

Appeals in Grants Portal

A look at Applicant and Recipient functionality | 12/27/2021



FEMA

Appeals in Grants Portal

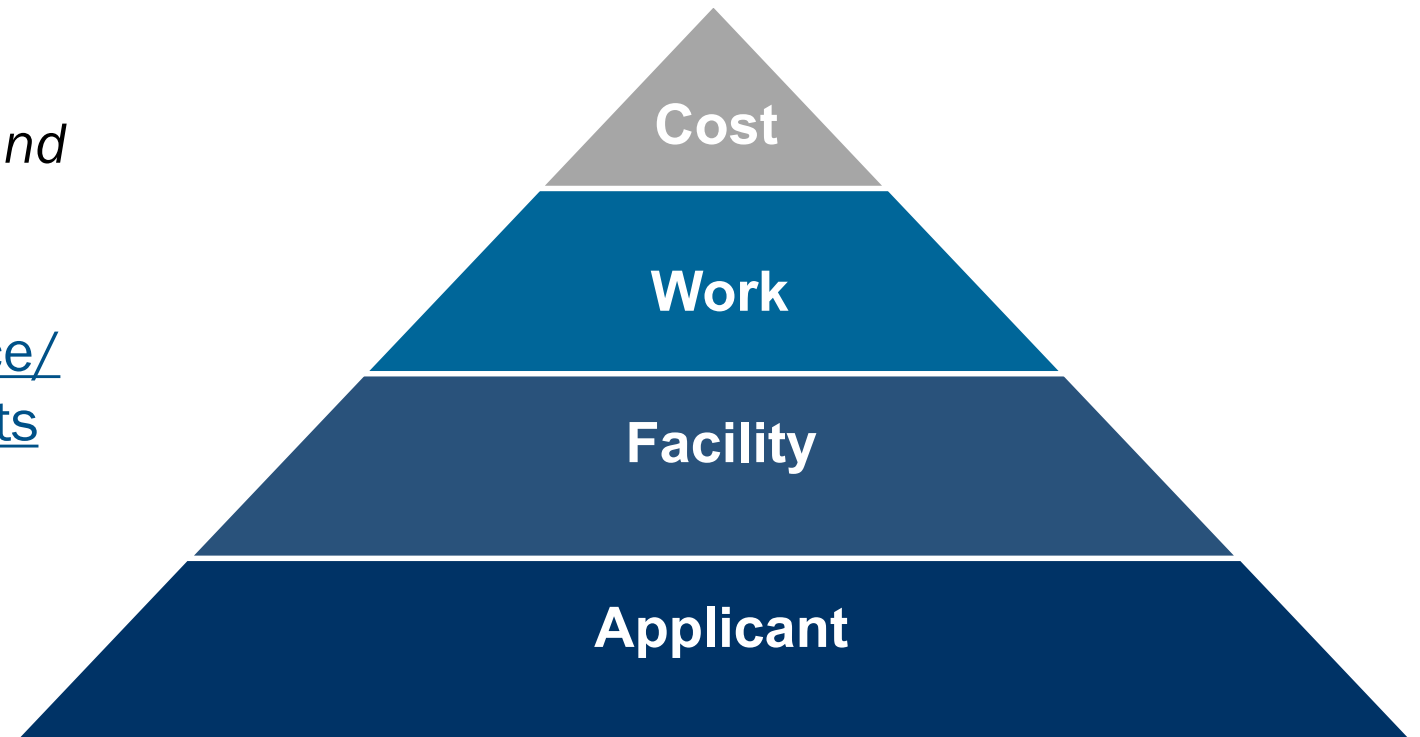
- Overview of Appeals in Grants Portal (GP)
- What is a Determination Memo?
- Roles and responsibilities for Appeal staff
- How to assign roles and configure GP
- How to request an Appeal in the system
 - Project Appeal
 - Applicant Appeal
- Appeal RFI



Grants Portal (GP) Appeals Overview

Public Assistance (PA) Eligibility

- FEMA provides assistance based on Statutes, Regulation, and Policy
- The *Public Assistance Program and Policy Guide* (PAPPG) defines FEMA's PA Program
<https://www.fema.gov/assistance/public/policy-guidance-fact-sheets>



Public Assistance Eligibility Pyramid



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What is an Appeal?



Process and program information can be found via [FEMA PA Appeals Fact Sheet \(5/6/2017\)](#)

- Applicants/Recipients have the right to appeal FEMA issued eligibility determinations through an appeals process
 - Authorized by Stafford Act Section 423
 - Defined by Title 44 Code of Federal Regulations (CFR) § 206.206
- Appeal rights are explained on the FEMA Determination Memo (DM)
- An Applicant/Recipient also has the right to request a second level appeal decision, but all second level appeal determinations are FEMA's final decision

❖ **Know your deadline:** Under statute and regulation, an applicant has 60 days from the date it receives a PA eligibility determination to file a first appeal.

❖ **State your case:** Regulation requires that an applicant's appeal is made in writing, contains documented justification supporting the applicant's position, specifies the amount in dispute, and cites relevant statutes, regulations, and policies with which the applicant believes FEMA's action was inconsistent.

❖ **Provide everything:** The administrative record closes upon issuance of the first appeal decision and the applicant will not be allowed to submit new documentation with its second appeal. Be sure to submit all supporting documentation at the first appeal stage.



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Overview of Appeals in Grants Portal (GP)

- Events declared on or after 1/1/2022, appeal requests must be made in the system and is recommended for all other events
- Appeal requests in GP may be made after
 - Issuance of a Determination Memo (DM), or
 - Issuance of a denied first appeal

Note: Must be within regulatory timeframe (60 days from decision)

- Any Applicant has the ability to submit an Appeal system request
- Applicant/Recipient may withdraw their request at any point during review



Overview of Appeals in Grants Portal (GP)

- Applicant/Recipient Deadlines (January 1, 2022 disasters and forward):
 - An Applicant may make an appeal through the recipient within 60 calendar days from the date of the FEMA determination that is the subject of the appeal.
 - Date of determination = the day FEMA transmits its determination or first appeal decision electronically
 - The Recipient must electronically forward (via Grants Portal) the Applicant's first appeal to the RA (Assistant Administrator for the Recovery Directorate if it's a second appeal), with a recommendation within 120 calendar days from the date of the FEMA determination that is the subject of the appeal.
 - If the Applicant or the Recipient do not meet each's respective 60-calendar day and 120-calendar day deadlines, FEMA will deny the appeal.
 - A Recipient may make a Recipient-related first appeal within 60 calendar days from the date of the FEMA determination that is the subject of the appeal and must electronically submit its first appeal to the RA (second appeal to the Assistant Administrator).

44 C.F.R. § 206.206(b)(1)(ii) and (b)(2)(ii)



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Overview of Appeals in Grants Manager (GM)

- Applicant/Recipient Deadlines (pre-January 1, 2022 disasters):
 - An Applicant has 60 calendar days from the date it receives a PA eligibility determination (either by electronic submission or snail mail) to file an appeal.

44 C.F.R. § 206.206(c)(1); PAPPG, V.4, at 39; *Appeals Guide*, V.1, at 6

- The appeal must be sent to the recipient (e.g., State or Tribe), which has 60 days to review and forward it, along with a written recommendation, to the appropriate region's RA.

