



RECENT PROJECTS

RECENT PROJECTS: STATE PROJECTS

STATE PROJECTS





THE SCHOOL BOARD OF GADSDEN COUNTY

35 Martin Luther King, Jr. Blvd
Quincy, Florida 32351
Main: (850) 627-9651 or Fax: (850) 627-2760
www.gcps.k12.fl.us

Roger P. Milton
Superintendent
miltonr@gcpsmail.com

"Putting Children First"

May 8, 2020

To Whom It May Concern:

On behalf of the Gadsden County School District (GCSD), I wish to submit this letter of recommendation for the work of the firm ER Assist. GCSD has benefitted tremendously from the contractual work performed by ER Assist following the disaster caused by Hurricane Michael. GCSD is one of the eight counties in Florida that were most impacted by the swath of destruction from Hurricane Michael. ER Assist provided critical guidance in the final phases of the FEMA reimbursement through the Florida Division of Emergency Management.

Like most local governments, the GCSD had no previous experience with the level of damages caused by this hurricane. ER Assist, through the services of Laurel Matula and especially Susan Hartman, reassured us as an applicant and helped us provide the essential documentation for reimbursement. The firm goes beyond merely instructing what data are needed by taking the time to teach an applicant such as GCSD to understand the various reports within the software and how to navigate the FEMA and PA websites.

ER Assist has outstanding expertise in knowing the rules and regulations affecting FEMA reimbursements as well as the protocols for timely submissions. For GCSD, ER Assist helped identify allowable costs and advised us on the cost effectiveness of various efforts for reimbursement.

Another attribute of the firm that is immensely helpful for a small, rural school district like GCSD is the fact that the personnel is undaunted by the volume of documentation that must be analyzed and synthesized for submission. The ER Assist staff are consistently calm and always seek solutions for problems.

I strongly recommend ER Assist for helping local governments recover from disasters. Please contact me if you need additional information.

Sincerely,

Bonnie Wood
Finance Director

Audrey Lewis
DISTRICT NO. 1
HAVANA, FL 32333
MIDWAY, FL 32343

Steve Scott
DISTRICT NO. 2
QUINCY, FL 32351
HAVANA, FL 32333

Leroy McMillan
DISTRICT NO. 3
CHATTAHOOCHEE, FL 32324
GREENSBORO, FL 32330

Charlie D. Frost
DISTRICT NO. 4
GRETNNA, FL 32332
QUINCY, FL 32352

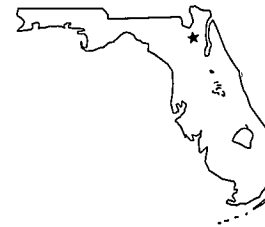
Tyrone D. Smith
DISTRICT NO. 5
QUINCY, FL 32351



AL FRASER
CLERK TO BOARD

Baker County Board of Commissioners

55 NORTH THIRD STREET
MACCLENNEY, FLORIDA 32063
(904) 259-3613 • FAX (904) 259-7610



CJ THOMPSON
COUNTY MANAGER

November 6, 2012

To whom it may concern:

It is with great pleasure that I recommend Allison Wolf of ER Assist after working with her during the FEMA recovery process following Tropical Storm Debbie 2012.

Allison has displayed a high degree of integrity, responsibility and ambition. In addition, she has proven her leadership ability by stepping up and helping Baker County while we were short staffed. Allison and ER assist have made this recovery process much easier than any experience we have had in the past. Allison's positive outlook and good judgment ensure a logical and practical approach to her endeavors.

She would be a valuable asset to any organization, and I am happy to give her my wholehearted endorsement.

Sincerely,

A handwritten signature in cursive script that reads "CJ Thompson".

