damage does not match up with the majority of requirements for each damage level. (Todd) Pricing Package is based on the items shown for each damage level within the matrix. If a majority of the items for a specific level (as per matrix) are not damaged, it is okay to go down a level. Dennis: If app claims extensive interior damages, but exterior doesn't support, extensive PP damage claims need to be commensurate with the exterior damages.
- * Addition not on original agenda: Hybrid inspections: Meet with App or Co-App or authorized 3rd Party individual. If only a HH member is available, WVO the inspection. This direction may change over time as more data becomes available to allow the inspection to be performed with a HH member.
- * Potential TOPR's: AL, KY, GA (GA will be in-house). Mike Hockman: TOPR's are expected to be sent out this week. Craig/Ron: Insurance call out for 4586-TX being done next week. May result in some more inspections.

Thank you,

Marty Burner
Program Analyst – Task Monitor
FEMA Housing Inspection Services
540-686-3828 Office
540-454-9280 Cell
540-686-4276 Faxcom
martin.burner@fema.dhs.gov

From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [Oliver, Adrian](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#)
Subject: VIS Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, April 22, 2021 @ 3:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * ACE 5 Update
- * Future of inspections: line item versus damage level
- * Partnering Opportunity: What would the ACE User Guide look like with all line item specific references removed, and replaced with new information about using damage levels.
- * Inspector Training
 - * How has the evolution of the inspection process changed your approach to recruitment and training of inspectors?
 - * How much training focus is placed on the traditional line item approach versus the remote, video, hybrid approach?
 - * Does your training approach differ for new or inexperienced inspectors versus experienced?
- * Describe the current practice to relay or conduct remote inspections with individuals requiring language interpreting services.
- * INSPN 30 report: Used to track remote versus hybrid inspections (80/20: 80% remote/video, 20% hybrid)
- * Overview of the hybrid inspection process
- * Best Practice: 1) Perform the remote inspection ahead of time then make an appointment to visit the dwelling later to view exterior damages and applicant's ID; or 2) Make an appointment to meet the applicant at the dwelling and perform both the inspection and exterior verification/ID verification in one shot.
- * Which damage level should be selected when the dwelling damage does not match up with the majority of requirements for each damage level.
- * Potential TOPR's: AL, KY, GA

Thank you,

Marty Burner

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From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Hite, Brenda](#); [Holliday, Patricia](#); [Lundy, Elizabeth](#); [Dinkle, Ericka](#); [Hart, Alisa](#); [Greer, Amy](#); [Riggleman, Dawson](#)
Subject: VIS Conference Call
Start: Thursday, May 20, 2021 2:00:00 PM
End: Thursday, May 20, 2021 3:00:00 PM
Location: Dial In

Good morning,

The Task Monitors will conduct a conference call on Thursday, May 20, 2021 @ 2 PM.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Items:

* Disaster Reporting

- * DR-4586-TX Ron Received mod into increment 1 plus additional inspections. 30 inspectors working
- * DR-4596-AL Ron Good shape. 2 remote, 2 in field, may go down to 1 in the field.

* Password Protection: Any password protected document/file should utilize the current generic password. Marty – Whether on Sharepoint or submitted in an email, i.e. DR Staffing Report (4586-TX) & Daily QC Results (4595-KY) files are unable to be opened with the generic PW.

* Hybrid Inspections - Contractors

- * Approach (exterior verification at same time or separate), observations, benefits, challenges, suggestions. Too small sampling so far to draw conclusions.
- * Frequency and degree of changes required when the hybrid inspection is performed by conducting the remote inspection first, then followed up with a site visit. Maggie: Not enough inspections performed to draw any real conclusions
- * Red Flag Reinspection – observations, benefits, challenges, suggestions. Maggie: No Red Flag reinspections so far.

* INSPN 30 & Reinspects: Contractors may receive Reinspection requests requiring on-site verification where the Reg is not reflected on the INSPN 30. In those cases, the on-site assessment should be performed as requested, and we will work to tweak the report logic as we go to ensure it is eventually capturing all of them. Craig Maggie: Is there any indicator that could be added to indicate inspection should be a hybrid. Craig: Believes there is a comment to indicate. Currently inspectors are only issued hybrids or remotes. In a larger event, inspectors will be receiving both hybrids and remotes and the designation would be helpful. Todd: It has been considered, and we've been dealing with it for months. No way to add, but anticipates the split will be temporary. Maggie: Nothing could be modified to the Reg ID? Todd: We only want to enact these types of changes for permanent changes, and hopefully this is temporary. Not worth going through all the internal workings to add this identification. If necessary, we may be able to work with the developers to make a short-term solution. Craig: Any reinspect will now require an on-site inspection. Dennis: Are these reinspects ones that already had a remote interview? Dave: Yes, and came back with greater than \$10K of damages and have not already had an EV. Apps don't know they are getting another inspection, but this is a significant method to deter fraud. Withdrawn if they will not meet for the Reinspection. Inspector should notify app that they need to make a site visit to verify ID.

* Approach when damages do not support a damage level based on Job Aid, but additional damages exist which are not addressed by the Job Aid (i.e., 6" HWM in Crawl space with no damage to insulation, subfloor, ductwork, etc., but foundation walls are damaged by a mudslide. Flag for manual, call TM, add the determined damage level to drive the HRR call (min. dmg level 1). Dave – TM is available to assist, Dmg Lvl 1 works to drive the HRR call, and the comment would need to support the other damages. App can appeal, or the inspector can manual flag for TM's to look at. Mike Reilly: If no Dmg level recommended, they would make a determination about HRR then address as Dmg Lvl 1. Dave: Mike's approach sounds good, we just want to make sure HRR is addressed, then the app can appeal if insufficient.

* Update on the FEMA inspector cadre - Marty

- * Current size – approx. 90
- * Inspectors continually being added? No new announcements of additional staff at this time
- * FEMA's current approach for starting their own inspectors on task orders that will eventually be awarded to the contractors (for example, will FEMA inspectors primarily complete hybrid or remote inspections when started early, or both? Are FEMA's inspectors given a certain percentage of the work in triage to get started or does it depend on the number of FEMA inspectors available? Not really a firm approach here, varies per DR. Timing until contractor launch, degree of damage, etc. can play into the decision as to which inspections are issued to FEMA. Maggie: VIS has lost several inspectors to FEMA and wanted to see if there are aggressive additions to the FEMA cadre planned. Craig: Is VIS hearing rumors? Maggie: They have heard, but not anything formal.

* Applicant outreach on different inspection types - Dave

* How are applicants made aware of the different possibilities for which type of inspection they may receive (hybrid, video, remote)? Dave: There is no notification to the app. Thinking of swapping to a 80% hybrid and 20% remote, or possibly even 100% on-site inspections. May add SA2 to the already designated SA3 and SA4 for hybrid.

* Fraud observations and preventative measures to identify fraud on current disasters. Cheryl: Occ/ID not verified are removed from triage. Additionally, high risk fraud are removed as well. Craig: Independent QC inspections performed in 4595-KY with the specific purpose of identifying fraud. Found a fair number that were not at home or NC, so unsure if these are fraudulent. Maggie: Do we ever consider issuing these to the contractor as Reinspects? Craig: Trying to get to where we do an on-site inspection on 100% of the inspections, which will eliminate the need for these QC's.

* ACE 5 Update – Todd: TDL available to VIS, TDL has been down for the past week or so. Hopefully VIS had a chance to compare differences between ACE4 and ACE5. Unsure as to timing of ACE5 release at this time. We had anticipated using for this coming hurricane season. Drag to drop and displays a little different. One Dmg Lvl to be moved over for inclusion in ACE 5.1. Maggie: Any idea when TDL will be back up? Todd: Not at this time, but hopefully they grabbed some inspections to look at. Maggie: They didn't grab any, unfortunately.

* Hurricane season starts June 1 - contractor preparedness / inspector availability – VIS Maggie: 1200-1300 available, going pretty aggressively over

a month ago about inspector availability online. Some inspectors didn't care for the remote inspection process, and they worked to change the mindset. Now they need to sell them back on on-site inspections. Working to get inspectors to update their availability and timeframes of availability in the inspector portal.

* Maggie: Any feedback on whether we're going to be going back into houses, or strictly exterior verifications? Dave: No feedback at this time, for foreseeable future only doing hybrids.

From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#)
Subject: VIS Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, May 20, 2021 @ 2 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster Reporting

- * DR-4586-TX

- * DR-4596-AL

- * Password Protection: Any password protected document/file should utilize the current generic password.

- * Hybrid Inspections

- * Approach (exterior verification at same time or separate), observations, benefits, challenges, suggestions.

- * Frequency and degree of changes required when the hybrid inspection is performed by conducting the remote inspection first, then followed up with a site visit.

- * Red Flag Reinspection – observations, benefits, challenges, suggestions

- * INSPN 30 & Reinspects: Contractors may receive Reinspection requests requiring on-site verification where the Reg is not reflected on the INSPN 30. In those cases, the on-site assessment should be performed as requested, and we will work to tweak the report logic as we go to ensure it is eventually capturing all of them.

- * Approach when damages do not support a damage level based on Job Aid, but additional damages exist which are not addressed by the Job Aid (i.e., 6" HWM in Crawlspace with no damage to insulation, subfloor, ductwork, etc., but foundation walls are damaged by a mudslide.

- * Update on the FEMA inspector cadre

- * Current size

- * Inspectors continually being added?

- * FEMA's current approach for starting their own inspectors on task orders that will eventually be awarded to the contractors (for example, will FEMA inspectors primarily complete hybrid or remote inspections when started early, or both? Are FEMA's inspectors given a certain percentage of the work in triage to get started or does it depend on the number of FEMA inspectors available?

- * Applicant outreach on different inspection types

- * How are applicants made aware of the different possibilities for which type of inspection they may receive (hybrid, video, remote)?

- * Fraud observations and preventative measures to identify fraud on current disasters.

