



*Jim Justice*  
*Governor of West Virginia*

June 8, 2018

Brad McElhinny  
West Virginia MetroNews  
1111 Virginia St. E.  
Charleston, W.Va. 25311

Dear Mr. McElhinny,

The Office of the Governor received on June 1, 2018, your email, in which you requested, pursuant to the Freedom of Information Act ("FOIA"), W. Va. Code § 29B-1-1, *et seq.*, access to and copies of the following records:

[C]opies of public records that reflect communications about the RISE program, including information about the scope of work and billing documents for Carey Scott Douglas and Kessler

This office has completed its search for and review of the public records in its custody that fall within the scope of your request. Enclosed please find copies of the records that are responsive under FOIA. Records containing personal, non-public email addresses or telephone numbers have been partially redacted. Please note that some of the records falling within the scope of your request contain certain "advice, opinions, and recommendations," which reflect the "deliberative, decision-making process" of the Office of the Governor. The advice, opinions, and recommendations are specifically exempt from disclosure under the deliberative process exemption within the "internal memorandum or letters received or prepared by any public body" exemption to FOIA. See W. Va. Code § 29B-1-4(8); see also Syl. Pt. 4, *Daily Gazette Co., Inc. v. West Virginia Development Office*, 482 S.E.2d 180 (W. Va. 1996). Your FOIA request is denied to the extent it implicates this category of records reflecting the deliberative, decision-making process of the Office of the Governor. Some of the records falling within the scope of your request are Attorney Work Product and are exempt from FOIA. Certain information has also been redacted throughout as it is considered to be Attorney Client Privilege. You are advised that FOIA affords you the opportunity to seek injunctive or declaratory relief in the Circuit Court of Kanawha County, West Virginia. Please let us know if we can be of further assistance. The fee for reproducing the enclosed materials is hereby waived.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Abraham", with a long horizontal flourish extending to the right.

Brian Abraham  
General Counsel

## Williams, Jason

---

**From:** Williams, Jason  
**Sent:** Friday, May 18, 2018 11:54 AM  
**To:** Aliff, Tyler W  
**Subject:** FW: Rosemary Hammons

I just wanted to check w/ you to see if you were able to reach out to Ms. Hammons.... No rush. Whenever you get a chance. Thx!

**From:** Williams, Jason  
**Sent:** Thursday, May 17, 2018 1:48 PM  
**To:** Aliff, Tyler W <Tyler.W.Aliff@wv.gov>  
**Subject:** Rosemary Hammons

*Rosemary Hammons*

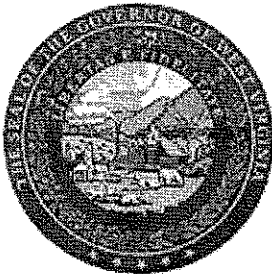
[REDACTED]  
[REDACTED]

(H): [REDACTED]  
(Cell): [REDACTED]

Kanawha County, Clendenin

Rosemary Hammons called the Governor's Office regarding the status of RISE. Ms. Hammons said that she is supposed to be getting several repairs to her home, but nothing is being done. I have explained that things should resume here in the near future. I am not sure what she can be told at this time, but can we have someone reach out to her in the meantime?

Any assistance you can provide in this matter would be greatly appreciated. Thank you!



**Jason Williams**  
*Director of Constituent Services*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 (office)  
304-558-2722 (fax)



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## Williams, Jason

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**From:** Williams, Jason  
**Sent:** Monday, May 21, 2018 11:03 AM  
**To:** Aliff, Tyler W  
**Subject:** Bobby Schoolcraft

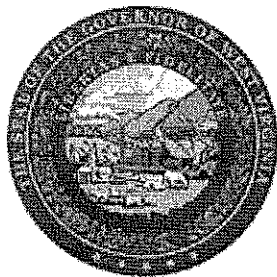
Bobby Schoolcraft  
[REDACTED]  
[REDACTED]  
[REDACTED]

Clay County

Bobby Schoolcraft called our office regarding the status of RISE. He said that his mobile home is in place and ready, except for electric hook-up, water pumps and a few other things. Thompson Construction will not talk to him anymore and he does not know the status.

Can we have someone call him with any information you may have?

Any assistance you can provide in this matter would be greatly appreciated. Thank you!



**Jason Williams**  
*Director of Constituent Services*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 (office)  
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## Jenkins, Megan L

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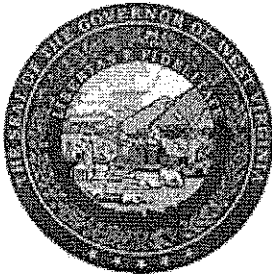
**From:** Jenkins, Megan L  
**Sent:** Monday, April 2, 2018 5:13 PM  
**To:** Thompson, Mary Jo; Trautwein, Hannah; Ferrell, Jennifer  
**Subject:** Margo Ward

Greetings,

Ms. Margo Ward called regarding her rental property and her RISE application. She claims that she has been given no proposed timeline and that "no one is telling her what's happening."

At the earliest convenience, could someone speak with Ms. Ward?  
Margo Ward [REDACTED]

Thank you for your time.  
Megan



**Megan Jenkins**  
Caseworker  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 6604 (office)  
304-342-7025 (fax)



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## Atkins, Lindsey N

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**From:** Atkins, Lindsey N  
**Sent:** Thursday, November 2, 2017 11:32 AM  
**To:** Thompson, Mary Jo  
**Cc:** Kessler, Hannah; Ferrell, Jennifer  
**Subject:** Constituent Concern with RISE WV | William Hanshaw

### Constituent Contact Information:

William Hanshaw  
[REDACTED]  
[REDACTED]  
[REDACTED]  
Kanawha County

Good Afternoon,

The Office of Governor Jim Justice received a phone call from Mr. William Hanshaw today regarding his concern with not having any correspondence with RISE West Virginia regarding when the work on his home will begin, after finding out he had been approved. He claims he has been waiting for "two months" and is afraid winter is going to come and he will have no preparations done to his home, due to being told by RISE West Virginia not to do any work to his home while awaiting services from them. Overall, he is requesting someone from RISE West Virginia be in contact with him and give him an update as to when they will be able to begin to be of assistance for him.

At your earliest convenience, could you please contact Mr. William Hanshaw and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and I really enjoyed meeting with you yesterday! Have a wonderful day!

Sincerely,

***Lindsey Atkins***

Caseworker  
Constituent Services  
Office of Governor Jim Justice  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
Phone: (304) 558-2000 ext. 3802  
[Lindsey.N.Atkins@wv.gov](mailto:Lindsey.N.Atkins@wv.gov)

## Atkins, Lindsey N

---

**From:** Atkins, Lindsey N  
**Sent:** Thursday, December 7, 2017 12:09 PM  
**To:** Thompson, Mary Jo  
**Cc:** Kessler, Hannah; Ferrell, Jennifer  
**Subject:** William Hanshaw

### Constituent Contact Information:

William Hanshaw  
[REDACTED]  
[REDACTED]  
[REDACTED]  
Kanawha County

Good Afternoon,

Mr. William Hanshaw has contacted the Office of Governor Justice again regarding concerns with RISE WV. He claims a state inspector came out, surveyed his home and claims his home was declared "condemned". However, he claims he never received any communication after that from RISE WV, until he called the office himself.

Mr. Hanshaw further claims that he called the office on Monday, December 4<sup>th</sup>, 2017, and spoke with his caseworker, "Sarah". He claims he was informed by her that his home was, "all ready to be set up with a contractor" and that everything was working out with his particular case. However, he claims he called today, December 7<sup>th</sup>, 2017, and was informed at first that everything was still working out and then "another caseworker got on the phone" and informed him that RISE WV will not be able to assist him because his home is in a "flood way".

