



# DISASTER RECOVERY



## [ A Faster Recovery ]

Disasters can displace entire communities and local authorities' ability to respond may be crippled by the event and lack of experience. After the initial crisis, there are daunting regulatory compliance requirements and failure to recover and rebuild quickly can compound pain and suffering, economic hardships, prompting public scrutiny and political risk.

Our disaster recovery team's purpose is to help communities recover quickly and efficiently. During recovery, we advise communities on funding sources, provide citizens and county/city officials with the highest level of customer service, ensure projects are completed compliantly and within the funded budget, and help citizens get back to their normal lives as soon as possible.

We help both entitlement and non-entitlement communities to secure and correctly manage grants to help in their recovery process.

- Federal Emergency Management Agency (FEMA) professionals
- Community Development Block Grant - Disaster Recovery (CDBG-DR) experts
- Team members average 15+ years of experience in the field

# [ Disaster Recovery Services ]

## PROGRAM MANAGEMENT

**I**BTS has over ten years of experience working on Community Development Block Grant - Disaster Recovery (CDBG-DR) and other disaster recovery projects throughout the United States, including major, ongoing projects in New York related to Hurricane Sandy.

IBTS has been the administrator for multiple housing programs including:

- Elements of New York City's Build-it-Back CDBG-DR program
- Subrecipient administrator for the Texas Amy Young Barrier Removal Program
- Texas HOME Program
- U.S. Department of Housing and Urban Development (HUD) federal manufactured housing program

## DAMAGE ASSESSMENTS

**F**ollowing a natural disaster, detailed assessments of the interior and exterior of buildings are conducted to determine the level of damage and identify any safety issues. IBTS ensures that all efforts are verifiably compliant with program, state, and federal regulations. Our team has conducted more than 15,000 damage assessments in communities impacted by natural disasters.

These assessments have been performed in states across the country, including:

- Illinois
- Louisiana
- New York
- North Dakota
- Texas

## REMOTE INSPECTIONS

**T**he remote inspection process can utilize either on-site staff or local contractors to capture field data while remote staff reviews, comments, and questions what they observe in real time.

This is done through the use of:

- 3D photo capture of project conditions
- Cloud storage of all site results
- Collaborative exchange of media and comments
- High-quality estimating and inspection data collection reporting
- Media capture via phones cameras and drones
- Real-time 4K video of entire visit activity

**We help communities navigate through the disaster recovery**

## START PROGRAM

**T**he Start Toward a Recovery Today (STaRT) program includes a variety of pro-bono services that provide the resources and expertise communities need to alleviate the immediate burden of the unknown during disaster recovery. Keeping the end goal in mind from the beginning results in a faster recovery process for all those affected by natural disasters.

STaRT program services include, but are not limited to:

- Educate local officials on FEMA, SBA, and CDBG-DR regulations
- Outreach and intake efforts
- Provide grant management advice to maximize reimbursements of disaster recovery expenses
- Review of local ordinances that may hinder recovery

## FEMA EMERGENCY CONTRACTS

**Y**our community can use a FEMA emergency services contract within 90 days of a natural disaster, enabling support in the following services:

- Applying for public assistance for post-declaration activities
- General disaster recovery technical assistance
- Project formulation
- Project listing development

IBTS assists communities in accelerating recovery by providing these services prior to receiving CDBG-DR funds. The benefit of this approach includes maximizing FEMA reimbursements; developing clear, FEMA-compliant project management; and reducing disaster recovery by up to a full year.

## SUBRECIPIENT SERVICES

**A** subrecipient is an entity that receives federal disaster response funds directly from HUD and manages the funds for disaster-affected communities. By utilizing a subrecipient agreement, the burden of compliance is imposed upon the subrecipient, reducing the level of risk for the grantee.

A subrecipient agreement can assist your community with:

- Adhering to state and local government laws and regulations
- Following the specific, complicated federal procurement rules
- Verifying compliance through accurate reporting and record keeping

As a nonprofit, IBTS is able to act as a subrecipient to carry out the management of federal funds granted to disaster-affected communities.

process, removing potential roadblocks along the way.



# [ IBTS Mitigation Projects ]

## Working to Reduce Flood Risks



### NEW YORK CITY BUILD-IT-BACK PROGRAM: BREEZY POINT

The Breezy Point community sustained significant damage from Hurricane Sandy, having nearly the entire community flooded. Additionally, as was widely shown on national news, a fire burned over 130 homes to the ground. In total, 350 homes were damaged or completely destroyed during the storm. IBTS worked closely with the Breezy Point Co-Op to deliver services compliant with New York City Build it Back (BiB) and CDBG-DR requirements.