- * ACE 5 Update

- * Hurricane season starts June 1 - contractor preparedness / inspector availability

From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Hite, Brenda](#); [Dinkle, Ericka](#); [Bachemin, Angelina](#); [Meade, Martin](#); [Holliday, Patricia](#); [Zerkel, Tamela](#); [Hart, Alisa](#); [Campbell, Sheryl](#)
Subject: VIS Conference Call
Start: Thursday, June 24, 2021 2:00:00 PM
End: Thursday, June 24, 2021 3:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, June 24, 2021 @ 2 PM.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Items:

- * Open Disaster Reporting - VIS
- * DR-4586-TX Ron/Cheryl POP: 7/18 Dennis Brown: 12 active inspectors, 81 open, 1 QC inspector
- * DR-4596-AL Ron/Marty POP: 6/29 Mike Reilly: Day 55 – 3 inspectors open
- * DR-4606-LA Marty/Ron POP: 8/4 Mike Reilly: 73 open, 12 active inspectors, withdraw rate higher than expected, all seem legitimate.
- * Annual Tabletop Exercise – VIS/FEMA – Todd/Robert Planning, scheduling, scenarios, etc. John Jones: tentative for end of July or 1st of August. Will send everything to FEMA to review prior. Hybrid inspections, large event, if FEMA has a different scenario in mind they will comply. Robert: Agrees, but looking for something like Harvey, Irma, Maria events, where we are doing hybrids and remotes or some combination. One state doing Covid testing, one state not doing testing. JIT hiring. Todd: contacting inspectors during event surge or reserve cadre. Robert: 1st week of August fits our schedule better. Maggie: FEMA's participation, would we prefer a TEAMS call or can it be "in person". Robert: In person on a limited basis, but can do a combination.
- * iPad Distribution Update – FEMA – Todd/Robert Robert: Any issues/concerns? Maggie: 75 set up and good to go, a few PIN issues. Allison: following up about funding, don't have approved funds yet. Unlikely that funding will come earlier than planned (July). 213 pcs.
- * Mitigation – FEMA – Todd: Policy approved since 4606-LA damage level pricing includes mitigation pricing. Elevate main panels, water heaters, furnaces. No action on part of inspectors at this time.
- * ACE 5 Update – FEMA – Todd/Robert: In production, FEMA in house piloting on Android, then will follow up on iPads (IOS). Pilot with VIS in September, 2021. Maggie: on both Android and IOS? Yes.
- * Scalability for large disasters – VIS – Dave input: How does VIS feel about their current stance with inspection review and monitoring / maximizing inspector production, especially in absence of tools like edit checks, and whatever VIS had before about knowing the real time status of work that inspectors are holding. Can VIS automate review? If not, how many trained reviewers currently and your plan to add them. Or will VIS start w/ some inspectors on auto/0% review? Do hybrids allow for increased production per inspector? Not initially issuing SA-1's or OCC or IDV fail cases – do you anticipate helping with production?
- * Production – Maggie: Remote and hybrids production is higher than old line item inspections. Many inspectors have now been exposed to damage level inspections. Trend tracking has been emphasized. Barry: Efforts taken by Review to take training modules, trend tracking. Surge staff is available at a moments notice whom have had recent training. Maggie: Manual checklist utilized. Remote TO's have utilized auto-determination. Would be varying %, and remain flexible.
- * Quality – Mike Crocket: Damage levels will be a big positive because they can describe errors much better and to provide clear feedback to inspectors. Expands the roster of staff that can do QC and review. Increases buy-in to Quality from those participating.
- * Damage Level / Line Item Pilot – FEMA – Todd/Robert – Robert pre-call comment: He and Todd can cover, be ready to bring up line item pilot for a heads up and we know it will have to be included in a TOPR process for an event we plan to carry it out on. Todd: subsequent inspection by line item assessment for comparative purposes to the damage level. May also do a remote or remote w/ video. Maggie: FEMA cadre or VIS? FEMA for sure, but may involve contracted firms as well, utilizing inspectors familiar with traditional line items. Todd: will attempt to perform pilot on various COD events...wind, flood, fire, EQ, etc. Mike Crocket: Is there a sampling percentage to reach the validation goal? Todd: Probably not a large qty, but has not been identified. Mechanics have yet to be determined. Inspections may be done through a QC module and retained there to avoid holding up assistance to the applicant. John Jones: Is there analysis to determine how long it takes to perform each inspection type? Todd: Yes, trying to measure this.
- * Inspection types/methods going forward – FEMA – Todd: Hybrid/Remote split, now that we're in hurricane season, is there an inspection type by region of the event which they can anticipate, or would they find out at time of TOPR. Top leadership likes remote inspections. Regions may have concerns that make on-site hybrids being utilized. May be a couple of methods going forward. Robert: Leadership has stated we will not be entering dwellings, size of event may dictate.
- * Added topic: Unconscious Bias Training: Todd: Any details from VIS they can share as to their training within their customer service modules? To be clear, this is not a requirement. Tom Haynos: Partner firm has a version of this training, and they can look into that and share, if we'd like. Not currently part of LMS modules. Todd: Please copy the COR and CO and Robert Rowzee.

Thank you,

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From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#)
Subject: VIS Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, June 24, 2021 @ 2 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Open Disaster Reporting - VIS

- * DR-4586-TX
- * DR-4596-AL
- * DR-4606-LA

- * Annual Tabletop Exercise – VIS/FEMA
- * iPad Distribution Update - FEMA
- * Mitigation - FEMA
- * ACE 5 Update - FEMA
- * Scalability for large disasters – VIS

- * Production
- * Quality

- * Damage Level / Line Item Pilot - FEMA
- * Inspection types/methods going forward – FEMA

Thank you,

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Subject: VIS Conference Call
Start: Thursday, July 29, 2021 2:00:00 PM
End: Thursday, July 29, 2021 3:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, July 29, 2021 @ 2 PM.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Topics:

1. Open Disaster Updates
 - a. 4607-MI (WSP & VIS) Ron/Ricky Dennis: 115 active inspectors; data plans confirmed with most. No major instances to report.
 - b. 4606-LA (VIS) Marty/Ron Mike Reilly 3 inspections 47 open inspectors no issues
 - c. 4586-TX (WSP & VIS) Ron/Cheryl 10 inspectors, 25 open no issues.
2. How to measure dwellings for consistency. What is your best practice? Jaime: measure exterior of house; apts: square footage based on number of bedrooms. Dave: Measuring device or pace off okay.
3. Verifying photo ID: Expired driver's license acceptable for photo ID.
4. Basement water levels and habitability, i.e., 6" HWM in unfinished basement, block walls, with no furnace, water heater, etc. located in basement. General guidance on addressing habitability in unfinished basements. This was covered in the email sent by Ron Kincer yesterday. In this example, the inspector will make the habitability call regardless of the HWM. If HRR=No, the inspector will record the HWM, but not record a damage level. If HRR=Yes, the inspector will record a damage level as recommended by the Job Aid / On site Damage Level Assessment matrix. Mike: Change the habitability from Yes to No since HWM drives HRR to Yes. Dave R: HWM does not drive HRR.
5. Confirm guidance on changing the damage level from that recommended by the Job Aid. Approach when the HWM may not support a damage level, but other damages exist that affect habitability and are not addressed by the Job Aid, i.e. 6" HWM in the Crawlspace with no damages to ductwork, insulation, subfloor, etc., but foundation walls are damaged by a mudslide. We discussed this during our May call, and just want to confirm. The inspector can either flag for manual review, VIS can contact the TM, add the determined damage level to drive the GRR call (min. dmg level 1). The TM is available to assist in these circumstances. The Dmg Lvl 1 works to drive the HRR call, and the inspector comment would need to support the damages. Then, the app can appeal, or the inspector can manual flag for TM's to take a look. If habitability is affected, the main thing is we want to be sure HRR is addressed, then the app will have the opportunity to appeal if their award is insufficient.
6. Issuing SA 1s: For future disasters, applicants self-assessing their damages at a level 1 (SA 1) will be issued for inspection from the start of the event. We will no longer be holding them back and requiring applicants to request an inspection. SA1's will not be issued up front for DR-4607-MI. Todd: they can now have reg ID with SA status. Todd will follow up with access to report.
7. ACE 5
 - a. Update: ACE 5.0 is currently being piloted by FEMA cadre (4 inspectors) in a controlled environment. Version 5.1 has a production date of mid-September 2021.
 - b. Pilot consideration in the production environment for limited inspectors. FEMA would like to pilot version 5.0 with 10-20 of your inspectors using iPads (possibly even in 4607-MI without incurring additional costs). Further configuration to the pads will be necessary and will take that up after today's call in willing/interested. Seeking VIS feedback on willingness. MobileIron vs. InTune may be a concern. Maggie: Yes, interested in piloting v. 5.0. Needs input from others to determine.
 - c. When upgrading to ACE 5 with the iPads, will ACE 5 be downloaded through the FEMA approved app store once converted to Intune, or will it be accessed through Safari? Same question for Android and Chrome? ACE 5 will be available through the Company Portal. The tablet may require being re-imaged to point to the ACE Company Portal. ACE 5 will only be available from the Company Portal (App). Todd: Access to Company portal requires InTune and not MobileIron.
 - d. Is FEMA considering developing a mapping solution to integrate with ACE 5? Robert may have more details, but this was discussed in October, 2019 and remains on the IT list for consideration.
 - e. ACE 5 edit checks: Version 5.0 will have the same damage level validations as ACE 4, however, version 5.1 will include a validation to confirm the recorded damage level by HWM. As far as future goals for edit checks, there is no official stance and depends on the inspection method confirmed going forward. John: What level of edit checks vs. what they're used to. Todd: Not nearly as robust as what they're used to in their program. ACE 5 edit checks will be similar to those in ACE 4.
8. Will FEMA issue additional iPads by October 1? Robert to confirm: Per Robert, this is TBD and depends on ACE 5 testing results and funding.
9. Is a declaration being considered for California wildfires? No word at this time on the possibility of a declaration in California or Oregon.
10. Status of contractors being assigned appeal inspections. Continuing to hold the line on appeals, with FEMA doing all. FEMA views documentation as part of the appeal inspection, and since the contractor cannot, FEMA must perform.
11. Update on the switch from MobileIron to InTune for FEMA iPads. Contractor IT staff have admin. Rights and can communicate directly with FEMA IT with any needs. Should have an additional 7 months on MobileIron on current iPads. Todd is following up with IT folks on update dates. Mike Hockman has provided the name of Mike Wright as FEMA IT POC for the contractor. Question: Has VIS received an email regarding the InTune update and, if so, what is the drop dead date? Maggie: InTune due by 8/14/2021? Todd: waiver received to use MobileIron until end of the year. IOS upgrades will still be required.