Mr. Hanshaw claims he does not know why this was not made clear before he applied for services and feels "lied to" by RISE WV. He said, "They should have said something day one, instead of two months later." He further claims he is going to the media and contacting "channel 13 news now" regarding his concerns with RISE WV.

At your convenience, could you please contact Mr. William Hanshaw and acknowledge his concerns? Also, could you share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**  
*Caseworker*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 3802 (office)  
304-342-2722 (fax)



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**Atkins, Lindsey N**

---

**From:** Thompson, Mary Jo  
**Sent:** Thursday, December 7, 2017 12:11 PM  
**To:** Atkins, Lindsey N  
**Cc:** Kessler, Hannah; Ferrell, Jennifer  
**Subject:** RE: William Hanshaw

Lindsey,

Thank you. We will look into this right away and get back to you appropriately.

Thank you,  
MJ

**From:** Atkins, Lindsey N  
**Sent:** Thursday, December 7, 2017 12:09 PM  
**To:** Thompson, Mary Jo <Mary.Jo.Thompson@wv.gov>  
**Cc:** Kessler, Hannah <Hannah.Kessler@wv.gov>; Ferrell, Jennifer <Jennifer.L.Ferrell@wv.gov>  
**Subject:** William Hanshaw

**Constituent Contact Information:**

**William Hanshaw**

[REDACTED]

[REDACTED]

[REDACTED]

**Kanawha County**

Good Afternoon,

Mr. William Hanshaw has contacted the Office of Governor Justice again regarding concerns with RISE WV. He claims a state inspector came out, surveyed his home and claims his home was declared "condemned". However, he claims he never received any communication after that from RISE WV, until he called the office himself.

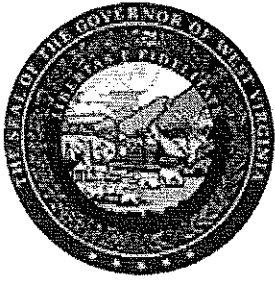
Mr. Hanshaw further claims that he called the office on Monday, December 4<sup>th</sup>, 2017, and spoke with his caseworker, "Sarah". He claims he was informed by her that his home was, "all ready to be set up with a contractor" and that everything was working out with his particular case. However, he claims he called today, December 7<sup>th</sup>, 2017, and was informed at first that everything was still working out and then "another caseworker got on the phone" and informed him that RISE WV will not be able to assist him because his home is in a "flood way".

Mr. Hanshaw claims he does not know why this was not made clear before he applied for services and feels "lied to" by RISE WV. He said, "They should have said something day one, instead of two months later." He further claims he is going to the media and contacting "channel 13 news now" regarding his concerns with RISE WV.

At your convenience, could you please contact Mr. William Hanshaw and acknowledge his concerns? Also, could you share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,





**Lindsey Atkins**

*Caseworker*

**Office of Governor Jim Justice**

**State Capitol**

**1900 Kanawha Boulevard, East**

**Charleston, WV 25305**

304-558-2000 ext. 3802 (office)

304-342-2722 (fax)



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## Atkins, Lindsey N

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**From:** Ferrell, Jennifer  
**Sent:** Friday, November 3, 2017 12:49 PM  
**To:** Atkins, Lindsey N  
**Subject:** FW: Constituent Concern with RISE WV | William Hanshaw

Hi Lindsey,

Please see the information below re: Mr. Hanshaw.

If you need any additional information, please let me know.

Thank you,  
Jennifer

Jennifer Ferrell | Manager, Community Sustainability  
Community Advancement and Development  
*A Division of the West Virginia Development Office*  
1900 Kanawha Boulevard, East  
Building 3, Suite 700  
Charleston, WV 25305  
(304) 558-2234 | [wvcad.org](http://wvcad.org)  



**From:** Trey Breckenridge [<mailto:Trey.Breckenridge@hornellp.com>]  
**Sent:** Friday, November 3, 2017 11:37 AM  
**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>  
**Subject:** RE: Constituent Concern with RISE WV | William Hanshaw

MJ,

We performed intake with Mr. Henshaw on 9/25/2017 and verified income. DOB was verified by our team on 10/5/2017 and completed on 10/13/2017 when the CAN portion was returned from the VOAD. Title was cleared on 10/13/2017 and we spoke to the applicant on that date.

The application is currently pending damage assessment which is where a certified inspector physically inspects the property to confirm and assess damage, confirm damage location, make a determination if damage is directly tied to the flood and rain event, and assess whether house can be rehabilitated or must be reconstructed. The damage assessment cannot proceed until we have a release of funds and notice to proceed from HUD.

Although he is potentially eligible at this point. His house appears to be in the floodway. If this is confirmed by inspection, the applicant will not be eligible for funds under this program. We certainly hope his home is not in the floodway, but, at this point, it looks like it will be based on the PFIRM maps.

Sarah Allred is his assigned case manager. He was given her card and all of her contact information during his personal consultation. She also spoke with him this morning.

Please let me know if you need anything else in this matter.

In Service,  
Trey

**From:** Atkins, Lindsey N  
**Sent:** Thursday, November 02, 2017 11:32 AM  
**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>  
**Cc:** Kessler, Hannah <[Hannah.Kessler@wv.gov](mailto:Hannah.Kessler@wv.gov)>; Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
**Subject:** Constituent Concern with RISE WV | William Hanshaw

**Constituent Contact Information:**

William Hanshaw  
[REDACTED]  
[REDACTED]  
[REDACTED]  
Kanawha County

Good Afternoon,

The Office of Governor Jim Justice received a phone call from Mr. William Hanshaw today regarding his concern with not having any correspondence with RISE West Virginia regarding when the work on his home will begin, after finding out he had been approved. He claims he has been waiting for "two months" and is afraid winter is going to come and he will have no preparations done to his home, due to being told by RISE West Virginia not to do any work to his home while awaiting services from them. Overall, he is requesting someone from RISE West Virginia be in contact with him and give him an update as to when they will be able to begin to be of assistance for him.

At your earliest convenience, could you please contact Mr. William Hanshaw and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and I really enjoyed meeting with you yesterday! Have a wonderful day!

Sincerely,

*Lindsey Atkins*

Caseworker  
Constituent Services  
Office of Governor Jim Justice  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
Phone: (304) 558-2000 ext. 3802  
[Lindsey.N.Atkins@wv.gov](mailto:Lindsey.N.Atkins@wv.gov)

## Atkins, Lindsey N

---

**From:** Atkins, Lindsey N  
**Sent:** Monday, December 11, 2017 3:59 PM  
**To:** Thompson, Mary Jo  
**Cc:** Kessler, Hannah; Ferrell, Jennifer  
**Subject:** George Leeson

### Constituent Contact Information:

George Leeson  
[REDACTED]  
[REDACTED]

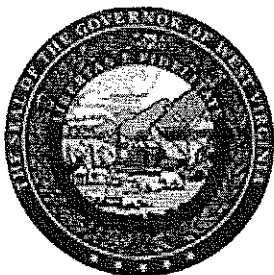
Good Afternoon,

Mr. George Leeson called the Office of Governor Justice regarding concern with RISE WV and his frustration with everyone, excluding his neighbor, getting a "new home" on his road. He claims this is due to RISE WV considering his home in a flood way, which he claims is false. He said, "According to FEMA, I'm in a floodplain, not a flood way."