IBTS has rehabilitated and elevated over 180 homes in Breezy Point to create flood- and fire-resilient residences that are compatible with the historical and architectural context of the community.

**IBTS Impact:** IBTS was unique from the other BiB contractors in that we placed great importance on our level of homeowner interface. We performed the design, scoping, and expediting for each home that was elevated in Breezy Point, walking the homeowner through each step in the process.





## NEW YORK CITY BUILD-IT-BACK PROGRAM: HOWARD BEACH

In 2012, the storm surge from Hurricane Sandy caused flood damage to nearly every home in the low-lying community of Howard Beach and cut power to the area for over three weeks. IBTS was selected by the BiB program to provide the following services:

- Elevate and rehabilitate Howard Beach homes that sustained damages from Sandy
- Design and implement green infrastructure as a sustainable water management strategy. Examples include rain overflow management and water retention and diversion.

**IBTS Impact:** IBTS played a key mediation role during community board meetings to help understand the homeowners' concerns about some of the elevation rules and regulations. In fact, we were successful in having the legislation revised in order to ensure both homeowner satisfaction and public safety excellence.

## CDBG-DR SUBRECIPIENT GRANT MANAGEMENT, CLEVELAND COUNTY, OK

Cleveland County sustained multiple disasters between 2011 and 2013, and was a direct recipient of CDBG-DR funds from the State of Oklahoma. Cleveland County selected IBTS as the Subrecipient to carry out their CDBG-DR funded recovery projects.

To-date, Cleveland County has received \$13 million in CDBG-DR funding for their projects, which include 10 infrastructure projects and other smaller projects. The County recently received additional grant funds, extending the IBTS contract to August 2018.

**IBTS Impact:** During the program, IBTS has been recognized for recovering compliance issues by Cleveland County and the State of Oklahoma while delivering a 10% savings on projects and permitting adding additional project plans while maintaining or exceeding schedule.

# [ Navigating Disaster Recovery and the Subrecipient Process ]

As featured in the Alliance for Innovation's Solutions Journal!



Disaster recovery can be a long, drawn-out process that takes a toll on not only the community members but also on local governments that have to provide routine services while also working to rebuild and restore the community. When disaster recovery exceeds the capacity of a local government's staffing capabilities and skills, consulting with a small, specialty recovery firm can be an invaluable asset in not only accelerating the recovery process but also in ensuring that all regulations are met.

Cleveland County, Oklahoma, sustained significant damages from the various tornadoes, wildfires, flooding, straight-line winds, and winter storms that occurred from 2011 to 2013. To assist in their recovery process, the Department of Housing and Urban Development (HUD) awarded the County with Community Development and Block Grant – Disaster Recovery (CDBG-DR) funding, which was signed under the Disaster Relief Appropriations Act.

During active recovery, localities hire contractors to perform construction, administration, and other tasks. However, CDBG-DR fund recipients must follow very specific, yet complicated federal procurement rules, as well as state and local government laws and regulations. Grantees must also verify this compliance through accurate reporting and record keeping. As each program has its own set of regulations, it is critical to have adequate staffing that is prepared to ensure compliance at each step and keep accurate records for HUD's periodic reviews and audits.

## Disaster Recovery Tips

To assist in this process, case managers from the Institute for Building Technology and Safety (IBTS) have put together the following tips:

- Be aware that each program has its own set of regulations. Even if your locality has received disaster funding before, some requirements for a new program may be different.
- Dedicate enough staff to ensure compliance at each step. Identify who will work on compliance during the disaster planning process.
- If you are unable to dedicate enough staff to these processes or have not been through the process before, consider working with a consultant.
- Provide training and time for staff to learn and maintain knowledge of regulations during disaster preparation.

- Be aware that HUD will conduct audits on CDBG-DR funding. Never assume an audit does not apply to your funding.
- Ensure that all staff know the importance of documentation and proper record-keeping from the onset of a disaster. Staff members should know that having documents properly organized to meet CDBG-DR guidelines is critical to ensuring that funds are not withdrawn.

Cleveland County initially tried implementing HUD CDBG-DR programs without a program administrator, but quickly realized that they needed assistance. IBTS was brought on as a subrecipient in May of 2016 to help the County remain in compliance and carry out projects under this funding. The subrecipient agreement was the first of its kind signed in the United States and made IBTS responsible for carrying out permitted activities in conformance with applicable CDBG-DR requirements. The underlying principle of this agreement is that the burden of compliance is imposed upon IBTS, as the subrecipient.

