


**MVP Recovery Partners**

# STAFFING QUESTIONNAIRE

within PDF files  
**Florida Municipal Insurance Trust**

Leading the market...  
Delivering quality...  
Focused on you...



## RECOVERY PROGRAM PERSONNEL QUESTIONNAIRE

You will be employed as a Sub Contractor (requires Tax ID No) or Independent Contractor (Social Security No) reporting to Synergy Recovery Resources as the Recovery Program Manager to the Florida Municipal Insurance Trust. Please answer the following questions and provide applicable details so that we might better support your opportunity to qualify for specific tasks &/or projects. (SAVE as Document File prior to close-out and submittal)

Do you have a vehicle (truck/SOV/etc) available to you for use in the field?

What kind of vehicle do you have?  License Plate Number

Company Vehicle with Markings?  Regular or Diesel Gas?

Do you have access to an RV or Travel Trailer?

Do you have a cell phone available for you in the field?  Cell Phone Number #

What kind of phone do you have?  Cell/Wireless Provider?

Does your phone receive emails?  Does your phone connect to the web?

Do you have an Unlimited AirTime Plan (usage agreement)?

Do you have a Laptop available to you in the field?  Operating System/Version?

Does it have wireless functionality?  Do you have a wireless card?

Do You Have Microsoft Outlook?  MS Word?  MS Excel?

Are you comfortable using web-based programs?

Are you proficient using MS Word?  Do you have working knowledge of MS Excel?

Have you lived or worked in Florida?

Do you understand Florida Building Codes?

Are you familiar with the Florida's Sunshine Law?

Do you have experience working with Public Entities &/or City Government?

How familiar are you with Property Insurance &/or the Claim Process?

## Putting Staffing In A Position to Succeed!

- Assemble Ride-Out Teams
  - 'Storm-Chasers'
- Deployment to Gateway Staging Area
  - Registration
  - SAT Phone
  - Business Cards
  - SimpliCity Review Training
- Assigned Project
  - Work Plan Development

## Recovery Program Management Plan

for

*<Member Specific FMIT/FEMA  
Project>*

Version 1.0 draft 1

Prepared by *< M. Matheny / T. Scott >*

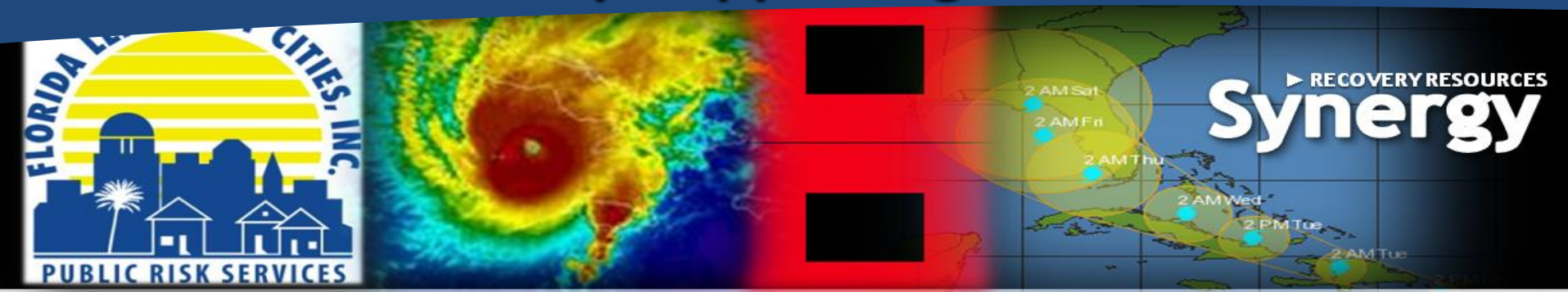
Synergy Recovery Resources

*< 00.00.00 >*

Example of Typical  
Project Work-Plan



# Exclusive Partnership Supporting the FMIT



As the Disaster Response & Recovery Partner of the FMIT, We Work To Help Members ...