Thank you,

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From: [Burner, Martin](#)
To: [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#)
Subject: VIS Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, July 29, 2021 @ 2 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

1. Open Disaster Updates

- a. 4607-MI
- b. 4606-LA
- c. 4586-TX

2. How to measure dwellings for consistency. What is your best practice?

3. Verifying photo ID: Expired driver's license acceptable for photo ID.

4. Basement water levels and habitability, i.e., 6" HWM in unfinished basement, block walls, with no furnace, water heater, etc. located in basement. General guidance on addressing habitability in unfinished basements.

5. Confirm guidance on changing the damage level from that recommended by the Job Aid. Approach when the HWM may not support a damage level, but other damages exist that affect habitability and are not addressed by the Job Aid, i.e. 6" HWM in the Crawlspace with no damages to ductwork, insulation, subfloor, etc., but foundation walls are damaged by a mudslide.

6. Issuing SA 1s: For future disasters, applicants self-assessing their damages at a level 1 (SA 1) will be issued for inspection from the start of the event. We will no longer be holding them back and requiring applicants to request an inspection.

7. ACE 5

a. Update

b. Pilot consideration in the production environment for limited inspectors.

c. When upgrading to ACE 5 with the iPads, will ACE 5 be downloaded through the FEMA approved app store once converted to Intune, or will it be accessed through Safari? Same question for Android and Chrome?

d. Is FEMA considering developing a mapping solution to integrate with ACE 5?

8. Will FEMA issue additional iPads by October 1?

9. Is a declaration being considered for California wildfires?

10. Status of contractors being assigned appeal inspections.

11. Update on the switch from MobileIron to InTune for FEMA iPads.

Thank you,

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Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [VA-PSB-Contract Management](#); [Hite, Brenda](#); [Zerkel, Tamela](#); [Lundy, Elizabeth](#); [Riggleman, Dawson](#); [Hart, Alisa](#)
Subject: Quality Trends
Start: Friday, September 17, 2021 2:00:00 PM
End: Friday, September 17, 2021 2:30:00 PM
Location: Dial-In

Good morning,

The Task Monitors will conduct a conference call on Friday, September 17, 2021 @ 2:00 PM.
Dial in = 800-320-4330
Pin # = (b) (6)

- * QC trends and quality trends they are seeing in the review Q (contractors)Jaime: Hybrid missing EV-1, missing occ/own, mult line items of same type, missing CSA w/ HRR yes, damage description missing, HRR No w/ damages recorded, residence type and COD not matching. Broadcast frequently on these issues. Note difference between hybrid and remote. Guidance in DR briefings is explained. Team leaders contacting worst offenders.
- * Remote inspectors using on-site job aid instead of remote job aid. Dave R.: What is VIS doing to ensure correct document is being used. Jaime: was not aware of this. Dave R. wants to ensure remote inspectors are using the Excel Job Aid and not the on site damage level assessment document. Dave feels it is widespread and would like a broadcast.
- * Evidence: Level 4 for just one or two components like a mast replace, no comments on roof % or ceiling %
- * Still looking for more evidence and examples as we work the Q today.
- * Recording miscellaneous purchases like chainsaw or generator or transportation on remote inspections. Jaime: Has been broadcasted to all inspectors. Dave: Old work in review queues (FCORs sent back). Concern that next button in NEMIS being used instead of identifying oldest work first. Barry Slifer: They have instructed reviewers on this and they are addressing it last night and today. Dave: Emphasized that if not returning to inspectors timely, the inspector continues to make the same mistake.
- * Daily FCOR scripting on habitability call No, mismatched COD and residence types with the damage levels. (Ron) Noted
- * Missing EV line item on exterior validations. Critical because of the red-flag reinspect process. (Dave) Noted
- * Occupancy and ownership verification –
- * Understanding that contractors have had to adjust from the past year where we told them not to attempt to verify.
- * Clear trend that FEMA QS is focused on. Every one of them stops in the FIR, and without documented LL call, tax office web search, will be returned as an FCOR. Communicated this message to VIS, closely looked at by FEMA, and FCORs will continue when not documented properly.
- * The absence of the red hazard triangle means to select as verified. Noted and will broadcast again.
- * Personal Property – only recording affected appliances or missing appliances or room furnishings entirely. Jaime: worst offenders will be notified directly, and another broadcast made.
- * Comments about minimal damage without CSA. Or vice versa...VIS noted and will communicate again to inspectors.
- * Confirmation about mold remediation guidance distribution – asking every owner. Acknowledged again and inspectors are asking.
- * Contractor reviewers – avoid sending CORs on small things like twin beds.

Thank you,

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From: [Burner, Martin](#)
To: [Maggie Shriver](#); [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#); [Haxton, Megan](#)
Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Crittenden, Wendell](#); [Morgan, Jason](#); [Lundy, Elizabeth](#); [Holliday, Patricia](#); [Dinkle, Ericka](#); [Campbell, Sheryl](#); [Hart, Alisa](#)
Subject: VIS Conference Call
Start: Thursday, October 28, 2021 2:00:00 PM
End: Thursday, October 28, 2021 2:30:00 PM
Location: Dial In

Good morning,

The Task Monitors will conduct a conference call on Thursday, October 28, 2021 @ 2:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

- * Reinspects of previous remote inspections
- * Update from contractors on how it's going. Maggie: No issues – original issues with remote button, no EV-1, etc. but ironed out.
- * Any concerns about the re-inspection process?
- * Status for production with the re-inspections being issued. Maggie: In PA, substantial issued, demobilizing from other disasters to increase inspectors in PA.
- * All of the HRR yes remotes are going to be issued for re-inspection. Jaime: changing to HRR No from Yes if warranted? Dave R.: Yes. Correct the inspection as necessary. But don't change borderline situations. Todd: 37,000 for both vendors, clarified that VIS will receive roughly half of that number.
- * ACE5 update
- * Continues beta testing by both FEMA and specific vendor inspectors. Todd
- * Derived Credentials in lieu of PIV badging devices appear to be the future for iPads. Todd
- * Quality
- * Efforts being taken with respect to QCs and review queues ensuring we are not having to send back 2nd and 3rd FCORs. Charming: 2nd set of eyes by reviewers; training classes to show reviewers how to work FCORs; training for new reviewers.
- * Have you found poor performing inspectors requiring a review of more of their work to provide QA? Maggie: Incorporate QC input. Craig: thresholds for who gets reviewed, what they are looking at, provide in writing and keep us abreast as implemented.
- * FEMA is still returning a lot of FCORs, mainly for HRR No with critical RP.
- * COVID-19 safety protocols
- * Follow TE 24 (currently under review changing the designee from the FCO to the Agency/PO as to when to be tested). Maggie: TOPR language changing as a result? Todd: Nothing's changing, but TO may spell out whether there is a testing requirement. Tom Haynos: According to feedback from Allison, future TO's would not have testing language. Has that changed? CO not on call to respond.
- * Current posture: When required by FEMA, obtain a negative test prior to conducting exterior validations. Comply with CDC guidance for PPE.
- * Fraud: As a reminder, the FEMA Fraud Investigations and Inspections Division (FIID) has requested contractors advise applicants to contact the FEMA Helpline rather than FEMA Fraud or OIG in cases of fraud.
- * VIS: Brief update on lessons learned from recent disaster activity. Maggie: Taking action on things they could as they happen. Remote and hybrid was challenging, information sharing that they were not fully prepared for. Developed additional training requirements when months or years between deployments. John Jones: One big challenge - getting temp staff that used to be readily available, were now challenging to obtain – field staff as well. Tom Haynos: They had to acknowledge that what motivates people to sign up has changed over the past year (inspectors and reviewers). How they can encourage people to stay up to date and ready to deploy. Allison mentioned to him that a partnering session would occur in mid-November. VIS preference would be to have this session in the first couple of weeks in December, as they will be further along in the Ida TO's. After 12/8 they will have better grasp on ramifications on Covid vaccine mandate requirements. Todd and COR: Tom's request to delay the partnering session will be relayed to Allison.

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From: [Burner, Martin](#)
To: [Maggie Shriver](#); [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Haxton, Megan](#)
Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#)
Subject: VIS Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, October 28, 2021 @ 2:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

- * Reinspects of previous remote inspections
- * Update from contractors on how it's going.
- * Any concerns about the re-inspection process?
- * Status for production with the re-inspections being issued.
- * All of the HRR yes remotes are going to be issued for re-inspection.
- * ACE5 update
- * Continues beta testing by both FEMA and specific vendor inspectors
- * Derived Credentials in lieu of PIV badging devices appear to be the future for iPads.
- * Quality
- * Efforts being taken with respect to QCs and review queues ensuring we are not having to send back 2nd and 3rd FCORs.
- * Have you found poor performing inspectors requiring a review of more of their work to provide QA?
- * FEMA is still returning a lot of FCORs, mainly for HRR No with critical RP.
- * COVID-19 safety protocols
- * Follow TE 24 (currently under review changing the designee from the FCO to the Agency/PO as to when to be tested).
- * Current posture: When required by FEMA, obtain a negative test prior to conducting exterior validations. Comply with CDC guidance for PPE.
- * Fraud: As a reminder, the FEMA Fraud Investigations and Inspections Division (FIID) has requested contractors advise applicants to contact the FEMA Helpline rather than FEMA Fraud or OIG in cases of fraud.
- * VIS: Brief update on lessons learned from recent disaster activity.