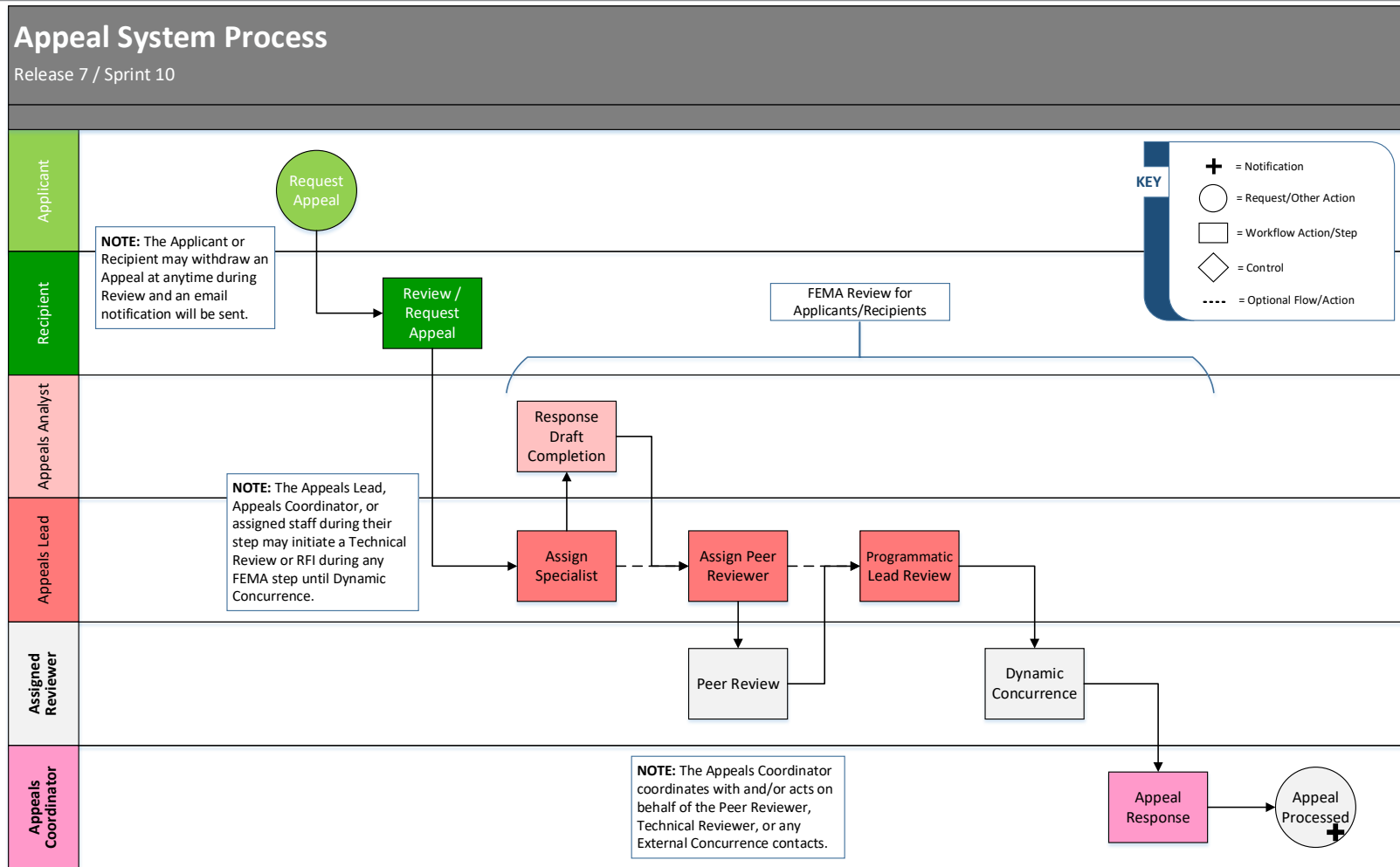
44 C.F.R. § 206.206(c)(2) & PAPPG, V.4, at 39-40

- If either the Applicant or Recipient does not meet the respective 60-day deadlines, FEMA will deny the appeal as untimely.



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Overview of Appeals in Grants Manager (GM)



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Click the icon to access this via PDF:



Appeal System
Map 2021-10-26

Federal Emergency Management Agency

Determination Memo

What is a Determination Memo? (1 of 3)

- Explanation of what assistance FEMA denied and, as applicable, the amount of assistance denied for each item;
- The basis for FEMA's denial, including the provisions of law, regulation, or policy that support the determination;
- A complete list of all documents reviewed (clearly titled for future reference); and
- Information regarding the Applicant's rights and procedures to appeal.



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Determination Memo (2 of 3)



- Determination Memo Documentation:
 - Projects and project amendments;
 - Notifications of eligibility determinations;
 - Supporting backup documentation;
 - Correspondence;
 - Photographs;
 - Technical reports; and
 - Other relevant information.



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Determination Memo Impacts (3 of 3)

- Determination Memos (DM) impact Applicant funding, through determining item(s) not meeting FEMA Public Assistance (PA) programmatic requirements
- Applicants may have information to support programmatic eligibility, even though it may not have been included in the system



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Appeal Roles and Responsibilities

Appeal Request Permissions (1 of 3)

- Applicant
 - PA Coordinators (Primary/Alternate)
 - Org Admin
- Recipient
 - POC for Applicant (as defined in the system)
 - Org Admin
- FEMA may make the request on behalf of the Recipient/Applicant, based on established processes
- Table of role and system action for Applicants and Recipients (Fig. 4)

Appeal Permissions (as of R7/S10)

	Request Appeal (From Appeal)
Applicant Alternate PA Coordinator	Yes
Applicant Organization Admin	Yes
Applicant Primary PA Coordinator	Yes
FEMA Admin	Yes
HQ Regional Appeals Coordinator	Yes
HQ Regional Appeals Lead	Yes
Portal Admin	Yes
Recipient Organization Admin	Yes
Recipient POC	Yes
Recipient Region Admin	Yes
Recipient Subordinate Organization Admin	Yes

Fig. 4: System permission matrix for Applicants and Recipients.



Applicant/Recipient Roles in Grants Portal (GP) (2 of 3)

Recipient Roles		
Title	Description	Subordinate Positions
Recipient Primary PA Coordinator	Primary contact for managing Public Assistance (PA)	N/A
Recipient Alternate PA Coordinator	Alternate contact for managing Public Assistance (PA)	N/A
Recipient Authorized Representative	Typically Governor's Authorized Representative (GAR), or delegate, the one to certify/sign on behalf of the Recipient	N/A
Project POC	Once assigned as a POC to a project, can take PA action on project	N/A
Recipient Org Admin	System administrator for the Recipient – supporting all Recipient and Applicant actions	All Subordinate Org roles
Recipient Account Manager	Manages account information and account management/support	Personnel Manager
Recipient Personnel Manager	Provides account management/support	N/A
Subordinate Org roles (various)	Once assigned as Recipient POC to an Applicant, can take Admin action on an Applicant to various degrees, depending on the role	N/A
Subordinate Org Read-Only	Unlocks the ability to see Subordinate Organization information	N/A

Applicant Roles		
Title	Description	Subordinate Positions
Primary PA Coordinator	Primary contact for managing Public Assistance (PA)	N/A
Alternate PA Coordinator	Alternate contact for managing Public Assistance (PA)	N/A
Authorized Representative	The one to certify/sign on behalf of the Applicant	N/A
Project POC	Once assigned as a POC to a project, can take PA action on project	N/A
Org Admin	Administrator for the Applicant – supporting all Applicant actions	N/A
Account Manager	Manages account information and account management/support	Personnel Manager
Personnel Manager	Provides account management/support	N/A



Appeal Roles for FEMA HQ/Region Staff in Grants Manager (GM) (3 of 3)

HQ Appeals Staff Roles

<u>Title</u>	<u>Description</u>	<u>Subordinate Positions</u>
Appeals Lead	Supervisory staff responsible for first Appeals being properly processed.	Appeals Coordinator; Appeals Analyst
Appeals Coordinator	Coordinates with assigned Appeals staff and ensures information is properly entered into the system on behalf of staff without GM access.	N/A
Appeals Analyst	Reviews, analyzes, and drafts a response to an appeal request.	N/A

Region Appeals Staff Roles

<u>Title</u>	<u>Description</u>	<u>Subordinate Positions</u>
Regional PA Branch Chief	High level role to manage Region PA operations and GM staff.	All PA Positions
Appeals Lead	Supervisory staff responsible for first Appeals being properly processed.	Appeals Coordinator; Appeals Analyst
Appeals Coordinator	Coordinates with assigned Appeals staff and ensures information is properly entered into the system on behalf of staff without GM access.	N/A
Appeals Analyst	Reviews, analyzes, and drafts a response to an appeal request.	N/A



How-To Assign Appeal Roles and Configure Grants Portal (GP)

Role Assignment: Grants Portal (1 of 2)

- Personnel Manager, Account Manager, and Organization Admin can manage Personnel roles
- Navigation in Grants Portal:
 - *My Organization > Profile*
 - Click *Manage* on *Personnel* bar
 - Click *Manage* next to the user you wish to manage

(continued on next slide)

My Organization Profile
Glenville - PDMG0207 - PDMGTRAIN (PDMGTRAIN - 207)

General Information

ORGANIZATION NAME	Glenville - PDMG0207 - PDMGTRAIN	FEMA PA CODE	PDMGTRAIN - 207
STATE/TRIBE/TERRITORY	Texas	EIN NUMBER	--
TYPE	City or Township Government	DUNS NUMBER	TX-TRN-0207
IS STATEWIDE?	No	HAS GRANTS PORTAL LOGIN ACCESS?	Yes DEACTIVATE LOGIN ACCESS
ORGANIZATION STATUS	Eligible ⓘ		

Personnel

Last Name	First Name	Middle Initial	Personnel Type	Roles
Doe	John		Direct Employee	Primary PA Coordinator
Doe	Jane		Direct Employee	Alternate PA Coordinator



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Role Assignment: Grants Portal (2 of 2)

(continued from previous slide)

- Scroll down, click **Roles** to expand the bar and then select **Manage** to the right of the organization
- Check the box next to each role you wish to edit, then click **Save**
- Hovering over the ? will explain more on that role
- When you check a role, a preview of what permissions the user will have will be displayed to the right

Roles ▾

System Roles >

Organization Roles Glenville - PDMG0207 - PDMGTRAIN (PDMGTRAIN - 207) ▾ **MANAGE**

Edit Roles for Doe, John

Assigned Roles

APPLICANT ROLES

- Primary PA Coordinator ?
- Alternate PA Coordinator ?
- Authorized Representative ?
- Project POC ?