“[Disaster recovery] is much too detailed and much too complex for one group or a small group to really wrap their head around and execute efficiently and correctly,” says Cleveland County Subrecipient Leader Todd Gibson.

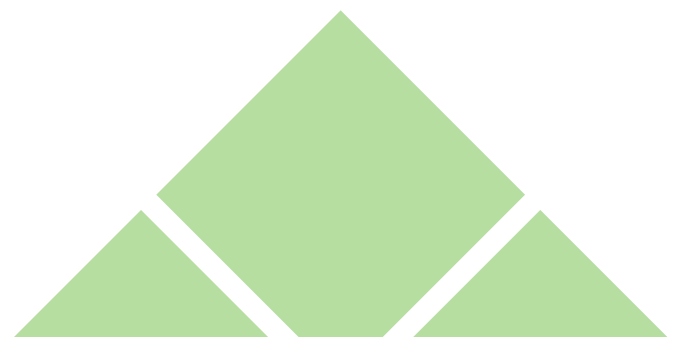
The sub-recipient partnership is permitted under the CDBG-DR program only if the sub-recipient is a non-profit organization. IBTS, for example, cannot make profit or gain assets, but may only charge for direct costs. “One of the biggest advantages is that in lieu of a typical relationship between a vendor and a client, or a vendor and a community, this is truly a partnership,” says Steve Traina, Economic Development and Disaster Recovery Program Manager at IBTS.

Through this agreement, the sub-recipient handles complete oversight of compliance and eligibility activities. This includes program oversight for engineering and construction activities such as:

- Contractor change orders
- Monthly Davis-Bacon compliance monitoring
- Contractor payment application approvals
- Review of environmental studies
- HUD approvals for identified projects

By contracting a subrecipient, Cleveland County was able to navigate the complexity of regulations associated with the program objectives, in addition to managing the budget more efficiently. Over the course of just one year of partnership, the County realized a surplus of \$305,000 CDBG-DR funds that can be of use in the remaining six projects.

Specialized consultants can help localities continue to take progressive measures even after long-term recovery is complete, improving on problem areas and incorporating successful strategies into the County’s disaster response and recovery procedures.





# [ IBTS at a Glance ]

IBTS is a 501(c)(3) non-profit organization committed to helping communities through quality services that reduce risk, enhance public safety, and improve quality of life. IBTS assists municipalities with efficient service delivery through public-non-profit partnerships and regional service agreements.



## ► Board of Directors

IBTS is guided by a Board of Directors consisting of representatives of five national associations. This representation allows IBTS to ensure that government needs are paramount and that we continue to provide services with a better understanding of the needs and considerations of government service than other entities can provide.



**Craig Thurmond**  
Chairman  
Mayor  
Broken Arrow, OK



**Victoria A. Reinhardt**  
Secretary  
Ramsey County Board of Commissioners  
Ramsey County, MN



**Gary Jackson**  
Board Member  
City Manager  
City of Asheville, NC



**Krista Lillis, AICP**  
Board Member  
Senior Program Manager,  
Energy and Sustainability  
Office of Facilities Maintenance and Management  
Division of Capital Asset Maintenance and Management  
Commonwealth of Massachusetts



**Brenda M. Bergeron**  
Board Member  
Principal Attorney,  
Department of Emergency Services and Public Protection/Division of Emergency Management and Homeland Security

IBTS's co-founders, Ashok Goswami and Shyam Choudhary, are Board Vice-Chairman and Assistant Secretary, respectively.

## ► Mission

To deliver quality services to meet the challenges of governance at all levels while enhancing public safety, economic development, and the general welfare of the community.

## ► Vision

To be recognized as the leading service provider in the building environment to all levels of government, community, and industry worldwide.



## [ Economic Development and Disaster Recovery Snapshot ]

The Economic Development and Disaster Recovery (EDDR) group provides the following services:

**Disaster Management** - Disaster Recovery program management

**Disaster Planning** - Development of policies, plans, and regulatory support

**Grant Management Services** - IBTS supports jurisdictions during the grant application process and, as a subrecipient, manages compliance and program delivery to save recovery time and funds

**Construction Management Services** - Oversight services during construction phases of public infrastructure and private residences and businesses

**IBTS OnHAND** - The IBTS Online Help and Advice for Natural Disasters ([IBTSOnHAND.org](http://IBTSOnHAND.org)) website is a free, web-based, interactive resource that provides practical, actionable natural disaster planning, response, and recovery information for use by a range of stakeholders at the local, state, and national level

Clients and projects include:

- NYC SuperStorm Sandy Recovery
- Hurricane Katrina Recovery
- Cleveland County, OK, Roads Construction Program
- Texas HOME and Amy Young Accessibility Programs



