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DATE: June 8, 2022
TO: ER Assist - Disaster Funding Solutions
FROM: Arnie Harrison, Risk Manager
Florida Atlantic University 
RE: Letter of Recommendation and Appreciation

Florida Atlantic University's Boca Raton campus experienced significant damages as a result of Hurricane Irma in 2017. These damages resulted in a FEMA Large Project that contained over 300 invoices. Due to the voluminous nature of the project, we made some errors in our project formulation such as submitting vendor quotes that did not evolve into invoices and a few invoices that were erroneously submitted in multiple projects. These errors skewed our projected award totals. Our main priority when discovering these errors was to ensure that the university was not enriched by any duplicate benefits and that the reimbursement we were requesting was accurate.

We have been so thankful for the timely support, follow-up and advocacy of our ER Assist team member, Justin Staley, as he helped us fine-tune our project with the help of his team. Justin fully understood and appreciated the importance of the reimbursement to the university as well as our sincere desire to work in good-faith with FEMA and the State to ensure our project accuracy. Justin worked for months with us reviewing our project spreadsheet, payment verifications and other project documentation to ensure we were both accurate in our submission as well as maximizing our reimbursement potential. Justin is an exemplary professional and FAU is so lucky to have enjoyed the opportunity to work with him and his team to help us complete this disaster recovery journey. We cannot recommend with any higher praise the support and results we experienced from ER Assist, Justin Staley and his team. We are forever grateful for both the assistance with this current project as well as the lessons learned through our consultations with Justin on how to approach our next FEMA event.