ADMINISTRATIVE ROLES

- Account Manager ?
- Personnel Manager ?
- Organization Admin ?
- Read-Only Access ?

Permissions Preview

ORGANIZATION

- Create Requests for Public Assistance (RPAs)
- Edit Organization Details
- Manage Locations
- Manage Organization Counties List
- Manage Documents
- Manage Staff

PERSONNEL

- Send Password Reset
- View Login History
- Lock Account
- Disable Account
- Edit Personnel Record
- Manage Contact Info
- Manage Organization Roles
- Create New Staff

APPLICANT

- Create Comment
- Create Discussion
- Reply to Discussion
- Manage Damage Inventory
- Manage Documents

DAMAGE INVENTORY

- Edit
- Manage Documents

PROJECT

- Sign DDD
- Sign Scope & Cost

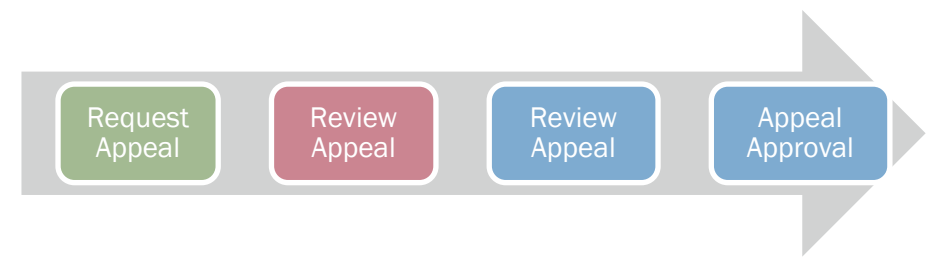
SAVE CANCEL



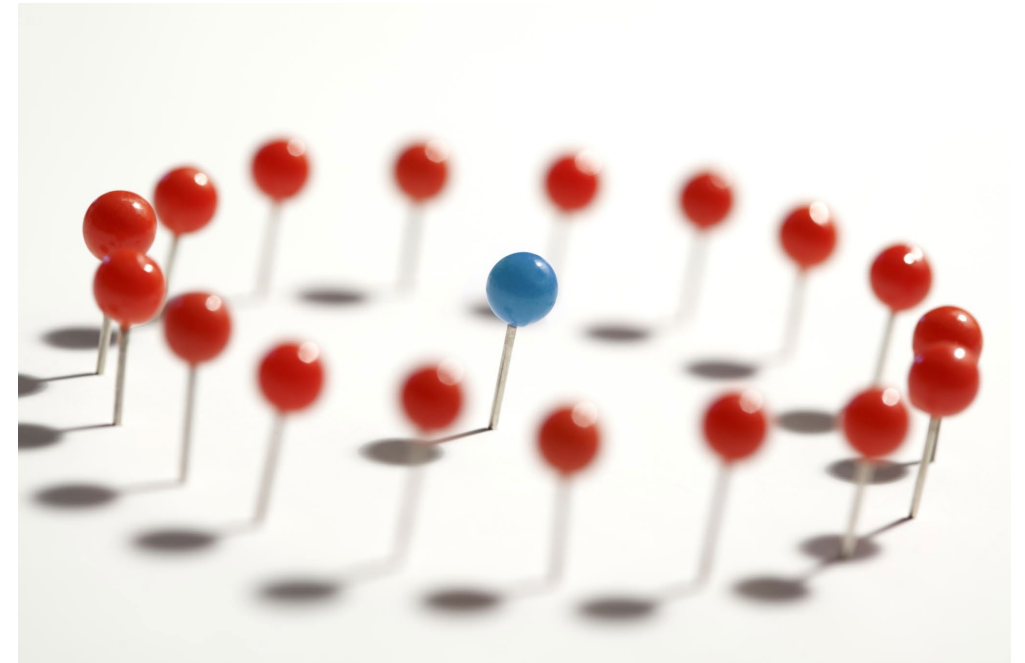
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Project Appeal System Process

Project Appeal Overview



- In 2020, there were 138 2nd appeals¹ and over 30,000 eligible projects with an obligation²
- Project Appeals are the most common appeal
- Process: Requested > Recipient Reviewed > FEMA Reviewed > FEMA Approved/Denied
- Reminder: only a denied first appeal or a FEMA determination can be appealed in the system, at this time



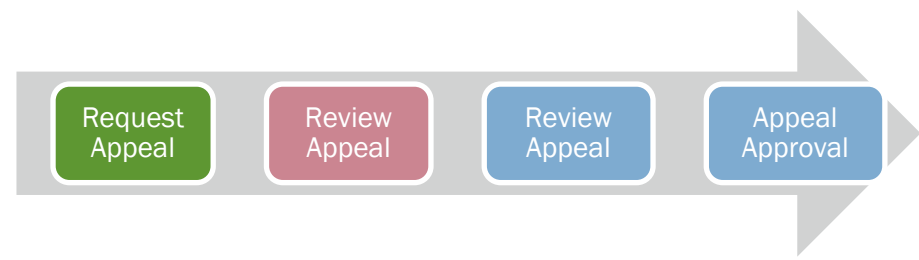
¹ – Source, FEMA Appeals database
<https://www.fema.gov/assistance/public/appeals>

² – Source, Grants Manager <https://pagrants.fema.gov/>



Project Appeal: Applicant Request

(1 of 3)



- Navigation in Grants Portal for appealing a Determination Memo (DM):
 - *Tasks > Determination Memo* (on the left navigation pane)
 - Drill into associated Determination Memo (DM) (click magnifying glass)
- For denied 1st appeal
 - Organization > Applicant Event Profile > Scroll down to Appeals

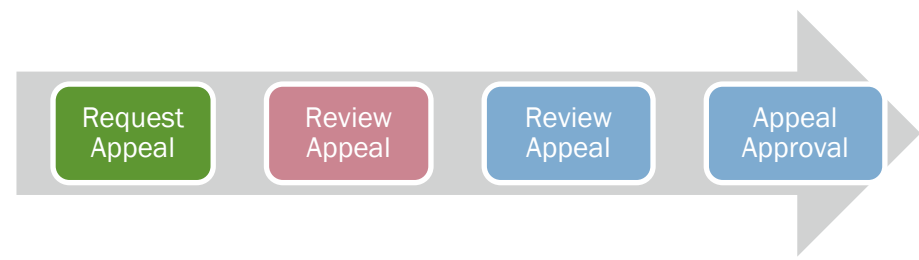
DM #	Description	Event	County	Source	Type	Eligibility
DM- [94063]	vax	4332DR-TX	Houston County	Project	Project Version Ineligibility Determination	43434
DM- PRJAMD- 108	Project Amendment	PDMG Training Event (PDMGTRAIN) (PDMGTRAIN)	Shackelford County	Project Amendment	Project Amendment Ineligibility Determination	Action Item Insurance Reconsideration Details
DM-PRJ- 4651	[104854] Glenville - PDMG0018 - 4332DR, Project #6	4332DR-TX (4332DR)	Houston County	Project	Insurance Project Ineligibility Determination	Non-compl
DM-PRJ- 4646	[120438] Test Roads	4332DR-TX (4332DR)	Shackelford County	Project	JFO Project Ineligibility Determination	test



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Project Appeal: Applicant Request

(2 of 3)



- Navigation in Grants Portal for appealing a denied 1st Appeal:
 - Organization > Applicant Event Profiles* (on the left navigation pane)
 - Drill into associated Applicant Event Profile (DM) (click magnifying glass)
 - Scroll down and expand the Appeals section, then drill into the denied first appeal

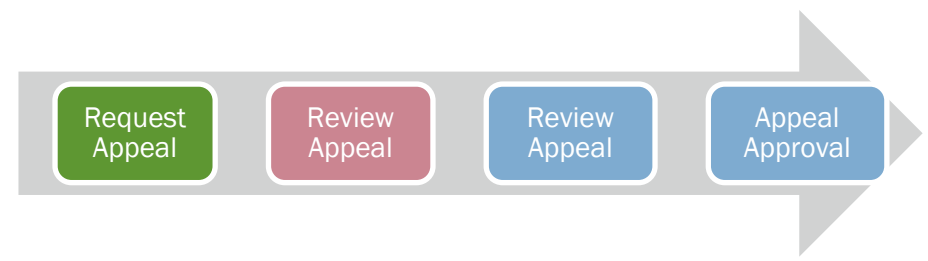
Appeal ID	Name	Address	Status	Appeal Keywords	Appeal Description	FEMA Region
Appeal-155	First Appeal	[18381] Golfsmith Road	Unknown	Denied	Legal Responsibility - Other Federal Agency	Region VI



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Project Appeal: Applicant Request

(3 of 3)



- Once on either the Determination Memo page or Denied Appeal page, click Request Appeal / Request Second Appeal
- Fill out the request, upload the appeal letter, then press **Submit**
- *Note:* Only one appeal can be submitted at a time, but a second appeal can be requested if first appeal is denied

