

The Resilience Blueprint

Empowering communities to
be stronger than before



Be stronger than before

Whether you're looking to improve your preparedness or you're responding to a disaster, every interaction you have with Tidal Basin will put your community and the businesses and people within it in a stronger, more resilient position than they were before.

Your partner for a stronger tomorrow

During times of emergencies and periods of calm, Tidal Basin stands as a steadfast ally and partner. We empower and guide government, healthcare, education, transportation, and other industry clients toward optimal financial and infrastructural resilience in the face of both natural and human-caused disasters. Our multifaceted approach to emergency management, program oversight, and enterprise solutions sets us apart.

In today's unpredictable world, the ability to both preemptively prepare for and efficiently respond to emergencies is paramount. At Tidal Basin, we understand the intricacies and challenges that come with large-scale disasters, as well as the nuances of non-disaster public programs. Our seasoned team, with a rich reservoir of experience and know-how, is adept at delivering programmatic and technical disaster management expertise. We've partnered with governments, organizations, and communities to weave a safety net of integrated disaster management solutions that allows them to not just recover but to thrive.

Our commitment goes beyond traditional disaster management.

Recognizing the evolving and distinct needs of our clients, Tidal Basin has pioneered a suite of enterprise solutions. Addressing critical aspects from state-of-the-art technology and customized software to robust call center support, our solutions provide the tools needed for seamless communication and operations. Furthermore, our financial and risk compliance advisory consulting services offer invaluable insights, ensuring your programs are compliant and receive all available funding to enable speedy recovery and assist in rebuilding resilient communities that can **Be stronger than before™**.

Our philosophy is simple.

Every challenge is unique, and so should be the solution. Collaborating closely with our clients, we mold our services to align with your distinct requirements, ensuring you have a partner who understands and caters to your every need. Together, we build a resilient community, ready and robust for the challenges of today and the promises of tomorrow.

 Preparedness

 Response

 Recovery

 Mitigation


Managed over
\$40B
in federally-funded
disaster programs
nationwide

Emergency Management

For more than three decades, our team of subject matter experts has provided counsel and surge staff support to governments and communities at their greatest times of need. We work with your team to provide a comprehensive range of services and customized approaches to manage your portfolio of disaster management activities.

The Tidal Basin team provides scalable support for rapid response and program technical assistance, and has the best-in-class tools and talent to navigate complex government funding source requirements across the full emergency management cycle.

Prepare

Tidal Basin can help you prepare for incidents and support your team and community, helping you become stronger and more resilient. A leader in the field of preparedness planning and analysis, our reputation is based on strategic thinking and effective management of the national preparedness system. The Tidal Basin team provides expert preparedness services through custom-tailored capability and program assessments, deliberate and crisis action planning, training, exercises, and after-action reporting. Our preparedness services include:

- Emergency Operations Plans (EOP)
- Comprehensive Emergency Management Plans (CEMP)
- Continuity of Operations (COOP) / Business Continuity Plans (BCP)
- Threat & Hazard Identification and Risk Assessment (THIRA)
- Long-Term Recovery Plans
- Program Assessment / GAP Analysis
- Branding, Communications, and Outreach
- Debris Planning
- Field and Operational Training
- Training and Curriculum Development, eLearning, and Computer-Based Training (CBT)
- Homeland Security Exercise and Evaluation Program (HSEEP) Consistent Exercise
- After-Action Reports (AAR)
- Program Assessments

Respond

Rapidly deploying our staff within 24-48 hours of activation, Tidal Basin offers scalable, adaptable response support. Because we provide comprehensive emergency management services, our experts are well-versed in all aspects of emergencies, allowing us to respond more effectively and efficiently. We help you operationalize your response plans and procedures when a disaster strikes. Our team provides the following response support:

- Emergency Operations Center (EOC) and Command Center Management
- Incident Management
- Logistics
- Crisis Communications
- Contact Center Support
- Debris Management and Monitoring
- Staff and Surge Support
- Staff Augmentation (Field or Operations Centers)



