

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Federal Emergency Management Agency

As a High Impact Service Provider (HISP), FEMA focuses on improving customer experience and delivery for the following services:

- 1) Applying for and receiving disaster assistance:** FEMA provides Individual Assistance (IA) to help individuals and families with their recovery. In 2022, FEMA received 2.4 million registrations for assistance and provided over \$3.2 billion to survivors for housing and other disaster-related needs.
- 2) Filing a claim under the National Flood Insurance Program:** Many homeowners become NFIP policyholders to protect their property against flooding. FEMA facilitates flood insurance claims payments through participating private insurance companies and a federal contractor that runs FEMA's insurance company, the NFIP Direct, which protects 5 million policyholders in more than 22,500 communities across all 50 states and six territories.

What we will deliver in 2025:

- **Enhance transparency by improving information sharing with the public**

FEMA will enhance the transparency of the Individual Assistance program by providing clearer and more comprehensive information on FEMA.gov and disasterassistance.gov, increasing the availability of disaster recovery data to partners and the public, and sharing disaster survivor personally identifiable information securely and compliantly. Improved information sharing will enhance the overall customer experience journey by helping disaster survivors better navigate the recovery process.

- **Pilot “Starting Your Road to Recovery: A Guide to Navigating Federal Disaster Assistance”**

As part of the “Recovering from a Disaster” Life Experience, and specifically the project on “Building a trauma-informed care approach,” OMB and FEMA are collaborating on trauma-informed communication pilots in Disaster Recovery Centers (DRCs) settings. FEMA plays a convening role in organizing DRCs with federal, state, and local governments, as well as non-profit organizations for survivors who often visit such settings to understand how to access disaster assistance. DRCs have been identified as a key space for more trauma-informed communications.

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What we will deliver in 2025:

- **Provide a claims checklist for National Flood Insurance Program policyholders**

FEMA will provide high-level plain language information about the claims process for National Flood Insurance Program 4.7 M policyholders by adding a claims checklist to the Claims Handbook. The checklist will enhance the customer experience journey by providing a general roadmap on what the policyholder can expect through the claims process.

- **Conduct descriptive study of visitation trends at FEMA Disaster Recovery Centers (DRCs)**

GSA's Office of Evaluation Sciences will collaborate with OMB and FEMA on a descriptive study to understand DRC visitation trends. How do volume of visitors and reasons for visiting DRCs change over time and differ between DRCs? What are the types of disaster incidents, locations, and visitation trends? FEMA will be able to leverage this type of administrative data to develop ground knowledge of visitation and usage of DRCs post-disaster across the country.

- **Conduct qualitative research of customer experience at Disaster Recovery Centers (DRCs)**

In collaboration with The Lab at OPM will lead a discovery research engagement to learn about the experience of survivors seeking assistance at DRCs. This engagement would benefit federal agencies involved in disaster recovery work by producing lessons that can inform shared action toward delivering critical support to disaster survivors in a more trauma-informed way.

- **Build a trauma-informed approach to disaster recovery**

Piloted in FEMA Region 2, OMB and FEMA developed tools for a trauma-informed approach to disaster recovery that support the capacity of local management and staff to build trust and improve interactions with survivors so that they may complete their application process and begin the recovery and healing process. This next year, OMB and FEMA will focus on building mechanisms to sustain the trauma-informed approach in Region 2 and scale the work nationally.