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Cc: [Brazzel, Allison](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Holliday, Patricia](#); [Hite, Brenda](#); [Lundy, Elizabeth](#); [Dinkle, Ericka](#); [Greer, Amy](#); [Hart, Alisa](#); [Campbell, Sheryl](#); [Riggelman, Dawson](#); Oliver, Adrian
Subject: VIS Conference Call
Start: Thursday, March 11, 2021 2:00:00 PM
End: Thursday, March 11, 2021 3:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, March 11, 2021 @ 2p m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster updates DR-4586-TX (RK/CE), DR-4577-LA (CW/RK), DR-4576-MS (TM/RC), DR-4573-AL (CE/MB), DR-4570-LA (RK/TM) (VIS/FEMA)
- * Inspection to be performed with Reg or Co-Reg or approved 3rd party (No other HH members) Marty - Add that this will be our direction going forward as well. Dennis inquired about 3 way calls. Verified that those are different than a formal 3rd party authorized inspection.
- * COD of Fire for non-declared incident type (Marty)
 - o In Ice/Snow events, if Fire Marshal or Official will not say the fire is disaster caused, or lists the fire as unknown, return as Level 3 for owner, Major for renter, with the COD of Ice/Snow. The inspector will flag the inspection for review. We are working with PMS on this subject, and guidance may change, possibly to use the COD of Fire, but not yet decided.
- * Currently active FEMA work groups: Habitability (Craig) and Damage Level (Ron)
- * Triage – Overview of what's being removed (Cheryl) Dennis: Are insured app's being removed from triage? Cheryl explained.
- * Hybrid inspections – Approach (RA ahead of time or all at once at the home) – (Dave)
- * Meeting applicants at neutral location within reasonable distance (Dave)
- * Video take rates by inspector and what may be done to increase % of VV (VIS / Ron) This can bleed into Todd speaking about Google Duo as another option for VV. Some doing very well, some not doing well. Overall take rate 7%.

Other topics as time permits: (Todd)

* ACE 5 Update: Schedule slips continue. ACE 5 is still not passing the user tests, which have been extended to March 26. No production date has been confirmed.

* Google Duo: As stated in the Contract Attachment #3, TE 23 inspectors may use other streaming mediums for communication, of which FEMA is obtaining TRM access for use of Google Duo where the attached instructions were created by the In-House cadre. The CO/COR will confirm when this medium will be approved for use by the contractors.

Technical Exhibit 23 – Remote Inspection Video Communication This document outlines the use of live video streaming when conducting remote inspections. For all remote inspections, inspectors will offer the applicant the option to facilitate their assessment using their smartphone or tablet device through Zoom, FaceTime or other streaming communication mediums recognized by FEMA. The inspector will use government furnished equipment (GFE) to conduct the remote inspection using video streaming.

Thank you,

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Cc: [VA-PSB-Contract Management](#); [Brazzel, Allison](#); [Godsy, Ronald](#); [Hite, Brenda](#); [Inglis, Jody](#); [Kerr, David \(US\)](#); [Zerkel, Tamela](#); [Lundy, Elizabeth](#); [Riggleman, Dawson](#); [Hart, Alisa](#); [Whipple, Tamar L.](#)
Subject: Quality Trends
Start: Friday, September 17, 2021 1:00:00 PM
End: Friday, September 17, 2021 1:30:00 PM
Location: Dial-In

Good morning,

The Task Monitors will conduct a conference call on Friday, September 17, 2021 @ 1:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

- * QC trends and quality trends they are seeing in the review Q (contractors) Steve Teufel: 4611, 4614, 4615, 4618: No HRR, no RP with HRR Yes, wrong dmg lvl selected, own/occ, missing damage comments, not building all rooms. Occupants listed as "other". Homes with basements, not selecting basement and FF damages. CCORs being issued many times after 8PM (between 8PM to 12PM). Dave inquired if WSP is getting corrections back within 24 hrs. Stressed the importance of corrections made quickly to avoid the inspector continuing to make the same mistake. Scott Tennant: One inspector had done 50+ inspections incorrectly, and WSP is monitoring closely, with the anticipation she is going to improve.
- * Remote inspectors using on-site job aid instead of remote job aid. Dave R. addressed the below, and WSP confirmed they are communicating to inspectors of the different documents to use for each inspection type. Just trying to make sure WSP is seeing the same issues and are addressing.
- * Evidence: Level 4 for just one or two components like a mast replace, no comments on roof % or ceiling %
- * Still looking for more evidence and examples as we work the Q today.
- * Recording miscellaneous purchases like chainsaw or generator or transportation on remote inspections.
- * Daily FCOR scripting on habitability call No, mismatched COD and residence types with the damage levels. (Ron)
- * Missing EV line item on exterior validations. Critical because of the red-flag reinspect process. (Dave) Stressed for Red Flag Reinspects, it's critical the EV-1 is added.
- * Occupancy and ownership verification – Dave R. addressed occ/own verifications.
- * Understanding that contractors have had to adjust from the past year where we told them not to attempt to verify.
- * Clear trend that FEMA QS is focused on. Every one of them stops in the FIR, and without documented LL call, tax office web search, will be returned as an FCOR.
- * The absence of the red hazard triangle means to select as verified. Dave R. asked that those missing this are being addressed. Scott T. stated this was addressed about a week ago, and re-send frequently once they see what issues are being addressed.
- * Personal Property – only recording affected appliances or missing appliances or room furnishings entirely.
- * Comments about minimal damage without CSA.
- * Confirmation about mold remediation guidance distribution – asking every owner.
- * Contractor reviewers – avoid sending CORs on small things like twin beds.

Scott Tennant: Review offices set up in the field, FIS contacting inspectors directly to address issues.

Thank you,

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Cc: [VA-PSB-Contract Management](#); [Brazzel, Allison](#); [Godsy, Ronald](#)
Subject: Quality Trends

Good morning,

The Task Monitors will conduct a conference call on Friday, September 17, 2021 @ 1:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Thank you,

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Subject: WSP Conference Call - 1.14.21

Good afternoon,

The Task Monitors will conduct a conference call tomorrow @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster updates
- * PII Communication Process
- * Recent modifications to PWS and Remote inspection process.
- * Using GIS imagery

Thank you,

Cheryl Eckhardt

Task Monitor

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"For Official Use Only"

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Subject: WSP Conference Call
Start: Thursday, March 11, 2021 11:00:00 AM
End: Thursday, March 11, 2021 12:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, March 11, 2021 @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

* Disaster updates – DR-4586-TX (WSP/FEMA) Kerr: Day 17 going well, no trends. Reporting back on fraud. Ron: 21000 issued 30000 limit. Kerr: workflow drop after 7PM a few here and there throughout the day. Ron: triage is turned off, so inspections are being issued based on how long they've been in triage...normal flow. Kerr: heads up on numbers would be appreciated. At 90% a dump can cause problems.

* Inspection to be performed with Reg or Co-Reg or approved 3rd party. (Not other HH members) Marty – state as point of clarification Dave Ritchie: this will be our path forward.

* COD of Fire for non-declared incident type

* In Ice/Snow events, if Fire Marshal or Official will not say the fire is disaster caused, or lists the fire as unknown, return as Level 3 for owner, Major for renter, with the COD of Ice/Snow. The inspector will flag the inspection (critical) for review. We are working with PMS on this subject, and guidance may change, possibly to use the COD of Fire, but not yet decided. (Marty)

* Currently active FEMA work groups: Habitability and Damage Level (Craig, Cheryl, Ron) Craig: Habitability: Trying to increase eligibility by allowing any disaster caused damage would result in HRR yes. Rental assistance would be available based on damage levels. Trumble: Is FEMA considering developing edit checks to make sure habitability determination is correct? Dave R.: Too early to say at this point. Jarad: going back to full line items or stay with dmg lvls? Dave R. probably never going back to full line items. Jarad: boots on the ground? Dave R.: will continue as we are currently doing. Jarad: having all damage = HRR yes will explode the amount of interest in the IHP program. Is this considered? Craig: Being discussed in workgroup via pros/cons.

* Triage – Overview of what's being removed (Cheryl) Cheryl: Removed: SA1, those that fail occ/ID, address registered does not match county, high risk fraud cases. Trumble: do app's with insurance get removed. Cheryl: Only in last 3 events. Craig: many things affect inspection referrals and are still in place. Triage used as a holding point while automation runs prior to issuing inspections.

* Hybrid inspections – Approach (RA ahead of time or all at once at the home) – (Dave) Dave: Red Flag Reinspects initiated when an initial returns with > \$10K, or in some DR's if SA3 or SA4. 2 methods: call app and perform inspection then make a time to come by to view exterior damages. Or do the inspection and exterior verification/ID verification all at once. For the first option, If the app doesn't show the inspection needs to have all specs removed and the case withdrawn. Trumble: the driver is COVID environment, what's the forecast? Continue through hurricane season? Dave R.: Yes, anticipates current methods to continue possibly rest of the year.

* Meeting applicants at neutral location within reasonable distance (Dave)

* Video take rates by inspector (WSP / Ron) Trumble: Analysis: VV range from 87% down to 0%. TO Coordinator Thad White has worked with these inspectors. Thad: mixed success, he and Joe Piehl reached out top % inspectors to get feedback. Facetime is easiest to use, ZOOM more difficult. Survivors appreciate ability to show damages. ID'ing potentially fraudulent situations (fraudulent indiv less likely to agree to VV). Trumble: overall success rate is 23%, sees room for improvement. Ron: concurred that there is room for improvement. Trumble: planning to put a survey out to glean information on why low % inspectors are not utilizing VV. Dave R.: similar rates with FEMA, FEMA is going through the same exercises to try to confirm how to increase VV rates. Trumble: feels major point is salesmanship by inspectors.

Other topics time permitting: (Todd)

* ACE 5 Update: Schedule slips continue. ACE 5 is still not passing the user tests, which have been extended to March 26. No production date has been confirmed. Todd: No screen shots at this time, testing probably not complete until April 1st.

* Google Duo: As stated in the Contract Attachment #3, TE 23 inspectors may use other streaming mediums for communication, of which FEMA is obtaining TRM access for use of Google Duo where the attached instructions were created by the In-House cadre. The CO/COR will confirm when this medium will be approved for use by the contractors. Todd discussed the forthcoming use of Google Duo, working through nuances currently. Still requires the use of government equipment.

Technical Exhibit 23 – Remote Inspection Video Communication This document outlines the use of live video streaming when conducting remote inspections. For all remote inspections, inspectors will offer the applicant the option to facilitate their assessment using their smartphone or tablet device through Zoom, FaceTime or other streaming communication mediums recognized by FEMA. The inspector will use government furnished equipment (GFE) to conduct the remote inspection using video streaming.

