



WCLTRG CONSTRUCTION PROCESS

Step 1 – DETERMINE WHETHER A CONSTRUCTION ESTIMATE IS NEEDED

- Before a disaster case manager (DCM) refers a survivor family for construction estimation, the DCM will have assisted with any insurance denials and disputes, as well as any necessary survivor FEMA appeals. In the event an assessment by a Construction Project Manager would support those disputes/appeal, the DCM will send that request to the Construction Project Manager. Construction referrals may be made before responses to appeals have been received.

Step 2 – REFER TO CONSTRUCTION

- If the DCM has sufficient information to believe a survivor lacks the resources to repair or rebuild his/her disaster-impacted home, the DCM should request construction estimate. It is not necessary to verify income or identify other resources such as FEMA appeals, etc. before requesting a construction assessment. The cost of construction is useful information for the DCM to have as he/she works with a survivor to develop a recovery plan. A copy of the deed is the only documentation the DCM needs to request a construction estimate and obtain the owner's permission to visit the site.
- The DCM sends the survivor's referral form to the Construction Manager via the Construction Referral google form.
- The DCM arranges a visit and accompanies the Construction Manager /Estimator on the site visit. If the DCM cannot be present for the site meeting, then the DCM will contact the homeowner about the visit and ensure homeowner has opportunity to ask questions about the process.
- Before the visit, the DCM will have secured a signed agency release of confidential information, an intake, and reviewed client rights and responsibilities. During the visit, the homeowner will be asked to sign right of entry or access to property.
- The Construction Manager/Estimator assesses disaster-related damage and drafts the scope of work, the estimate of materials (including donated material resources) and professional labor (where needed).
- The Construction Manager will tentatively identify the construction agency/ group to be assigned to the project with assistance from the WCLTRG member. If the assigned agency/group requests additional documentation to verify a particular service priority, the DCM will confirm verification as directed by the DCM supervisor. Requests for copies of documentation will be handled by the DCM supervisor in accordance with National VOAD principles of client confidentiality.
 - In the event construction agencies/groups have funds to directly contribute to the home repair, those funds will be included in the budget numbers in a case presentation to additional funders.



- If a construction agency/group solicits financial donations from individuals, churches, etc. once a home has been assigned to them, that agency may discuss additional funding needs through the assigned DCM.

Step 3 – FINALIZE SCOPE OF WORK

- DCM and Construction Manager visit home to review scope of work and construction process with the survivor. This will be first time the survivor has seen the scope of work.
- Once the DCM, Construction Manager and survivor agree with the scope of work, the scope of work is signed by the homeowner, DCM, and Construction Manager.
- Property owner liability release waiver is signed by the homeowner.

Step 4 – SECURE RESOURCES FOR CONSTRUCTION PROJECT

- The DCM, DCM Supervisor, and Construction Manager review the construction estimate for the scope of work agreed to by survivor.
- After the briefing, the Construction Manager will work with the Volunteer Manager to assign an agency/ group.
- The DCM identifies any survivor resources (insurance, FEMA, SBA, other).
- If there is a funding gap, DCM presents the need to the allocations table or other funders. The presentation will include current survivor resources such as FEMA, insurance, SBA or other loans and resources expected to be available from construction sources (funds, materials, volunteer labor).
- Once funding is secured, the DCM reviews the funding plan with the survivor and the Construction Manager.
- Complete rebuilds will be advertised for a minimum of two weeks via website, press release and Facebook page if no rebuild partner or volunteer agencies committed.

Step 5 – ASSIGN CONSTRUCTION AGENCY

- Once the DCM and Construction Manager have a tentative funding and construction plan, the Construction Manager contacts the construction agency/group to confirm the agency's willingness to commit to the home when all funding is confirmed.
- After sufficient resources have been obtained and the survivor has agreed with the funding plan, the Construction Manager and Program Coordinator officially assign the home to a construction agency/group.
- The Construction Manager will share the scope of work to communicate with the assigned agency/group in the event there are questions.
- Once agency/group is assigned, the Construction Manager provides the scope of work and site assessment estimate to the construction agency.



- Construction Project Manager and construction agency review the details on the site assessment estimate, including resources expected to be available from construction sources (funds, materials, volunteer labor).
- The Construction Manager will become the point of contact relating to construction matters to the DCM. The DCM and survivor will remain in regular contact as needed.

Step 6 – BEGIN AND MONITOR CONSTRUCTION PROJECT PROGRESS

- Construction agency makes repairs or rebuilds, based on local codes, zoning, and elevation requirements. The Construction Manager will be the person responsible for ensuring codes, zoning and elevations are in order prior to the site being assigned. The Construction Manager monitors the work to ensure it is being done to standard.
- DCM and Program Coordinator communicate weekly to discuss progress.
 - Homeowner and construction agency may request a change order to document changes to the scope of work, copying DCM and Program Coordinator on changes. Approval of any change orders must be made by Construction Manager and referred to DCM in the event additional funds are needed. Any changes made to SoWs by agencies/groups without approval should be expected to be funded by the agency/group.

Step 7 – CLOSE OUT PROJECT

- When the project is completed, the Construction Manager and DCM visit home to obtain homeowner(s) signature acknowledging completion of repairs using a construction completion form. A case closure form may be signed if all DCM work is completed.
- In the event of a dispute regarding construction quality or completion (punch list), (1) the Construction Manager requests the construction agency to do more work, (2) Program Coordinator will be informed of the need to assign the work to another resource, or (3) Construction Manager agrees with the construction agency that the work is complete. In the event the Construction Manager and DCM agree that the work is complete, the closure forms may be signed by each agency instead of the survivor.
- Home Celebration / Blessing / Dedication when appropriate - Homeowner(s), DCM, Construction Agency, Volunteer Manager, volunteers, community members, family and guests, city/county officials.

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