

The  
**Resilience**  
**Blueprint**  
Strengthening Our Nation





# Be stronger than before

**Tidal Basin collaborates closely with you to deliver outcome-oriented programs and solutions. By combining our strengths with yours, we aim to enhance the resilience and safety of our nation, ultimately improving the quality of life for all.**

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# Your partner for a stronger tomorrow

**Tidal Basin Federal (Tidal Basin) has decades of experience providing consulting services across all federal civilian agencies. As a trusted advisor, we collaborate closely to craft innovative strategies and solutions for the nation's most intricate challenges.**

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In today's rapidly evolving environment, federal agencies are compelled to reconsider their approaches to fulfilling their missions. Our federal civilian consulting services and solutions are designed to enhance the constituent experience, streamline operations, and make strategic investments in technology modernization, ensuring readiness for the future of work. With our support, agencies can confidently maneuver through the dynamic environment, ultimately accomplishing their objectives with efficiency and effectiveness. **Every interaction with Tidal Basin will put our nation in a stronger, more resilient position than before.**

## **Navigating federal programs with expertise and innovation.**

Tidal Basin brings together seasoned program support with a suite of cutting-edge solutions tailored for emergency management, program management and consulting, and technology solutions for federal programs. With our extensive experience and strategic insights, we craft innovative solutions to adapt to the constantly evolving landscape of federal agencies.

## **Our philosophy is simple.**

Every unique challenge warrants a unique solution. Collaborating closely with our clients, we tailor our services to align with your distinct requirements, ensuring you have a partner who understands and caters to your every need. Together, we build a resilient nation, ready and robust for the challenges of today and the promises of tomorrow.

 Preparedness

 Response

 Recovery

 Mitigation

  
Managed over  
**\$40B**  
in federally-funded  
disaster programs  
nationwide

# Emergency Management

For more than three decades, our team of subject matter experts has provided counsel and surge staff support to our federal government at their greatest times of need. We work with appropriate parties to provide a comprehensive range of services and customized approaches to manage your portfolio of disaster management activities.

**The Tidal Basin team provides scalable support for rapid response and program technical assistance, and has the best-in-class tools and talent to navigate complex government funding source requirements across the full emergency management cycle.**

## Prepare

A leader in the field of preparedness planning and analysis, our reputation is based on strategic thinking and effective management of the national preparedness system. The Tidal Basin team provides expert preparedness services through custom-tailored capability and program assessments, deliberate and crisis action planning, training, exercises, and after-action reporting. Our preparedness services include:

- Emergency Operations Plans (EOP)
- Comprehensive Emergency Management Plans (CEMP)
- Continuity of Operations (COOP) / Business Continuity Plans (BCP)
- Threat & Hazard Identification and Risk Assessment (THIRA)
- Long-Term Recovery Plans
- Program Assessment / GAP Analysis
- Branding, Communications, and Outreach
- Field and Operational Training
- Training and Curriculum Development, eLearning, and Computer-Based Training (CBT)
- Homeland Security Exercise and Evaluation Program (HSEEP) Consistent Exercise
- After-Action Reports (AAR)
- Program Assessments

## Respond

Rapidly deploying our staff within 24-48 hours of activation, Tidal Basin offers scalable, adaptable response support. Because we provide comprehensive emergency management services, our experts are well-versed in all aspects of emergencies, allowing us to respond more effectively and efficiently. We help you operationalize your response plans and procedures when a disaster strikes. Our team provides the following response support:

- Emergency Operations Center (EOC) and Command Center Management
- Incident Management
- Logistics
- Crisis Communications
- Contact Center Support
- Staff and Surge Support
- Staff Augmentation (Field or Operations Centers)



## Recover

At Tidal Basin, we are uniquely familiar with the policies, procedures, and requirements associated with providing disaster recovery portfolio and grants management services for all federal funding sources. Our team has practical experience overseeing response and recovery efforts at the federal level, supporting successful disaster recovery initiatives from some of the largest disasters across the country. Specific recovery solutions include:

- Grant and Program Management
- FEMA Public Assistance (PA), Individual Assistance (IA), and 428 PA Alternative Procedures (PAAP) Programs
- Customized Grant and Case Management Software Solutions
- Branding, Communications, and Outreach
- Contact Center Support
- Sheltering and Temporary Essential Power (STEP)
- HUD Community Development Block Grant – Disaster Recovery (CDBG-DR)
- Debris Management and Monitoring
- Property Damage Assessments
- Cost Tracking
- Financial and Risk Compliance Advisory Consulting