CJ Thompson
County Manager

MICHAEL R. CREWS
DISTRICT 1

JIMMY ANDERSON
DISTRICT 2

GORDON CREWS
DISTRICT 3

ADAM GIDDENS
DISTRICT 4

MARK HARTLEY
DISTRICT 5



CLAY COUNTY FLORIDA

Public Safety Department

Clay County Emergency
Management
P.O. Box 1366
Green Cove Springs, FL
32043

Area code: 904
Phone: 284-7703
Fax: 529-2273

County Manager
Stephanie C. Kopelousos

Commissioners:
Wendell D. Davis
District 1
Douglas P. Conkey
District 2
W. Travis Cummings
District 3
Diane Hutchings
District 4
Ronnie E. Robinson
District 5

Switchboard:
GCS (904) 284-6300
KH (352) 473-3711
KL (904) 533-2111
OP/MBG (904) 269-6300

www.claycountygov.com

December 12, 2012

Jason Wheeler
Recovery Division Manager
Disasters, Strategies and Ideas Group
1953 Thomasville Road
Tallahassee, Florida 32309

Mr. Wheeler,

On behalf of Clay County Emergency Management, we would like to personally thank you for assigning Mr. Rick Kammer as our State Public Assistance Officer in the aftermath of Tropical Storm Debby (FEMA-4068-DR).

Due to unforeseen circumstances, our agency had a total of three FEMA Public Assistance Officers for this event. Two of which, for various reasons, were demobilized. Through each of these federal staff changes, Rick was our one constant during this process. Thanks to him, our information was not lost between the transitions and each new FEMA staffer was adequately briefed on the current situation of projects. Mr. Kammer deserves high praise for ensuring that our Public Assistance process continued despite constant FEMA staff changes. He also deserves praise helping to finish all of our agency's Project Worksheets in an impressively efficient and effective manner.

During close collaboration, my staff and I witnessed firsthand, the dedication Mr. Kammer put in to site visits, data gathering and ultimately, the writing of our Public Assistance Worksheets. Our agency and its partners were pleased with the resulting Project Worksheets and the valuable insights and assistance he provided during their preparation.

Through this entire process, Rick proved to be knowledgeable about FEMA policy and worked hard to ensure that our county was being fairly represented during its interpretation.

We'd like to congratulate Mr. Kammer for a job well done and thank you for sending him to us. It was because of him that we were able to overcome the obstacles we experienced in the beginning of this process and move forward to the near completion of the submission of all Project Worksheets associated with Tropical Storm Debby.

Because of his hard work and professionalism we wanted to formally recognize Mr. Kammer for his efforts and as such are sending you this letter directly, in your role as Recovery Division Manager

Sincerely,

A handwritten signature in blue ink, appearing to read "Lorin L. Mock".

Lorin L. Mock,
Clay County Emergency Management Director

cc:
Ms. Laurel Matula, President, ERAssist
Mr. Rick Kammer

erassist.com

Jan 10, 2013 RFP FEMA Claims Consulting



STATE OF FLORIDA

DIVISION OF EMERGENCY MANAGEMENT

RICK SCOTT
Governor

BRYAN W. KOON
Director

April 16, 2014

To Whom It May Concern,

The purpose of this letter is to confirm that ER Assist is currently subcontracted under a Florida Division of Emergency Management (FDEM) contract with Disasters, Strategies & Ideas Group on two active Task Orders for Contract Number 12-NF-00-14-00-22-501 for the Florida Division of Emergency Management. All task orders for which ER Assist performed work (including the current ones) since July, 2012 are as follows:

1. 12-NF-00-14-00-22-501 – Task Order #2 (July 1, 2012 to September 16, 2013)
2. 12-NF-00-14-00-22-501 – Task Order #3 (May 7, 2013 to June 30, 2013)
3. 12-NF-00-14-00-22-501 – Task Order #4 (July 1, 2013 to September 16, 2013)
4. 12-NF-00-14-00-22-501 – Task Order #5 (September 19, 2013- December 31, 2013)
5. 12-NF-00-14-00-22-501 – Task Order #6 (September 17, 2013 to January 15, 2014)
6. 12-NF-00-14-00-22-501 – Task Order #7 (January 16, 2014 to March 15, 2014)
7. 12-NF-00-14-00-22-501 – Task Order #8 (March 17, 2014 to Current) – '04-'05 Closeouts
8. 12-NF-00-14-00-22-501 – Task Order #9 (March 19, 2014 to Current) – for Florida Severe Storms and Flooding DR 4138

Under this contract's current task orders, ER Assist performs the following tasks:

- Time tracking in compliance with FEMA's Direct Administrative Cost policy
- Providing Public Assistance Program Project Managers, who monitor time entries, draft Category Z projects, submit Category Z projects and work directly with FEMA for clarifications as needed for the following declarations: DR(s) 4138, 4084, 4068, 1840, 1831, and 1785.