Recover

At Tidal Basin, we are uniquely familiar with the policies, procedures, and requirements associated with providing disaster recovery portfolio and grants management services for all federal and state funding sources. Our team has practical experience overseeing response and recovery efforts at federal, state and local levels, supporting successful disaster recovery initiatives from some of the largest disasters across the country. Specific recovery solutions include:

- Grant and Program Management
- FEMA Public Assistance (PA), Individual Assistance (IA), and 428 PA Alternative Procedures (PAAP) Programs
- Customized Grant and Case Management Software Solutions
- Branding, Communications, and Outreach
- Contact Center Support
- Sheltering and Temporary Essential Power (STEP)
- HUD Community Development Block Grant – Disaster Recovery (CDBG-DR)
- Debris Management and Monitoring
- Property Damage Assessments
- Cost Tracking
- Financial and Risk Compliance Advisory Consulting

Mitigate

Working alongside government and local jurisdictions for decades, we have provided strategic, tactical, hands-on experience implementing FEMA's Hazard Mitigation Assistance (HMA) programs. Our staff includes several former State Hazard Mitigation Officers (SHMOs). We are currently the primary Hazard Mitigation contractor for the states of New York, Alaska, and Hawaii, successfully implementing acquisitions, elevations, infrastructure projects, greenspace development, wetland restoration, and more. Our mitigation solutions include:

- Mitigation Planning
- Benefit Cost Analysis (BCA)
- HUD Community Development Block Grant Mitigation (CDBG-MIT)
- Environmental and Historic Preservation (EHP)
- FEMA Hazard Mitigation Assistance (HMA) Programs
 - Building Resilient Infrastructure and Communities (BRIC)
 - Flood Mitigation Assistance (FMA)
 - Pre-Disaster Mitigation (PDM)
 - Hazard Mitigation Grant Program (HMGP)
 - Section 404 and 406 Mitigation



Managed over
\$5B
in CDBG-DR/MIT
program funding



Housing



Community Development



Infrastructure



Supported more than **3,300** small businesses and farmers receive **\$67.9M** in economic recovery grant funding

Public Programs

Tidal Basin has one of the most robust and experienced teams available to address federal funding streams for infrastructure enhancements specific to quality housing, broadband and digital equity solutions, climate resilience and other infrastructure programs. Our qualified experts have relevant experience working at the local, state, and federal levels and support disaster and non-disaster public grant programs at all scales, providing speed-to-service gained through our emergency management expertise.

Policy and Program Design

The Tidal Basin team excels at the establishment of well-thought-out programs based on enabling legislation and funding mechanisms. We provide technical assistance for policy and program design, evaluation, and implementation, with a focus on federal funding regulations.

- Policy Review and Interpretation
- Policy Development
- Planning Support for Grant-Funded Programs
- Program Strategy Design
- Grant Program Design and Implementation Documentation
- Application Design
- Case Management

Program Management

Tidal Basin supports and leads the establishment of Program Management Offices (PMOs) and/or teams to oversee the implementation and delivery of government-funded grant programs.

- Program Management
- Financial Management
- Program Implementation Support
- Federal Program Compliance
- Disaster Housing Assistance
- Long-Term Housing Recovery
- Mortgage and Rental Assistance
- Branding, Communications, and Outreach

Case Management

Case management is a critical component to successful disaster recovery and non-disaster public programs. Tidal Basin rapidly mobilizes large-scale programs to assist struggling families and small businesses. Our impactful case management services are built upon transparent communications, well-trained case managers, and robust QA/QC processes.

We provide support to assess, coordinate, implement, monitor and improve outcomes of grant programs from various funding streams. Tidal Basin manages over \$3.8 billion in federal disaster recovery direct assistance programs, providing relief to households and small businesses. Our efficiency is demonstrated in our portal and program launch, our speed to service, and our ability to rapidly process applications to payment. Specific services include:

- Intake Services
- Eligibility Review and Determination
- Duplication of Benefits Review
- Award Determination and Distribution
- Compliance Monitoring and QA/QC
- Financial Monitoring
- Closeout
- Branding, Communications, and Outreach
- Contact Center Support
- Customized Case Management Software

Construction Management

Tidal Basin provides construction management and inspection services in support of larger housing and infrastructure programs, specifically for program compliance, progress, and completion. Our team currently provides FEMA with a nationwide cadre of trained and disaster-ready independent inspectors able to mobilize on short notice to examine housing situations and provide immediate relief to affected homeowners. All our inspectors are pre-vetted and FEMA badged so they are ready to be deployed at a moment's notice.