## Mitigate

Working alongside the federal government for decades, we have provided strategic, tactical, hands-on experience implementing FEMA's Hazard Mitigation Assistance (HMA) programs. Our staff includes several former State Hazard Mitigation Officers (SHMOs). We are currently the primary Hazard Mitigation contractor for New York, Alaska, and Hawaii, successfully implementing acquisitions, elevations, infrastructure projects, greenspace development, wetland restoration, and more. Our mitigation solutions include:

- Mitigation Planning
- Benefit Cost Analysis (BCA)
- HUD Community Development Block Grant Mitigation (CDBG-MIT)
- Environmental and Historic Preservation (EHP)
- FEMA Hazard Mitigation Assistance (HMA) Programs such as:
  - Building Resilient Infrastructure and Communities (BRIC)
  - Flood Mitigation Assistance (FMA)
  - Pre-Disaster Mitigation (PDM)
  - Hazard Mitigation Grant Program (HMGP)
  - Section 404 and 406 Mitigation
  - Non congregate sheltering
  - Base Camps



Managed over  
**\$5B**  
 in CDBG-DR/MIT  
 program funding



Housing



Community Development



Infrastructure



Supported more than

**3300**

small businesses and farmers to receive

**\$67.9M**

in economic recovery grant funding

# Federal Civilian Consulting Services

Tidal Basin has one of the most robust and experienced teams available to address federal funding streams for infrastructure enhancements specific to quality housing, broadband and digital equity solutions, climate resilience and other infrastructure programs. Our qualified experts have relevant experience and support disaster and non-disaster public grant programs at all scales, providing speed-to-service gained through decades of emergency management expertise.

## Policy and Program Design

Tidal Basin's strength lies in its ability to establish effective programs by laying a solid foundation in enabling legislation and a good understanding of available funding options. We provide top-notch technical assistance, guiding policy and program design from start to finish with precision and care. Navigating through complex federal funding regulations can be challenging, but our team simplifies the process, ensuring that the programs we help to shape are not only compliant but also aligned with strategic goals.

Our methodical approach to evaluation and implementation underscores the importance of paying attention to detail. Holding ourselves accountable to a standard of excellence that matches the weight of our work, we aim to empower communities with the knowledge and tools to maximize the impact of federal funds. Our team translates intricate policies into actionable steps that pave the way for resilient growth and development.

- Policy Review and Interpretation
- Policy Development
- Planning Support for Grant-Funded Programs
- Program Strategy Design
- Grant Program Design and Implementation Documentation
- Application Design
- Case Management

## Program Management

At Tidal Basin, we recognize the critical role that Program Management Offices (PMOs) play in turning visions into reality, especially when overseeing government-funded grant programs. Establishing a PMO is not simply about tracking timelines and budgets, but assuring that every project milestone reflects our commitment to resilience and excellence. By leading the formation of specialized PMO teams, we ensure a structured governance framework that can deftly navigate federal funding complexities while maintaining a razor-sharp focus on strategic objectives.

Our leadership in this space is unequivocal: we don't just manage processes; we foster environments where transparent communication, strategic planning, and robust monitoring are the bedrock of success. With Tidal Basin at the helm, PMOs become powerful engines for sustainable growth and innovation—engineered to thrive amidst the dynamism of public funding landscapes.

- Program Management
- Financial Management
- Grant Management
- Program Implementation Support
- Federal Program Compliance
- Disaster Housing Assistance
- Long-Term Housing Recovery
- Mortgage and Rental Assistance
- Branding, Communications, and Outreach



## Case Management

Tidal Basin rapidly mobilizes large-scale programs to assist struggling families and small businesses. Our impactful case management services are built upon transparent communications, well-trained case managers, and robust QA/QC processes.

We provide support to assess, coordinate, implement, monitor, and improve outcomes of grant programs from various funding streams. Tidal Basin manages over \$3.8 billion in federal disaster recovery direct assistance programs, providing relief to households and small businesses. Our efficiency is demonstrated in our portal and program launch, our speed to service, and our ability to rapidly process applications to payment. Specific services include:

- Intake Services
- Eligibility Review and Determination
- Duplication of Benefits Review
- Award Determination and Distribution
- Compliance Monitoring and QA/QC
- Financial Monitoring
- Closeout
- Branding, Communications, and Outreach
- Contact Center Support
- Customized Case Management Software

## Construction Management

Tidal Basin provides construction management and inspection services in support of larger housing and infrastructure programs, specifically for program compliance, progress, and completion. Our team currently provides FEMA with a nationwide cadre of trained and disaster-ready independent inspectors able to mobilize on short notice to examine housing situations and provide immediate relief to affected homeowners. All our inspectors are pre-vetted and FEMA badged so they are ready to be deployed at a moment's notice.