Under this contract, ER Assist has performed the following tasks during previous task orders:

- Providing DSI with Public Assistance Coordinators to work directly with applicants to assist in drafting, submitting, and closing out FEMA Project Worksheets.
- Performing Public Assistance Coordinator closeout responsibilities for all Florida 04-05 storms: DR 1539, 1551, 1561, 1595, 1602, and 1609.

All of the statements listed above are accurate as they pertain to ER Assist. This letter is to be used as acknowledgement that ER Assist has worked on the above listed contract and is currently working on Task Order #8 and Task Order #9 as a sub contractor to DSI.

Evan Rosenberg
Chief, Bureau of Recovery
Florida Division of Emergency Management



TRANSPORTATION CABINET

Frankfort, Kentucky 40622
www.transportation.ky.gov/

Steven L. Beshear
Governor

Michael W. Hancock, P.E.
Secretary

April 21, 2014

Laurel Matula
ER Assist
1080 SE 14th St; Suite B
Bentonville AR 72712

Laurel,

On behalf of Kentucky Transportation Cabinet, I would like to extend our thanks for ER Assist's support on our fiscal recovery from the 2009 Ice Storm. FEMA 1818 DR-KY 2009 Ice Storm was the largest disaster to hit the Commonwealth of Kentucky in history. The total amount expended by KYTC was over \$145 million. This total included over \$45 million of FHWA ER reimbursements.

Data and documentation provided by ER Assist, including a draft appeal letter, allowed our appeal to FEMA for a 40% deduct (a penalty of \$40M) to be successfully heard and reversed by FEMA.

Rotating staff and changing requirements by FEMA personnel have continued to be a challenge for all of us involved on this project; and we appreciate your staying the course and helping us successfully resolve eligibility and payment issues.

Frank Castle

A handwritten signature in blue ink that reads "Frank Castle".

*Field Engineer: Central Office Disaster Coordinator
Roadway Preservation Branch
Division of Maintenance 3rd Floor
Kentucky Transportation Cabinet
200 Mero Street
Frankfort, Kentucky 40622
(502) 782-5574
Blackberry (502) 229-6107*



An Equal Opportunity Employer M/F/D

Fwd: Suwannee Valley Electric Cooperative - Disaster 4337

Margie Petruzzo <margie.petruzzo@erassist.com>
To: Laurel Matula <laurel@erassist.com>

Thu, Jan 9, 2020 at 8:01 AM

Got copied on this email...

----- Forwarded message -----

From: **Christine Moor** <christinem@svec-coop.com>
Date: Wed, Jan 8, 2020 at 11:43 AM
Subject: Suwannee Valley Electric Cooperative - Disaster 4337
To: Amanda.Campen@em.myflorida.com <Amanda.Campen@em.myflorida.com>
Cc: Jessica Graham <jessicag@svec-coop.com>, Margie Petruzzo <margie.petruzzo@erassist.com>

Ms. Campen,

I wanted to reach out to you to let you know what as pleasure it was to work with Margie Petruzzo with ER Assist. As you know, this can be a very long and tedious process to go through. Margie has been extremely patient, helpful, and has been an excellent resource for us as we navigate this project. I can honestly say she is the best I have worked with to date. You can tell she is invested in her relationship with the subrecipient and is very knowledgeable about the entire process. I just wanted to make sure I shared with someone our gratitude for working with such a great person!

Sincerely,

Christine Moor

Chief Financial Officer

Suwannee Valley Electric Cooperative

Phone: 3863305651 | Fax:



Stay connected with SVEC:



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This e-mail and any files transmitted with it are confidential and the property of Suwannee Valley Electric Cooperative, Inc. and are intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient or the person responsible for delivering the email to the intended recipient, be advised that you have received this email in error and any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately.