He further claims he stopped doing work to his home, due to being told initially that he would be getting a new home and feels "cheated" right now as he has to live in a camper. Overall, he is asking that RISE WV look further into his case and address his concerns related to RISE WV saying he is in a flood way and not a floodplain. He would also like to know why everyone else on the same street will be getting a home, except for him and his neighbor.

At your convenience, could you please contact Mr. George Leeson and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**  
*Caseworker*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 3802 (office)  
304-342-2722 (fax)



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## Atkins, Lindsey N

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**From:** Atkins, Lindsey N  
**Sent:** Friday, January 5, 2018 1:48 PM  
**To:** Williams, Jason  
**Subject:** RE: George Leeson

**From:** Thompson, Mary Jo  
**Sent:** Monday, December 11, 2017 4:02 PM  
**To:** Atkins, Lindsey N <Lindsey.N.Atkins@wv.gov>  
**Subject:** RE: George Leeson

Let me check into this further and I will get back to you.

Thank you,

MJ

**From:** Atkins, Lindsey N  
**Sent:** Monday, December 11, 2017 3:59 PM  
**To:** Thompson, Mary Jo <Mary.Jo.Thompson@wv.gov>  
**Cc:** Kessler, Hannah <Hannah.Kessler@wv.gov>; Ferrell, Jennifer <Jennifer.L.Ferrell@wv.gov>  
**Subject:** George Leeson

### Constituent Contact Information:

George Leeson  
[REDACTED]  
[REDACTED]  
[REDACTED]

Good Afternoon,

Mr. George Leeson called the Office of Governor Justice regarding concern with RISE WV and his frustration with everyone, excluding his neighbor, getting a "new home" on his road. He claims this is due to RISE WV considering his home in a flood way, which he claims is false. He said, "According to FEMA, I'm in a floodplain, not a flood way."

He further claims he stopped doing work to his home, due to being told initially that he would be getting a new home and feels "cheated" right now as he has to live in a camper. Overall, he is asking that RISE WV look further into his case and address his concerns related to RISE WV saying he is in a flood way and not a floodplain. He would also like to know why everyone else on the same street will be getting a home, except for him and his neighbor.

At your convenience, could you please contact Mr. George Leeson and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**

*Caseworker*

**Office of Governor Jim Justice**

**State Capitol**

**1900 Kanawha Boulevard, East**

**Charleston, WV 25305**

304-558-2000 ext. 3802 (office)

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## Atkins, Lindsey N

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**From:** Atkins, Lindsey N  
**Sent:** Thursday, November 9, 2017 11:52 AM  
**To:** Thompson, Mary Jo  
**Cc:** Kessler, Hannah; Ferrell, Jennifer  
**Subject:** Constituent Concern | Rebecca Brown  
**Attachments:** Brown, Rebecca\_RISE WV.pdf

### Constituent Contact Information:

Rebecca Brown  
[REDACTED]  
[REDACTED]  
[REDACTED]  
Fayette County  
Case Number: [REDACTED]

### Physical Address of Flooded Property:

[REDACTED]

Good Afternoon,

Ms. Rebecca Brown wrote to the Office of Governor Justice regarding concern with a notification she received from RISE WV that stated she was ineligible, but did not provide a reason for her ineligibility. She has sent an appeal to RISE WV as a result and has provided a copy of that to our office as well. I have attached her full letter for your further review and consideration.

At your earliest convenience, could you please contact Ms. Rebecca Brown and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about her case. Thank you so much and have a wonderful day!

Sincerely,

*Lindsey Atkins*

Caseworker  
Constituent Services  
Office of Governor Jim Justice  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
Phone: (304) 558-2000 ext. 3802  
[Lindsey.N.Atkins@wv.gov](mailto:Lindsey.N.Atkins@wv.gov)

Governor Justice,

My name is Rebecca Brown. recently applied to your program, RiSE. They have told me I am ineligible for help. Please see my enclosed appeal. I am writing to see if there is any source you can give us to apply for help, we have tried everything to no avail I am so disappointed in the system. we cant seem to get any help although we indeed lost everything in the flood, Any suggestions you can give us will be greatly appreciated.

*Rebecca Brown*

Rebecca Brown

[REDACTED]  
[REDACTED]  
[REDACTED]  
Nov. 6, 2017

The enclosed appeal letter is only a copy, the original appeal was sent to the RISE program



State Capitol Complex  
1900 Kanawha Blvd. E.  
Charleston, WV 25305

Dear Rebecca Brown, WEST VIRGINIA Westvirginia.gov

e.' (304) 558-2234

e.' (800) 982-3386

DEVELOPMENT OFFICE

October 18, 2017

WV-FL [REDACTED]

Rebecca Brown  
[REDACTED]  
[REDACTED]



The Rise West Virginia June 2016 Flood Recovery Program, as administered by the Community Advancement and Development Division of the West Virginia Development Office, has reviewed your application for assistance. This review included all the information you provided and required information gathered from other sources regarding your application.

Unfortunately, we must inform you that your application for assistance did not meet one or more eligibility requirements specified in the West Virginia Action Plan and Policy and Procedures. We regret this decision, but the RISE West Virginia Recovery Program must follow federal law and the specific requirements governing the program.

Specifically, your application is ineligible due to:

in accordance with Program requirements and as explained to you during the application process, you are entitled to appeal this determination if you feel the determination has been reached in error.

To appeal this decision, you MUST submit a written appeal. Your appeal must be in writing and received on or before Friday, November 17, 2017, which is 30 calendar days from the date of this letter. We have enclosed a form to assist you if you want to appeal. The appeal should be mailed to the following address: West Virginia Development Office, Attn. RISE West Virginia Program Appeals Team, Capitol Complex, 1900 Kanawha Blvd. E., Building 3, 700 Charleston, WV 25305. If you have access to a computer, you can submit your appeal online at [www.RiseWV.com](http://www.RiseWV.com). Please include the following information:

- Date of appeal;
- Your name;
- Your current mailing address;
- The street address of the property or primary residence listed on the application;
- Your identification application number (see above);
- Copies of all supporting documentation the program should consider with your appeal;
- A specific explanation of the reasons for your disagreement with the decision.

We are very sorry that your specific situation is not eligible for assistance under this program. However, there are many other assistance programs available that are administered by wonderful groups and agencies like the West Virginia Voluntary Organizations Active in Disaster. We encourage you to contact them to see what other programs or assistance that may be available to you. They can be reached at (304)220-2570 or toll free at (844)983-5663. You can also learn more about them through their website at [www.wvvoa4.org](http://www.wvvoa4.org).

Sincerely,

Mary Jo Thompson  
Community Advancement & Development Director  
West Virginia Development Office

My name is Rebecca Brown. The case number is WVFL16u00894. I am writing to appeal a decision on my case for assistance. As you can see the letter received did not give e reason for ineligibility, it is blank. So I have no idea why we were ineligible. They also sent the letter to the wrong address. It was sent to my physical address instead of my PO BX and I specifically asked them not to do this. it delayed my receiving the denial letter.

My husband and were in the June 232016 flood that destroyed so much of West Virginia. We were stranded in our vehicles over night as we watched the flood waters take our home. We lost everything. We had flood insurance that paid us \$40,000.00. \$23,000.00 of this was used to pay off the mortgage on the flooded home, which left us \$1 TOOO.00. FEMA gave us rent money for 2 I had to appeal that end they ended up giving us \$9,000.00. We had to go ahead and purchase a double wide trailer through a loan from SBA, this process took us over e year. We now have a place to live, but nothing else. The money we were given was used to pay for water to the property, a drive way to the property. e heatpump, guttering, septic system, furniture, clothing. food and personal items.