- Identify Risk and Exposure with respect to Insured Property & Assets
- Reduce Upfront & Out-of-Pocket Expenses Associated With Covered Property Claims
- Add Capacity To Member's Ability to Respond
- Ensure that Recovery is Timely & Cost Effective

**Florida Municipal  
Insurance Trust**

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In partnership with:

**Synergy  
Companies**

EXCLUSIVE MEMBER SERVICES

MUNICIPAL ASSET & RECOVERY MANAGEMENT



**CIRT**

**CRITICAL INCIDENT RESPONSE TEAM**



# **CIRT-Partners Are Engaged to Perform:**

- **Rapid Damage Assessment**
- **ER & Stabilization Services**
  - **Board-Up**
  - **Temp Roof/Tarpping**
  - **Water Extraction**
  - **Drying & Dehumidification**
  - **Selective Demo**
  - **Content Manipulation**
  - **Special Services**

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EXCLUSIVE MEMBER SERVICES

MUNICIPAL ASSET & RECOVERY MANAGEMENT

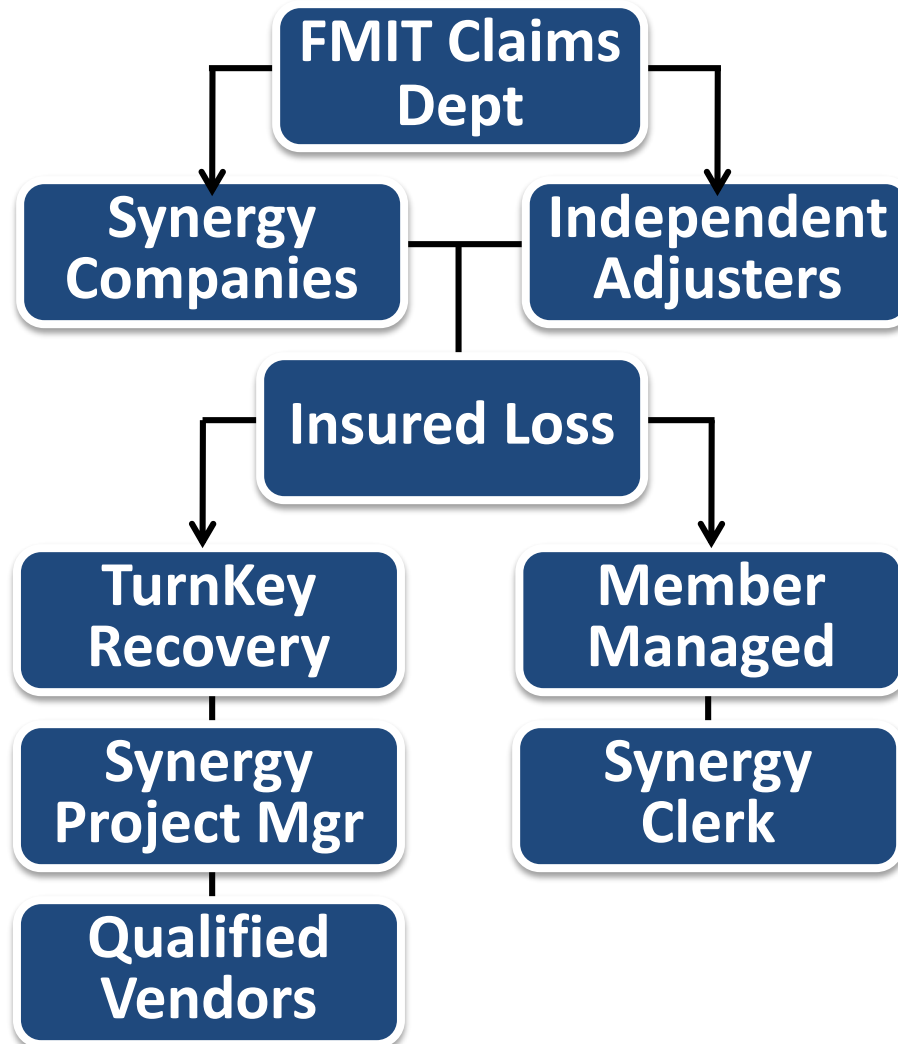


# CIRT

**CRITICAL INCIDENT RESPONSE TEAM**



## Insured Loss Work Flow







## **<sup>1</sup>RECOVERY CRITICAL PATH**

<sup>1</sup>Refer to FLC/FMIT Claim Process Flowchart for detailed timeline criteria from actual date-of-loss.

