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## Cover Page

### Response to RFI-15-003 for State Contingency Category List

#### Submitted to

State of Hawaii

#### Submitted by

Adjusters International, Inc.

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September 29, 2014

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Submitted via: email to [stanton.d.mato@hawaii.gov](mailto:stanton.d.mato@hawaii.gov) & cc: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov)

Dear Mr. Mato:

Adjusters International (AI) has the experienced in-house staff, local presence, and depth of capacity to meet the Recovery Staffing and Emergency Staffing needs of the State of Hawaii and its applicants on any and/or all of the populated islands of the State. We are pleased to submit our company information and interest in Response to RFI-15-003 for State Contingency Category List for categories 1 and 1A.


Our FEMA program management and technical staffing experience goes back to 1996, when we began our FEMA Public Assistance (PA) consulting division with a focus on consulting directly with sub-grantees to guide them through the process. We began providing technical staff in support of grantees in 2004, when our relationship with the State of New York launched a division customized to the specific needs of grantees. Our grantee services division grew from there with an expanded set of services that encompass Individual Assistance, Hazard Mitigation, and Community Development Block Grant Emergency Relief funding, among others. Our list of state clients includes Hawaii (we have offices on Oahu and Maui), Alaska, New York, Louisiana, Massachusetts, Montana, and Rhode Island.

Our recent experience in New York, New Jersey, and Alaska dealing with FEMA disaster relief programs and the new initiatives rolled out in the post-Hurricane Sandy environment have given us the first-hand opportunity to work with FEMA and their initial attempts to field test new policies and initiatives. Only the AI team can bring to the State of Hawaii the decades of real-world experience, knowledge of current issues, and solutions that ensure the State will prevail when a major disaster is declared. Our team is up to date on recent legislative and programmatic changes within FEMA, including policy changes that resulted from the Sandy Recovery Improvement Act of 2013 (SRIA) such as the Alternative Procedures Pilot Programs for Debris Removal, Permanent Work, and Dispute Resolution; and current application and interpretation of FEMA Disaster Assistance Policy (DAP) 9525.9 *Section 324 Management Costs and Direct Administrative Costs*. Our understanding and experience will be transferred to Hawaii and its sub-grantees to maximize reimbursement and minimize misunderstandings.

AI has the most recent and relevant grantee experience and an outstanding reputation for excellence. Unlike many other respondents to this RFI, AI has been the prime contractor on all but one of the disasters we've responded to on behalf of grantees, including state support contracts for New York, Alaska, Hawaii, Louisiana, Massachusetts, and South Carolina. We have the depth of experience, continuity of staff, seasoned management, and working relationships with our personnel and partners that allow us to deliver our grantee responsibilities with a cohesive and seasoned team to support HI-EMA.

Our team looks forward to the opportunity to support the State in its disaster recovery efforts. Please do not hesitate to contact me if you have any questions regarding our services or capabilities.

Sincerely,



John Marini  
Chief Operating Officer & Vice President

## Capability Statement

Founded in 1985, Adjusters International (AI) has honed a technical staffing approach that delivers to grantees and applicants a cohesive team of seasoned and well-trained subject matter professionals to support disaster response, recovery, and grant management efforts. AI takes a hands-on approach, with a core mission to achieve the maximum financial recovery for our clients who are eligible to receive assistance from the FEMA Public Assistance (PA) program, insurance and all other available funding sources following a disaster. Since 1996, our services have specifically included providing FEMA PA and Hazard Mitigation consulting services to applicants; and since 2004, these services have specifically included providing FEMA technical assistance support staff for grantee disaster recovery operations. Our current offerings include the following subject matter expertise and staffing support at all required levels as outlined within categories 1 and 1A:

- FEMA programs: Public Assistance, Individual Assistance, Hazard Mitigation
- Debris management
- Environmental & Historic Preservation
- Logistics Section Chief and logistics specialists
- Emergency Operations Center staffing
- Incident Management Support Teams
- Damage assessment personnel
- Building inspectors
- Accounting & fiscal services
- Insurance specialists & insurance adjusting
- Loss estimators – including professionals trained in RSMean and FEMA’s Cost Estimating Format (CEF)
- Facility Resiliency Analysis using iRVS and/or related system(s)