The depth of our cadre of more than 2,000 qualified staff enables us to respond quickly to multiple disasters at the same time. We have handled concurrent disasters in Puerto Rico, U.S. Virgin Islands, Florida, Texas, California and the Midwest, and successfully coordinated with FEMA and other agencies to deploy inspectors and set up control and adjudication centers in challenging environments. Specific services include:

- Damage Assessments
- Construction / Installation Progress Inspections
- Compliance Inspections, e.g., Housing Quality Standards (HQS)
- Housing Inspection Services

Partnering our capabilities with yours, Tidal Basin delivers results-driven programs designed to transform and empower people and communities through innovative solutions that create global resilience.



Processed over **700k** applications for grants and financial assistance



Tidal Basin addresses available funding streams for infrastructure enhancements, specific to quality housing, broadband and climate resilience.





Customer Relations



Technology



Financial

Enterprise Solutions

Because Tidal Basin believes in developing the best custom solutions for each client we serve, we offer individualized enterprise solutions to address customer service, technology, and financial compliance concerns related to emergency management, infrastructure enhancements, and more.

Our three full-service affiliate entities, unique in their offerings, are consistent with Tidal Basin's mission to help communities build back stronger than before.



TB Customer Relations

The TB Customer Relations (TBCR) contact center is flexible and ready to respond to a variety of business needs in a short timeframe. Our customer-centric approach allows us to bring seamless integration to expand and enhance your program's capabilities. TBCR offers a fully managed call routing and customer experience platform through the NICE CXone system. Our secure contact center solution provides inbound and outbound communication channels within a single application, and we guarantee 99.9% uptime. Specific offerings include:

- Contact Center-as-a-Service (CCaaS)
- Custom Telephony
- Staff Augmentation
- Inbound and Outbound Call Services
- Analytics and Actionable Insights
- Flexible Staffing Models
- Traditional Call Center Services
- Surge Staff for Existing Call Centers
- Application Intake and Status Update
- Custom Program Support
- Case Management
- Level 1 Help Desk – simple customer requests that require limited IT support
- Short- and Long-Term Engagement Options



99.9%

uptime guarantee for contact centers

Our extensive experience and network across the U.S. allows us to scale up and down quickly, leading to efficiencies and cost-effectiveness across all types of projects.



TB Technologies

Our technology consulting division delivers a range of infrastructure, cybersecurity hardening, and disaster recovery planning services. We offer custom software application design, development, and delivery, and are experienced in providing Software-as-a-Service (SaaS) or Commercial Off-the-Shelf (COTS) software consulting, configuration and support, and maintenance services. Support includes:

- Custom Software Solutions
- Requirements Gathering and Writing
- Documentation, Design and Implementation
- User Acceptance Testing (UAT)
- Deployment, Maintenance, and Support
- Custom Branding
- Cybersecurity
- Planning, Training, and Implementation
- Help Desk Services
- Managed IT Services
- Multi-tiered Support
- Third Party Applications
- Network Infrastructure



TB Technologies offers a cloud-based, dynamic, customizable, workflow and forms engine built by and for disaster and emergency management professionals

to rapidly deploy tools for case, program, and grants management. Phoenix OneCase empowers clients to configure a solution to meet your unique program needs.

TB Mosaic Financial

TB Mosaic Financial (Mosaic) specializes in financial advisory consulting solutions to aid organizations and government agencies with navigating the complex financial compliance requirements for federally funded programs. We support clients with compliance, reimbursement, data management, and payments. Our team ensures that applicant data is gathered, stored and presented in a secure manner, and that communities are complying with the grant allocation. We strive to maximize the funding received to survive the audit process.