Ail we are asking is help getting up two porches, my husband is disabled and am a senior citizen, the only reason still work is to keep health insurance for my husband and myseif. We turned in a" the paperwork we were asked to. i will be very disappointed in a program designed to help flood victims and we cant even get porches from them. know millions of dolars was raised and given for the flood victims, but we can not get any help from any source, and we have tried them alla pease reconsider our application for help.

Rebecca and Dennis Brown

2410 Nov. 6.2017 Physical address of flooded property:

**RISE**

WEST VIRGINIA

Disaster Recovery Program

706 East Main Street

White Sulphur Springs, WV 24986

CHARLESTON WV 250

20 OCT 2017 PM 2 1



*Rebecca Brown*  
*Dennis Brown*

20

Rebecca Brown  
13088 Wilderness

1932 se-xe7Biezza

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250 DE 1

0010/29/17

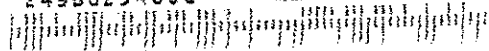
RETURN TO SENDER  
NO SUCH NUMBER  
UNABLE TO FORWARD

NSN

SC: 24986234686

\*1171-01151-20-39

25503-562000



ATTACHED

## Atkins, Lindsey N

---

**From:** Atkins, Lindsey N  
**Sent:** Thursday, November 9, 2017 5:46 PM  
**To:** Thompson, Mary Jo  
**Subject:** RE: Constituent Concern | Rebecca Brown

Mary Jo,

Thank you so much for the quick correspondence and information regarding this case. It is greatly appreciated! Have a wonderful weekend!

Lindsey

**From:** Thompson, Mary Jo  
**Sent:** Thursday, November 9, 2017 4:57 PM  
**To:** Atkins, Lindsey N <Lindsey.N.Atkins@wv.gov>  
**Cc:** Ferrell, Jennifer <Jennifer.L.Ferrell@wv.gov>; Tarry, Russell W <Russell.W.Tarry@wv.gov>  
**Subject:** FW: Constituent Concern | Rebecca Brown

Lindsey,

See below. Our group will reach out today. Let me know if you need anything else on this.

Thank you so much

Mary Jo

**From:** Trey Breckenridge [<mailto:Trey.Breckenridge@hornellp.com>]  
**Sent:** Thursday, November 9, 2017 4:22 PM  
**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>; Tarry, Russell W <[Russell.W.Tarry@wv.gov](mailto:Russell.W.Tarry@wv.gov)>  
**Cc:** Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
**Subject:** RE: Constituent Concern | Rebecca Brown

MJ – Mrs. Brown is ineligible due to her income exceeding the limit for Greenbrier County. Her household income is almost \$89,000 (see below) and the limit for Greenbrier county is \$33,550. Regarding her letter, it should have included the reason and we apologize about that. We have corrected the glitch that caused it. We are going to generate her a new letter for her records but also her case manager will be calling her today to apologize and discuss the reason for ineligibility. We'll also tell her about the VOAD and the State unmet needs committee and give her their contact info which is also in the letter. When her appeals documents are received, we'll address it through the formal appeal procedure documented in the policies and procedures. If you need any further information, please let me know. –Trey

Verified Annual Income

Sources of Income

<input type="checkbox"/>	Type	Source	Rate of Pay	Payment Basis	Annual

**From:** Thompson, Mary Jo [<mailto:Mary.Jo.Thompson@wv.gov>]

**Sent:** Thursday, November 9, 2017 3:20 PM

**To:** Tarry, Russell W; Trey Breckenridge

**Cc:** Ferrell, Jennifer

**Subject:** FW: Constituent Concern | Rebecca Brown

Trey,

Please get me the background on this so I can respond. Jen, please help me respond to this next door as Hannah is out one more week.

Thank you

**From:** Atkins, Lindsey N

**Sent:** Thursday, November 9, 2017 11:52 AM

**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>

**Cc:** Kessler, Hannah <[Hannah.Kessler@wv.gov](mailto:Hannah.Kessler@wv.gov)>; Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>

**Subject:** Constituent Concern | Rebecca Brown

**Constituent Contact Information:**

Rebecca Brown

304-619-2410

P.O. Box 58

Lookout, WV 25868

Fayette County

Case Number: WVFL16-00894

**Physical Address of Flooded Property:**

13088 Wilderness Highway

Rainelle, WV 25962

Good Afternoon,

Ms. Rebecca Brown wrote to the Office of Governor Justice regarding concern with a notification she received from RISE WV that stated she was ineligible, but did not provide a reason for her ineligibility. She has sent an appeal to RISE WV as

a result and has provided a copy of that to our office as well. I have attached her full letter for your further review and consideration.

At your earliest convenience, could you please contact Ms. Rebecca Brown and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about her case. Thank you so much and have a wonderful day!

Sincerely,

*Lindsey Atkins*

Caseworker  
Constituent Services  
Office of Governor Jim Justice  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
Phone: (304) 558-2000 ext. 3802  
[Lindsey.N.Atkins@wv.gov](mailto:Lindsey.N.Atkins@wv.gov)

## Atkins, Lindsey N

---

**From:** Atkins, Lindsey N  
**Sent:** Monday, May 14, 2018 4:58 PM  
**To:** Thompson, Mary Jo  
**Cc:** Trautwein, Hannah; Ferrell, Jennifer; Williams, Jason; Abraham, Brian R  
**Subject:** Linda Gregory - RISE WV

### Constituent Information:

**Name:** Linda Gregory

**Phone:** [REDACTED]

**Address:** [REDACTED]

Nicholas County

**\*\*Issue with "Thompson Construction"/contractor for a new mobile home that was hired by RISE WV**

Good afternoon,

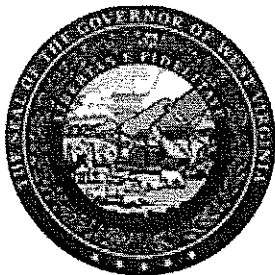
Ms. Linda Gregory called the Office of Governor Justice regarding the two month delay and lack of communication she has received from "Thompson Construction" for the construction and insurance information needed for her mobile home. She claims her original home was demolished by "Thompson Construction", due to black mold found by inspectors for RISE WV. She is currently living in various different homes with her two children while awaiting the completion of their new home. However, she claims this is causing her family great stress and desperately needs a place to call their own.

Ms. Gregory claims RISE WV has been incredibly helpful for her, but does not understand why "Thompson Construction" has stopped communication. Overall, she is inquiring to see if RISE WV may be able to contact "Thompson Construction" to inquire about the status of her new mobile home.

If possible, could you please have someone address the concerns of Ms. Linda Gregory? Also, could you share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated! Feel free to contact me with any questions or concerns you may have about this case.

Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**  
*Caseworker*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 3802 (office)  
304-342-2722 (fax)



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rules. Unauthorized disclosure of health, legally privileged, or otherwise confidential information, is prohibited by law. If you have received this email in error, please notify the sender immediately and delete all records of this email.



**Atkins, Lindsey N**

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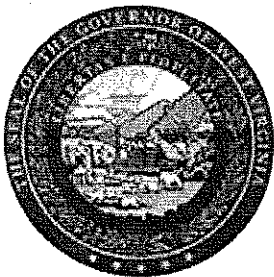
**From:** Williams, Jason  
**Sent:** Tuesday, January 9, 2018 5:03 PM  
**To:** Atkins, Lindsey N  
**Subject:** George Leeson & William Hanshaw ~ Elkview

FYI ~ I just wanted to let you know that I talked with RISE a few minutes ago and they are aware of this situation(s) and they are still looking into this. They said they are working on this to see what they can do.