Determination Memo Project Amendment DM

PDMG Training Event (PDMGTRAIN) (PDMGTRAIN) / Glenville - PDMG0192 - PDMGTRAIN (PDMGTRAIN - 192) / [19104] 1-30 / Project Amendment DM

REQUEST APPEAL GO BACK

General Information		Project Amendment Information	
DM #	DM-PRJAMP-109	PROJECT	[19104] 1-30
DM TYPE	Project Amendment		
ELIGIBILITY ISSUE MODE	Complete		
INITIATED BY	PDMG0535		
INITIATED ON	05/21/2021		
COMPLETED BY	PDMG0535		
COMPLETED ON	05/21/2021		
STATUS	Completed		
PROCESS STEP	Process Complete		
CURRENT DETERMINATION MEMO (V1)	contract		
	Uploaded on 05/21/2021		

Appeal Details Request Second Appeal

SUBMIT CANCEL

4332DR-TX (4332DR) / Glenville - PDMG0020 - 4332DR (4332DR - 20) / Request Second Appeal

Request Second Appeal

DATE SUBMITTED TO RECIPIENT *

APPLICANT POC *

MAILING ADDRESS *

DISPUTED MONETARY FIGURE KNOWN? * Yes No

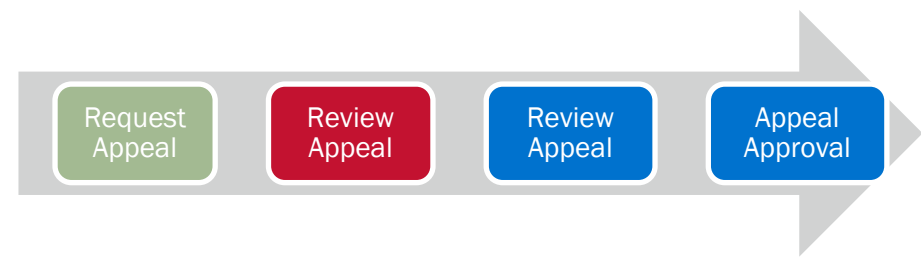
Documents

This Appeal request has no Documents.



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Project Appeal: Withdraw



- After an Appeal request is submitted, on Appeal Details page, the only option available to you at this point is to *Withdraw* your appeal, under **Options**
- *Note:* This may be done by the Recipient or Applicant at any point until a determination on the Appeal request has been made

Grants Portal

Appeal Details

4332DR-TX (4332DR) / Glenville - PDMG0020 - 4332DR (4332DR - 20) / APPEAL-156

Options (highlighted)

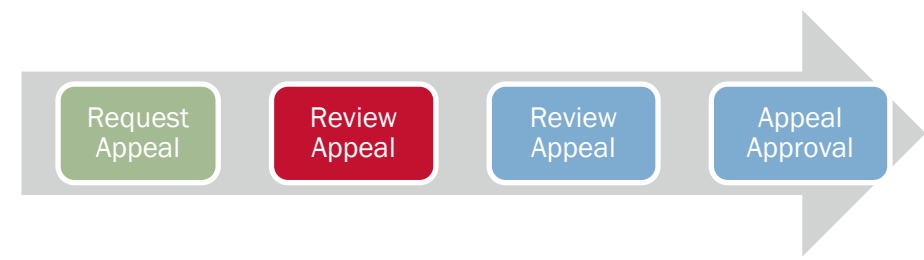
Withdraw (button)

General Information		Project Information	
APPEAL #	APPEAL-156	DETERMINATION BEING APPEALED	DM-PRJ-157
APPEAL TYPE	Second Appeal	DATE OF DETERMINATION	05/31/2019 02:01 PM EDT
MONETARY FIGURE IN DISPUTE	Unknown	RECIPIENT SUBMISSION DATE	11/29/2021 03:35 PM EST
STATUS	FEMA Review	PROJECT	[18381] Golfsmith Road
		CURRENT VERSION	0
		TYPE	Standard
		APPLICANT	Glenville - PDMG0020 - 4332DR (4332DR - 20)
		EVENT	4332DR-TX (4332DR)



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Project Appeal: Recipient Review (1 of 3)

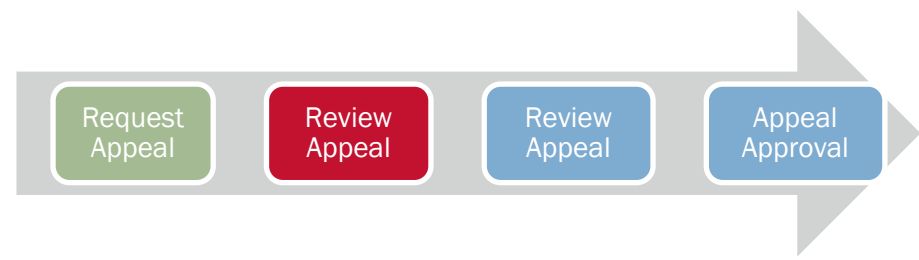


- Roles: Recipient Org Admin or Recipient POC/Subordinate Org Admin
- Review request, update information (if necessary), and submit to FEMA
- Optional actions:
 - Update Appeal Information
 - Edit law/reg/policy
 - Upload documents
 - Manage documents
 - Add Comment (24-hr window to edit)
 - Withdraw



FEMA

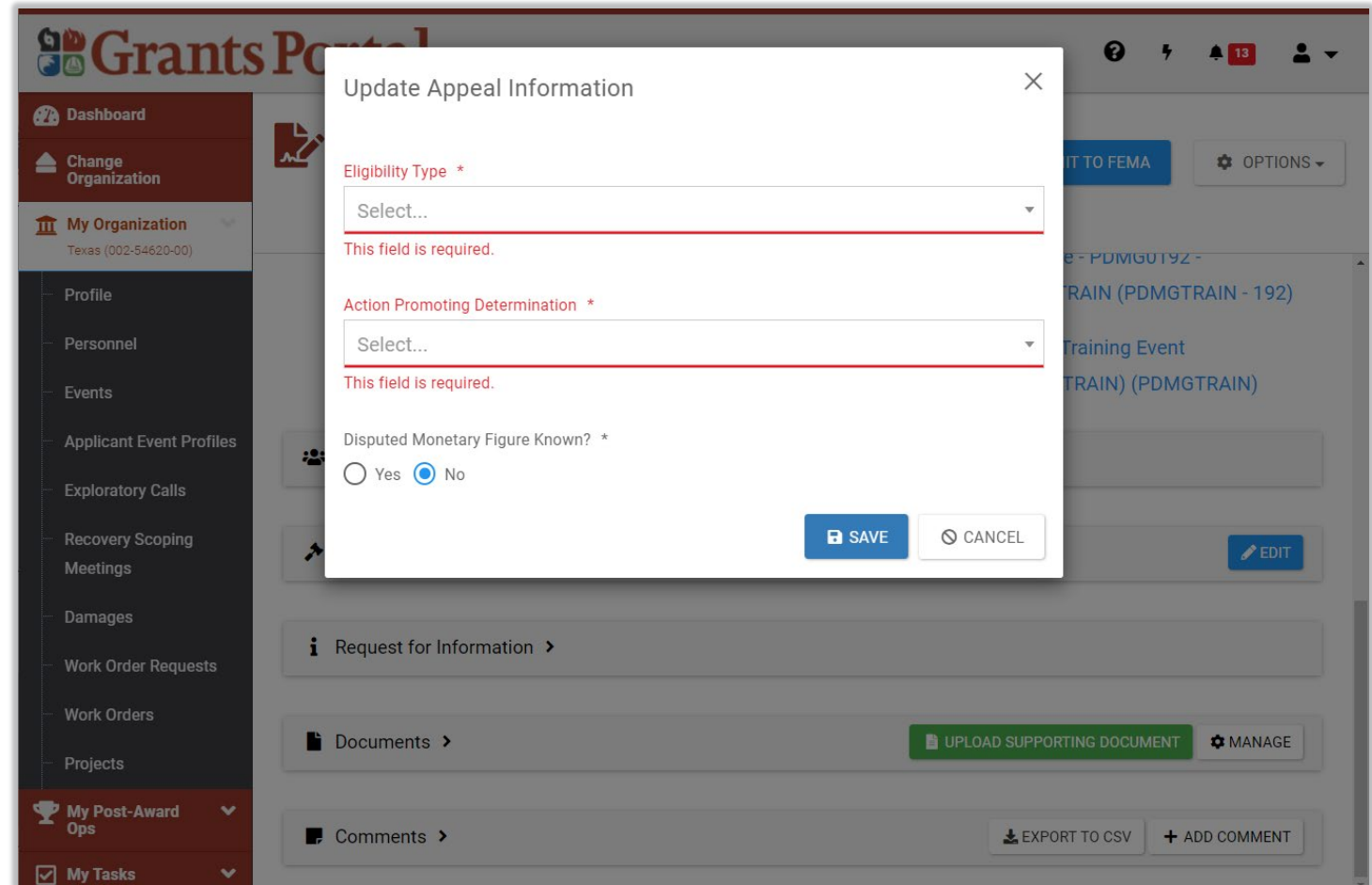
Project Appeal: Recipient Review (2 of 3)