Thank you,

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Subject: WSP Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, March 11, 2021 @ 11 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster updates
- * Inspection to be performed with Reg or Co-Reg or approved 3rd party
- * COD of Fire for non-declared incident type
- * Currently active FEMA work groups: Habitability and Damage Level
- * Triage – Overview of what's being removed
- * Hybrid inspections – Approach
- * Meeting applicants at neutral location within reasonable distance
- * Video take rates by inspector

Thank you,

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Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Hockman, Michael](#); [Hite, Brenda](#); [Holliday, Patricia](#); [Whipple, Tamar L.](#); [Dinkle, Ericka](#); [Inglis, Jody](#); [Zerkel, Tamela](#); [Hart, Alisa](#); [Campbell, Sheryl](#); [Greer, Amy](#); [Teufel, Steve](#); Oliver, Adrian
Subject: WSP Conference Call
Start: Thursday, April 22, 2021 10:00:00 AM
End: Thursday, April 22, 2021 11:00:00 AM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, April 22, 2021 @ 10 a.m.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Items:

- * ACE 5 Update (Todd) Continue to meet w/ RTPD folks, end of this month or 1st week of May for testing/review by vendors. Working on version 5.1 now, but 5.0 will be end of month. 5.1 not ready for production, so 5.0 will be first. 5.0 does not have RDA capability. Sweep inspections not part of the design.
- * Future of inspections: line item versus damage level (Dave) Leadership indicates Damage level appears to be here to stay. Dave: No major overhauls to the process. We recognize difficulty training inspectors on damage level inspections when guidance references line items. Offered for WSP to provide feedback on what the UG might look like for damage level inspections.
- * Partnering Opportunity: What would the ACE User Guide look like with all line item specific references removed, and replaced with new information about using damage levels. (WSP) Jarad: Would look forward to the opportunity. Scott Tennant: ACE4 UG one of the most comprehensive guides they have. A month ago, they started going through the UG and striking through what's not relevant to damage levels. They have a huge head start on this effort. Would love to partner with FEMA and share what they have. Dave: looking for materials and anything is open. If they want to send us the UG document, we would welcome.
- * Inspector Training (Craig)
 - * How has the evolution of the inspection process changed your approach to recruitment and training of inspectors? Jarad: in practical terms, most adaptations are driven by pandemic. Have been pushed into educational opportunities. Webinars have been done in the past. Thad: 18 new job aids (reference material on inspector web page), remote quality review check list for inspectors used at the end of each inspection. Checklists are DR specific and will be adapted based on various COD's for DR's. 2 minute or less video clips inspectors can watch on various topics. Inspector Library: Remote A-Z job library has been developed. Webinars continue to be used to train inspectors (DR briefing, remote inspections, lessons learned, QC specific webinars, video (3 specific webinars for video), developing for hybrid inspections. Surveys conducted after each training, survey data used to develop job aids for specific issues inspectors might be struggling with. Jarad: One lesson learned is that emphasis is needed on soft skills and salesmanship on getting applicants to accept a video inspection. Currently surveying 250 experienced inspectors on getting their feedback on issues related to getting the applicant to accept a video inspection. Dave Kerr: Debriefings: on lessons learned...getting ZOOM set up on tablet. They didn't wait until the end of event to debrief, but rather performed in the middle. Fraud, trying to get inspectors to adapt as quickly as fraudsters adapt. Getting inspectors to change up their routine (after years of telling them to develop a routine) has been challenging. Hybrids: trying to anticipate fraudsters attempt to avoid an inspector visit. Craig: As the line item inspection has not been eliminated, how is WSP incorporating both into training for new recruits? How has the training changed? Jarad: As contract maintains the ability to go to full scope inspection, all training is kept alive for all inspection types. All content is maintained and kept current for line item inspections. It's been challenging for some inspectors to transition to remote inspections, video inspections (where they have to persuade apps to allow). Jarad: with ACE5.1 absorbing more of the edit checks, they are fully supportive. This is the best reinforcement possible.
 - * How much training focus is placed on the traditional line item approach versus the remote, video, hybrid approach?
 - * Does your training approach differ for new or inexperienced inspectors versus experienced? Thad: have adapted duty ready course to be an on-line course that is Remote facing and covers remote inspections.
 - * Describe the current practice to relay or conduct remote inspections with individuals requiring language interpreting services. (Marty, Todd, All) With Mod, contractor now will be handling these themselves, not returning to FEMA. David Kerr: In TX, if an app has LEP, they will have the inspection returned to a language speaking inspector. Regarding VRS, working with the ISC currently. They will be following the current guidance with the Contract Mod. Todd: to confirm, WSP doesn't not have a language interpreting service. Dave Kerr: confirmed. Each inspector lists what language they are fluent in.
- * INSPN 30 report: Used to track remote versus hybrid inspections (80/20: 80% remote/video, 20% hybrid) (Todd) SA 3 & 4 will receive hybrid inspection at 20% rate, all others receive remote/remoted video verification. Contractors must understand the 80/20 split is all TOPR driven. Jarad: 80/20 split firm or vary by TOPR? Todd: variable by TOPR. Jarad: On demand or refresh auto report? Todd: It's an on-demand report. Jarad: Will it be possible to issue only, say, SA2's at 8:00, and others later? Todd: We're hopeful some of the controls will wane, and allow automation to flow work to the contractor. Craig: WSP could run a separate report that pulls different SA levels at different times of day. Todd: would require a cyber-security review. INSPN 30 uses a header which avoids the need for a cyber-security review. Craig: 20% is an estimate. Expectation is that all SA3 and SA4 requires an on-site assessment. Greg: Will have two different prices, one for on-site and one for remote. Requested flexibility to add funds if the % of hybrids is much higher than anticipated. Craig: Hybrid requirements may be front-loaded, but the measurement will be made at the end of the TO. Allison had no issues with adjusting the funding as needed to account for increased need for hybrid inspections.
- * Overview of the hybrid inspection process (Marty)
 - * Best Practice: 1) Perform the remote inspection ahead of time then make an appointment to visit the dwelling later to view exterior damages and applicant's ID; or 2) Make an appointment to meet the applicant at the dwelling and perform both the inspection and exterior verification/ID verification in one shot. (Marty) Jarad: Plan on first DR is to split team in half, then switch roles.
 - * Which damage level should be selected when the dwelling damage does not match up with the majority of requirements for each damage level. (Todd) A future ACE calculator should place more weight on the exterior components working from the roof down for Wind events, and from the floor/walls up for EQ events. WSP needs more definition on "majority". Todd: pricing package includes most of the items listed for each level from the matrix. This is why FEMA wants to see the majority of the items if selecting that damage level. Okay to go down a level if the majority of items are not damaged. Majority refers to the majority of items present. Scott: Presents a challenge.
 - * Addition: Hybrid: Meet with App or Co-App or authorized 3rd Party individual. If only HH member is available, WVO the inspection. May change as time goes by and more data becomes available to allow HH member.
- * Potential TOPR's: AL, KY, GA (GA will be in-house, AL & KY will be TOPR's)

Thank you,

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Cc: [Brazzel, Allison](#); [Oliver, Adrian](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#)
Subject: WSP Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, April 22, 2021 @ 10 a.m.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * ACE 5 Update
 - * Future of inspections: line item versus damage level
 - * Partnering Opportunity: What would the ACE User Guide look like with all line item specific references removed, and replaced with new information about using damage levels.
 - * Inspector Training
 - * How has the evolution of the inspection process changed your approach to recruitment and training of inspectors?
 - * How much training focus is placed on the traditional line item approach versus the remote, video, hybrid approach?
 - * Does your training approach differ for new or inexperienced inspectors versus experienced?
 - * Describe the current practice to relay or conduct remote inspections with individuals requiring language interpreting services.
 - * INSPN 30 report: Used to track remote versus hybrid inspections (80/20: 80% remote/video, 20% hybrid)
 - * Overview of the hybrid inspection process
 - * Best Practice: 1) Perform the remote inspection ahead of time then make an appointment to visit the dwelling later to view exterior damages and applicant's ID; or 2) Make an appointment to meet the applicant at the dwelling and perform both the inspection and exterior verification/ID verification in one shot.
 - * Which damage level should be selected when the dwelling damage does not match up with the majority of requirements for each damage level.
 - * Potential TOPR's: AL, KY, GA
- Thank you,
- Marty Burner
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- FEMA Housing Inspection Services
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- 540-454-9280 Cell
- 540-686-4276 Faxcom
- martin.burner@fema.dhs.gov

From: [Burner, Martin](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Lundy, Elizabeth](#); [Holliday, Patricia](#); [Whipple, Tamar L.](#); [Teufel, Steve](#); [Inglis, Jody](#); [Dinkle, Ericka](#); [Hite, Brenda](#); [Parr, Mark N.](#); [White, Thaddeus A.](#); [Rosario Quinones, Dahiana M.](#); [Jackson, David \(US\)](#); [Hart, Alisa](#); [Greer, Amy](#); [Swenson, Neil](#); [Trumble, Michael](#)
Subject: WSP Conference Call
Start: Thursday, May 20, 2021 11:00:00 AM
End: Thursday, May 20, 2021 12:00:00 PM
Location: Dial In

Good morning,

The Task Monitors will conduct a conference call on Thursday, May 20, 2021 @ 11 AM.
Dial in = 800-320-4330
Pin # = (b) (6)

Agenda Items:

- * Disaster Reporting
 - * DR-4586-TX Extension and additional Funding
 - * DR-4595-KY 4 inspectors active. Craig: pending additional add-on counties – possibly a dozen or more
 - * DR-4601-TN Day 9, 84% returned. Reduced inspectors.
- * Password Protection: Any password protected document/file should utilize the current generic password. Marty – Whether on Sharepoint or submitted in an email, i.e. DR Staffing Report (4586-TX) & Daily QC Results (4595-KY) files are unable to be opened with the generic PW.
- * Hybrid Inspections Contractors
 - * Approach (exterior verification at same time or separate), observations, benefits, challenges, suggestions.
 - * Frequency and degree of changes required when the hybrid inspection is performed by conducting the remote inspection first, then followed up with a site visit. Thad White: Remote then onsite: In KY, Dmg Lvl needed to be changed due to adjustments on the HWM. Relatively minor changes. 3 of 4 inspectors preferred doing the remote first then visit the dwelling. Dave: if training new inspectors would they take a stance for one method over another? Thad: It's been such a small sample size at this time they not prepared to say one technique is better than the other. Jarad: Focus on a routine. For veteran inspectors they allow the inspector to determine which works better for their process. Mike Trumble: sample size too small, but always advise the inspector to complete the inspection on-site, as opposed to going back to hotel to finish.
 - * Red Flag Reinspection – observations, benefits, challenges, suggestions – Thad: similar observations to hybrids. Benefit to avoiding fraud was obvious – App did not apply, etc. Beneficial to observe the HWM to get more accurate representation. Dave: If the inspector calls and it's a fraudster, they will avoid allowing on-site.
- * INSPN 30 & Reinspects: Contractors may receive Reinspection requests requiring on-site verification where the Reg is not reflected on the INSPN 30. In those cases, the on-site assessment should be performed as requested, and we will work to tweak the report logic as we go to ensure it is eventually capturing all of them. TM's would prefer all Reinspects to have exterior inspection and are moving to have this in effect. Report may not be updated to reflect reinspects.
- * Approach when damages do not support a damage level based on Job Aid, but additional damages exist which are not addressed by the Job Aid (i.e., 6" HWM in Crawlspace with no damage to insulation, subfloor, ductwork, etc., but foundation walls are damaged by a mudslide. Flag for manual, call TM, add the determined damage level to drive the HRR call (min. dmg level 1). Dave – TM is available to assist, Dmg Lvl 1 works to drive the HRR call, and the comment would need to support the other damages. App can appeal, or the inspector can manual flag for TM's to look at.
- * Update on the FEMA inspector cadre - Marty
 - * Current size – approx. 90
 - * Inspectors continually being added? No new announcements of additional staff at this time
 - * FEMA's current approach for starting their own inspectors on task orders that will eventually be awarded to the contractors (for example, will FEMA inspectors primarily complete hybrid or remote inspections when started early, or both? Are FEMA's inspectors given a certain percentage of the work in triage to get started or does it depend on the number of FEMA inspectors available? Not really a firm approach here, varies per DR. Timing until contractor launch, degree of damage, etc. can play into the decision as to which inspections are issued to FEMA.
- * Applicant outreach on different inspection types - Dave
 - * How are applicants made aware of the different possibilities for which type of inspection they may receive (hybrid, video, remote)? Dave: moving toward 80% on-site, 20% remote. Dave pushing for 100% in the field. Also, we now need to measure the dwelling for SOR. Apps are not notified what type of inspection they may receive via RI, and no plans to do so. Craig: either allow contractor to pick which inspectors they will conduct an onsite for, or do 100% of inspection on-site. Jarad: With increased number of IPADs (with the purpose of having ZOOM to do video inspections), would it be expected that a certain volume of inspectors be capable? Dave: no good answer at this moment. Video may be diminished for smaller disasters, but for larger events, video may be quite useful. Mike Trumble: SOR and need to have square footage of dwelling, what is the purpose? Dave: Needed for Direct Housing eligibility. Can we obtain, Ask the app, web resources
- * Fraud observations and preventative measures to identify fraud on current disasters. (Cheryl) HRP removed, cadre QC's, in previous bullet – concern exists that advance notification may aid fraudsters. Those with OCC/ID not verified are removed from inspection triage. High risk fraud apps are also now removed from triage. SA 1, 2, 5 and Nulls, are having fraud prevention QC's by FEMA inspectors. Jarad: Is there a meaningful correlation to fraud and the SA level? Craig noted that in quite a few QC's, the inspector was unable to make contact with the app.
- * ACE 5 Update – Todd Both contractors should have access to test environment. Still trying to get production ready. TDL server down currently. Mike Trumble: WSP currently doing a side by side to compare with previous version. Timeline for release: ready by hurricane season? Todd: that was the idea. 8 sets of edit checks/validations that fire. Shared with Steve earlier and Steve has shared with Mike Trumble. Large events will require scalability of validations.
- * Updated Item: Hurricane season starts June 1 - contractor preparedness / inspector availability (Contractors) Jarad: Low level of activity in 2019 and reduced use of cadre in 2020, there are a number of inspectors in cadre that haven't worked since 2018 or 2019. Chasing down those that have not

completed IT courses. Pursuing others that have not been recently active. 213 over the next month or so with new IPADS. Focus on COD related training for the time of year. Funds allocated for training.

From: [Burner, Martin](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#)
Subject: WSP Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, May 20, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Disaster Reporting

- * DR-4586-TX
- * DR-4595-KY
- * DR-4601-TN

- * Password Protection: Any password protected document/file should utilize the current generic password.

- * Hybrid Inspections

- * Approach (exterior verification at same time or separate), observations, benefits, challenges, suggestions.
- * Frequency and degree of changes required when the hybrid inspection is performed by conducting the remote inspection first, then followed up with a site visit.
- * Red Flag Reinspection – observations, benefits, challenges, suggestions

- * INSPN 30 & Reinspects: Contractors may receive Reinspection requests requiring on-site verification where the Reg is not reflected on the INSPN 30. In those cases, the on-site assessment should be performed as requested, and we will work to tweak the report logic as we go to ensure it is eventually capturing all of them.

- * Approach when damages do not support a damage level based on Job Aid, but additional damages exist which are not addressed by the Job Aid (i.e., 6" HWM in Crawl space with no damage to insulation, subfloor, ductwork, etc., but foundation walls are damaged by a mudslide.

- * Update on the FEMA inspector cadre

- * Current size
- * Inspectors continually being added?
- * FEMA's current approach for starting their own inspectors on task orders that will eventually be awarded to the contractors (for example, will FEMA inspectors primarily complete hybrid or remote inspections when started early, or both? Are FEMA's inspectors given a certain percentage of the work in triage to get started or does it depend on the number of FEMA inspectors available?

- * Applicant outreach on different inspection types

- * How are applicants made aware of the different possibilities for which type of inspection they may receive (hybrid, video, remote)?

- * Fraud observations and preventative measures to identify fraud on current disasters.

- * ACE 5 Update

From: [Burner, Martin](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Teufel, Steve](#); [Inglis, Jody](#); [Parr, Mark N.](#); [White, Thaddeus A.](#); [Rosario Quinones, Dahiana M.](#); [Jackson, David \(US\)](#); [Greer, Amy](#); [Trumble, Michael](#); [Dinkle, Ericka](#); [Hite, Brenda](#); [Lundy, Elizabeth](#); [Kerr, David \(US\)](#); [Holliday, Patricia](#); [Hand, Robert](#); [Tennant, Kyle S.](#); [Whipple, Tamar L.](#); [Kapsa, Jarad](#); [Bachemin, Angelina](#); [Meade, Martin](#); [Zerkel, Tamela](#)
Subject: WSP Conference Call
Start: Thursday, June 24, 2021 11:00:00 AM
End: Thursday, June 24, 2021 12:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, June 24, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

- * Open Disaster Reporting - WSP
- * DR-4586-TX Ron/Cheryl POP: 7/18 Dave Kerr
- * DR-4595-KY Craig/Ricky POP: 6/29 Ext another 60 days 96.8 complete Hybrid 36.9%
- * DR-4601-TN Ricky/Cheryl POP: 7/10 97.3% complete; Hybrids just over 40%; 3 inspectors, 2 local
- * Annual Tabletop Exercise – WSP/FEMA – Todd/Robert Jarad: Exercising focuses on hot button items for FEMA; Would like to do within the next 3 weeks. Remote call or physical attendance; Topics will lean on FEMA for feedback as to content. Robert Rowzee: Timing last week of July; Focus on scenario similar to Harvey, maria, Irma. Splitting between hybrid and remote performance. Covid Testing, may be different state to state. JIT hiring, etc. Jarad: Over the next week, they will submit outline to FEMA for review. Todd: reach out to inspectors, review without tools (auto-assign, edit checks, etc.). Allison: nothing further to add.
- * iPad Distribution Update – FEMA – Todd/Robert Robert: Ericka working hard to obtain needed units. Todd: 213 pads to date, Jarad confirmed. Only one inspector left last roadshow session with a configured pad, so a rough start. Currently: 41 inspectors issued iPads, 26 fully configured. Pin reset issue causing problems, but plan is to get all 213 configured. May mail laptop to inspectors and configure over the phone, or bring inspectors to Winchester to configure. Trouble identifying end outcome at this point in time. Once they quantify they would like to discuss w/ FEMA on how to complete the task. Robert: Okay with plan.
- * Mitigation – FEMA – Todd Todd: currently no action on inspectors part. Pricing is built into the damage levels. Roofing components have increased \$ amounts. Furnaces, water heaters, main panels. Jarad: will there be mitigation line items separate from the damage levels? RS Means built into the pricing structure for damage levels. Behind each damage level is a series of individual items comprising the pricing structure. Jarad: Any need for inspector to make reference to mitigation during the inspection – No.
- * ACE 5 Update – FEMA – Todd/Robert Robert: September pilot targeted for WSP inspectors to perform. Full swing after hurricane season.
- * Scalability for large disasters – WSP – Dave input: How does WSP feel about their current stance with inspection review and monitoring / maximizing inspector production, especially in absence of tools like edit checks, and whatever WSP had before about knowing the real time status of work that inspectors are holding. Can WSP automate review? If not, how many trained reviewers currently and your plan to add them. Or will WSP start w/ some inspectors on auto/0% review? Do hybrids allow for increased production per inspector? Not initially issuing SA-1's or OCC or IDV fail cases – do you anticipate helping with production? Mike Trumble: with loss of edit checks, training efforts are increasing and focusing on hybrid. Surge staff including review staff, roster of 25 that they are maintaining contact with to ensure readiness. Review Sups working for prep for surge staff, Harrigan updated PP presentation on how to reduce FCORs. Smallwood, reviewing edit checks in ACE5. Developed a manual quality review checklist. They look and analyze future trends. Six trends and how they affect scalability: Trends: ACE5, LOD scope continues, edit checks, climate change increasing severity of events, risk of fraud and abuse, another pandemic or spike to existing Covid pandemic. Hybrids quicker and faster and allow for more production – remote significantly more, they haven't had enough TO work to fully evaluate, but anywhere from 5 to 30 minutes shorter inspection time. Without tools: Quality review is now 100% manual, risk is that it creates bottlenecks because of corrections. Catch early and upfront is goal. They want to take advantage of the auto-determination process within NEMIS. Based on past and current performance of inspectors, they select best performing inspectors to auto-determine (0% review). Mitigate risk by having ACE5 edit checks in place by hurricane season (robust edit check program).
- * Production
- * Quality
- * Damage Level / Line Item Pilot – FEMA – Todd/Robert – Robert comment: He and Todd can cover, be ready to bring up line item pilot for a heads up and we know it will have to be included in a TOPR process for a event we plan to carry it out on. Todd: workgroup going on to determine if damage levels are the way to go. Doing so, FEMA wants to gather comparative data. Remote desktop/remote desktop video, going into the home dmg lvl, going into the home and doing line by line assessment. Bringing to WSP's attention. Plan is to pilot across a number of different types of events (flood, wind, fire, EQ, etc.) Jarad: something they can do? Todd: WSP may be asked to participate, contracting would need to specify requirements contractually. Multiple inspections would need to be done on the same dwelling/applicant. Robert: Just a heads up, Pilot group still working on details. Scott Tennant: Suggested that it seems it could be accomplished better in a controlled environment within IDP.
- * Inspection types/methods going forward – FEMA – Todd: overall, mgt likes damage level inspections, less time in homes, quicker payouts, etc. Appeals are a concern. Leadership likes the remote process. Mike Trumble: consistency of award, has this been a positive thing? Todd: the damage level inspection is the most unbiased ever.
- * Added topic: Unconscious Bias Training: Todd: Any details from WSP they can share as to their training?