Kanawha County Planning and Development is working with FEMA on this as well. RISE has a meeting this week with Kanawha County to see what they can do to help these two residents.

They will update us as soon as they can. If I can further information, I will be sure to let you know.

*(Please put my notes in both cases in IQ. Thx!)*



**Jason Williams**  
*Director of Constituent Services*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 (office)  
304-558-2722 (fax)



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**From:** Atkins, Lindsey N  
**Sent:** Monday, December 11, 2017 3:59 PM  
**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>  
**Cc:** Kessler, Hannah <[Hannah.Kessler@wv.gov](mailto:Hannah.Kessler@wv.gov)>; Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
**Subject:** George Leeson

**Constituent Contact Information:**

**George Leeson**  
[REDACTED]  
[REDACTED]  
[REDACTED]

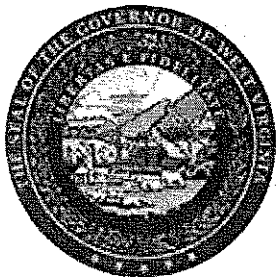
Good Afternoon,

Mr. George Leeson called the Office of Governor Justice regarding concern with RISE WV and his frustration with everyone, excluding his neighbor, getting a "new home" on his road. He claims this is due to RISE WV considering his home in a flood way, which he claims is false. He said, "According to FEMA, I'm in a floodplain, not a flood way."

He further claims he stopped doing work to his home, due to being told initially that he would be getting a new home and feels "cheated" right now as he has to live in a camper. Overall, he is asking that RISE WV look further into his case and address his concerns related to RISE WV saying he is in a flood way and not a floodplain. He would also like to know why everyone else on the same street will be getting a home, except for him and his neighbor.

At your convenience, could you please contact Mr. George Leeson and share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**  
*Caseworker*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 3802 (office)  
304-342-2722 (fax)



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**From:** Atkins, Lindsey N  
**Sent:** Thursday, December 7, 2017 12:09 PM  
**To:** Thompson, Mary Jo <[Mary.Jo.Thompson@wv.gov](mailto:Mary.Jo.Thompson@wv.gov)>  
**Cc:** Kessler, Hannah <[Hannah.Kessler@wv.gov](mailto:Hannah.Kessler@wv.gov)>; Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
**Subject:** William Hanshaw

**Constituent Contact Information:**

**William Hanshaw**



**Kanawha County**

Good Afternoon,

Mr. William Hanshaw has contacted the Office of Governor Justice again regarding concerns with RISE WV. He claims a state inspector came out, surveyed his home and claims his home was declared "condemned". However, he claims he never received any communication after that from RISE WV, until he called the office himself.

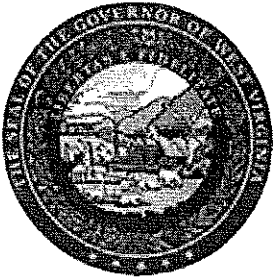
Mr. Hanshaw further claims that he called the office on Monday, December 4<sup>th</sup>, 2017, and spoke with his caseworker, "Sarah". He claims he was informed by her that his home was, "all ready to be set up with a contractor" and that everything was working out with his particular case. However, he claims he called today, December 7<sup>th</sup>, 2017, and was

informed at first that everything was still working out and then "another caseworker got on the phone" and informed him that RISE WV will not be able to assist him because his home is in a "flood way".

Mr. Hanshaw claims he does not know why this was not made clear before he applied for services and feels "lied to" by RISE WV. He said, "They should have said something day one, instead of two months later." He further claims he is going to the media and contacting "channel 13 news now" regarding his concerns with RISE WV.

At your convenience, could you please contact Mr. William Hanshaw and acknowledge his concerns? Also, could you share your correspondence with the Office of the Governor? Your assistance in this matter is greatly appreciated. Feel free to contact me with any questions or concerns you may have about his case. Thank you so much and have a wonderful day!

Sincerely,



**Lindsey Atkins**

*Caseworker*

**Office of Governor Jim Justice**

**State Capitol**

**1900 Kanawha Boulevard, East**

**Charleston, WV 25305**

304-558-2000 ext. 3802 (office)

304-342-2722 (fax)



## Hughes, Thelma

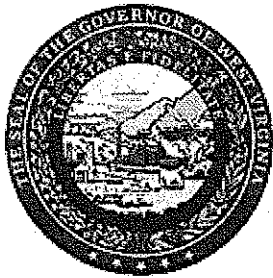
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**From:** Hughes, Thelma  
**Sent:** Wednesday, December 13, 2017 9:44 AM  
**To:** Atkins, Lindsey N  
**Subject:** Robin Patterson for George Leeson

Good morning Lindsey,

Ms. Patterson (REDACTED) called regarding her father George Lesson's denial from Rise WV. The Development Office refused to discuss Mr. Lesson's information with Ms. Patterson. She would like a return call. Ms. Patterson was quite upset.

Thanks Thelma



**Thelma Hughes**  
*Senior Caseworker*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000  
304-558-2722 (fax)



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## Hughes, Thelma

---

**From:** Hughes, Thelma  
**Sent:** Tuesday, April 10, 2018 5:29 PM  
**To:** Abraham, Brian R; Williams, Jason; Thompson, Mary Jo; 'Hannah.Kessler@wv.gov';  
Ferrell, Jennifer  
**Cc:** Thrasher, W; Browning, Debbie A  
**Subject:** Mrs. Christina Roop, 304-561-8511

Greetings,

**Constituent:**

Mrs. Christina Roop (husband and four children)  
[REDACTED]  
[REDACTED]

Mrs. Roop called to speak with Governor Justice. She would for the Governor to be made aware of her call this afternoon.

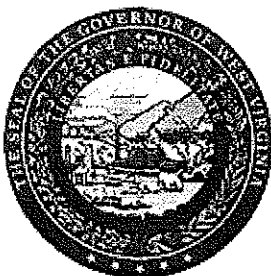
Mrs. Roop and her family are June 2016 flood victims. Her home was totally destroyed and her family has gone from living in a tent to now residing in a 29 foot camper. Mr. Roop informed me that she and her disabled husband applied for RISE WV Disaster Recovery Program and was approved July 2017. To this date Ms. Roop stated she has waited patiently for information regarding when her home construction will start. She says there has been one excuse after another and she's frustrated. Her home was condemned and all of the contents removed. Mrs. Roop was told RISE WV would take care of the demolition, but her flood damaged home remains on her property. Mr. Roop told me presently the 29 foot camper has no water and no heat. She says she is told one lie after another and would like some answers.

Mrs. Roop stated she is going to the media.

Please have someone contact Mrs. Roop and discuss her concerns as soon as possible.

Thank you for your acknowledgement.