### **RAPID DAMAGE ASSESSMENT**

**NO INSURANCE  
COVERAGE**

**DAMAGES DON'T  
EXCEED DEDUCTIBLE**

**<sup>2</sup>REQUEST FEMA PA  
APPLICATION**

**<sup>3</sup>PREVENT FURTHER  
DAMAGE**

**CONSIDER RECOVERY  
CONTRACTOR**

**SEPARATE RECOVERY  
AGREEMENT**

**DOCUMENT LOSS**

<sup>2</sup>When a declaration of a major disaster or emergency is made for a State, FEMA will designate those counties and independent cities of a State that are eligible for assistance.

<sup>3</sup>Insured has the responsibility to stabilize property and prevent additional secondary damage whether loss qualifies for Insurance Coverage at that particular time.

REFER TO FEMA PA QUALIFICATION PROCESS  
-OR- PM CRITICAL PATH FLOWCHART

**FLC/FMIT  
COVERED CLAIM**

**RECOVERY PROGRAM  
MANAGEMENT**

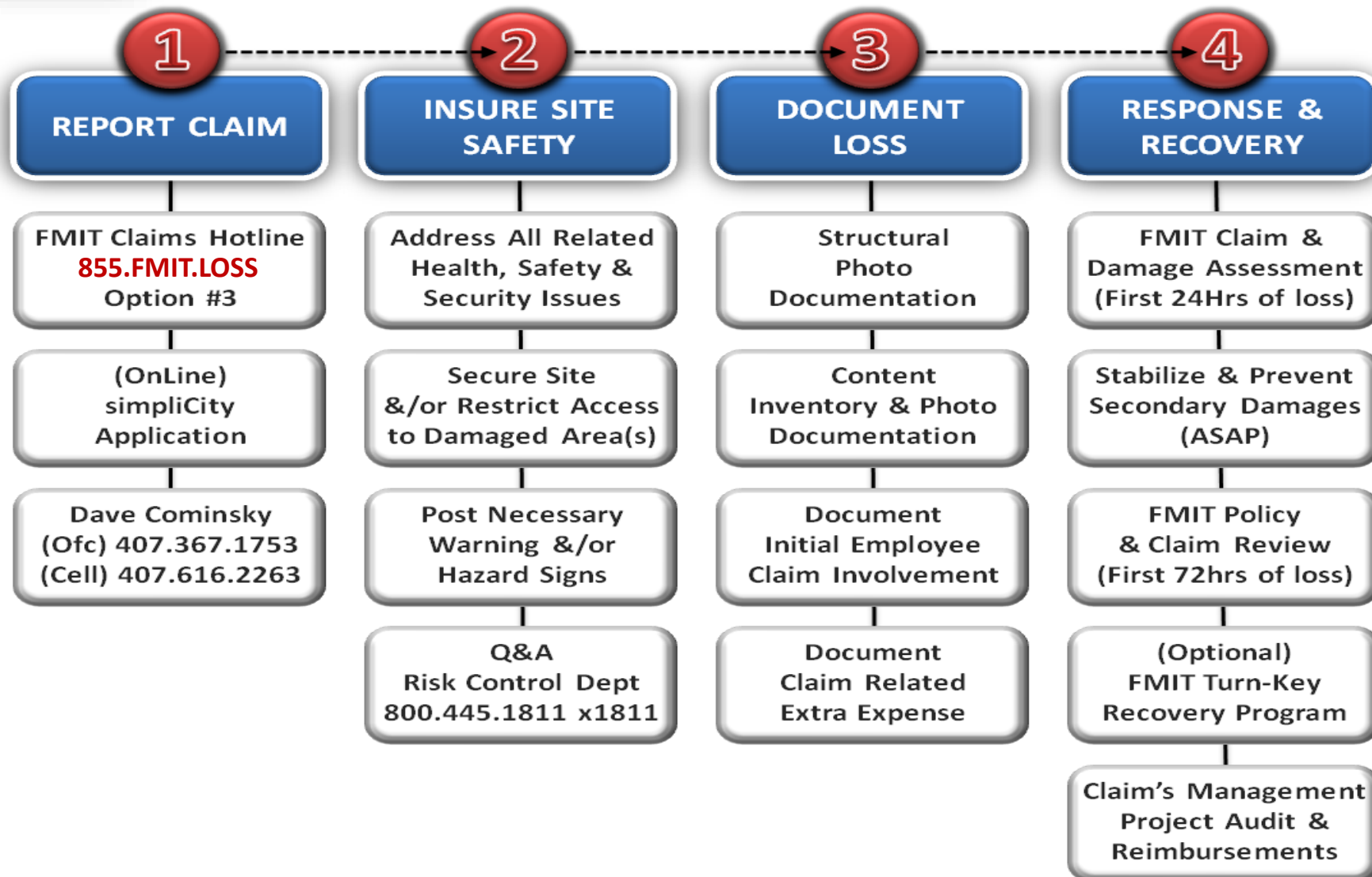
**PRE-QUALIFIED  
RECOVERY VENDORS**