Thank you,

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From: [Burner, Martin](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Teufel, Steve](#); [Inglis, Jody](#); [Parr, Mark N.](#); [White, Thaddeus A.](#); [Rosario Quinones, Dahiana M.](#); [Jackson, David \(US\)](#); [Greer, Amy](#); [Trumble, Michael](#)
Subject: WSP Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, June 24, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Items:

* Open Disaster Reporting - WSP

- * DR-4586-TX
- * DR-4595-KY
- * DR-4601-TN

- * Annual Tabletop Exercise – WSP/FEMA
- * iPad Distribution Update - FEMA
- * Mitigation - FEMA
- * ACE 5 Update - FEMA
- * Scalability for large disasters – WSP

- * Production
- * Quality

- * Damage Level / Line Item Pilot - FEMA
- * Inspection types/methods going forward – FEMA

Thank you,

Marty Burner

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Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Meade, Martin](#); [Hite, Brenda](#); [Godsy, Ronald](#); [Teufel, Steve](#); [Holliday, Patricia](#); [Zerkel, Tamela](#); [Kapsa, Jarad](#); [Trumble, Michael](#); [Collins, Brent](#); [Parr, Mark N.](#); [Whipple, Tamar L.](#); [Campbell, Sheryl](#); [Bachand, Eric](#); [Hart, Alisa](#); [Hockman, Michael](#); [Tennant, Kyle S.](#); [Kerr, David \(US\)](#); [Hand, Robert](#)
Subject: WSP Conference Call
Start: Thursday, July 29, 2021 11:00:00 AM
End: Thursday, July 29, 2021 12:00:00 PM
Location: Dial In

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, July 29, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

1. Open Disaster Updates
 - a. 4607-MI (WSP & VIS) Ron/Ricky Dave Kerr: TAT going down. Workload upfront caused TAT to be high. Customer Svc. Issues which have been resolved. Ron: 10 inspections by one inspector sent in email. No SA1's. Dave: email on inspector: burden of proof on applicant is not key in remote environment. Unless evidence to refute app statement of damages, go with what the app states.
 - b. 4595-KY (WSP) Craig/Ricky
 - c. 4586-TX (WSP & VIS) Ron/Cheryl
2. How to measure dwellings for consistency. What is your best practice? Wheel it off or use a tape measure. Laser device hard to see. Dave R: pacing it off allowed? Kerr: Preferred method to measure.
3. Verifying photo ID: Expired driver's license acceptable for photo ID. Concur
4. Basement water levels and habitability, i.e., 6" HWM in unfinished basement, block walls, with no furnace, water heater, etc. located in basement. General guidance on addressing habitability in unfinished basements: covered in the guidance Ron Kincer sent yesterday. In this example, the inspector will make the habitability call regardless of the HWM. If HRR=No, the inspector will record the HWM, but not record a damage level. If HRR=Yes, the inspector will record a damage level as recommended by the Job Aid / On Site Damage Level Assessment matrix. Kerr: Okay with this
5. Confirm guidance on changing the damage level from that recommended by the Job Aid. Approach when the HWM may not support a damage level, but other damages exist that affect habitability and are not addressed by the Job Aid, i.e. 6" HWM in the Crawlspace with no damages to ductwork, insulation, subfloor, etc., but foundation walls are damaged by a mudslide. We discussed this during our May call, and just want to confirm. The inspector can either flag for manual review, WSP can call the TM, add the determined damage level to drive the HRR call (min. dmg level 1). The TM is available to assist in these circumstances. The Dmg Lvl 1 works to drive the HRR call, and the inspector comment would need to support the damages. The app can appeal, or the inspector can manual flag for TM's to take a look. If habitability is affected, the main thing is we want to be sure HRR is addressed, then the app can appeal if insufficient.
6. Issuing SA 1s: For future disasters, applicants self-assessing their damages at a level 1 (SA 1) will be issued for inspection from the start of the event. We will no longer be holding them back and requiring applicants to request an inspection. SA1's will not be issued in DR-4607-MI. Jarad: How many SA1's normally convey?
7. ACE 5
 - a. Update: ACE 5.0 is currently being piloted by FEMA cadre (4 inspectors) in a controlled environment. Version 5.1 has a production date of mid-September 2021.
 - b. Pilot consideration in the production environment for limited inspectors. Would like to pilot version 5.0 with 10-20 of your inspectors using iPads (possibly even in 4607-MI without incurring additional costs). Further configuration to the pads will be necessary and will take that up after the call if interested. Seeking contractor feedback on willingness, and if willing, Todd can follow back up with any concerns. Jarad: Yes, willing to do pilot. No substantial cost impacts in MI, so no concerns. Winding down instead of ramping up. Todd to reach out to Jarad to follow up
 - c. When upgrading to ACE 5 with the iPads, will ACE 5 be downloaded through the FEMA approved app store once converted to Intune, or will it be accessed through Safari? ACE 5 will be available through the Company Portal. The tablet may require being re-imaged to point to the ACE Company Portal). Same question for Android and Chrome? ACE 5 will only be available from Company Portal (App). Jarad: Current iPads which have been distributed are loaded with Outlook and Zoom, but not ACE, would downloading ACE also include Outlook and Zoom? Dave: We think two devices are still required. Robert/Todd will need to follow up on this question. Jarad: Technical struggles & issues with the Roadshow. Still have 75-80 requiring upgrades. 60 or so of those will need to be taken to a FEMA site to upgrade. Dave: video is something we will want to keep if needed.
 - d. Is FEMA considering developing a mapping solution to integrate with ACE 5? Robert may have more details, but this was discussed in October, 2019 and remains on the IT list for consideration.
 - e. ACE 5 edit checks: Version 5.0 will have the same damage level validations as ACE 4; however, version 5.1 will include a validation to confirm the recorded damage level by HWM. As far as future goals for edit checks, there is no official stance and depends on the inspection method confirmed going forward. Jarad: eager to help out on whatever direction it goes. They will continue to supply us with feedback.
8. Will FEMA issue additional iPads by October 1? Robert to confirm: Per Robert, this is TBD and depends on ACE 5 testing results and funding.
9. Is a declaration being considered for California wildfires? No word at this time on this possibility. Same for Oregon.
10. Status of contractors being assigned appeal inspections. Dave input. Dave: Continue to hold on appeal inspection process with all appeals going to FEMA. No change at this time
11. Update on the switch from MobileIron to InTune for FEMA iPads. Contractor IT staff have admin rights. Should have an additional 7 months on MobileIron on current iPads. Reach back to Robert or Todd if further questions. Todd will follow up with IT folks on update dates. Jarad: Mobile device operating system updates, can they reach out directly to FEMA IT? Todd: Yes, WSP can coordinate directly with FEMA IT. Mike Hockman: Use Mike Wright as POC for FEMA IT.

Thank you,

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Cc: [Brazzel, Allison](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Meade, Martin](#)
Subject: WSP Conference Call

Good afternoon,

The Task Monitors will conduct a conference call on Thursday, July 29, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

1. Open Disaster Updates

- a. 4607-MI
- b. 4595-KY
- c. 4586-TX

2. How to measure dwellings for consistency. What is your best practice?

3. Verifying photo ID: Expired driver's license acceptable for photo ID.

4. Basement water levels and habitability, i.e., 6" HWM in unfinished basement, block walls, with no furnace, water heater, etc. located in basement. General guidance on addressing habitability in unfinished basements.

5. Confirm guidance on changing the damage level from that recommended by the Job Aid. Approach when the HWM may not support a damage level, but other damages exist that affect habitability and are not addressed by the Job Aid, i.e. 6" HWM in the Crawlspace with no damages to ductwork, insulation, subfloor, etc., but foundation walls are damaged by a mudslide.

6. Issuing SA 1s: For future disasters, applicants self-assessing their damages at a level 1 (SA 1) will be issued for inspection from the start of the event. We will no longer be holding them back and requiring applicants to request an inspection.

7. ACE 5

- a. Update
- b. Pilot consideration in the production environment for limited inspectors.
- c. When upgrading to ACE 5 with the iPads, will ACE 5 be downloaded through the FEMA approved app store once converted to Intune, or will it be accessed through Safari? Same question for Android and Chrome?
- d. Is FEMA considering developing a mapping solution to integrate with ACE 5?

