

HARRIS COUNTY CASE STUDY

# After a disaster, our team will help you chart a path forward



## HARRIS COUNTY, TEXAS

- **DR:** Assisted Harris County in receiving direct carve-out of \$1.25B in disaster recovery funding
- Strategic planning, technical assistance, and program design examples include:
  - Commercial/residential buyouts
  - Infrastructure
  - Reimbursement
  - Homeowner assistance
  - Training and technical assistance for federal requirements such as procurement, Section 3, Davis Bacon, and WMBE
- **CRF:** Monitoring and Compliance for small business assistance program, rental assistance, direct assistance, digital access and broadband
- **ERAP:** Monitoring and Compliance for ERAP 1 & 2

We are dedicated to meeting our customers' commitments while enabling them to respond to and recover from disasters and build resilient communities. The company philosophy of collaboration and partnership underlies our deep history of trusted relationships.

## 2009

### After Katrina

NMA's consulting work with Harris County Housing Authority (HCHA) began with providing support to design and implement the first Disaster Housing Assistance Program (DHAP) in New Orleans and Houston following Hurricane Katrina. In the aftermath of the disaster, thousands of families were left homeless. To meet the challenge of assisting families quickly, HUD/FEMA developed a new program: DHAP.

“ NMA delivers to federal, state, and local agencies disaster recovery grant management support that provides a comprehensive, full life cycle solution. ”

When HCHA needed to convert its tenants from DHAP vouchers to the Housing Choice Voucher (HCV) program, the NMA team brought in 22 full-time staff to process over 7,000 lease ups. NMA established operations to set up interviews for all residents, completed eligibility determination, calculated tenant rent, scheduled inspections, and managed the formal lease-up process from beginning to end. NMA finished this entire project in a four-month period.

As these families were converted to the HCV program, the size of the program greatly expanded, necessitating new policy and procedures, hiring staff, training staff, and monitoring staff performance and compliance with regulations. NMA was there to chart the path forward.

**2018 TO NOW****Building Resilient Communities**

NMA has assisted Harris County in developing a supplemental action plan to outline Harris County's recovery efforts. NMA led meetings with an array of county departmental leadership and engaged outside stakeholders to help inform the selection and development of the most effective programs for Harris County's specific recovery needs. NMA has assisted in the structuring of resiliency programming for infrastructure, housing, and economic development for Harris County.

Specifically, NMA helped conceptualize designs for seven housing recovery programs, ranging from a buyout to rehabilitation to new housing development. To meet the local needs of Harris County, NMA provided a variety of models for consideration, conducted community outreach to gather local input, and provided research to evaluate the appropriate target areas and amounts of assistance for each program. When local needs were not in line with the State of Texas program guidelines, NMA helped make a successful request for waivers.

Additionally, NMA developed all programmatic documentation, such as guideline documents, standard operating procedures, and forms. Harris County also used a case management software that needed customization for the various disaster programs it intended to administer, and NMA helped provide subject matter expertise and project management support for that software customization effort.

NMA worked hand in hand with Harris County's Community Services Department to develop a multi-faceted community outreach plan to target those communities most at risk from the disaster. The plan incorporated best practices for reaching low-income, limited English proficiency, and other socially vulnerable neighborhoods, such as print materials in Spanish, door-to-door canvassing, radio and newspaper ads, advertising with local community groups and nonprofit partners, and social media.



NMA staff supported multiple public meetings and intake events in the vulnerable communities.

NMA updated the county's federally funded procurement policies, processes, and forms to be compliant with the regulations at 2 CFR 200. To aid with the large size and volume of procurements required by a recovery effort of this magnitude, which the county had not handled before, NMA developed procurement templates to provide uniformity, a streamlined process, and regulatory compliance. County staff needed training, so NMA provided procurement, WMBE, Section 3, and Davis Bacon and Related Acts training to County Purchasing Office staff, program department staff, county subrecipients, and contractors.

NMA is dedicated to meeting our customer's commitments, working in partnership as the grants administrator for all Community Development Block Grant Disaster Recovery funds in association with Hurricane Harvey.

For additional information, visit  
[nanmckay.com/case-studies](https://nanmckay.com/case-studies)

