

**AUMA Extraordinary Resolution:
Disaster Recovery Program ("DRP")
Submitted by the Town of High River**

PREAMBLE:

WHEREAS the Alberta Disaster Recovery Program in its current form has proven inadequate and ineffective in achieving its mandate in a timely manner thereby unnecessarily prolonging the negative effects of disasters;

WHEREAS an unacceptable number of DRP files affecting thousands of Albertans still remain unresolved over 2 years after the 2013 flooding disaster in Southern Alberta;

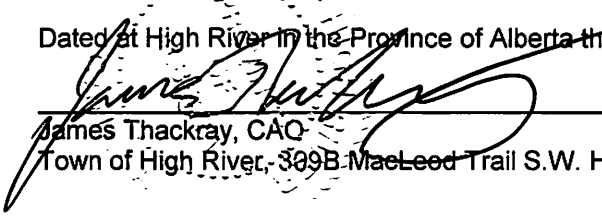
WHEREAS an external examination and review of the DRP is required to assess recent program changes and to objectively recommend improvements that will enhance the effectiveness of the Program during and after a disaster;

THEREFORE BE IT RESOLVED that the Alberta Urban Municipalities Association urge the Government of Alberta to employ external means including consultation with municipalities to identify and implement specific improvements to the DRP that will expedite the completion of outstanding files and will develop a more effective DRP delivery model able to efficiently meet the needs of Albertans affected by future disasters.

Certified to be a true copy which has not been altered in any way of

The Town of High River's AUMA Extraordinary Resolution: Disaster Recovery Program ("DRP")

Dated at High River in the Province of Alberta this 15th day of September, 2015.


James Thackray, CAO

Town of High River, 309B MacLeod Trail S.W. High River, AB T1V 1Z5 (403) 652-2110

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BACKGROUND

The Disaster Recovery Program (DRP) is designed to provide funding assistance to uninsurable property damage, loss and other expenses relating to a disaster. The intent of DRP is to help Albertans get back on their feet and regain financial security after suffering tremendous loss due to a disaster. This financial assistance is crucial in allowing grief stricken people the ability to focus on emotional and mental recovery so they can return to normal life. The collective benefits of an effective recovery to the province and the economy after a major disaster are immeasurable.

The flooding in Southern Alberta in June 2013 was the costliest natural disaster in Canadian history. The Government of Alberta has funded a significant portion of the response and recovery in various Southern Alberta communities through the DRP. The scale and impact of the flood overwhelmed the size and structure of the DRP. The Government of Alberta, through the Ministry of Municipal Affairs, has made numerous changes to the service delivery model, the human resources and the various policies used to deliver the DRP. Despite these changes and a significant investment, an unacceptable amount of DRP files remain unresolved or subject to reconsideration leaving several thousand Albertans unable to put the disaster behind them.

The current DRP structure and service delivery model is not adequate to best serve the people of Alberta. Based on past challenges and current realities, changes to the Alberta DRP need to be identified and implemented to resolve the files associated with the 2013 flood. Further, these changes are absolutely necessary to better prepare the Program to respond to any disaster that the people of Alberta will face in the future.

The Town of High River has met with the past Premier and with various past Ministers of Municipal Affairs. Some suggestions have been implemented resulting in a measure of improvement but substantive change in the DRP is still needed.

After allowing for the formation of Cabinet, the Town initiated discussions with the new Minister and is attempting to engage the Premier on this urgent issue. Initial correspondence from the new government does not suggest a substantive evaluation will take place. The Government of Alberta recently informed the Town of High River that it is discontinuing KPMG’s engagement to externally review the DRP.

The newly elected provincial government is in a position to objectively evaluate the past performance and structure of the DRP and has the opportunity to improve the program, to complete files in process and to partner in the design of an improved Disaster Recovery Program to meet the needs of future generations of Albertans in times of disaster.

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REFERENCES:

Attachment: DRP Statistics as at September 4, 2015

The attached slides present fairly some aspects of DRP’s processing of files, but are not detailed enough to paint the whole picture.

Proposed changes would modify the statistics to show that:

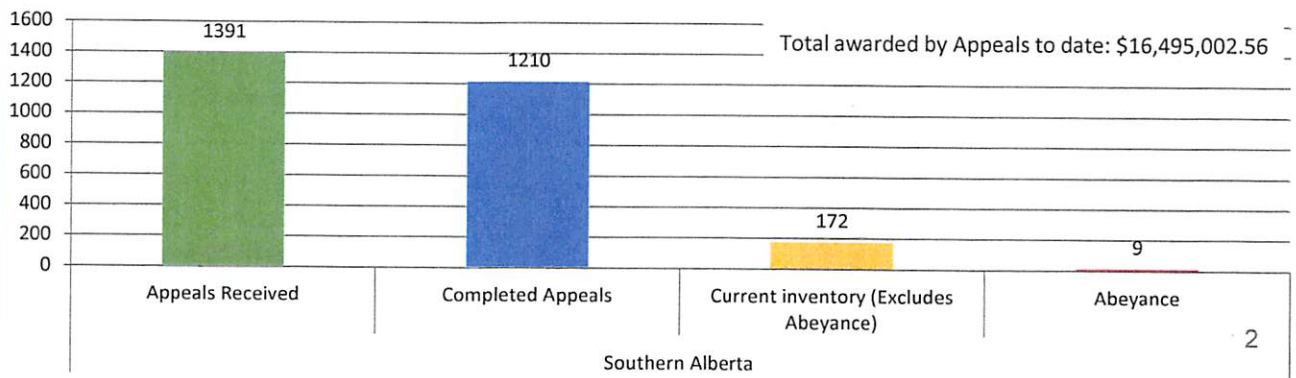
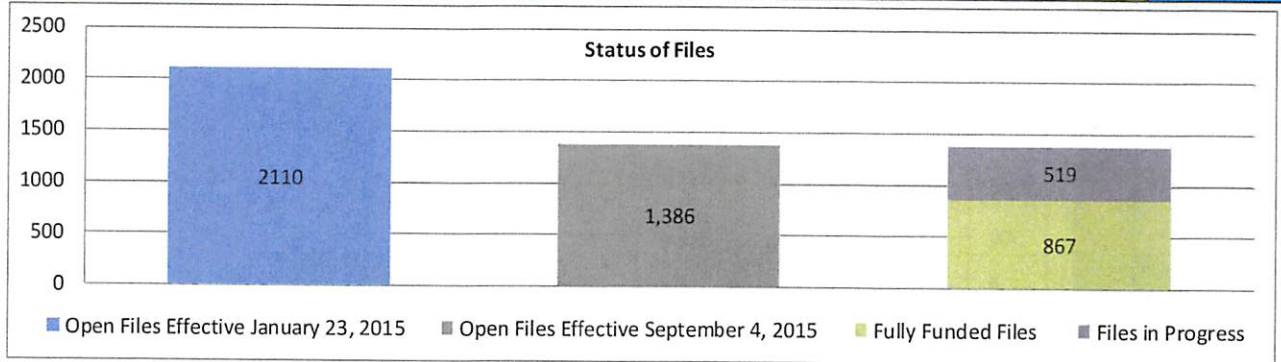
- Funding for home rebuilds may be at amounts that do not reflect constructions costs;
- Policy changes will require that previously “closed” applications will have to be reopened;
- Files shown as “Fully Funded” do not mean that applicants have received any or all of their eligible reimbursement;

Proposed changes could help rectify program weakness:

- Communication both internally (within GOA) and externally (with clients and partner agencies). Current state does not result in clear communication internally or externally (eg. a Town staff member (HIS Outreach Worker) was relaying new DRP policy changes to a DRP Case Manager who had not yet heard of them).
- Communication with clients; eligibility of expenses; what is funded and why. In the current system, communication with clients and eligibility of expenses is inconsistent and funding is not outlined.
- Definitions for all parts of the program. In the current program, words and definitions are used interchangeably and are not “hard and fast” (eg. “quote”, “receipt”, and “invoice” have all been used interchangeably and may or may not require proof of payment to be attached or not, depending on the Case Manager).
- Triage clients and identify those who are still at highest risk (eg. still out of their homes, dealing with structural and mould issues, etc.). Client files are currently dealt with on a first-come first-served basis, in whatever order seems appropriate to them.
- Quicker decisions and processing. Currently, the decision making and all aspect of the file processing is unnecessarily lengthy;
- Follow up and carry through on every commitment made to the clients in the time frame promised. At this time, deadlines and commitments are inconsistently adhered to.
- DRP staff should have manageable case loads. Currently, the average number of files per case manager is not manageable.
- Complete the implementation of a case manager model to ensure that one case manager is accountable and responsible for a file from its inception to its completion.