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Hamilton County Emergency Management

1133 U.S. Hwy 41 NW, Suite 1
Jasper, FL. 32052-6902
386-792-6647 fax 792-6648
Henry Land, Director – Pam Allen, Asst. Director



November 14, 2018

To whom it may concern,

On behalf of Hamilton County Emergency Management, we would like to personally thank you for assigning Ms. Allison Wolf of ER Assist / Disaster Funding Solution as our State Public Assistance Officer in the aftermath of Hurricane Irma (FEMA-4337-DR).

We have had several Public Assistance Officers in the past few years, but none of them has been as dedicated to us as Ms. Wolf has been and continues to be today. She has explained every step thoroughly to our understanding and goes beyond the call of duty in assisting us with every way possible, by site visits, data gathering, the writing of our Public Assistance Worksheets and ultimately through the close-out of our projects. She is always available by phone and email anytime day or night and does not make you feel as if you are intruding or interrupting when calling.

She has proved to be knowledgeable about FEMA policy and works hard to ensure our county is being fairly represented during its interpretation.

This is the second storm event that we have had the honor and privilege of working with Ms. Wolf. I would like to take this opportunity to commend her once again for a job well done and thank you for continuing to send her to us. It is because of her we can successfully recover from this process. It is such a delight to work with someone who understands working with a small rural county and our many challenges.

We look forward to continuing working with her in the future. She will remain on my speed-dial!

Sincerely,

A handwritten signature in blue ink that reads "Pamela R. Allen".

Pamela R. Allen
Hamilton County Emergency Management
Interim Director

Sheriff

H.D. "Gator" DeLoach
Putnam County Sheriff's Office



130 Orie Griffin Blvd.
Palatka, FL 32177
(386) 329-0800
www.pcsso.us

June 20, 2018

To Whom It May Concern:

From: Denise Barstis, CFO

Re: Recent experience with Laurel Matula of ER Assist

ER Assist assigned Mrs. Laurel Matula to assist me in the reimbursement process of Hurricane Irma.

I was very fortunate to have Mrs. Matula to guide me through, what can be a very complicated process.

She kept me informed every step of the way, which I had never experienced before. The communication was phenomenal. When I provided the documentation, she evaluated and assisted in any additions or changes that needed to be made and did this in a very timely manner. After evaluating some of my documentation she had found a receipt that had not been added to our reimbursement request.

She was also brought to our attention additional funding that we were eligible for.

We were one of the first agencies to receive our reimbursement and I attribute this to Mrs. Matula's expertise and help.

We have never had the support and cooperation as we have had with ER Assist. I am very happy to submit this letter of recommendation.

Please feel free to contact me if you have any questions at (386) 329-0817

South District Office
1196 S. Highway 17
Satsuma, FL 32189
(386) 649-4234



A State Accredited Agency

West District Office
108 N. County Road 315
Interlachen, FL 32148
(386) 329-0848

RECENT PROJECTS: LOCAL PROJECTS

LOCAL PROJECTS





P . O . Box 160 Avoca, Arkansas 72711

Phone/ Fax 479-621-5921

October 21, 2019

ER*Assist
PO Box 431
Bentonville, AR 72712

On behalf of the Town of Avoca, I would like to extend my appreciation for the amazing work done by ER*Assist on the FEMA project. The endless hours that this company has spent working on this project, and the professionalism that has been portrayed has impressed us immensely and we deem ourselves honored to have worked with ER*Assist on this project.

We had been following each process of this project as it was one of the most important ones that we have done thus far and its success was of the utmost importance to us. Seeing your diligence, self-motivation and focus has been a source of motivation for the rest of us.

If we ever encounter another project of this intensity, and to be sure of its success, we would not hesitate to hire ER*Assist again. Thank you once again for the effort and time spent with us.

Best Regards,

A handwritten signature in black ink, appearing to read 'Robert Whitehorn', is written over a faint background image of a horse-drawn wagon.