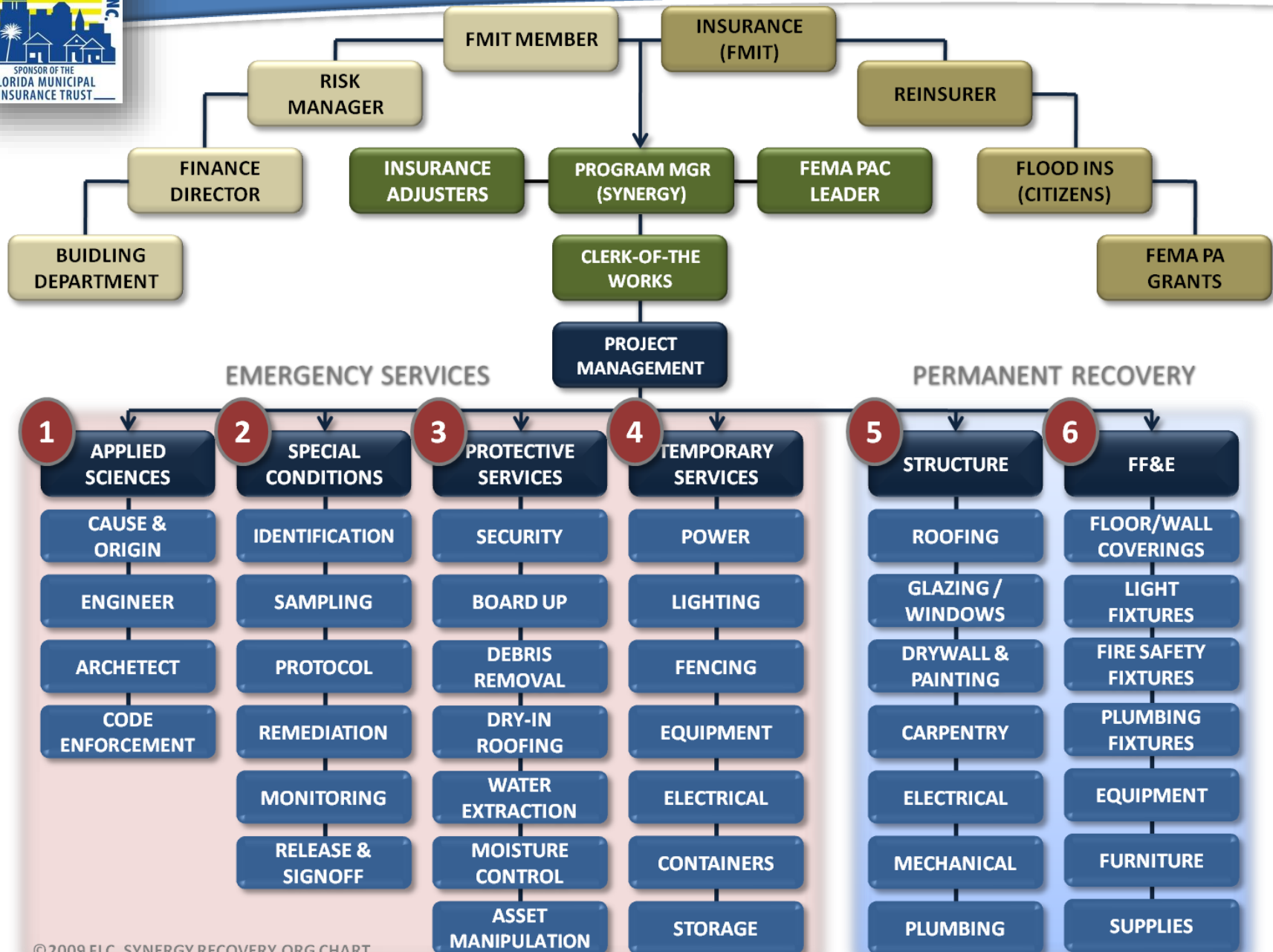
**MEMBER PREFERRED  
PRICING**

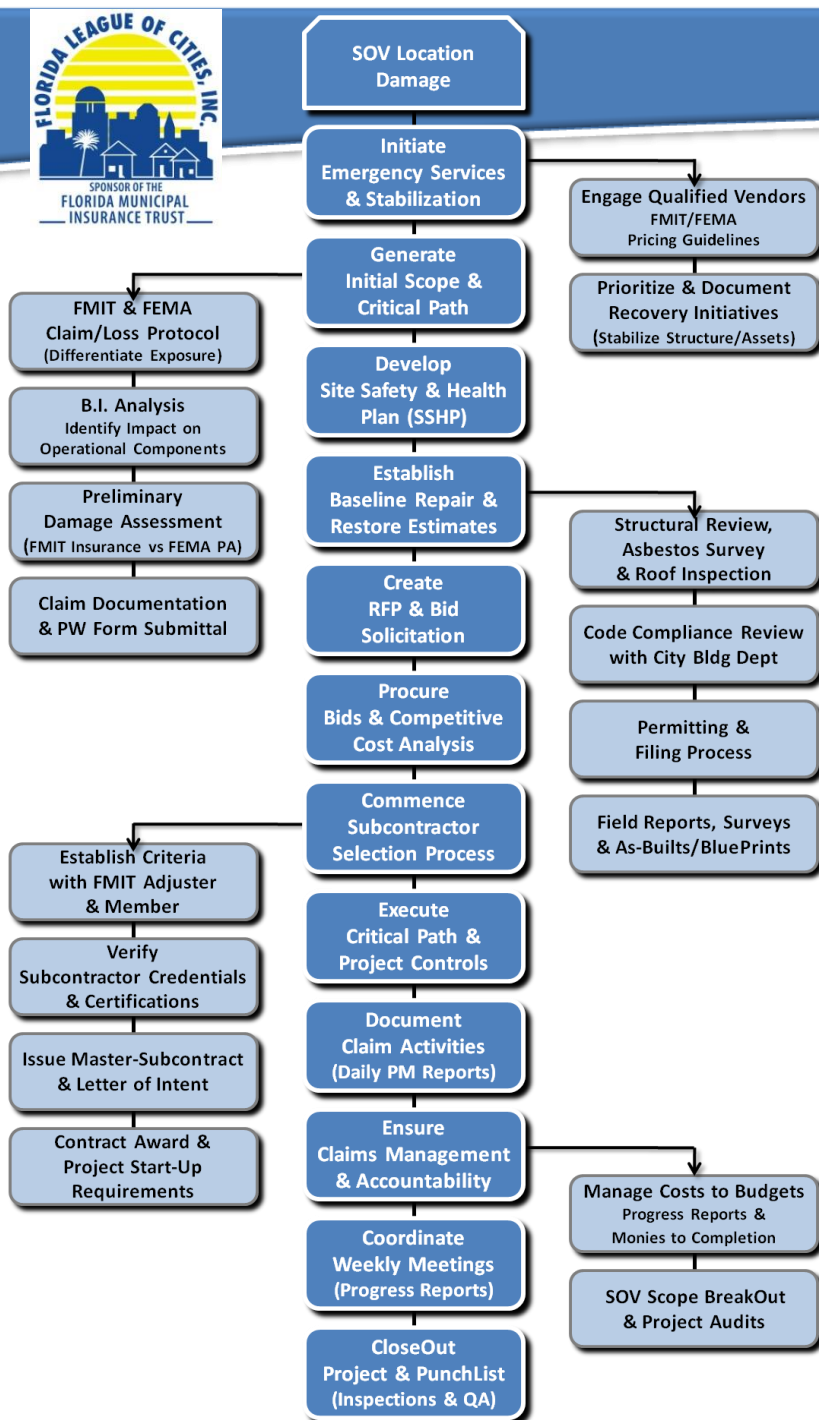
**FLC/FMIT VENDOR  
DIRECT PAYMENT**

REFER TO PM CRITICAL PATH  
FLOWCHART

## Understanding the Basics...







# Take Charge of your CLAIM. Don't assume others have it under control!

Understanding Insurance & FEMA Claim/Loss Protocol is paramount to expedite the recovery process and to:

- Maximize eligible & timely reimbursements.
- Minimize disputes &/or de-obligated funding



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# CIRT

**CRITICAL INCIDENT RESPONSE TEAM**



1. Preparedness
2. Awareness
3. Notification
4. Readiness
5. Activation
6. Deployment/Mobilize
7. Gateway
8. Staging Area
9. Assignment (ER/Stabilizations)
10. CloseOut



## CIRT-Partners Must Have GO-KIT & Necessary Equipment



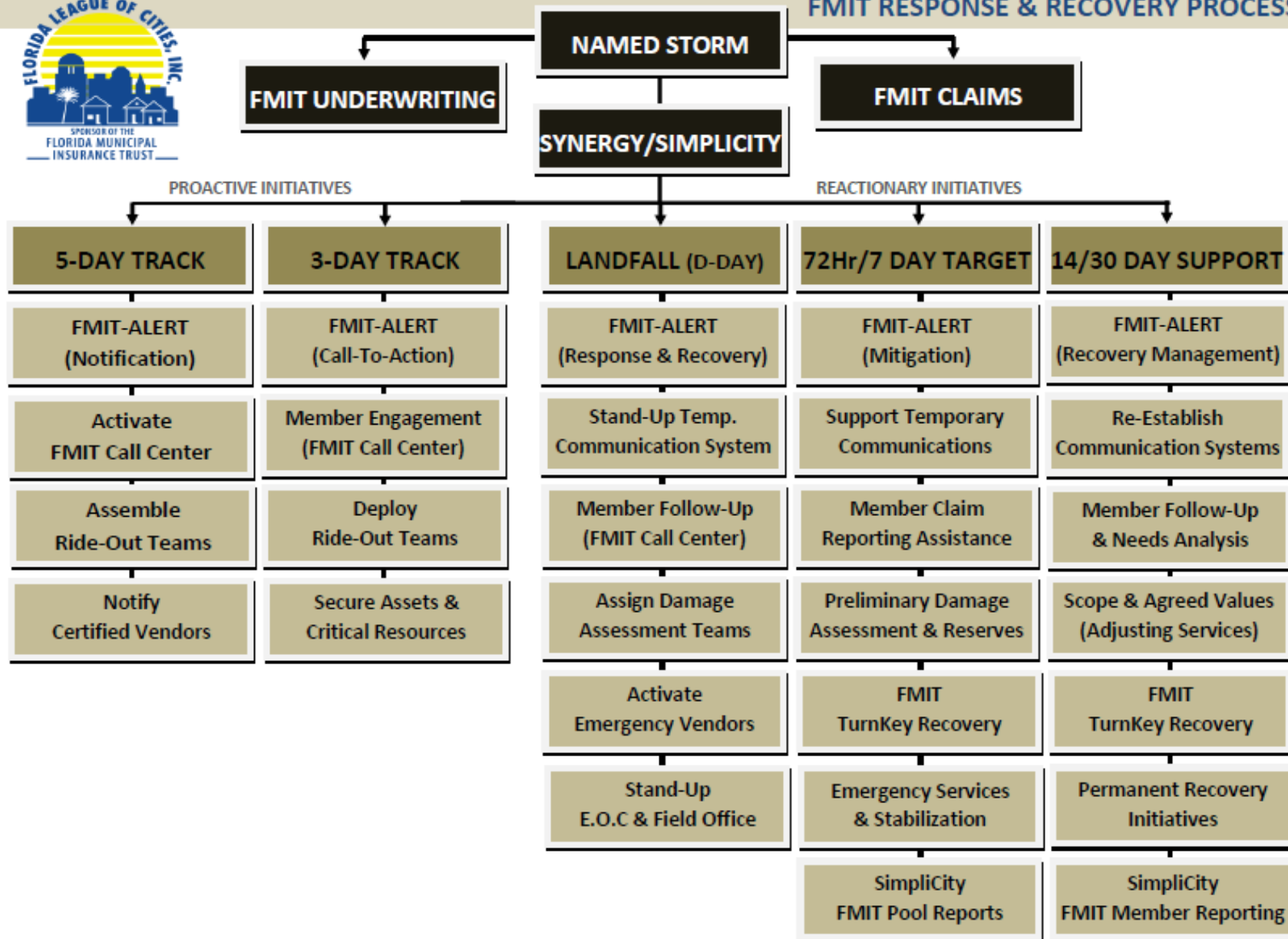
- PPE (Hardhat, Safety Glasses, Boots)
- Approved Branded Uniform
- Satellite Phone
- Cellular Phone w/SMS (headset req)
- GPS/Navigation Equipment
- PDA or Tablet (Verizon Zoom)
- Camera w/removable SD Card
- Measuring Wheel
- Day-Pack (w/water, etc)
- Confirm Billable Hourly Rates

