

Open Word Worship Center, Inc.

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May 1, 2020

To Whom It May Concern:

Re: Recent experiences with Ms. Susan Hartman and ER Assist

Ms. Susan Hartman and the company ER Assist/Disaster Funding Solutions, Contractors for the Florida Division of Emergency Management, have been an extraordinary resource of helpful information for our small ministry as we struggled to recover from the horrific loss, we experienced at the hand of hurricane Michael in October 2018.

As a two person staff, we were struggling gravely in our attempt to keep tab of the numerous forms, meeting document request required by FEMA, when we were informed that there were and would be numerous forms and requirement from the Florida Division of Emergency management as well. It seems as if our situation immediately turned for the better after we became acquainted with ER Assist.

Although our FEMA staff persons were extremely knowledgeable of the programs and processes, Ms. Hartman has bridged the gaps between the two processes state and federal programs with such ease of understanding and efficiency. She has been instrumental in helping us to meet mandatory state deadlines, acquiring specific program forms and documentations. We found that her knowledge and expertise was not restricted to Florida DEM program, but she is quite versed in FEMA programs as well.

While we applaud the staff of ERA for their program knowledge, one of the most impressive assets for us is their availability for access. Whether through telephone or email, there is always a prompt courteous response from Ms. Hartman. Her knowledge, skills, patience, and professionalism in our opinion, makes her the kind of person that anyone would truly value as a working partner.

Thank you for the opportunity to share a few of our professional experiences concerning this marvelous company.

Very respectfully,

Elder Robert L. West, Jr.

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