Robert Whitehorn
Mayor-Town of Avoca
222 N. Old Wire Road
PO Box 160
Avoca, AR 72711
townofavoca@sbcglobal.net
(479) 621-5921



City of Garfield City Hall

14655 South Wimpy Jones Road
Garfield, AR 72732
Telephone/Fax: 479-359-3652

April 30, 2018

To Whom It May Concern,

As mayor of the city of Garfield I'd like to share my experience with you regarding ER Assist Inc, Disaster Funding Solutions.

I called ER Assist after receiving a postcard about their services in the mail. Our county had just been declared a disaster, and our town was affected by flood damage. Having processed the previous disaster myself, I knew an outside firm could be helpful. ER Assist came to our local city council meeting and explained their process. Our city council approved their contract and they got to work.

I estimated our initial damage around \$100,000. When it was all said and done, our approved grant dollars were over \$223,000. When I compare the dollars we received to those of previous disaster funding for similar damage, I know we made the right move by hiring a consultant who specializes in this type of work everyday. They knew how to ask for other things we needed, like clearing ditches- extra work that will help minimize the overall damage the next time we experience floods.

ER Assist not only completed the disaster grant work for the current flood, they also worked with the State of Arkansas and FEMA to update a previous flood grant. The result was receipt of additional money from a previous disaster, bringing much needed funding to our small town. The success of ER Assist strengthened city council's trust in my decision making. Even though I was told by some government personnel that I should "just let FEMA handle the work" and we "don't need a consultant", I was not deterred. Thanks to the work of Allison Wolf & the ER Assist team, the City of Garfield came out on top of this disaster.

Sincerely,

Gary Blackburn, Mayor of Garfield

City of Greenville

Ed DeArmond
Mayor

P.O. Box 289 • 118 Court Street
GREENVILLE, KENTUCKY 42345
Phone (270) 338-3966 • Fax (270) 338-3007

Ben Van Hooser
City Administrator

May 7, 2012

Erassist Disaster Data Services
c/o Ms. Laurel Matula
5649 Horsebarn Lane
Rogers, AR 72758

RE:

Performance Recommendation

Dear Ms. Matula:

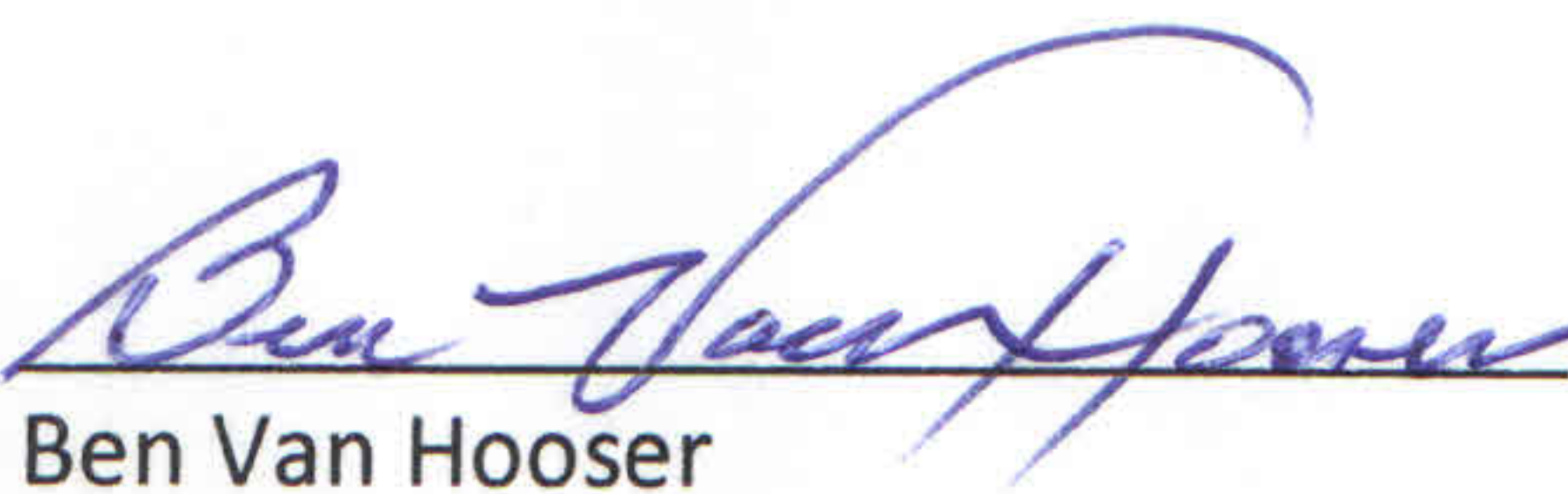
On behalf of the City of Greenville, Kentucky, I want to commend you and your company for the outstanding job in helping our City in the aftermath of the historic January 2009 Ice Storm... which I often refer to as the "storm of the century".