AI’s experience and demonstrated ability to respond effectively to the multiple 2004-2005 hurricanes, followed closely by the multiple 2008 hurricanes in the Gulf Coast, as well as disasters the size and scope of Sandy and Katrina, solidifies and demonstrates our capacity to handle any size, scope, and number of disasters rapidly and effectively. In Sandy, we had our leadership on the ground within 24 hours and provided all requested staffing within five days of each task order – and typically within 48 hours of request, as our staff are seasoned recovery veterans pre-positioned for rapid response. We did all this with capacity to spare. This fact, combined with our response to 24-plus smaller disasters at the grantee level and the immediate availability of our own highly trained and seasoned staff make AI the best selection for Hawaii’s investment.

We have more than 40 offices throughout the country (two in Hawaii) and a staff of more than 400 disaster recovery experts. Our staff consists of our own employees, not independent contractors or multiple sub-contractors. We are responsible for the actions of our employees, their training and their well-being. This practice allows us to ensure quality of service and maintain consistent product delivery. It also allows us to realistically predict, accurately communicate, and closely control the number and skill mix of available staff for any given assignment. **We maintain a rapid response reflex that allows us to respond with on-site staff in place in Honolulu within 24-72 hours of award notification and/or activation.**

AI has responded on behalf of grantees to more than 24 disasters in the past 10 years. AI has also provided FEMA PA and grant management services to greater than 100 applicants. For a full list, please see the Appendix.

Grantee	Description
<b>Alaska</b>	Provided PA, IA, and hazard mitigation staff to the State of Alaska for five federally declared disasters and five state-level disaster declarations. Developed State Disaster Recovery Framework and provided long-term recovery planning for City of Galena following devastating flooding.
<b>New York</b>	Responded to 18 disasters events in 10 years, including Hurricane Sandy. Provided FEMA PA, hazard mitigation, HMGP, IA, CDBG, long-term recovery, and closeout support, as well as a successful expedited update of the State Hazard Mitigation Plan.
<b>Massachusetts</b>	Responded to two different disasters providing damage assessment expertise
<b>Hawaii</b>	Responded immediately (48 hours) to State’s request for a Debris Specialist for Hurricane Iselle, followed by a request for additional staff (Debris Specialist and Project Officer). Three (3) Preliminary Damage Assessment Specialists were also dispatched to assist with evaluations at no additional cost.
<b>Louisiana</b>	Provided consulting expertise and support staff for Deepwater Horizon Claims Management initiative
<b>South Carolina</b>	Responded to one disaster providing FEMA PA support services (sub to Thompson Consulting)

More information about AI can be found on our web site at [www.adjustersinternational.com](http://www.adjustersinternational.com).

### Contact Information

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## Appendix

### Current and Previous Clients

Our team has been providing clients across the nation with expertise and assistance in the disaster recovery process for decades, including our specialized recovery assessment after the terrorist attacks of September 11, 2001; the Oklahoma City Bombing; and the many local governments in the Gulf Coast, Southeast, Midwest, and Northeast that have turned to us for assistance with their preparation, response and recovery operations since 1996. Since starting our FEMA consulting division in 1996, AI team members have provided support to the following entities.