## [ Local Government Solutions Snapshot ]

The Local Government Solutions (LGS) group provides the following services:

**Nonprofit-Public Partnerships (NP3)** - Full city services including Public Works, Parks, Administration, Community and Development Services, Utilities provided in an on-site manner

**Shared Building Department Services** - Building Department Services offered to localities in a similar geographic area, jurisdictions can choose services in an a la carte manner. Services included are: Building Department Services, Flood Plain Services, Accessibility & Fire Code Services, Stormwater Services, Energy Services, Planning Department Services, Plan Reviews, Inspections, Administration, GOVmotus Software

**Green Certification Services** - Inspections at different stages of building provided to builders seek Green Certifications for their construction

Clients and projects include:

- Guymon, OK
- Central, LA
- Kansas City Area
- Oklahoma Area



## [ Building Department Services Snapshot ]

The Building Department Services (BDS) group provides the following services:

**Building Regulatory Services** - Building Code Compliance Reviews, Code Consultation, Code Inspections, Third-Party and Staff Augmentation, Building Department Start-up, Operation, and Assessment

**Plan Review and Inspection Services** - Performs fire and life safety, accessibility, energy conservation and green, mechanical, electrical, plumbing, and structural and non-structural building reviews and inspections

**Training and Continuing Education** - certified training provider for AIA, IACET and ICC

**Energy & Sustainability Services** - Energy efficiency program management, energy audits, energy code compliance, Monitoring verification and evaluation, Independent verification and validation

**Resiliency Services** - IBTS has created a framework of actions and tools that unites resources with vision to build resilience. The package has three parts that are specifically scaled to communities of 100,000 people

**GOVMotus** - GOVMotus is a web-based software that provides solutions to manage, automate, and track community development processes

Clients and projects include:

- Virginia Department of General Services
- Washington DC's Metrorail System Expansion
- Fairfax County, VA
- Baltimore City Schools Construction and Renovation
- Tysons Corner, VA



## [ Federal and State Programs Snapshot ]

The Federal and State Programs (FSP) group provides the following services:

**Construction Quality Inspection Services** - On-site and remote inspection and reporting

**Technology Solutions** - Data collection, administration and reporting, quality assurance systems, real-time monitoring and reporting

**Quality Assurance Program Management** - Oversight and reporting

**Disaster Damage Assessment Inspection Services** - Quality management

Clients and projects for:

- U.S. Federal Emergency Management Agency (FEMA)
- U.S. Department of Housing and Urban Development (HUD)
- Vanguard Emergency Management (Louis Berger Group/Atkins North America/Tidal Basin)

# [ IBTS Capabilities ]

## **Disaster Management**

- Planning
- Damage Assessment, Hazard Mitigation
- Construction Management of Home & Infrastructure Repair or Recon
- CDBG-DR & CDBG, HOME Programs, Housing for Disabilities
- FEMA- Disaster Housing, Public & Private Assistance
- Sub-recipient & Recipient Administration
- Compliance, Record Keeping, & Contract Administration
- Training, Tools, & Procedures
- Grant Writing & Administration

## **Public Works, Utilities, Environmental**

- Civil Engineer- Public Works
- Civil Engineer- Road Construction & Maintenance
- Civil Engineer- Water, Waste Water, & Storm Water
- Erosion Control Specialist
- Grass & Drainage Management
- Facility Management

## **Code Compliance & Building / Zoning Departments**

- Master Code Professional
- ICC Certified Building Inspectors
- ICC Certified Plan Examiner
- Certified Flood Plain Manager
- Zoning and Code Enforcement Specialists
- Expedited Inspection, Plan Review for Malls/Industries
- Streamlining City Ordinances
- Building Department Services

## **Regulatory Compliance**

- Attorney
- Manufactured Housing
- Federal / State Grants
- Stafford Act
- CDBG-DR
- FEMA
- Energy

## **Finance and Accounting**

- Certified Public Accountant (CPA)
- Certified Fraud Examiner (CFE)
- Federal Contract Specialist
- Grant Administrator
- County/City Budgets and Revenue Enhancements

## **Contracts and Legal Compliance**

## **County/City Management**

- Citizen Engagements (Web, Call Center)
- Capital Project Planning & Construction
- Park And Sports Complex, Golf Courses Management
- Master Plan & Gis System
- Gas, Water, & Waste Water Utilities, Maintenance
- Utility Bills, Business Licenses, & Tax Collection
- Public Records & Web-Based Services
- Sanitation & Garbage Collection
- Library, Cemetery, & Other Public Facilities
- Public Relations & Communications
- Startup of New Cities & Communities