As you know, subsequent to that storm, the City received financial assistance from FEMA since it was a federally declared disaster. It became a very long and arduous task in supplying several FEMA representatives all the related documentation and, sometimes, more than once! Finally, after two plus years, we received an initial payment of FEMA funds and awaited their final audit to receive the balance. To our surprise and alarm, what we received was a "final audit" letter stating that, rather than sending us the remaining funds, their calculations and audit results had determined that we owed back some \$25,000! So, in essence, they were giving funds to us in one hand and taking them back in the other.

Fortunately, we learned of your services to cities and counties who are faced with the difficult task of trying to make an appeal, utilizing FEMA's own figures and language. YOU HAVE BEEN TREMENDOUS! Over the past three weeks, we have appreciated the fact that you have been meticulous in analyzing these documents, discovering where there were errors and helping us develop appealable points. We could not have asked for a more professional and thorough job performance. Throughout this process, it was apparent that you were working for us! We were thrilled with the results, knowing that we could not have done what you did for us. Finally, we felt you were very fair with us in regards to your charges for this service.

Please know that we stand ready and willing to recommend you to any other entity that is facing similar circumstances. The best way I know to rate your performance would be to give you an "A+" rating! Thank you. Please know that the lunch engagement remains open if you should be passing through our area.

Best Regards,


Ben Van Hooser
City Administrator


Ed DeArmond
Mayor

Open Word Worship Center, Inc.

62 Lonnie Clark Road

P.O. Box 59, Quincy, FL 32353

Tele. # 850-442 4555

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.

Robert_lee_west@hotmail.com

850-875-9738



THE ROHR BAIS CHAYA ACADEMY AT THE KODSI CAMPUS

Lisa Miller

331 North Monroe St.
Tallahassee, FL 33301

Dear Lisa,

My congregation, the Rohr Bais Chaya Synagogue, was in need of expert assistance to navigate the Federal Emergency Management Agency's Hurricane Mitigation Grant Program for our school the Rohr Bais Chaya Academy. This program allows government and non-profit organizations to strengthen infrastructure to more effectively withstand the perils of future disasters.

As you can imagine federal grant programs are not for the faint of heart. And my organization was fortunate to hire ER Assist Disaster Funding Solutions to help us navigate the process.

To that end, ER Assist connected all the dots for us. What would have taken my staff months to complete was ready for submission in a matter of weeks.

I am pleased to say that we are on the path to secure a major grant award, primarily because of ER Assist's efforts. This grant will allow us to use our facility as an emergency shelter for the surrounding area when the next disaster strikes, making it possible for us to help our community effectively respond and recover.

Please consider this my highest recommendation for CEO Laurel Matula and the ER Assist Disaster Funding Solutions team.

Any organization would be wise to engage them for their exceptional project management, federal grant and procurement navigation, or software expertise.

Please call me if you have any questions.

