



THE SCHOOL BOARD OF GADSDEN COUNTY

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Roger P. Milton
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"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

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