## **Design, Construction, and Planners**

- Registered Architects (RA)
- Registered Engineers (PE)-Civil, Structural, Electrical, Mechanical, Environmental
- Certified Planner
- Certified Construction Manager
- Metro-Tunnels, Stations, Bridges, & Special Construction

## **Technology Solutions**

- Data & Records Management
- Website, GIS, & Call Center Management
- License & Fee Collection
- Grant & CDBG Management
- CDBG & FEMA
- Building, Planning, Zoning, & Code Enforcement
- Fire Marshal Department

## **Energy, Sustainability, Resiliency**

- Solar- QA, Plan Reviews, Community Solar, Ordinances
- Micro-grid
- Energy Efficiency & Energy Management
- Certified Energy Manager & Auditor
- Energy Star, Weatherization Program
- Resiliency
- Training, Codes, & Workforce Development

## **Human Capital**

- Human Development/Training
- Workforce Planning
- Succession Planning
- Staff Augmentation
- County/City Fringe Benefits
- Safety



# **[ CDBG-DR & FEMA Key Personnel ]**

**Nearly 400 combined years of experience in disaster recovery**





## BLAKE RATCLIFF

### Director

Mr. Ratcliff has more than 10 years of experience providing management oversight to disaster recovery programs and 30 years of experience leading projects and teams. He oversees the IBTS Economic Development and Disaster Recovery (EDDR) Division, and has managed projects in New York City, including the NYC Housing Recovery Office's Build it Back (BiB) Program, and the NY State Governor's Office of Storm Recovery (GOSR) activities. He oversaw disaster recovery for IBTS operations during Hurricane Ike and Superstorm Sandy.



## STEVE TRAINA

### Deputy Director

Mr. Traina has nearly 35 years of experience in construction planning and oversight, procurement, quality control, training, documentation and reporting. As Deputy Director of IBTS's EDDR Division, Mr. Traina provides management and leadership to all IBTS Community Development Block Grant - Disaster Recovery (CDBG-DR) efforts, including active engagements in New York City and New York State. He managed the development and the complete local management of the Hurricane Ike Disaster Recovery Programs in Harris County, TX, utilizing \$1.7 billion in CDBG funds, and also managed CDBG-DR flood recovery in Minot, ND.



## STEVE GREEN

### Operations Director

Mr. Green has more than 25 years of experience in the design and oversight of financial operations for federally funded disaster recovery programs. As Operations Director for EDDR at IBTS, he assists in the selection, negotiation, contracting and oversight of subcontractors. He also assists in the development and implementation of project policies and procedures, especially in dealing with CDBG requirements, and the design of controls in software applications used on these projects. Prior to joining IBTS, he provided program oversight for a number of disaster recovery projects, including the projects in Galveston and Harris County, TX; Minot, ND; the State of Illinois; the State of New Jersey; and the New York Governor's Office of Storm Recovery Housing Recovery Program after Superstorm Sandy.



## MICHAEL SPLETTO

### Program Director, Disaster Recovery

Mr. Spletto has provided disaster recovery consulting services for over 10 years and has more than 30 years of experience in community development and administration of federal grants for local and state governments. He designs, develops, and drives community outreach efforts as Program Director to IBTS's Economic Development and Disaster Recovery Division. He has extensive knowledge of CDBG, CDBG-DR, Federal Emergency Agency (FEMA) and HOME programs and has played a key role in many of the largest disaster recovery programs in the country, having assisted in the oversight or management of over \$20 billion in Department of Housing and Urban Development (HUD) disaster funding, supporting CDBG programs in 40 states.



## SUZIE ELKINS

### Project Manager, CDBG-DR SME

Ms. Elkins has worked with CDBG and CDBG-DR programs for over 35 years, including in the role as the director of Louisiana's Office of Community Development. She is a leader in the field of state community development programs and has a long history of working on housing and CDBG-DR buy-out projects including those in Louisiana, New Jersey and New York. Under her leadership she was responsible for Louisiana's state and local governments receiving billions of dollars of federal grant funds. For over thirty years she has worked closely with HUD's Office of Community Planning and Development.



## YOLANDA ABRAM

### Project Manager, CDBG-DR SME

Ms. Abram has over 20 years of program development and compliance management experience. As Deputy Program Director, she will provide senior subject matter expertise in policy review and design, program implementation and overall CDBG-DR compliance for the State of North Carolina's funds received for Hurricane Matthew recovery efforts. Prior to IBTS, Ms. Abram managed, provided technical assistance and conducted compliance reviews of grant allocations to local governments in the aftermath of Hurricanes Hugo, Floyd, Ivan, Francis, Irene and Matthew. Additionally, she coordinated recovery efforts of a lead agency responsible for reporting on the status of the \$836 million appropriation funded by the North Carolina General Assembly in the aftermath of Hurricane Floyd.