Thelma



Thelma Hughes  
Senior Caseworker  
Office of Governor Jim Justice  
State Capitol  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
304-558-2000  
304-558-2722 (fax)

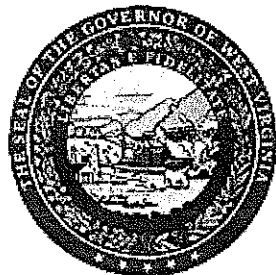


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Foreman, Sherri

**From:** Foreman, Sherri  
**Sent:** Thursday, April 26, 2018 3:07 PM  
**To:** Abraham, Brian R  
**Subject:** FW: Constituent Contact regarding RISE  
**Attachments:** Dan Hill PAR.pdf; Dan Hill Rise Purchase 002 (1).pdf; Rise Program001 (1).pdf

FYI – I printed a copy for Bray



**Sherri Foreman**  
*Executive Assistant to Chief of Staff*  
**Office of Governor Jim Justice**  
**State Capitol**  
**1900 Kanawha Boulevard, East**  
**Charleston, WV 25305**  
304-558-2000 ext. 5407 (office)  
304-342-7025 (fax)



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**From:** Eckerson, Mary (Capito) <Mary\_Eckerson@capito.senate.gov>  
**Sent:** Thursday, April 26, 2018 2:58 PM  
**To:** Foreman, Sherri <Sherri.D.Foreman@wv.gov>  
**Cc:** SMC <SMC@capito.senate.gov>; Brubaker, Joel (Capito) <Joel\_Brubaker@capito.senate.gov>  
**Subject:** Constituent Contact regarding RISE

Good Afternoon Sherri – Last week Senator Capito asked me to send you concerns that have been received by this office from constituents. Attached is a Privacy Act Release Form, a purchase order and RISE brochure sent to this office from Dan Hill. I am forwarding on to you as I did the concerns last week. If I can provide anything further, please feel free to contact me.

***Mary Elisabeth Eckerson***  
State Director  
U.S. Senator Shelley Moore Capito  
500 Virginia St., E., Suite 950  
Charleston, WV 25301  
Office: (304) 347.5372  
Cell: (304) 545.0377

SHELLEY MOORE  
**CAPITO**  
UNITED STATES SENATOR FOR WEST VIRGINIA

**PRIVACY ACT RELEASE FORM**

FIRST NAME: Robert Dan LAST NAME: Hill

ADDRESS: [REDACTED]

CITY: [REDACTED] COUNTY: [REDACTED] ZIP CODE: [REDACTED]

DATE OF BIRTH: [REDACTED] SOCIAL SECURITY NO: [REDACTED]

CELL PHONE: [REDACTED] WORK PHONE: [REDACTED]

EMAIL ADDRESS: [REDACTED]

**PLEASE DESCRIBE YOUR PROBLEM AND CURRENT STATUS OF YOUR ISSUE/CLAIM**

AGENCY: HUD & State of WV CLAIM NO (If known): [REDACTED]

Purchase Order # [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Please use the back of this form if more space is necessary.

ARE WE AUTHORIZED TO DISCUSS YOUR CLAIM WITH ANYONE ELSE: YES ☒ NO ☐

IF YES: NAME AND RELATIONSHIP: Governor of W.V.

As required by the Privacy Act of 1974, I authorize the office of U.S. Senator Shelley Moore Capito to obtain any and all records that relate to my problem stated above.

SIGNATURE: Robert D. Hill DATE: 4-26-18

Please return this form to: Senator Shelley Moore Capito  
500 Virginia St, East  
Suite 950  
Charleston, West Virginia 25301



State of West Virginia  
Agency Purchase Order

CORRECT ORDER NUMBER  
MUST APPEAR ON ALL PACKAGES  
INVOICES AND SHIPPING PAPERS.  
QUESTIONS CONCERNING THIS  
ORDER SHOULD BE DIRECTED TO  
THE DEPARTMENT CONTACT

Order Date: 2017-12-07

Order Number: APO 0307 7432 DEV1800000004	Procurement Folder:
Document Name: Community Development Block Grant-Disaster Recovery Program	Reason for Modification:
Document Description: Community Development Block Grant-Disaster Recovery Program	
Procurement Type: Agency Purchase Order	
Buyer Name: Sheila L. Hannah	
Telephone: (304) 957-2076	
Email: sheila.l.hannah@wv.gov	
Shipping Method: Best Way	Effective Start Date:
Free on Board: FOB Dest. Freight Prepaid	Effective End Date:

Vendor Customer Code: 000000205174 DANHILL CONSTRUCTION COMPANY PO BOX 685  GAULEY BRIDGE WV 25085  US Vendor Contact Phone: (999) 999-9999 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Russell W Tarry Requestor Phone: [REDACTED] Requestor Email: russell.w.tarry@wv.gov
--	---

INVOICE TO	SHIP TO
ACCOUNTS PAYABLE DEPT OF COMMERCE FINANCE DIVISION  BLDG 3 SUITE 800  1900 KANAWHA BLVD E  CHARLESTON WV 25305  US	WV DEVELOPMENT OFFICE  ADMINISTRATION  11900 KANAWHA BLVD E BLDG 3 SUITE 800  CHARLESTON WV 25305-0311  US

Total Order Amount: \$15,000,000.00

DEPARTMENT AUTHORIZED SIGNATURE

SIGNED BY: *Sheila Hannah*

DATE: 12/17/17

ELECTRONIC SIGNATURE ON FILE



# RISE WEST VIRGINIA

The West Virginia Development Office is managing the **RISE West Virginia Disaster Recovery Program** intended to repair or reconstruct Single-Family Housing and Single-Family Rental Property affected by the June 2016 flood.

If your house was affected by the **June 2016 flood**, please give us the opportunity to serve you.  
**Contact us** to see if we can help!

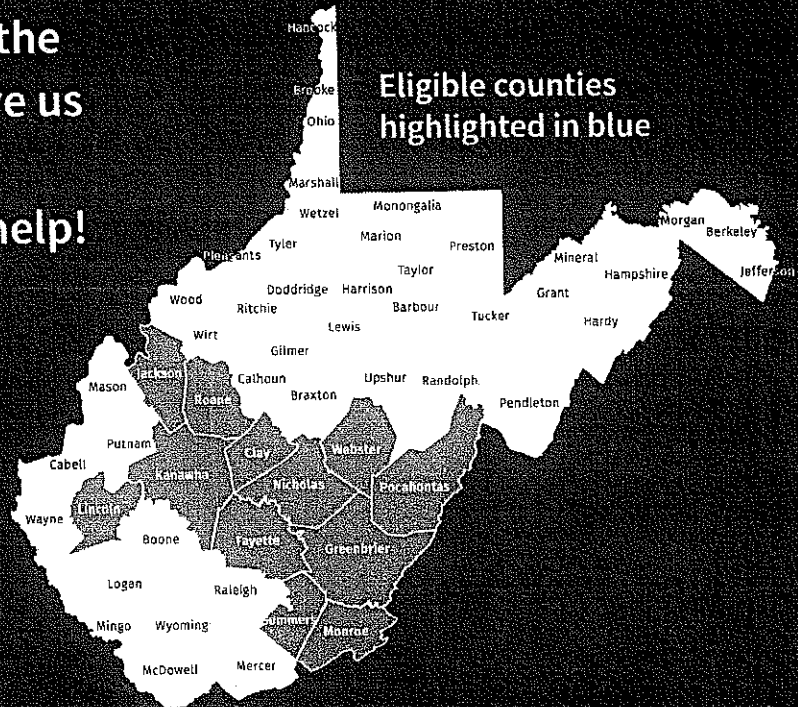
The West Virginia  
Community Advancement  
and Development Team

## INTAKE LOCATIONS

4202 MacCorkle Avenue, SE  
Charleston, WV 25304

706 East Main Street  
White Sulphur Springs, WV 24986  
*(Just East of Citizens Bank)*

Eligible counties  
highlighted in blue



(844) 882-1942 | [DisasterRecovery@WV.gov](mailto:DisasterRecovery@WV.gov) | [RISEWV.com](http://RISEWV.com)



**Swecker, Felicia M**

---

**From:** Swecker, Felicia M  
**Sent:** Monday, May 14, 2018 10:15 AM  
**To:** Thompson, Mary Jo  
**Subject:** Emails from Constituent Services  
**Attachments:** 20180514084847337.pdf

Good morning:

Please find the attached emails from Constituent Services in the Governor's office concerning RISE and Brian Abraham advised me to forward to you for review. If you have any questions, just let me know.