Rabbi Moshe Rabin
Executive Director
954-520-3844



**Snohomish County
Public Works**

John Lovick
County Executive

3000 Rockefeller Ave., M/S 607
Everett, WA 98201-4046

(425) 388-3488
FAX (425) 388-6670

1-20-15

Tino Salud
ER Assist Disaster Grant Services
7419 21st Street SW
Lynnwood, WA 98036

Letter of Appreciation

Dear Tino,

I would like to express my sincere appreciation for your work on the *SR 530 Incident Debris Removal Project*. You exhibited professionalism and knowledge in the performance of your duties. Your "can do" attitude, spirit of cooperation, and attention to detail provided for a pleasant working environment while producing a valuable service. Reports and documentation were complete, timely, and professional including daily monitor diaries, field notes, photographic records and logs. Of special note, you also provided complete monitoring of the off site waste disposal, creating auditable documentation for FEMA reimbursement and physically tracking each truckload to its destination at the railhead.

Thank you for a job well done.

Sincerely,

Janice L. Fahning

Janice L. Fahning, P.E.
Construction Manager and Interium Co-Director of Engineering Services

**INDIAN TRAIL IMPROVEMENT DISTRICT
13476 61ST STREET NORTH
WEST PALM BEACH, FL 33412-1915
Office: 561-793-0874
Fax: 561-793-3716**

Established 1957

www.indiantrail.com

March 11, 2014

Ms. Matula
General Manager
ER Assist
1080 SE 14th St.
Bentonville, AR 72758

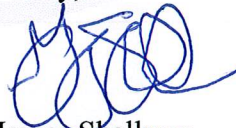
On behalf of Indian Trail Improvement District (ITID) and the residents we serve, we would like to thank you for your team's professional disaster data solutions.

As a Community, we have experienced the heavy flooding and related damage as caused by Tropical Storm Isaac. Over the years we have found the key to FEMA funding is clear and well organized record keeping. When introduced to the ER Assist's project tracker module we were impressed with the structure and purpose of the product. In fact, we were impressed enough to bring the product in-house.

We now use a time, material, and equipment tracker developed by ER Assist for our daily job tracking. We opted for some customization that minimized the perceived change by our staff. The end result: instantaneous reporting of employee time, equipment used, and work completed. In addition to allowing our main office an instant picture of what is going on in the field during regular operations, this real time reporting will greatly reduce the time needed to find and verify documentation for any future disaster grants.

In addition to the effectiveness of the software and consultants; we have been more than pleased with your client relations, responsiveness, and professionalism. Should you ever need to use us as reference, Layle Knox, Administrative Coordinator, (561) 793-0874 or I will be happy to discuss our satisfaction with the ER Assist team.

Sincerely,



G. James Shallman
District Manager



April 30, 2020

Autumn Pullen
ER Assist
108 E Central Suite 200
Bentonville, AR 72712

Dear Autumn:

Thank you to you and your team for all the assistance ER Assist provided Central in the finalizing of our Emergency Operations Plan (EOP) along with developing, printing and installing all of the emergency maps and booklets throughout the facility.

As mentioned, when we first met, getting our EOP in place is something we've been trying to push across the finish line for some time. ER Assist provided the skills, resources and personnel to deliver beyond our expectations. It was so helpful to have a team with your experience involved and Central is greatly appreciative.

Please do not hesitate to use us as a reference for your potential clients. Again, we appreciate the help.

Sincerely,

A handwritten signature in blue ink, appearing to read "Trey Carter".

Trey Carter
Trustees Chair

June 1, 2021

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 Contractors have been an extraordinary resource of helpful information for our small city of University Heights in the state of Iowa — population 1,100. We hired Susan Hartman to assist with the City's recovery after the damaging derecho storm of August 10, 2020.

Our city employees are part time except for our police department. It would have been very difficult to get through the numerous forms, meeting document requests required by FEMA, without hiring Susan Hartman with ER Assist. Ms. Hartman was able to bridge the gaps between the two processes, state and federal programs, with such ease of understanding and efficiency. She was instrumental in helping us to meet mandatory state deadlines, acquiring specific programs' forms and documentations.

One of the most impressive assets for us was Susan Hartman's availability for access. Whether through telephone or email, there was always a prompt courteous response from her. Her knowledge, skills, and professionalism, in the City's 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 wonderful company.

Feel free to contact me if you have specific questions.

Sincerely,



Louise From, Mayor
1302 Melrose Avenue
University Heights, IA 52246
louise@university-heights.org
(319) 321-5525