### Applicants:

Aldine Independent School District, Texas	City of Las Vegas, Nevada
Associated Hospital Services, Louisiana	Lee County, Florida
Audubon Nature Institute, Louisiana	Linn County, Iowa
City of Batesville, Arkansas	City of Little Rock, Arkansas
Baylor College of Medicine, Texas	Town of Maine, New York
City of Boulder, Colorado	City of Marble Falls, Texas
City of Burlington, Iowa	<b>Maui County, Hawaii</b>
Butte County, California	Metro Transit Authority, of Harris County, TX
Caruthersville School District No 18, Missouri	Minot Park District, North Dakota
City of Cedar Rapids, Iowa	Monroe County, Florida
Cedar Rapids Community School District, Iowa	Monroe County School District, Florida
Chatham County, Georgia	Monroe County Sheriff, Florida
City Park of New Orleans, Louisiana	Memorial Hermann Hospital System, Texas
City of Copperas Cove, Texas	Mississippi State Port Authority, Mississippi
Coryell County, Texas	City of Nashville, Tennessee
City of Council Bluffs, Iowa	City of New Orleans, Louisiana
County Risk Sharing Authority, Ohio	Town of New Windsor, New York
City of DeBary, Florida	North Hudson Sewerage Authority, New Jersey
Derry Township Municipal Authority, Pennsylvania	Onondaga County, New York
City of Detroit, Michigan	Orange County, New York
Detroit Public Schools, Michigan	Owatonna Public Utilities, Minnesota
City of Duluth, Minnesota	City of Pascagoula, Mississippi
City of Fort Collins, Colorado	Philadelphia Public Schools, Pennsylvania
City of Fort Myers, Florida	Pitt County, North Carolina
City of Fort Walton Beach, Florida	City of Pittsburgh, Pennsylvania
Government of the U.S.V.I.	Port Arthur Independent School District, Texas
Greenville Utility Commission, North Carolina	Port Arthur International Public Port, Texas
City of Groves, Texas	Port Authority of New Orleans, Louisiana
Hancock County, Mississippi	Port Authority of New York & New Jersey
Harbor Branch Oceanographic Institution, Florida	City of Port Freeport, Texas
City of Harrisburg, Pennsylvania	Port of Houston Authority, Texas
Holy Cross Hospital, Florida	City of Port Isabel, Texas
Houston Independent School District, Texas	Port of Portland, Oregon
Village of Islamorada, Florida	Redland Christian Migrant Association, Florida
Jackson County, Mississippi	City of Reno, Nevada
Jackson County Port Authority, Mississippi	Reno-Tahoe International Airport, Nevada
Jackson Energy Authority, Tennessee	Rocky Mount Charter School, North Carolina
Jefferson County, Texas	City of Sanibel, Florida
Jefferson Parish, Louisiana	Sabine-Neches Navigation District, Texas
Jersey City Municipal Authorities, New Jersey	Seminole Tribe of Florida
Knapp Medical Center, Texas	Shinnecock Tribal Nation
City of Lake Oswego, Oregon	City of Slidell, Louisiana
Larimer County, Colorado	City of Sparks, Nevada

City of Syracuse, New York  
St. Luke's Episcopal Hospital, Texas  
Sewerage & Water Board of New Orleans, Louisiana  
Steele County, Minnesota  
Thermal Energy Corporation (TECO), Texas  
Town of Union, New York  
Union-Endicott Central School District, New York  
University of Texas System  
University of Virgin Islands, U.S.V.I  
Unkechaug Tribal Nation

Washoe County, Nevada  
City of Waterbury Fire Department, Connecticut  
Wadena County, Minnesota  
Ward County, North Dakota  
Waveland-Bay St. Louis School District, Mississippi  
Wells Nursing Home, New York  
City of Weslaco, Texas  
City of Weslaco Independent School District, Texas  
West Jefferson Medical Center, Louisiana  
Wildlife Conservation Society, New York

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### **Additional Complementary Disaster Recovery Services**

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In addition to our industry-leading FEMA PA consulting, IA, HMGP, and other program staffing; EOC backfill, IMST and public insurance adjusting services, we offer independent risk management services that include risk management, insurance, and actuarial consulting. Our staff includes risk consultants, risk analysts, attorneys, consulting actuaries, actuarial analysts, certified public accountants, employee benefits consultants, and financial management consultants.

Our team also includes subject matter professionals who can provide leading emergency management preparedness services such as planning, training, and exercises, as well as debris management planning and monitoring services to better position the State to respond to disaster events and to help ensure compliance with FEMA PA rules and regulations throughout the recovery process.

These services directly complement and strengthen our other services outlined in this proposal and are available to the State of Hawaii under this engagement.