Sincerely,  
Felicia Marie Swecker  
Special Assistant to General Counsel  
Office of Governor Jim Justice  
State Capitol  
1900 Kanawha Boulevard, East  
Charleston, WV 25305  
304-558-2000 (office)  
304-558-1962 (fax)

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## Jenkins, Megan L

---

**From:** paula.brown@greenbriercountyma.net  
**Sent:** Wednesday, May 9, 2018 5:04 PM  
**To:** Tarry, Russell W; Ferrell, Jennifer  
**Cc:** Thompson, Mary Jo; Jenkins, Megan L  
**Subject:** RISE Status Update

Status??? It has been nearly two months and absolutely no work has been done, families continue to be removed from their homes when RISE is on HOLD and no demolition or MHU replacement is progressing, displaced families are living in cars/sheds/campers as their housing stipends have been exhausted and no further funds are available from RISE. RISE Contractors are actually requesting housing stipend supplements from other agencies not connected with RISE for RISE clients. Total program management failure.

Construction was supposed to have started last October 2017, yet no work has been done and the rumors across the state complicated by the total shutdown of communications from RISE/WV Development Office during this Pause is leading to catastrophic failure of the program. Many of our county RISE applicants are planning now to go to the media due to no action, no answers, no progress, and no communication. They feel that your office has left them no assistance, no options and nowhere else to turn.

After one of the local RISE clients informed us that they were told by their case manager that the environmental reviews would have to be redone, I know that Tyler told Senator Baldwin this week that the completed environmental reviews will stand and go forward. Then I immediately hear from another county that Horne LLP was released and all the environmental reviews left with them. **So what is the truth?**

Program "Pause" - Tyler also informed Senator Baldwin that the pause would continue to last a few more weeks. Is that accurate? Is it really more months instead of weeks? Who determines when the program comes off "Pause" and work can resume?

Your office needs to get a Factual summary out to all impacted counties with at least:

- who is the primary RISE contact if Horne LLP is gone? We were also informed that the case managers were now gone and only Case Management Supervisors are on staff to communicate with the applicants. Are applicants being updated on the program status?
- what is the status of each category of work (MHU demo/replacement, refurbishment, reconstruction, etc.)
- what tasks/work/performance measures have actually been completed by the RISE program to-date? I'm sure you've had to provide briefings on Environmental reviews completed, MHU's replaced, refurbishments completed, and we know that no homes have been approved or built....
- why has this critical Pause occurred and when will it be released? Why can't any form of work be ongoing during this "pause"? Can't the extensive Environment review process continue rather than sit on a shelf for months or not even start the process?
- are the building contractors engaged by RISE still available or will those contracts be rebid due to extended delays and now likely lack of availability?
- what accommodations have been made to supplement stipends for applicants instructed to move out prior to MHU demo and MHU replacement that have been severely impacted by this "Pause" and no work progress?

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444  
Cell 304-667-0448  
Fax 888-880-6185



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----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]  
From: "Tarry, Russell W" <[Russell.W.Tarry@wv.gov](mailto:Russell.W.Tarry@wv.gov)>  
Date: Mon, April 02, 2018 3:42 pm  
To: "paula.brown@greenbriercountyema.net"  
<[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>, "Ferrell, Jennifer"  
<[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
Cc: Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>, Trey Breckenridge  
<[Trey.Breckenridge@hornellp.com](mailto:Trey.Breckenridge@hornellp.com)>

Paula,

Our work has been put on pause by the Governor's Office, for their review, due to the end of the Legislative Session. We will get back with you as soon as we are cleared to move forward. I did not want you to think forgot about you and we appreciate your work on behalf of the WV citizens.

Thanks,

**Russell Tarry** | Deputy Director  
Community Advancement and Development  
A Division of the West Virginia Development Office  
1900 Kanawha Boulevard East  
Building 3, Suite 700  
Charleston, WV 25305  
(304) 558-2234 | [wvcad.org](http://wvcad.org)  



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**From:** [paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)  
<[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>  
**Sent:** Monday, April 2, 2018 3:35 PM  
**To:** Ferrell, Jennifer <[Jennifer.L.Ferrell@wv.gov](mailto:Jennifer.L.Ferrell@wv.gov)>  
**Cc:** Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>; Tarry, Russell W

<[Russell.W.Tarry@wv.gov](mailto:Russell.W.Tarry@wv.gov)>; Trey Breckenridge <[Trey.Breckenridge@hornellp.com](mailto:Trey.Breckenridge@hornellp.com)>  
**Subject:** RE: [FWD: FW: Last status update attached]

Still waiting since last Thursday on answers to the case inquiries below (all the questions in RED)

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444  
Cell 304-667-0448  
Fax 888-880-6185



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----- Original Message -----

Subject: Re: [FWD: FW: Last status update attached]  
From: Trey Breckenridge <[Trey.Breckenridge@hornellp.com](mailto:Trey.Breckenridge@hornellp.com)>  
Date: Thu, March 29, 2018 6:32 pm  
To: "paula.brown@greenbriercountyema.net"  
<[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>  
Cc: Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>, Jennifer Ferrell  
<[jennifer.l.ferrell@wv.gov](mailto:jennifer.l.ferrell@wv.gov)>, "Russell W. Tarry" <[Russell.W.Tarry@wv.gov](mailto:Russell.W.Tarry@wv.gov)>

Paula - the RiseWV team is doing everything possible to move applicants through the process and follow the policies and procedures approved by the state of WV and HUD.

I have copied Jennifer Ferrell on this response who works for the Development Office and serves as the Director of Constituent Services for the Program. She will personally be reaching out to you tomorrow and will handle any correspondence with you going forward.

In service,  
Trey

Sent from my iPhone

On Mar 29, 2018, at 4:24 PM, "paula.brown@greenbriercountyema.net"  
<[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)> wrote:

After receiving your incomplete replies today to my inquiry from March 20th, I called the Boothe's in Rupert (██████████) today that you say you can't reach since January and they answered the phone immediately as they always do at the home number ██████████. What the heck is your office doing? No progress, no contact with applicants, and the Boothe's complained extensively about providing documents to RISE only to be asked for the same documents over and over and over again after they had been supplied. Last update in January was "Pending Duplication of Benefits verification".

THIS IS MARCH 2018!!! What are you doing???? Clearly it's time to join ASP in talking to the Governor about RISE and Horne LLP.

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444  
Cell 304-667-0448  
Fax 888-880-6185



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----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]  
From: <[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>  
Date: Thu, March 29, 2018 11:13 am  
To: "Ben Boykin" <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>  
Cc: "Trey Breckenridge" <[Trey.Breckenridge@hornellp.com](mailto:Trey.Breckenridge@hornellp.com)>

see RED below

----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]  
From: Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>  
Date: Thu, March 29, 2018 9:53 am  
To: "paula.brown@greenbriercountyema.net"  
<[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>

Paula, my apologies for the delayed reply, see additional updates below.

For those with no updates since 1/24 – didn't know you wanted more info on these– we attempted to call on 1/24, 1/26, 2/9 & 2/15, left voice mails when available. If you know of any individuals specifically that may still be interested, please let us know. Otherwise, we'll assume no interest since they haven't answered or returned calls.

Robbins – we had 2 case managers go do a home visit to conduct intake but, Mr. Robbins informed them he bought the home across the street from where he was living at time of flood. Unfortunately, one of our eligibility requirements is ownership of the home at the time of the flood and since he purchased after they informed him that would likely be a problem. If you know something I don't that may change this, please let me know. He wasn't officially deemed ineligible, he simply made the choice not to apply after hearing the eligibility requirements of the Rise Program.