## KENNETH GARRETT

### Construction QA/QC Manager

Mr. Garrett has more than 25 years of experience in construction management, quality management, and compliance, including over seven years of management experience in CDBG-DR housing projects. He is the Corporate QA/QC Manager for the New York City Architectural Services BiB Program and the Staten Island Land Services Project, which are both CDBG funded projects.



## ROBERT DENNIS

### Project Manager, CDBG-DR Senior Specialist

Mr. Dennis has more than 25 years of supervisory experience in community development programs and the U.S. Department of Housing and Urban Development's Community Development Block Grant (CDBG) programs. He has administered the state of Florida's growth management program and HUD CDBG programs.



## GERARD DUCOTE

### Project Manager, FEMA SME

Mr. DuCote has more than 20 years of supervision and management experience with the FEMA public assistance program, FEMA hazard mitigation program, and FEMA environmental and historic review. He has floodplain management experience with the National Flood Insurance Program. He has a thorough understanding of public and not-for-profit subgrantee concerns and the ability to argue policy in programmatic disputes.



## PHUOC LAM

### Project Manager, CDBG-DR Senior Specialist

Mr. Lam has over 8 years of experience in disaster recovery program management services, specifically with Housing Rehabilitation-Reconstruction, Public Assistance reimbursement, and Infrastructure programs. Prior to IBTS, Mr. Lam worked on six Presidentially-declared disasters with prior experience in FEMA's Individual Assistance Programs. He has worked in CDBG-DR programs as a Case Manager, Compliance Monitor, Grant Specialist and Program Specialist. Mr. Lam has reviewed over 1,500 homeowner rehabilitation files to ensure files are in compliance with federal and state requirements, and over 500 FEMA Project Worksheets (PWs) for the reimbursement program. He has been involved with recovery efforts in Galveston County, TX; Harris County, TX; Minot, ND; Springfield, IL; Boulder County, CO; and Cleveland County, OK.



## RANDALL IRWIN

### Project Manager, CDBG-DR SME

Mr. Irwin has over 40 years of grant management and program delivery expertise. As Project Manager at IBTS, he provides senior subject matter expertise in policy review and design, program implementation, and overall CDBG-DR compliance for the State of North Carolina's funds received for Hurricane Matthew recovery efforts. Prior to joining IBTS, Mr. Irwin had oversight responsibility of \$102M in CDBG-DR and \$74.3M Natural Disaster Resilience funds for a multi-year recovery project in Minot, ND. Additionally, he has administered numerous community improvement programs including CDBG, HOME, and FHLB for the City of Oskaloosa, IA.



## SCOTT MYERS

### Project Manager, CDBG-DR SME

Mr. Myers has over 30 years of experience in managing federal and state programs with extensive and comprehensive knowledge of planning and implementing federally-funded disaster recovery programs. At IBTS, he provides senior subject matter expertise in policy review and design, program implementation, and overall CDBG-DR compliance. Prior to joining IBTS, Mr. Myers managed the State of South Carolina's Housing Program funded by \$220M in CDBG-DR funds. His experience in grant management included developing policies and procedures, monitoring sub-contractors, providing technical assistance, training, duplication of benefits, processing invoices, reporting, and closing out projects.



## VINCENT LINTZ

### Project Manager, CDBG-DR SME

Mr. Lintz has 25 years of experience in CDBG-DR program development, oversight, and economic development expertise. Prior to joining IBTS, he provided program oversight for the South Carolina Disaster Recovery Office's \$96 million 2015 Flood Recovery program. His team was responsible for working with the state and contractors to develop program policies and procedures for the rehabilitation and replacement of mobile homes and construction of stick-built homes damaged during the 2015 flood. He worked with the State of Colorado Department of Local Affairs to develop and provide technical assistance with the distribution of \$320 million in CDBG-DR funds.



## CLAIRE COLLINS

### Program Director, FEMA

Ms. Collins has more than 12 years of experience providing management and oversight to declared disaster and emergency service programs at the local, state, and federal government level. Her first-hand experience in working declared disasters was for 1996 flooding, Virginia Derecho in 2012, and Hurricane Sandy includes disaster planning, response, and recovery performing public information, shelter management, local and preliminary damage assessments, FEMA public assistance project assistance and write-ups, justification, and closeout. Ms. Collins has over 22 years of experience as a local government manager for both a city and several counties in VA and served as member of elected county Board of Supervisors for six years. She currently oversees the IBTS FEMA Temporary Transportable Housing Unit program operations in response to Hurricane Harvey and Irma as well as ancillary projects to improve the health, safety, and welfare of disaster survivor housing.