- Update Appeal Information
 - Eligibility Type
 - Actions
 - Disputed Amount

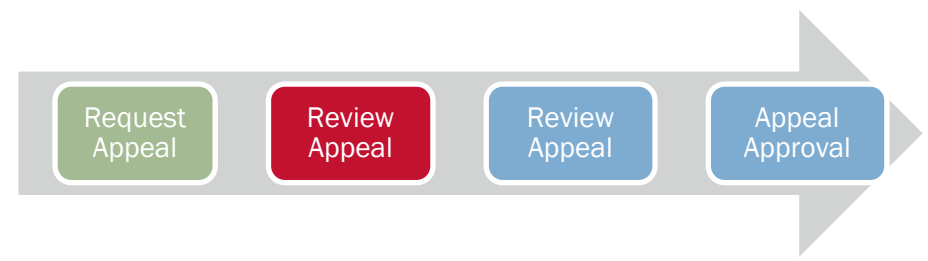
Note: While not required, this is the only opportunity the Recipient will have to request an eligibility and/or action type

- Be sure to upload any supporting documentation for the appeal request, such as a PDF of the Recipient's recommendation



FEMA

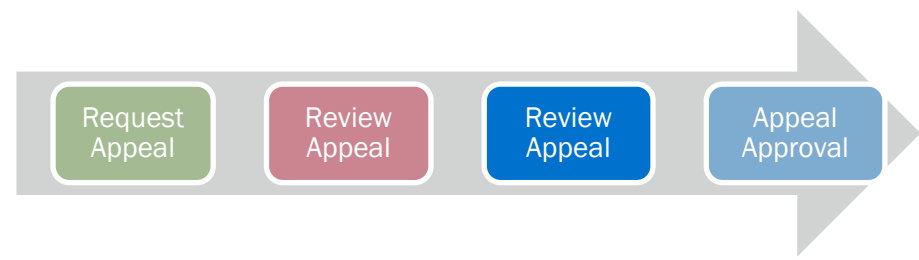
Project Appeal: Recipient Review (3 of 3)



- After clicking Submit to FEMA, you will be asked to submit your recommendation:
 - Approval
 - Partial Approval
 - Denial
- Make sure to add a comment that would justify a partial or denial recommendation
- Click **Submit to FEMA** to complete this step and have FEMA review your request.

The screenshot shows a 'Submit to FEMA' dialog box. It contains a dropdown menu for 'Recipient Adjudication Recommendation *' with the following options: 'Recommend Approval' (selected), 'Recommend Approval', 'Recommend Partial Approval', and 'Recommend Denial'. Below the dropdown is a text input field for 'Comment'. At the bottom right, there are two buttons: 'SUBMIT TO FEMA' (highlighted with a red box) and 'CANCEL'.

Project Appeal: FEMA Review



- FEMA Region/HQ Appeals staff review the Appeal request for:
 - Completeness
 - Compliance
 - Drafting a response
 - Administrative record

GrantsManager

Appeals

All Appeals | Appeals for Authorized Personnel

Filters | Filters Unchanged | Columns Unchanged | Quick Search

Appeal Details
State Demo (1028-STATE-DEMO) / Bubba Gumps / APPEAL-103

Submit for Peer Review | Assign Appeals Analyst | Options

Disabled
This Appeal cannot be submitted for Peer Review because:

- No Dynamic Concurrence Review steps have been added.
- The Eligibility Type of this Appeal has not been identified.
- The Action Promoting Determination for this Appeal has not been identified.
- No draft Appeal Letter has been uploaded.

Warning: This Appeal is pending **Response Draft Completion**. Once the Appeal Decision Letter has been uploaded, the Appeal Information has to be submitted.

[Upload Appeal Letter](#) | [Update Appeal Information](#)

Appeal Keywords: [+ Add Appeal Keyword](#)

GENERAL INFORMATION

Appeal #	APPEAL-103
Appeal Type	First Appeal
Recipient Adjudication Recommendation	Recommend Partial Approval
Appeal Target Date	February 16, 2022
Eligibility Type	-
Action Promoting Determination	-
Disputed Monetary Figure	Unknown
Status	Active
Process Step	Pending Response Draft Completion
Current Appeal Letter	-

Determination Being Appealed: DM-APP-106

Date of Determination: 06/24/2018 06:05 PM EDT

Recipient Submission Date: 11/18/2021 12:52 PM EST

Event: State Demo (1028-STATE-DEMO)

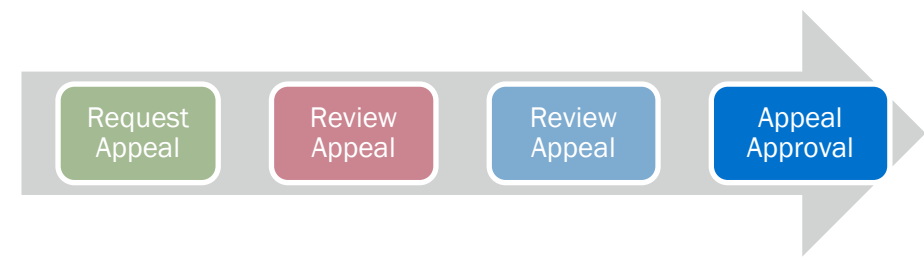
Applicant: Bubba Gumps

Type: City or Township Government



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Project Appeal: FEMA Approval



- After all review and concurrence steps have been completed, FEMA final review and determination is required
- Approval Actions
 - Approve, Partially Approve, Deny, Remand or Send Back
 - *Optional actions:* Edit appeal information, manage documents and make comments
- Once Appeal is completed, status of:
 - Approved, Partially Approved, Denied, Remanded, Overturned, Partially Overturned, Withdrawn, or Cancelled



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Applicant Appeal System Process

Applicant Appeal Overview

Request Appeal

Review Appeal

Review Appeal

Appeal Approval

- Similar to project appeals, but requested on the Applicant Event Profile
- Appealable actions
 - Ineligible as Applicant
 - Denied first appeal

Grants Portal

Applicant Event Profile

4332DR-TX (4332DR)
Opening Doors Inc (64246845)

[REQUEST APPEAL](#) [SUBSCRIBE](#) [REPORTS](#)

Warning: Opening Doors Inc is locked because it was determined to be Ineligible.
This Applicant was determined to be Ineligible by Mitchell, Jacob on 02/12/2021 10:30 AM EST.
[View Applicant Ineligibility Determination and Memo.](#)

General Information		Event Information	
FEMA PA CODE	64246845	JOB #	4332DR
NAME	Opening Doors Inc	EVENT NAME	4332DR-TX
TYPE	Nonprofit with 501C3 IRS Status PNP	EVENT TYPE	Disaster
PNP TYPE	Educational	INCIDENT TYPE	Hurricane
SECTOR	--	INCIDENT LEVEL	1
STATUS	Ineligible	INCIDENT START DATE	August 23, 2017



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Applicant Appeal: Applicant Request

(1 of 4)

Request
Appeal

Review
Appeal

Review
Appeal

Appeal
Approval

- Navigation in Grants Portal for appealing an Applicant Event Profile
 - *Organization > Applicant Event Profiles* (on the left navigation pane)
 - *Expand Filters and set Status to Ineligible*
 - *Drill into the Event* (click magnifying glass)

Grants Portal

Dashboard
Change Organization
My Organization
City of Glenville for PAC00001 (PAC00001)
Profile
Personnel
Applicant Event Profiles
Exploratory Calls
Recovery Scoping Meetings
Damages
Work Order Requests

My Applicant Event Profiles

Filters Filters Changed Columns Unchanged Quick Search Unchanged

Status: Ineligible
Process Step: Select...

Quick Search... SEARCH ! ?

Event #	Event Name	Status	Process Step	# P
PAC-TRAIN	Public Assistance Coordinator Course	Eligible		



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Applicant Appeal: Applicant Request

(2 of 4)

Request Appeal

Review Appeal

Review Appeal

Appeal Approval

- Once on the Applicant Event Profile, you can Request Appeal on the top right.

Grants Portal

Applicant Event Profile

Public Assistance Coordinator Course (PAC-TRAIN) / City of Glenville for PAC00001 (PAC00001)

REQUEST APPEAL **SUBSCRIBE** **REPORTS**

City of Glenville for PAC00001 is locked because it was determined to be Ineligible.