# 2. AWARENESS

NEW 855.FMIT.LOSS



## FMIT RESPONSE & RECOVERY PROCESS





### 3. NOTIFICATION (Pending Threats)

NEW 855.FMIT.LOSS



**CIRT-Partners Will Receive FMIT  
Alerts & Readiness Phone Call/Email**



**FMIT ALERT**

The central graphic of the slide features the text 'FMIT ALERT' in a bold, red, sans-serif font. The letter 'A' is significantly larger and more prominent than the other letters. Above and below the text are several concentric, semi-circular arcs in shades of red and orange, resembling a signal or alert icon.



# Important Steps for CIRT-Partners Preparing to Respond:

- Provide Roster of Available Employees for CIRT Activation. (data)
- Identify (2) Clerical Support Staff
  - Field Ops (Affected Area/Patrick)
  - FMIT Command (Orlando/Tony)
- Identify Project Manager &/or Logistics Coordinator
  - Field Ops (Affected Area/Mike)



# Once Activated, CIRT-Partners Will Receive Important Information:

- Member/Area Assignment (Contact Info)
- Receive Copy of Property Schedules (paper)
- Download SOV to Thumb Drive (simpliCity)
- CIRT-Employee Credentials (Lanyard Photo ID)
- Vehicle Window Placard (FLC 'Event' Contact Info)
- Vehicle Door Magnet (FLC 'Event' Name)



# CIRT-Partners Must Provide the Following Prior to Mobilization:

- Submit Insurance Certificate (add FMIT & Synergy as an additionally insured)
- Submit Copy of Auto Insurance for Vehicles
- Submit Vehicle Identification, Mileage & Driver Info Prior to Mobilization.
- Travel in NO Less Than Groups of Two (Safety Req)
- Police Escort May be Provided (Conditions/Member)
- Must Report to Assigned Member/Gateway or Staging Area Within Scheduled Period.





# Some Events May Require a GATEWAY Location to be Activated.

- Gateway is a Location for CIRT-Partners and Emergency Vendors to 'Check-In'.
- Personnel, Vehicles & Equipment Are Inspected and Cleared for Assignment.
- Police Escorts are Generally Scheduled from the GATEWAY Point to Staging Area or Member.



# Some Events May Require a STAGING AREA to be Activated.

- Staging Area is a Location for CIRT-Partners and Emergency Vendors to setup Recovery Operations.
- Personnel, Vehicles & Equipment Can Be 'Staged' at this Location.
- Workforce Temporary Housing, Food &/or Fueling Services May Be Available (Event/Area Driven)



# Emergency & Stabilization Services Will Be Assigned Through Field OP's

- Communication Through CIRT-Partner's Project Manager or Logistics Coordinator
- Daily Follow-up & Support with CIRT-Partner's Clerical Support (Synergy/Member Services Coordinator)
- Scopes of Work & Approvals Submitted Through simpliCity Application.
- Permanent Repairs & Build-Back Assignment By Synergy Program Manager



# Punch List, Final Billing & Member Certificate of Satisfaction

- Coordination & Close-Out with CIRT-Partner's Project Manager and Clerical Support.
- All Documentation Uploaded into simpliCity
- Synergy Program Manager Sign-Off
- Final Billing Submittal