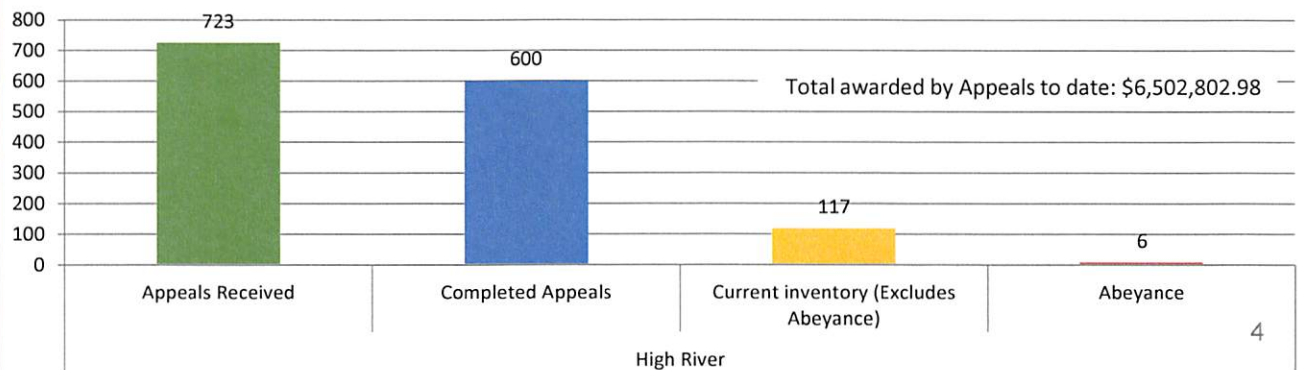
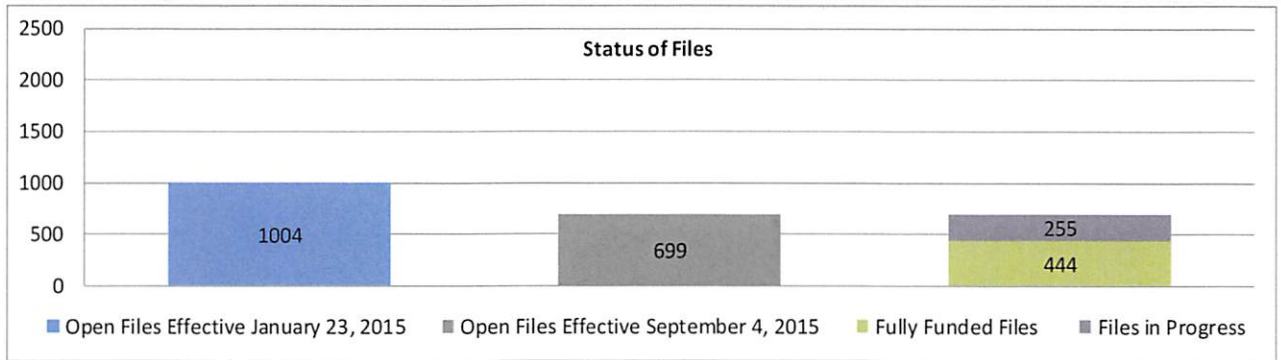
2013 Southern Alberta Disaster Recovery Program - Southern Alberta Applications Status as of September 4, 2015

Applications Category	Number Received	Closed Applications				Open	Applications In Progress				Dollars Paid To Date
		With- drawn	Ineligible	Paid	Total		Eligibility Review	Action Required	Admin Process	Fully Funded	
Agriculture	283	11	101	72	184	99	4	26	19	50	2,455,803
Condominium	73	17	37	16	70	3	1	1	1	0	1,435,477
Homeowner	5708	722	1051	3066	4839	869	18	144	149	558	99,598,876
Institution	109	10	30	34	74	35	1	16	3	15	5,226,928
Landlord	724	132	357	157	646	78	9	21	6	42	7,361,260
Small Business	871	119	423	176	718	153	15	38	29	71	6,930,150
Tenant	2837	179	632	1877	2688	149	6	12	0	131	8,378,538
Totals	10605	1190	2631	5398	9219	1,386	54	258	207	867	131,387,032



2013 Southern Alberta Disaster Recovery Program – High River Applications Status as of September 4, 2015

Applications		Closed Applications				Open	Applications In Progress				Dollars Paid To Date
Category	Number Received	With-drawn	Ineligible	Paid	Total		Eligibility Review	Action Required	Admin Process	Fully Funded	
Agriculture	3	0	2	1	3	0	0	0	0	0	14,951
Condominium	23	8	7	6	21	2	1	1	0	0	116,321
Homeowner	2723	422	325	1482	2229	494	11	82	86	315	51,461,751
Institution	28	4	4	10	18	10	0	5	1	4	262,344
Landlord	320	69	144	73	286	34	2	14	1	17	4,198,204
Small Business	370	62	146	80	288	82	10	16	15	41	3,318,350
Tenant	1132	92	205	758	1055	77	4	6	0	67	4,157,326
Totals	4599	657	833	2410	3900	699	28	124	103	444	63,529,246



2013 Southern Alberta Disaster Recovery Program - Calgary Applications Status as of September 4, 2015

Applications Category	Number Received	Closed Applications				Open	Applications In Progress				Dollars Paid To Date
		With- drawn	Ineligible	Paid	Total		Eligibility Review	Action Required	Admin Process	Fully Funded	
Agriculture	3	0	3	0	3	0	0	0	0	0	-
Condominium	17	5	5	7	17	0	0	0	0	0	582,003
Homeowner	1531	210	270	831	1311	220	2	35	12	171	27,158,599
Institution	32	3	13	7	23	9	1	6	0	2	3,516,273
Landlord	252	46	137	45	228	24	2	4	1	17	1,596,215
Small Business	291	33	160	62	255	36	4	8	8	16	1,104,706
Tenant	679	65	154	442	661	18	0	1	0	17	1,650,066
Totals	2805	362	742	1394	2498	307	9	54	21	223	35,607,862