This Applicant was determined to be Ineligible by PAC-TRAINIBD on 12/10/2018 01:43 PM CST.
[View Applicant Ineligibility Determination and Memo.](#)

General Information		Event Information	
FEMA PA CODE	PAC00001	JOB #	PAC-TRAIN
NAME	City of Glenville for PAC00001	EVENT NAME	Public Assistance Coordinator Course
TYPE	City or Township Government	EVENT TYPE	Disaster
SECTOR	PAC 428 Sector	INCIDENT TYPE	Hurricane
STATUS	Ineligible	INCIDENT LEVEL	3
RPA DECISION DATE	08/16/2018 05:32 PM CDT	INCIDENT START DATE	April 9, 2019
RSM COMPLETION DATE	08/18/2018 10:00 AM CDT	INCIDENT END DATE	Ongoing
DAMAGE INVENTORY DEADLINE	10/17/2018	DECLARATION DATE	June 16, 2018
PROCESS STEP	Process Discontinued <small>As of December 10th, 2018 1:43 PM CST</small>	FIXED COST OFFER DECLARATION-WIDE DEADLINE	June 16, 2019

[Stats/Summary](#)

[Staff / Contacts](#)



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Applicant Appeal: Applicant Request

(3 of 4)

Request
Appeal

Review
Appeal

Review
Appeal

Appeal
Approval

- Choose from the dropdowns for Applicant POC and Mailing Address
- Disputed Monetary Figure Known
 - Yes- Enter the amount
 - No- No further information is required

The screenshot shows the 'Request First Appeal' form in the Grants Portal. The form is titled 'Request First Appeal' and is for a 'Public Assistance Coordinator Course (PAC-TRAIN)' in the 'City of Glenville for PAC00001 (PAC00001)'. The form includes the following fields:

- APPLICANT POC ***: A dropdown menu.
- MAILING ADDRESS ***: A dropdown menu.
- DISPUTED MONETARY FIGURE KNOWN? ***: A checkbox set to 'Yes'.
- MONETARY FIGURE IN DISPUTE ***: A text field with a dollar sign prefix.

Below the form is a 'Documents' section with a green button that says 'ATTACH APPEAL LETTER AND SUPPORTING DOCUMENTS'. A message below the button states: 'This Appeal request has no Documents.'



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Applicant Appeal: Applicant Request

(4 of 4)

Request Appeal

Review Appeal

Review Appeal

Appeal Approval

- Before you can submit the Appeal, you must attach the Appeal Letter and any supporting documents
- Then click **Submit**

Grants Portal

Dashboard | Change Organization | My Organization (City of Glenville for PAC00001)

Appeal Details Request First Appeal

Public Assistance Coordinator Course (PAC-TRAIN) / City of Glenville for PAC00001 (PAC00001) / Request First Appeal

SUBMIT CANCEL

Request First Appeal

APPLICANT POC * [Dropdown]

MAILING ADDRESS * [Dropdown]

DISPUTED MONETARY FIGURE KNOWN? * Yes No

Documents

Quick Search...

Filename	Description	Category	Size
REMOVE Appeal Letter.docx		Force Account Labor Payroll / Timesheets; General Documents; Force Account Labor Summary; Activity / Locations Listing	11.6 KB

Showing 1 to 1 of 1 entries

ATTACH APPEAL LETTER AND SUPPORTING DOCUMENTS



FEMA

Applicant Appeal: Recipient Review

(1 of 3)

Request Appeal

Review Appeal

Review Appeal

Appeal Approval

- The recipient will receive a task to review the Appeal

- *Use Task Bell to review*

-or-

- *Applicant Event Profile & expand Appeals section > Drill into the Appeal*

Grants Portal

Dashboard
Change Organization
My Organization
My Post-Award Ops
My Tasks
Calendar
Subrecipient Organizations

Documents >
Comments >
Ineligibility Determination and Memo >
Appeals >

Filters
STATUS Select... HAS APPEAL KEYWORDS? Select...

Appeal #	Appeal Type	Appeal Reference	Disputed Monetary Figure	Status	Appeal Keywords	Appeal Description	FEMA Region
Appeal-133	First Appeal	City of Glenville for PAC00001 (PAC00001)	Unknown	Recipient Transmittal		Appeal in review.	Region II

Showing 1 to 1 of 1 entries

Request for Information >
History >

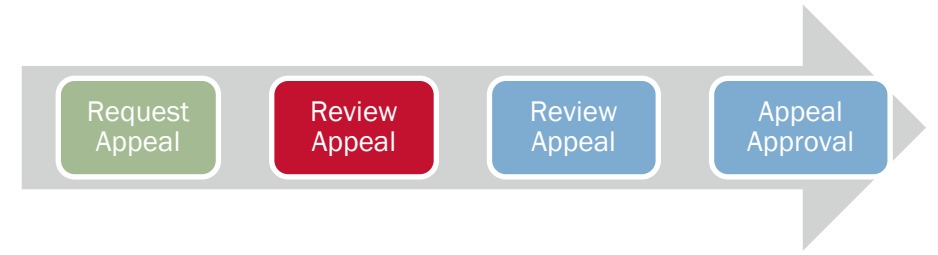


FEMA

Applicant Appeal: Recipient Review

(2 of 3)

- Once the review is complete, click Submit to FEMA
- The Recipient will need to recommend adjudication by selecting
 - *Recommend Approval*
 - *Recommend Partial Approval*
 - *Recommend Denial*
- Click Submit to FEMA



The screenshot displays the FEMA Portal interface. At the top, the word "Portal" is visible. Below it, the "Appeal Details" section shows the appeal information: "Public Assistance Coordinator Course (PAC-TRAIN) / City of Glenville for PAC00001 (PAC00001) / APPEAL-133". A yellow warning banner states: "This Appeal is pending Recipient Review. The Appeal submitted by the Applicant must be submitted by the Recipient to FEMA. Upon submission, the Recipient may provide recommendations to FEMA as to whether or not the Appeal should be approved." A "SUBMIT TO FEMA" button is highlighted with a red box. The "Submit to FEMA" modal window is open, showing a dropdown menu for "Recipient Adjudication Recommendation" with options: "Recommend Approval" (highlighted in blue), "Recommend Partial Approval", and "Recommend Denial". A "SUBMIT TO FEMA" button with a checkmark and a "CANCEL" button are at the bottom of the modal.



FEMA

Applicant Appeal: Recipient Review

(3 of 3)

Request Appeal

Review Appeal

Review Appeal

Appeal Approval

- The appeal Status in grants Portal will stay in FEMA Review until FEMA has completed their review process

Grants Portal

Dashboard

Change Organization

My Organization
City of Glenville for PAC00001 (PAC00001)

Profile

Personnel

Applicant Event Profiles

Exploratory Calls

Recovery Scoping Meetings

Damages

Work Order Requests

Appeal Details

Public Assistance Coordinator Course (PAC-TRAIN) / City of Glenville for PAC00001 (PAC00001) / APPEAL-133

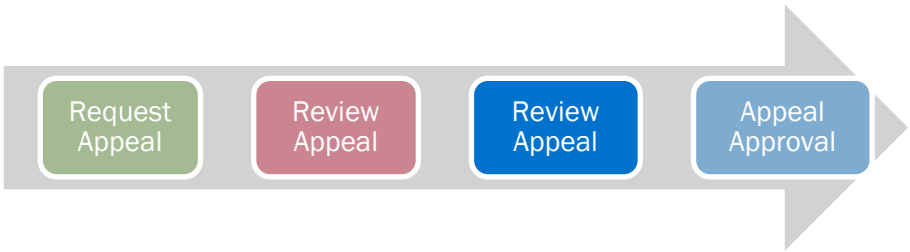
General Information

APPEAL #	APPEAL-133
APPEAL TYPE	First Appeal
RECIPIENT ADJUDICATION RECOMMENDATION	Recommend Approval
MONETARY FIGURE IN DISPUTE	Unknown
STATUS	FEMA Review



FEMA

Applicant Appeal: FEMA Review



- FEMA will review the Appeal

Grants Manager

Appeals

All Appeals Appeals for Authorized Personnel

Filters [^] Filters Unchanged Columns Unchanged Quick Search Unchanged

EVENT: ALL

COUNTY: Select...

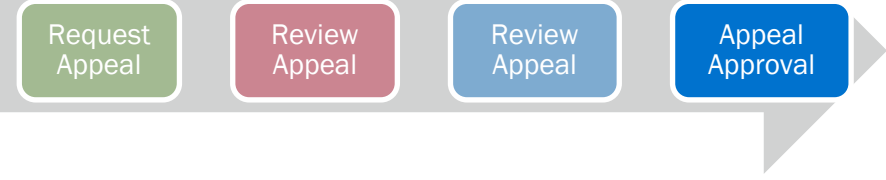
APPLICANT: Select...

Quick Search... Search ?