The Mosaic team utilizes a systematic approach to monitoring programs for incidents such as anomalous application volume, identity theft, fraudulent documentation, and processing activities. We provide a perspective based on industry experience, lessons learned, and technology tools to help your program achieve its maximum potential. Services include:

- Grants Management Financial Consulting
- Financial Systems Implementation
- Financial Data Structuring and Collection
- Real-Time Data Aggregation and Analysis with Generative Reporting
- Post Grant Reconciliation and Audit Support
- Third Party Compliance Review
- Fraud, Waste and Abuse (FWA) Risk Management and Analysis
- Budgeting Services
- Research Services



>2.7

million calls answered by our contact centers in 2022





Past Experience

Alaska Division of Homeland Security and Emergency Management (DHS&EM) – Damage Estimators and Technical Specialists

Tidal Basin has been supporting the State of Alaska with their disaster recovery programs since 2015. Under this contract, our team provides damage assessment estimators, joint field operations, Public Assistance (PA), and hazard mitigation technical specialists to oversee and manage multiple, complex projects simultaneously while also overseeing on-site day-to-day project management.

Florida Department of Children and Families – Emergency Rental Assistance Program (ERAP)

Our team administered the statewide \$1.6 billion rental and utility assistance program for low-income households impacted by the COVID-19 pandemic in the State of Florida. The program, known as OUR Florida, fully utilized the State's Emergency Rental Assistance 1 (ERA1) allocation and moved into processing the ERA2 allocation. We provided full grant management, case management, contact center, branding, marketing, and outreach services, and intake and entry of applications through a tailored tenant and landlord portal.

Florida Division of Emergency Management – UNITE Florida – NCS and SHRC Homeowner Recovery Programs

Tidal Basin is supporting the Florida Division of Emergency Management (FDEM) in housing recovery efforts from 2022's Category 4 Hurricane Ian. We are currently working on a FEMA public assistance-funded emergency sheltering program and a state-funded limited home repairs program to address housing damage for affected counties.

Hawaii Emergency Management Agency (HI-EMA) and Hawaii Department of Defense – Disaster Response and Recovery Support Services

Since 2013, Tidal Basin has supported Hawaii and nearly 100 Subrecipients with more than \$212M in federally funded programs including FEMA-funded debris management, PA, 406 and 404 Mitigation, 428 PAAP, FMAG, and Treasury-funded CARES Act COVID-19 programs. We are supporting the Maui wildfire disaster with executive consulting, strategic advice for IA and PA programs, disaster housing strategic plan development, contact center support for resident inquiries, Phoenix OneCase software to track unmet needs, right of entry form process development for debris removal, Starlink satellite communications deployment, and EOC staff augmentation.

Illinois Emergency Management Agency (IEMA) – COVID-19 Pandemic Disaster Recovery Services

IEMA sought an experienced firm to assist state and local jurisdictions with the administration of the state's COVID-19 recovery program. Tidal Basin was selected and supported numerous Treasury and FEMA funded recovery program initiatives on behalf of the State of Illinois and its subrecipients. We also supported the project closeout for state and local entities, as well as private non-profit organizations.

Los Angeles World Airports (LAWA) – Crisis Leadership Team Exercise

Tidal Basin created a hybrid tabletop exercise workshop broken out into three modules to distribute information in a way that made sense to the overarching needs of LAWA. We proposed a solution that incorporated all components of emergency preparedness – including community leaders, LAWA staff and leadership, and government partners and facilities – to ensure the information was received correctly and any issues related to multiple threats/hazards were addressed.

Michigan State Police (MSP) and Emergency Management and Homeland Security Department (EMHSD) – Comprehensive Emergency Management Support

The State of Michigan contracted with Tidal Basin to provide comprehensive disaster recovery, mitigation, and preparedness services to assist in developing a State Emergency Management and Homeland Security Strategic Plan, a Stakeholder Preparedness Report (SPR), and Stakeholder Engagement for Energy Infrastructure. Additionally, the State required the development of a Threat and Hazard Identification and Risk Assessment (THIRA) toolkit for use at the state and local level, a COVID-19 After Action Report/Improvement Plan (AAR/IP), and a Pandemic Planning and Toolkit.