## AHMAD KANAN

### Field Design Technician

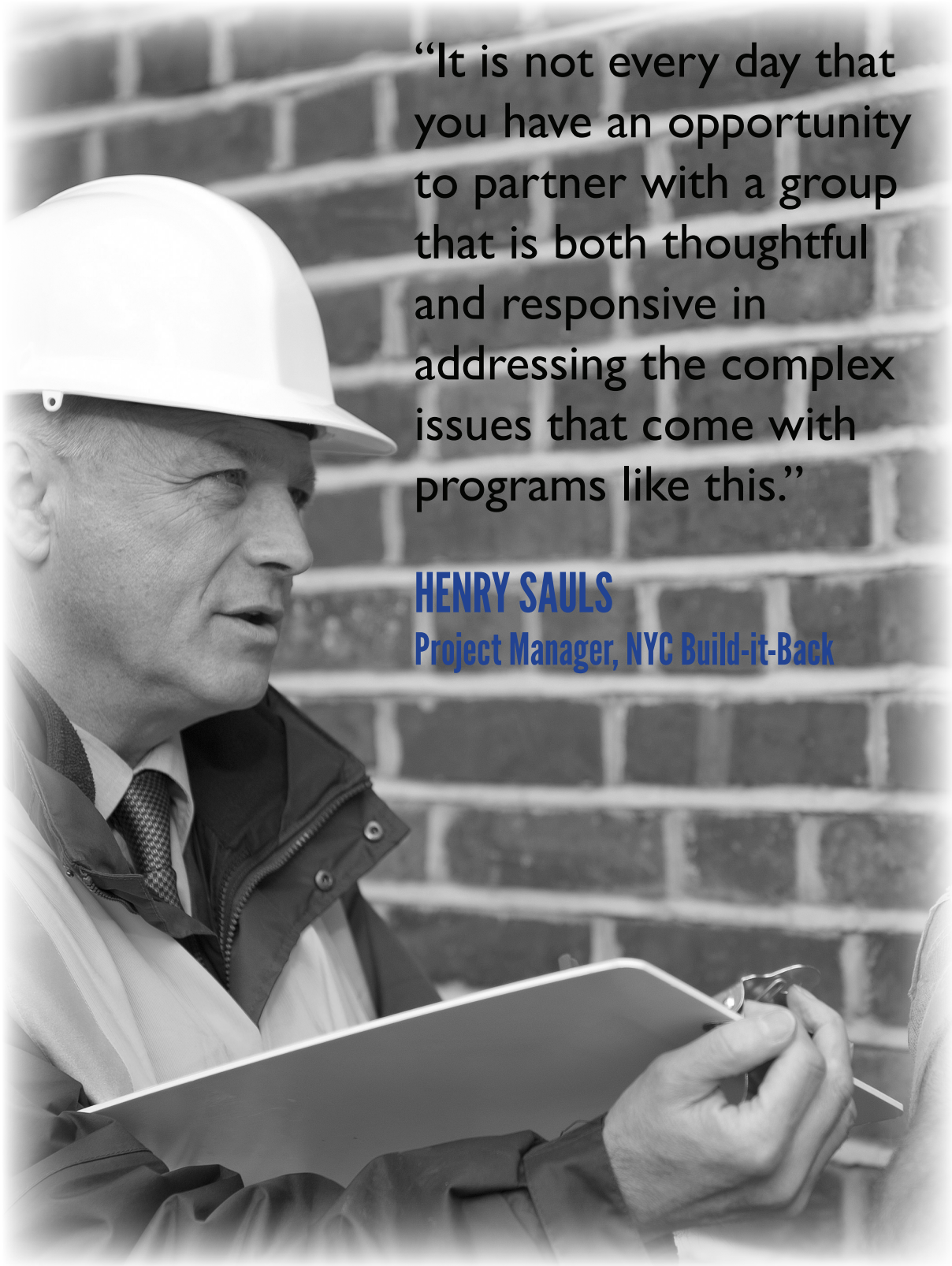
Mr. Kanan is a Professional Civil Engineer with over 18 years of experience in engineering, operations, construction, maintenance management, project management, and the FEMA public assistance program. He has evaluated the scope of damages and estimates for recovery efforts from Hurricanes Ivan, Charlie, Frances, Jeanne, Katrina, and Rita. In total, he has managed the construction administration for over 400 homes. Mr. Kanan collaborates effectively with all levels of management, co-workers, subcontractors, and clientele.