Appeal #	Appeal Type	Appeal Reference	Appellant	FEMA PA Code	FEMA Region	Event	County
----------	-------------	------------------	-----------	--------------	-------------	-------	--------



Applicant Appeal: FEMA Approval

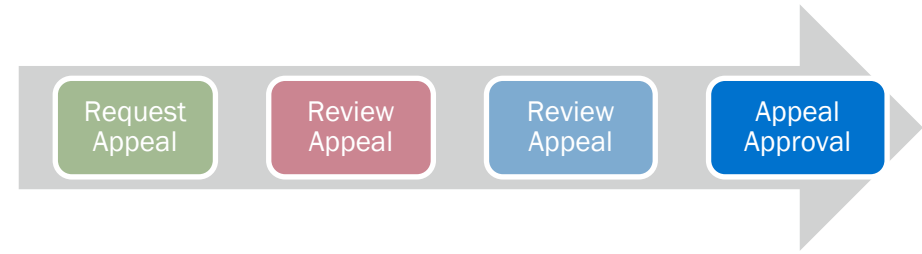


- Once FEMA Review and Concurrence are complete, the Appeal will be sent to Appeal Response
- In this step, the Appeal can be:
 - Approved
 - Partially Approved
 - Denied
 - Remanded
 - Sent Back



FEMA

Applicant Appeal: Grants Portal View



- The Status of the Appeal in Grants Portal will update once FEMA has completed all reviews

Grants Portal

Dashboard
Change Organization
My Organization
City of Glenville for PAC00001 (PAC00001)

Profile
Personnel
Applicant Event Profiles
Exploratory Calls
Recovery Scoping Meetings
Damages
Work Order Requests
Work Orders
Projects

My Post-Award Ops
My Tasks
Calendar
Utilities
Intelligence

Appeal Details

Public Assistance Coordinator Course (PAC-TRAIN) / City of Glenville for PAC00001 (PAC00001) / APPEAL-133

✓ This Appeal has been completed and the determination for the Appeal was Approved.
The Appeal was processed on 11/17/2021 10:08 AM CST by SMITH, HOLLY L..

General Information

APPEAL #	APPEAL-133
APPEAL TYPE	First Appeal
RECIPIENT ADJUDICATION RECOMMENDATION	Recommend Approval
ELIGIBILITY TYPE	Applicant
ACTION PROMOTING DETERMINATION	Request for Public Assistance
MONETARY FIGURE IN DISPUTE	Unknown
STATUS	Approved
PROCESS STEP	Appeal Response Submitted to Applicant & Recipient
CURRENT APPEAL LETTER	Contract Costs.docx

Uploaded on 11/17/2021 08:43 AM CST by SMITH, HOLLY L..



FEMA

Request for Information (RFI) System Process

Appeal Request for Information (RFI) Overview

- A Request for Information may be necessary if the Applicant or Recipient had not provided enough information
- FEMA may take action on the Appeal step may initiate a Request for Information (RFI)
- Once the information is provided to meet the RFI request, the RFI can be closed

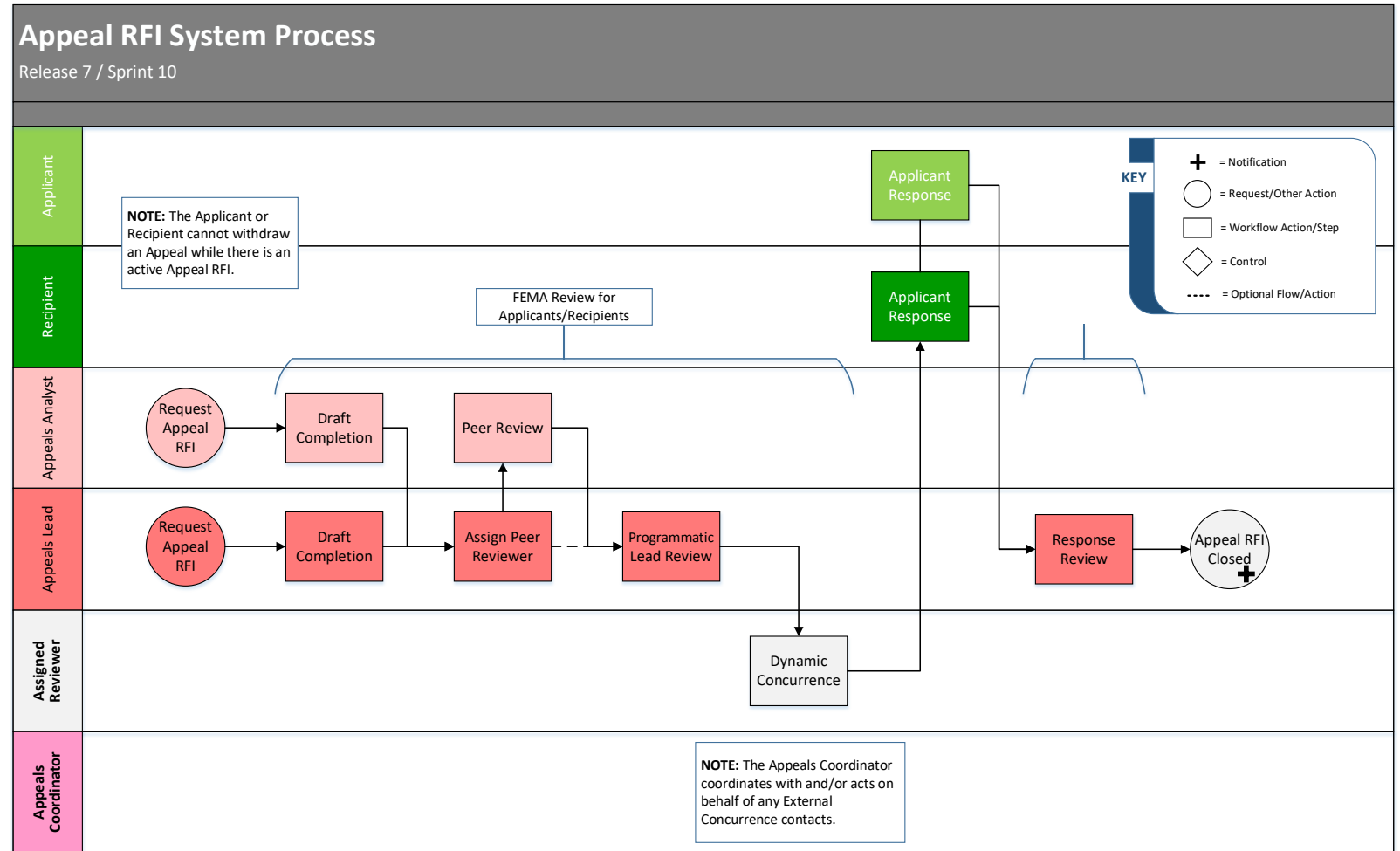
The screenshot shows the Grants Manager interface. The top navigation bar includes the 'Grants Manager' logo, a 'NEED MORE ROOM?' button, a help icon, a notification bell with '2' alerts, and a 'Welcome,' dropdown. The left sidebar lists navigation categories: Dashboard, Pre-Award Ops, Award Ops, Post-Award Ops, Tasks, Appeals Ops (expanded to show Appeals, Appeal RFIs, and Appeal TRs), Data Cleaning, Resources, Intelligence, Configuration, Utilities, and Administration. The main content area is titled 'Appeal Details' and shows the breadcrumb path: GP Training Course-Recip for Montana (GP-TRAIN-RECIP) / City of Whitmond for GP-Recip00515 (GP-Recip00515) / APPEAL-135. Action buttons at the top right include 'Submit for Peer Review', 'Assign Appeals Analyst', and 'Options'. The main content area contains several sections: CONTACTS, APPEAL DESCRIPTION (with an EDIT button), LAW / REGULATION / POLICY (with an EDIT button), DYNAMIC CONCURRENCE (with a MANAGE button), TECHNICAL REVIEW (with a SEND FOR TECHNICAL REVIEW button), REQUEST FOR INFORMATION (with a CREATE RFI button), DOCUMENTS (with UPLOAD, DOWNLOAD, and MANAGE buttons), COMMENTS (with EXPORT TO CSV and ADD COMMENT buttons), and HISTORY.



FEMA

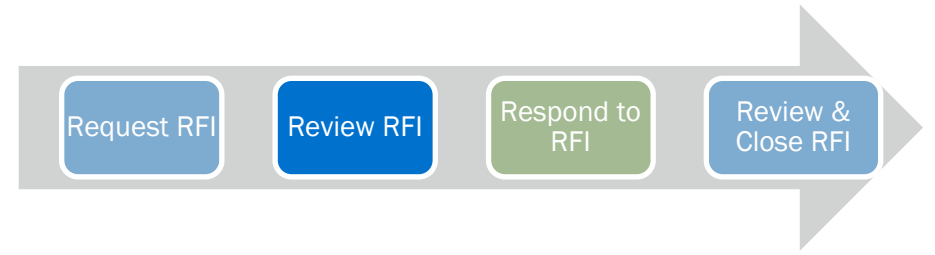
Appeal Request for Information (RFI) Process

- Similar to the Appeal process, but with an Applicant response and response review
- When Closed, RFI documents will be copied over to the Appeal documents



FEMA

Appeal RFI: FEMA Review



- After FEMA review and concurrence, the RFI is submitted for Applicant Response

GENERAL INFORMATION			
RFI #	RFI-APPEAL-104	Event	GP Training Course-Recip for Montana (GP-TRAIN-RECIP)
RFI Deadline	December 14, 2021	Applicant	City of Whitmond for GP-Recip00515 (GP-Recip00515)
RFI Type	Basic	Appeal #	APPEAL-135
Status	Active	Appeal Type	Applicant Ineligibility Determination
Process Step	Pending Branch Chief Review		
Date RFI Sent to Applicant	-		
Date RFI Response Received by FEMA	-		