The depth of our cadre of more than 2,000 qualified staff enables us to respond quickly to multiple disasters at the same time. Specific services include:

- Damage Assessments
- Construction / Installation Progress Inspections
- Compliance Inspections, e.g., Housing Quality Standards (HQS)
- Housing Inspection Services



Processed over  
**700k**  
applications for grants  
and financial assistance



More than  
**2000**  
qualified cadre available  
to be deployed quickly



Customer Relations



Technology



Financial



# 99.9%

uptime guarantee  
for contact centers

## Enterprise Solutions

Because Tidal Basin believes in developing the best custom solutions for each client we serve, we offer individualized enterprise solutions to address customer service, technology, and financial compliance concerns related to emergency management, infrastructure enhancements, and more.

Our three full-service affiliate entities, unique in their offerings, are consistent with Tidal Basin's mission to help communities build back stronger than before.



### TB Customer Relations

The TB Customer Relations (TBCR) contact center is flexible and ready to respond to various business needs quickly. Our customer-centric approach allows us to bring seamless integration to expand and enhance your program's capabilities. TBCR offers a fully managed call routing and customer experience platform through the NICE CXone system. Our secure contact center solution provides inbound and outbound communication channels within a single application, and we guarantee 99.9% uptime. Specific offerings include:

- Contact Center-as-a-Service (CCaaS)
- Custom Telephony
- Staff Augmentation
- Inbound and Outbound Call Services
- Analytics and Actionable Insights
- Flexible Staffing Models
- Traditional Call Center Services
- Surge Staff for Existing Call Centers
- Application Intake and Status Update
- Custom Program Support
- Case Management
- Level 1 Help Desk – simple customer requests that require limited IT support
- Short- and Long-Term Engagement Options

Our extensive experience and network across the U.S. allows us to scale up and down quickly, leading to efficiencies and cost-effectiveness across all types of projects.







>2.7

million calls  
answered by our  
contact centers  
in 2022



## TB Technologies

Our technology consulting division delivers a range of infrastructure, cybersecurity hardening, and disaster recovery planning services. We offer custom software application design, development, and delivery, and are experienced in providing Software-as-a-Service (SaaS) or Commercial Off-the-Shelf (COTS) software consulting, configuration and support, and maintenance services. Support includes:

- Custom Software Solutions
- Requirements Gathering and Writing
- Documentation, Design and Implementation
- User Acceptance Testing (UAT)
- Deployment, Maintenance, and Support
- Custom Branding
- Cybersecurity
- Planning, Training, and Implementation
- Help Desk Services
- Managed IT Services
- Multi-tiered Support
- Third Party Applications
- Network Infrastructure



**TB Technologies offers a cloud-based, dynamic, customizable, workflow and forms engine built by and for disaster and emergency management professionals**

**to rapidly deploy tools for case, program, and grants management. Phoenix OneCase empowers clients to configure a solution to meet your unique program needs.**

## TB Mosaic Financial

TB Mosaic Financial (Mosaic) specializes in financial advisory consulting solutions to aid organizations and government agencies with navigating the complex financial compliance requirements for federally funded programs. We support clients with compliance, reimbursement, data management, and payments. Our team ensures that applicant data is gathered, stored and presented in a secure manner, and that communities are complying with the grant allocation. We strive to maximize the funding received to survive the audit process.

The Mosaic team utilizes a systematic approach to monitoring programs for incidents such as anomalous application volume, identity theft, fraudulent documentation, and processing activities. We provide a perspective based on industry experience, lessons learned, and technology tools to help your program achieve its maximum potential. Services include:

- Grants Management Financial Consulting
- Financial Systems Implementation
- Financial Data Structuring and Collection
- Real-Time Data Aggregation and Analysis with Generative Reporting
- Post Grant Reconciliation and Audit Support
- Third Party Compliance Review
- Fraud, Waste and Abuse (FWA) Risk Management and Analysis
- Budgeting Services
- Research Services



## Our project experience is extensive.

We have worked with states, territories, and the federal government on most major disasters over the last 35 years.

## Past Experience

### **Public Assistance (PA) Technical Assistance Contract (TAC) Central Region, U.S. Federal Emergency Management Agency (FEMA)**

Tidal Basin has been a member of the Central Team for the Public Assistance Technical Assistance (PA TAC) contracts 4 and 5 from 2020 onward. Under these contracts, our team deploys a staff augmentation role to help FEMA deliver the Public Assistance program to eligible applicants and sub-applicants. Tidal Basin has often deployed Program Delivery Managers (PDMG) and Site Inspectors on this contract. PDMGs represent FEMA to the recipients and sub-recipients, guiding them through the complicated Public Assistance process. Site Inspectors inspect facilities under damage Categories A-G for eligibility and to document damages. Our deployed staff are trained Subject Matter Experts (SME) and have participated in the Appeals Review process.