New York State Division of Homeland Security and Emergency Services (DHSES) – Disaster Recovery Services

Tidal Basin has held the disaster recovery contract for NY DHSES since 2012. Our team provides support staff who act on behalf of NY DHSES to work together with subrecipients and guide them through the FEMA grant process, support application development, Benefit Cost Analysis (BCA), and provide oversight up to and through closeout. The extended contract, which will continue through 2024, also includes state-run Individual Assistance (IA), long-term recovery, disaster closeout assistance, and support for the finance division's disaster recovery implementation for the State.

Puerto Rico Department of Housing (PRDOH) – Sheltering and Temporary Essential Power (STEP) / “TU HOGAR RENACE” Program

After Hurricanes Irma and Maria ravaged the island, PRDOH hired our team to manage the \$1.7B FEMA Public Assistance (PA) funded STEP program, which was the largest STEP program in FEMA's history. Within 72 hours, we hired more than 700 local staff, and within one week they were trained and deployed. We stood up a bilingual call center within three days, and at the program's peak, managed a team of 1,500 in-house and subcontracted staff who oversaw the outreach and intake to more than 500,000 residents, processed more than 215,000 applications and repaired 108,000 residences.

State of Colorado, Division of Homeland Security and Emergency Management – Emergency Operations Center (EOC) Support Staff

Tidal Basin supported the Colorado State EOC in the State's Operations and Logistics sections related to COVID-19, including the closeout of WebEOC resource requests, warehouse and supply sourcing, and dashboard development.

State of Tennessee, Tennessee Emergency Management Agency (TEMA) and Tennessee Military Department – Public Assistance Support Staff / Grant Application Support

The State of Tennessee contracted with Tidal Basin to provide comprehensive solutions to address multiple declared disasters, and assist and manage components such as appeal documentation, quality control and assurance; provide staff surge support; and track and gather data to assist in the appeal process. Our team also augmented existing TEMA staff to add depth to the State's existing recovery capabilities, along with an increased staff capacity to support COVID-19 response.



Local Government Support

Calvert County, Maryland
COVID-19 After-Action Report/Improvement Plan

City of Brunswick, Georgia
CDBG-DR Homeowner Rehabilitation and Reconstruction Program Management

City of Hialeah, Florida
Disaster Recovery/Grant Management

Del Norte County, California
Emergency Operations Plan Rewrite and Tabletop Exercise

Kaufman County, Texas
Disaster Recovery/Grant Management

Monroe County, Florida
FEMA Sheltering and Temporary Essential Power (STEP) – Temporary Housing Repairs

Ramsey County, Minnesota
Comprehensive Emergency Management Support; FEMA IA and PA; and CARES Act COVID-19 programs

University of West Florida
FEMA Public Assistance and Debris Management Services

Tidal Basin by the numbers

4500+

Hurricane Sandy projects managed totaling **\$17.7B** in PA and **\$2.1B** in Hazard Mitigation Grant Program (HMGP) funds for the State of New York

\$140M

in project applications developed and **\$40M** mitigation projects managed for the State of Alaska

1400+

Subrecipients supported with FEMA PA technical assistance for project development, compliance reviews, and closeouts for the Illinois Emergency Management Agency

Tidal Basin's team consists of numerous former FEMA Emergency Management officials and consultants with expertise ranging from emergency management planning to hazard mitigation, housing, and enterprise solutions. **We are here to help.**



Daniel A. Craig
Chief Executive Officer

dcraig@tidalbasin.rphc.com



Stephen T. Surace
President

ssurace@rphc.com



Carlos J. Castillo, CEM
Senior Vice President
Chief Development Officer

ccastillo@tidalbasin.rphc.com



Mark J. Mischak, CEM
Senior Vice President
Chief Operating Officer

mmischak@tidalbasin.rphc.com



Amy K. Baker
Executive Vice President
Government Services

abaker@tidalbasin.rphc.com



Esrone McDaniels
Chief Operating Officer
Government Services

emcdaniels@tidalbasin.rphc.com



Melissa J. Gordon
PMP, MBA, MSIS
Executive Vice President
Enterprise Solutions

mgordon@tidalbasin.rphc.com



Andrew Yonce
Chief Operating Officer
Enterprise Solutions

ayonce@tidalbasin.rphc.com



James K. Joseph
Chief of Staff

jkjoseph@tidalbasin.rphc.com



tidalbasingroup.com