## ERIC CRUZ

### Damage Assessment Manager

Mr. Cruz has over 10 years of experience in managing damage assessments and estimates for CDBG disaster relief projects in New York, Texas, North Dakota, Georgia and Illinois. He manages a wide range of construction and rehabilitation projects, for which he conducts and supervises damage assessments, develops property standards, provides quality control and monitoring, and administers the bidding process. In addition to his experience with building code compliance, onsite inspections, construction administration and management, and cost estimating, Mr. Cruz's architectural experience has proved especially valuable for major historic building restoration and Americans with Disabilities Act (ADA) compliance projects.

A black and white photograph of Henry Sauls, a middle-aged man with short hair, wearing a white hard hat and a dark jacket over a light-colored shirt and tie. He is looking down at a clipboard he is holding in his hands, with a pen in his right hand. The background is a brick wall.

“It is not every day that you have an opportunity to partner with a group that is both thoughtful and responsive in addressing the complex issues that come with programs like this.”

**HENRY SAULS**

**Project Manager, NYC Build-it-Back**



## [ Success Stories ]

IBTS strives for excellence in every project by not only meeting the expectations of the clients and communities we serve, but exceeding them. Here are examples of some of our recent successes.

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### **MUNICIPAL SERVICES IN GUYMON, OKLAHOMA**

IBTS Community Services, LLC (IBTS-CS), a wholly owned subsidiary of IBTS, has provided the City of Guymon, OK, with Administrative, Community Development, Public Works, Utilities, Parks and Recreation, and Library services, under the direction of Mayor Peterson and City Council, since March 2016. IBTS-CS committed to providing Guymon with value beyond the standard day-to-day services to include employee training and driving an informed Capital Improvement Plan. This public-nonprofit partnership is the first of its kind in Oklahoma.

Pursuant to the agreement, IBTS-CS vowed to return 50% of the savings realized to the City and presented the City a check for \$625,000 at their January 2017 City Council meeting. This check represents \$500,000 savings achieved in the first year and an additional \$125,000, which will enable the City to purchase new police vehicles. Similarly, after just one year of service, IBTS saved the City \$385,000 in pension management fees by simply moving the City's pension plan to an IBTS plan.

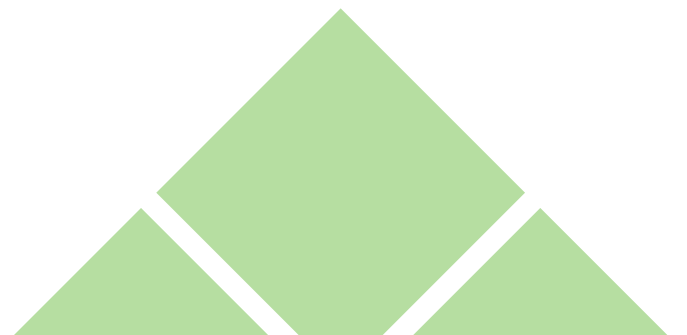
## EMERGENCY HOUSING SERVICES IN BATON ROUGE, LOUISIANA

Unprecedented flooding in August 2016, displaced thousands of residents in Baton Rouge, Louisiana, and its surrounding parishes. IBTS was brought into this area to ensure the safety and well-being of survivors housed in manufactured housing units (MHUs). IBTS and its subcontractors installed and inspected over 3,000 fire safety systems, provided 24x7x365 maintenance support for the fire safety systems throughout the region, and cut in half incident response time. Our services helped to put thousands of survivors into safe, sanitary housing where they could reestablish a sense of normalcy in their lives.


## GRANT FUNDING AT WORK IN WEST TEXAS

Initially, Reeves County, Texas, utilized IBTS as a trusted advisor for the purpose of helping navigate the complexities of grant funding after they received a \$500,000 Texas Department of Agriculture (TDA) Colonia Grant. Over time, they also hired IBTS to provide complete construction management and technical consulting services for grant programs within the county. Implementation involved three stages: assessment of building needs, facilitation of contractor bidding, ongoing site inspections and construction management.

However, during the assessment stage IBTS realized that more homes needed repairs than the funding allotted for. As a result, IBTS helped the county secure additional grants from the Texas Department of Housing and Community Action (TDHCA) HOMES Program. To date, Reeves County citizens have now received over \$3 million in funding for housing improvements for nearly 60 homes and families.



◆ CONNECT

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