Appeal RFI: Applicant Response (1 of 2)

Request RFI

Review RFI

Respond to RFI

Review & Close RFI

- Navigation either by task bell, or manually by:
My Organization / Subrecipient Organizations > Applicant Event Profiles / Projects > drill into profile > scroll down to bottom, expand Appeals section and drill into Appeal > scroll down and drill into RFI
- Look for Status = **Active**
Process Step = **Pending Applicant Response**

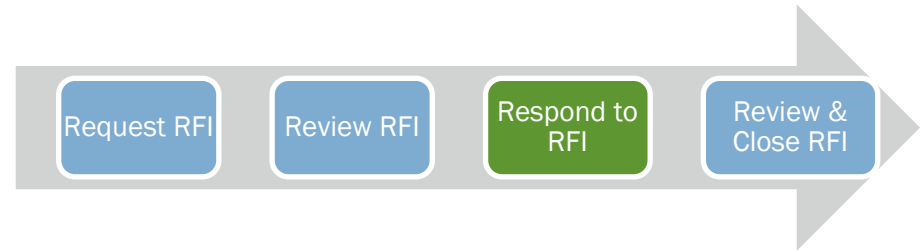
The screenshot shows the Grants Portal interface. The sidebar on the left contains navigation options: Dashboard, Change Organization, My Organization (Montana (332-80512-15)), My Post-Award Ops, My Tasks, Calendar, Subrecipient Organizations, Profiles, Personnel, Applicant Event Profiles, Exploratory Calls, Recovery Scoping Meetings, Damages, Work Order Requests, Work Orders, and Projects. The main content area displays the Appeals section with a table of RFI entries. The table has columns for RFI #, RFI Deadline, RFI Type, Status, Process Step, Date RFI Sent to Applicant, and Date Response Received by FEMA. The first entry is RFI-APPEAL-104 with a deadline of 12/14/2021, status of Active, and process step of Pending Applicant Response. The second entry is RFI-APPEAL-102 with a deadline of 12/13/2021, status of Canceled, and process step of Process Discontinued. A task bell icon in the top right corner is labeled "Task bell".

RFI #	RFI Deadline	RFI Type	Status	Process Step	Date RFI Sent to Applicant	Date Response Received by FEMA
RFI-APPEAL-104	12/14/2021	Basic	Active	Pending Applicant Response	11/24/2021	
RFI-APPEAL-102	12/13/2021	Basic	Canceled	Process Discontinued	11/22/2021	



FEMA

Appeal RFI: Applicant Response (2 of 2)



- Provide response via **Upload Document** button
- When complete, **Submit RFI Response**
 - System requires a document in order to submit the response

Grants Portal

Appeal Details Request for Information

GP Training Course-Recip for Montana (GP-TRAIN-RECIP) / City of Whitmond for GP-Recip00515 (GP-Recip00515) / APPEAL-135 / RFI-APPEAL-104

→ SUBMIT RFI RESPONSE **GO BACK**

⚠ This Appeal RFI is pending Applicant Response.

The Federal Emergency Management Agency (FEMA) has reviewed the documentation you provided to support your Appeal. Upon review of the information you have provided, some additional information or clarification is requested. The detailed request is described below.

[Upload Document](#)

General Information

RFI #	RFI-APPEAL-104	APPEAL TYPE	Applicant Ineligibility Determination
APPEAL #	APPEAL-135	STATUS	Active
APPLICANT	City of Whitmond for GP-Recip00515 (GP-Recip00515)		
EVENT	GP Training Course-Recip for Montana (GP-TRAIN-RECIP)		

Requested Information **↑ UPLOAD DOCUMENT**

Contacts



FEMA



Appeal RFI: Response Management

- Manage via Tasks with Type **Complete Appeals Applicant RFI Response** and click **Run Query**
 - Save this list via drop-down
 - Create a tile from saved list
 - Export to CSV

- Number may not correlate to total Appeal RFIs awaiting response, but gives a list of open RFI tasks awaiting reply

Grants Portal

Subrecipient Tasks

Filters: Filters Changed | Columns Unchanged | Quick Search Unchanged

All Incomplete Subrecipient Tasks * RUN QUERY ? HELP

Personnel: Select... | Event: A | Organization: A | Past Due?: All

Type: **Complete Appeals Applicant RFI Response**

Status: Appeal Request for Information

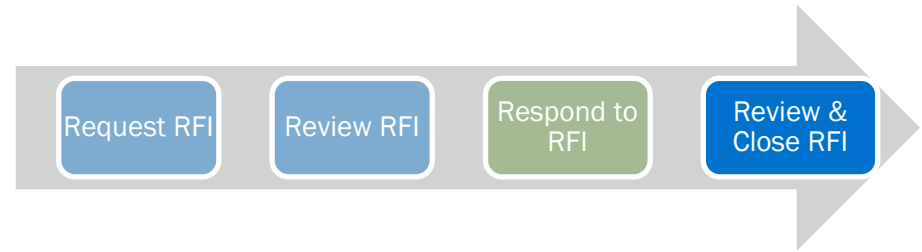
Quick Search...

Personnel	Event	Organization	Past Due?	Start Date	Age	Deadline	Last Action	Note
GP-Recip005	Make SBA Loan Determination	Applicant RFI		11/24/2021	0d 0h	12/14/2021		
	APPLY SELECTION	APPEAL-104		11:45 AM EST		07:00 PM EST		
	RFI of Whitmond for GP-Recip00515							
	Response (GP-Recip00515) on GP Training Course-Recip for Montana (GP-TRAIN-RECIP).							

Showing 1 to 1 of 1 entries



Appeal RFI: Review and Close RFI



- FEMA reviews RFI information
- RFI Options:
 - Add Comment
 - Send Back for additional information
 - Close RFI
- Close Options:
 - Satisfied
 - Partially Satisfied
 - Satisfaction Unclear
 - No Response Received
 - Unsatisfied

GENERAL INFORMATION			
RFI #	RFI-APPEAL-100	Event	4507DR-OH (4507DR)
RFI Deadline	December 28, 2021	Applicant	Defiance, City of (039-21308-00)
RFI Type	Basic	Appeal #	APPEAL-110
Status	Active	Appeal Type	Applicant Ineligibility Determination
Process Step	Pending Appeals Review		
Date RFI Sent to Applicant	December 7, 2021		
Date RFI Response Received by FEMA	December 7, 2021		



FEMA

Closing

Accessing Resources in Grants Portal (GP)

Grants Portal

Dashboard | Change Organization | My Organization (Glenville - PDMG0018 - 4332DR)

Support Center

Hi Garrett. What can we help you with?

- FAQ**: Get answers to frequently asked questions (FAQs) to assist in day-to-day activities.
- Resources**: Instructional tools and resources to assist in day-to-day activities.
- Feedback?**: Provide feedback on an issue or suggestion for the system.
- Your Account**: View your personnel profile and manage your project subscriptions.
- Contact Us**: Information to call or email the FEMA Grants Portal Hotline.

Resources

TABLE OF CONTENTS

General Resources

Resources

- [COVID-19 Recovery Resource Roadmaps](#)
This useful page has access to roadmaps on navigating some of the challenges and resources available to address the COVID-19 pandemic.
[Link](#) Last Updated: January 27th, 2021 10:20 AM EST
- [COVID-19 Resources for State, Local, Tribal & Territorial Governments](#)
This useful resources page has access to a wide range of information on bringing resources to State, Local, Tribal & Territorial Governments.
[Link](#) Last Updated: January 27th, 2021 10:20 AM EST

Subfolders

Training Materials and Tutorials Webinar Schedule, PowerPoints, and Videos.	3 Subfolders	3 Resources
Forms FEMA resources for project formulation.	1 Subfolders	3 Resources



FEMA



FEMA PA Grants Portal - Grants Manager Channel

25 videos

Official FEMA PA Grants Portal - Grants Manager Channel.



Public Assistance Hotline

- **Call Support:** (866) 337-8448
National Hotline Hours of Operation:
 - 8:00 AM - 8:00 PM EST, Monday through Friday.
- **HL Email Support:**
FEMA-Recovery-PA-Grants@fema.dhs.gov

On-demand Support

Videos are available on [Youtube.com](https://www.youtube.com)

- Search “FEMA Grants Portal”

Compliance Information

DHS Office of Inspector General

- Use to report Corruption, Waste, Fraud, Abuse, Mismanagement and Misconduct to the Department of Homeland Security Office of Inspector General.
- Phone: 1-800-323-8603
- DHS Office of Inspector General/MAIL STOP 0305
Attention: Hotline
245 Murray Lane SW
Washington, DC 20528-0305

Procurement Guidance

- PDAT – Procurement Disaster Assistance Team
- FEMA’s Procurement Guidance for Recipients and Subrecipients Under 2 C.F.R. Part 200 (Uniform Rules) provides additional details regarding Federal procurement and contracting requirements.
- <https://www.fema.gov/grants/procurement>





FEMA