### **Housing Inspections Services (CONUS/OCONUS) Federal Emergency Management Agency (FEMA)**

Tidal Basin, as the managing partner of the Vanguard Joint Venture, provides FEMA with a nationwide cadre of trained and disaster-ready independent inspectors and provides housing inspections for over 50% of HIS task orders. All inspectors mobilize on short notice to examine housing situations and provide immediate relief to affected homeowners. We handled concurrent disasters in Puerto Rico, the U.S. Virgin Islands, Florida, Texas, California, and the Midwest. Throughout the 2017-2018 hurricane seasons, Vanguard responded to eight disasters, trained and deployed roughly 10,000 inspectors, and completed over 1.4 million housing inspections in six months. Our response system enables us to scale office and field staff on demand. Vanguard developed customized applications to support program management and data transfer from the field, seamlessly connecting to FEMA systems. Our processes are tested and support just-in-time (JIT) delivery. Our team completed the first HIS contract term and, in October 2019, was awarded the five-year, ~\$943 million recompetition.

### **Florida Division of Emergency Management (FDEM) / Florida Digital Services COVID-19 Program Management, Non-Congregate Sheltering (NCS), Sheltering-at-Home for Recovery Continuation (SHRC), and Starlink**

Tidal Basin is supporting FDEM in housing recovery efforts from Hurricane Ian. We are currently working on a FEMA public assistance-funded emergency sheltering program and a state-funded limited home repairs program to address housing damage for affected counties.

- Call Center was launched within 72 hours
- Supported 150 points of distribution
- 6,000 agents at peak; fielded over 19 million calls
- Pre-registered two million appointments; scheduled one million appointments
- Starlink – provided 660 satellite communication units, 20 public hot spots, and tech support and monitoring to 15,000 users
- NCS – intake of 3,000 through Phoenix OneCase software; inspections; 448 trailers placed

## New York State Division of Homeland Security and Emergency Services (NY DHSES)

### Disaster Recovery Services

Tidal Basin has held the disaster recovery contract for NY DHSES since 2012. Our team provides support staff who act on behalf of NY DHSES to work together with subrecipients and guide them through the FEMA grant process, support application development, perform Benefit Cost Analysis (BCA), and provide oversight up to and through closeout. The extended contract, which will continue through 2024, also includes state-run Individual Assistance (IA), long-term recovery, disaster closeout assistance, and support for the State's finance division's disaster recovery implementation.

## Hawai'i Emergency Management Agency (HI-EMA) and Hawaii Department of Defense

### Disaster Response and Recovery Support Services

Since 2013, Tidal Basin has supported Hawaii and nearly 100 sub-recipients with more than \$212M in federally funded programs, including FEMA-funded debris management, Public Assistance (PA), 406 and 404 Mitigation, 428 PAAP, FMAG, and Treasury-funded CARES Act COVID-19 programs. We are supporting the Maui wildfire disaster with executive consulting, strategic advice for IA and PA programs, disaster housing strategic plan development, contact center support for resident inquiries, Phoenix OneCase software to track unmet needs, right of entry form process development for debris removal, Starlink satellite communications deployment, and EOC staff augmentation.

## Puerto Rico Department of Housing (PRDOH) Home Repair, Reconstruction or Relocation Program (R3 Program)

Working with PRDOH, Tidal Basin opened two R3 applicant intake centers, performed intake for 6,700 applicants, and assisted over 4,000 residences with repair, relocation, or reconstruction. We currently perform intake, eligibility reviews, damage assessments, environmental reviews, home appraisals, duplication of benefits reviews, award and contractor coordination, housing counseling, progress inspections for health, quality, and safety, and applicant closeout.

## Puerto Rico Department of Housing (PRDOH) Sheltering and Temporary Essential Power (STEP) / "TU HOGAR RENACE" Program

After Hurricanes Irma and Maria ravaged the Island, PRDOH hired our team to manage the \$1.7B FEMA Public Assistance (PA) funded STEP program, the largest STEP program in FEMA's history. Within 72 hours, we hired more than 700 local staff, and within one week, they were trained and deployed. We stood up a bilingual call center within three days, and at the program's peak, managed a team of 1,500 in-house and subcontracted staff who oversaw the outreach and intake to more than 500,000 residents, processed more than 215,000 applications and repaired 108,000 residences.

## Tidal Basin by the numbers

# 4500+

Hurricane Sandy projects managed totaling **\$17.7B** in PA and **\$2.1B** in Hazard Mitigation Grant Program (HMGP) funds for the State of New York

# 800

Total disaster declarations supported

# 20

Former Federal Emergency Management (FEMA) Employees



Tidal Basin's team consists of numerous former FEMA Emergency Management officials and consultants with expertise ranging from emergency management planning to hazard mitigation, housing, and enterprise solutions.

We are here to help.



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