8. Will FEMA issue additional iPads by October 1?

9. Is a declaration being considered for California wildfires?

10. Status of contractors being assigned appeal inspections.

11. Update on the switch from MobileIron to InTune for FEMA iPads.

Thank you,

Marty Burner

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Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Dinkle, Ericka](#); [Lundy, Elizabeth](#); [Whipple, Tamar L.](#); [Holliday, Patricia](#); [Crittenden, Wendell](#); [Morgan, Jason](#); [Inglis, Jody](#); [Zerkel, Tamela](#); [Eric Bachand](#); [Campbell, Sheryl](#); [Hart, Alisa](#); [Riggleman, Dawson](#)
Subject: WSP Conference Call
Start: Thursday, October 28, 2021 11:00:00 AM
End: Thursday, October 28, 2021 11:30:00 AM
Location: Phone-In

Good morning,

The Task Monitors will conduct a conference call on Thursday, October 28, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

- * Reinspects of previous remote inspections
- * Update from contractors on how it's going. Scott T: Going well, no concerns
- * Any concerns about the re-inspection process? Scott: No concerns
- * Status for production with the re-inspections being issued. Scott: Using FIFO for assignment. Not as many NC and WVO's as expected.
- * All of the HRR yes remotes are going to be issued for re-inspection. Dave R: 5000 each day up to about 38,000 to both contractors. Jarad: confirmed 2500/day flow over the next 6-7 days or so. Dave R: confirmed.
- * ACE5 update
- * Continues beta testing by both FEMA and specific vendor inspectors
- * Derived Credentials in lieu of PIV badging devices appear to be the future for iPads.
- * Quality
- * Efforts being taken with respect to QCs and review queues ensuring we are not having to send back 2nd and 3rd FCORs. Steve Teufel: FCORs and CCORs not being corrected. They have removed abbreviations such as NC, expanding the comment for understanding.
- * Have you found poor performing inspectors requiring a review of more of their work to provide QA? Steve T: Yes, supervisors reaching out to Field mgrs. Informing of FCORs and CCORs allowing them to utilize the Field inspector support program, meeting w/ inspectors face to face to work through issues. Craig: clarified that low performing inspectors exist, and asked what efforts are being taken to identify those needing review. Steve: As inspectors leave the field, they review for low QC scores, and many FCORs and they will review all work. Craig: What is the threshold for determining further review. Compile and submit
- * FEMA is still returning a lot of FCORs, mainly for HRR No with critical RP. Steve T: Report generated w/ high list of CCORs. Poor performers leave the field first when downsizing. Jarad: Still a lot of rookies in the field.
- * COVID-19 safety protocols
- * Follow TE 24 (currently under review changing the designee from the FCO to the Agency/PO as to when to be tested).
- * Current posture: When required by FEMA, obtain a negative test prior to conducting exterior validations. Comply with CDC guidance for PPE.
- * Fraud: As a reminder, the FEMA Fraud Investigations and Inspections Division (FIID) has requested contractors advise applicants to contact the FEMA Helpline rather than FEMA Fraud or OIG in cases of fraud.
- * Contractors: Brief update on lessons learned from recent disaster activity. Mike Trumble: Primary: W/ multiple task orders they felt the lack of scalability due to loss of tools. Sufficient resources, but missed scalability w/out tools, edit checks, etc. Less experienced inspectors are benefitted by edit checks for immediate feedback. Most errors can be resolved with appropriate validation tools. Lack of scalability due to missing auto assign capability for their production team. Increased resources needed. Manual review was required. They did workarounds, but these were not scalable. Success depends on the success of the inspectors in the field. Look forward to sitting down together in near future to work together.
- * No Contacts: FEMA acknowledges the significant drop in the No Contact Queue. Jarad: Suggestion sent over a few days, Client vs. Web, etc. Dave R.: Received and looked at and FEMA is contemplating measures.

Jarad: JIT inspectors EOD 120: Can they be converted over to the full background check once the 120 days expires? Liz Lundy replied: Requested WSP send a list of those inspectors they want to extend.

Jarad: Covid: Is there circulated guidance applied to travel staff receiving an accommodation? Dave R.: Will need to get back to WSP on this inquiry. Allison Brazzel: Nothing yet on accommodations.

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From: [Burner, Martin](#)
To: [WSP HIS Task Management](#); [WSP HIS Project Management](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert \(Robert.Rowzee@fema.dhs.gov\)](#); [Wince, Craig](#); [Haxton, Megan](#); [Teufel, Steve](#); [Trumble, Michael](#); [Parr, Mark N.](#); [Hand, Robert](#)
Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#)
Subject: WSP Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, October 28, 2021 @ 11 AM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

- * Reinspects of previous remote inspections
 - * Update from contractors on how it's going.
 - * Any concerns about the re-inspection process?
 - * Status for production with the re-inspections being issued.
 - * All of the HRR yes remotes are going to be issued for re-inspection.
- * ACE5 update
 - * Continues beta testing by both FEMA and specific vendor inspectors
 - * Derived Credentials in lieu of PIV badging devices appear to be the future for iPads.
- * Quality
 - * Efforts being taken with respect to QCs and review queues ensuring we are not having to send back 2nd and 3rd FCORs.
 - * Have you found poor performing inspectors requiring a review of more of their work to provide QA?
 - * FEMA is still returning a lot of FCORs, mainly for HRR No with critical RP.
- * COVID-19 safety protocols
 - * Follow TE 24 (currently under review changing the designee from the FCO to the Agency/PO as to when to be tested).
 - * Current posture: When required by FEMA, obtain a negative test prior to conducting exterior validations. Comply with CDC guidance for PPE.
- * Fraud: As a reminder, the FEMA Fraud Investigations and Inspections Division (FIID) has requested contractors advise applicants to contact the FEMA Helpline rather than FEMA Fraud or OIG in cases of fraud.
- * Contractors: Brief update on lessons learned from recent disaster activity.
- * No Contacts: FEMA acknowledges the significant drop in the No Contact Queue.

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To: [Maggie Shriver](#); [operations](#); [Carrasquillo, Ricardo](#); [Eckhardt, Cheryl](#); [Kincer, Ronald](#); [Milliron, Todd](#); [Ritchie, David](#); [Rowzee, Robert](#); [Wince, Craig](#); [Frye, Brian](#); [Burner, Martin](#)
Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Crittenden, Wendell](#); [Morgan, Jason](#)
Subject: VIS Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, January 6, 2022 @ 2:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

* Toys

* How is it currently trained?

* Clothing

* How is it currently trained?

* Destroyed Home and Service Calls

* Well, Septic, SF/MF (Road & Bridge), and Retaining Wall service calls should be recorded as needed when the home is destroyed.

* HVAC SC should not be recorded for destroyed homes as it is considered inside the footprint of the home.

* If damaged, the ADA Ramp Repair line item should be recorded when the home is destroyed. Applicants may be eligible for over max on this item.

* Mold Remediation line item and HRR No.

* Approximately 700 total cases across disasters and both contractors (4611-LA, 4614-NJ, 4615-NJ, 4618-PA, 4629-CT) will require FCORs to address.

* A site visit to correct will be required.

* Mold line item was missing from habitability matrix at setup, therefore no HRR recommendation was made when mold was the only item selected. Habitability matrix has been updated.

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From: [Burner, Martin](#)
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Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Crittenden, Wendell](#); [Morgan, Jason](#); [Dinkle, Ericka](#); [Lundy, Elizabeth](#); [Holliday, Patricia](#); [Zerkel, Tamela](#); [Hart, Alisa](#); [Mathers, Nicole](#)
Subject: VIS Conference Call
Start: Thursday, January 6, 2022 2:00:00 PM
End: Thursday, January 6, 2022 3:00:00 PM
Location: Dial In

Good morning,

The Task Monitors will conduct a conference call on Thursday, January 6, 2022 @ 2:00 PM.

Dial in = 800-320-4330

Pin # = (b) (6)

Agenda Topics:

* Toys

* How is it currently trained? Internal Note: "One set per child under the age of 17 years of age incurring a loss and has no other replacement set." (This is per the line item descriptions). Jaime: address for each HH member when all the toys are affected by the DR for every HH member 17 and other. Only when all toys are affected. Dave: when one child's toys are in a basement but another set is upstairs, do you record the loss? Jaime: No, only when all are lost.

* Clothing

* How is it currently trained? Jaime: App and HH member when totally gone. Not affected by flood, HRWDR. If the home is destroyed the inspector needs to make a comment. If clothing was donated, they don't record.

* Destroyed Home and Service Calls

* Well, Septic, SF/MF (Road & Bridge), and Retaining Wall service calls should be recorded as needed when the home is destroyed.

* HVAC SC should not be recorded for destroyed homes as it is considered inside the footprint of the home.

* If damaged, the ADA Ramp Repair line item should be recorded when the home is destroyed. Applicants may be eligible for over max on this item.

* Mold Remediation line item and HRR No.

* Approximately 700 total cases across disasters and both contractors (4611-LA, 4614-NJ, 4615-NJ, 4618-PA, 4629-CT) will require FCORs to address.

* A site visit to correct will be required.

* Mold line item was missing from habitability matrix at setup, therefore no HRR recommendation was made when mold was the only item selected. Habitability matrix has been updated.

* Internal Note: FCOR rejections will be accepted on these. We can also offer to issue them in batches if the contractor wishes. We can try to script these out tomorrow, 1/7/2022.

* Maggie: All at once would probably be okay.

* ACE 5.2 – Tuesday, Jan 11th. Todd

* Deployment to ACE 5.5 testing indicated some problems with having to uninstall and reinstall. Inspectors will need to place inspections on hold and communicate. If not, the inspector may lose those inspections in the pad. Maggie: Acknowledged, approx. a dozen inspectors working on ACE5

*

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Cc: [Brazzel, Allison](#); [Godsy, Ronald](#); [Meade, Martin](#); [VA-PSB-Contract Management](#); [Johnson, Benjamin](#); [Greer, Amy](#); [Whipple, Tamar L.](#); [Crittenden, Wendell](#); [Morgan, Jason](#); [Inglis, Jody](#); [Eric Bachand](#)
Subject: WSP Conference Call

Good morning,

The Task Monitors will conduct a conference call on Thursday, January 6, 2022 @ 11 AM.

Dial in = 800-320-4330

Pin # (b) (6)

Agenda Topics:

* Toys

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* If damaged, the ADA Ramp Repair line item should be recorded when the home is destroyed. Applicants may be eligible for over max on this item.

* Mold Remediation line item and HRR No.

* Approximately 700 total cases across disasters and both contractors (4611-LA, 4614-NJ, 4615-NJ, 4618-PA, 4626-MS) will require FCORs to address.

* A site visit to correct will be required.

* Mold line item was missing from habitability matrix at setup, therefore no HRR recommendation was made when mold was the only item selected. Habitability matrix has been updated.

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