He owned [REDACTED] pre-flood as his primary residence and bought [REDACTED] post flood as they could not live in [REDACTED]. He submitted [REDACTED] to HMGP

for a rebuild and also RISE for a rebuild. As he owned [REDACTED] pre-flood and it was determined by an engineer to be not structurally sound to live in or elevate, a Mitigation Reconstruction project was submitted for HMGP. I don't follow your logic above as he DID own the home at [REDACTED] pre-flood as his primary residence.

Patrick - this case was previously pending the site inspection, which is now complete. It's now just pending the specifics of work to be done. So what are the specifics of the work to be done and is he Eligible?

Fisher- no problems with these cases they will clear ERR this week. My reply back to you also requested more info specifically on the following:

Mellie Hanna Status????

Carolyn Smith Status???

Billy Booth status????

Carl Legg missing document status??

Anita Goff - final determination??

Rachael Bittinger (2@ Caldwell) - approved for rebuild?

Lawana Vest status??

In addition, Margot Ward, [REDACTED] called with her dissatisfaction of any progress with RISE. She stated to me that he project is an Elevation only, not a rebuild. To my understanding, RISE does NOT do Elevations. Is that correct? What project update have you given her and what is her status?

My best,  
Ben

---

**From:** paula.brown@greenbriercountyema.net  
[mailto:paula.brown@greenbriercountyema.net]  
**Sent:** Tuesday, March 20, 2018 8:38 PM  
**To:** Ben Boykin <Ben.Boykin@hornellp.com>  
**Subject:** RE: [FWD: FW: Last status update attached]

Please call me tomorrow. I have more questions after your response than before.

On those with no update since 1/24, you have no more info and no more effort?

Patrick - Pending project type determination? No progress since 1/24?

Fisher - 2 Advisory A zone - Home in floodplain - what is the issue there?? No other floodplain properties indicate anything????

Robbins - Ineligible for ? Not in HGMS? what is that?

SHPO review was not already done on the two older homes?

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444



Cell 304-667-0448  
Fax 888-880-6185

<image002.jpg>

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----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]

From: Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

Date: Tue, March 20, 2018 5:20 pm

To: "paula.brown@greenbriercountyma.net"

<[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)>

Hey Paula, see the attached spreadsheet - rows highlighted in green signify where I've provided updates. Hopefully this helps - let me know if I can do anything else.

-Ben

---

**From:** paula.brown@greenbriercountyma.net  
[mailto:[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)]

**Sent:** Tuesday, March 20, 2018 2:58 PM

**To:** Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

**Subject:** RE: [FWD: FW: Last status update attached]

and the pending ERR's

----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]

From: <[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)>

Date: Tue, March 20, 2018 2:51 pm

To: "Ben Boykin" <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

Update on the 1/24/18 incomplete site surveys, CAN search, property taxes, MHU title issues?  
What about Mellie Hanna?

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
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----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]

From: Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

Date: Thu, February 15, 2018 12:29 pm

To: "[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)" <[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)>

Mellie Hanna is scheduled to come in the office on 2/22 to fill out an application and get further info.

---

**From:** [paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)  
[<mailto:paula.brown@greenbriercountyema.net>]

**Sent:** Wednesday, February 14, 2018 4:47 PM

**To:** Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

**Subject:** RE: [FWD: FW: Last status update attached]

Forget the George Bennett phone as he is deceased.

Call Mellie Hanna back as she requested since she will be acquiring all the properties.

**Paula Brown**  
**Greenbrier County Homeland Security**  
**and Emergency Management**  
POB 218, Maxwelton, WV 24957  
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----- Original Message -----

Subject: RE: [FWD: FW: Last status update attached]

From: Ben Boykin

<[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

Date: Wed, February 14, 2018 1:16 pm

To:

"[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)

t"

<[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)

t>

Hey Paula,

George Bennett: Getting voicemail that asks for code when attempting to contact.  
Mellie/Hanna Bennett: Last stated on 1/24 that "father just passed away a couple days ago; may inherit multiple properties; will call back first of next week after funeral arrangements/funeral is complete with an idea of who gets what properties (she has 7 she is now executor of)."

We'll reach back out to these two again today. I'll also send the excel sheet with a full update as well.

My best,  
Ben

---

**From:**

[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)

[mailto:[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)]

**Sent:** Wednesday, February 14,

2018 11:36 AM

**To:** Ben Boykin

<[Ben.Boykin@hornellip.com](mailto:Ben.Boykin@hornellip.com)>

**Subject:** [FWD: FW: Last status update attached]

What is the status on George Bennett/Mellie Hanna properties?

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444  
Cell 304-667-0448  
Fax 888-880-6185



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----- Original Message -----

Subject: FW: Last status update attached

From: Trey Breckenridge

<[Trey.Breckenridge@hornellip.com](mailto:Trey.Breckenridge@hornellip.com)>

Date: Wed, January 24, 2018

4:20 pm

To:

"[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)"

<[paula.brown@greenbriercountyma.net](mailto:paula.brown@greenbriercountyma.net)>

From: Ben Boykin

Sent: Wednesday, January 24, 2018 10:19 AM

To: Trey Breckenridge

**Subject:** RE: Last status update attached

Trey, here is the spreadsheet with updates. Maureen is calling all of the one's marked as NIS – if you want to wait on her to finish up before replying to Paula, let me know – she should have the list completed around lunch today.

Current numbers:

- 15 – eligible/potentially eligible
- 25 – NIS
- 3 – Withdrawal/not eligible

---

**From:**

[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)  
[mailto:[paula.brown@greenbriercountyema.net](mailto:paula.brown@greenbriercountyema.net)]

**Sent:** Tuesday, January 23, 2018 4:59 PM

**To:** Trey Breckenridge <[Trey.Breckenridge@hornellp.com](mailto:Trey.Breckenridge@hornellp.com)>; Ben Boykin <[Ben.Boykin@hornellp.com](mailto:Ben.Boykin@hornellp.com)>

**Subject:** Last status update attached

1. Last status update attached. Please let me know if there are any changes in the NIS applicants as those applicants need to be run thru HMGP rather than kept in a holding pattern for nothing. If they are in the floodway and have no other land available, then I don't see any options thru RISE other than Acquisition thru HMGP.

2. I spoke to ASP today and they said that the SHPO evaluation is being done AFTER the owner signing, not before. Why would that not be part of the initial approval? That will clearly add weeks on after the signing and before construction approval. Is that still the case?

ASP was very interested in any elevation certificates we already had on the HMGP applicants.

Please let me know about the demo on the Grace Duncan/John Harris case as this is truly a unique situation that everyone is aware of (the home sinking into the ground at the current location but an area adjacent to the old house has been leveled).

**Paula Brown**  
**Greenbrier County Homeland**  
**Security**  
**and Emergency Management**  
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Williams, Jason

---

Subject:

Bonnie Ennis

Bonnie Ennis

[REDACTED]  
[REDACTED]  
(Cell): [REDACTED]

Fayette County

- . Ms. Bonnie Ennis called about the status of RISE. She applied for the program a while ago, but does not remember when. She was income eligible.
- . RISE sent two (2) contractor's to her home 3 months ago, and they were to make a determination if they would build her a new construction, or repair her home. The contractor's never came back.
- . Ms. Ennis said that she has been calling RISE, but is not getting any information. Everything is on hold.
- . She said that she has severe problems with her sewage system, roof, floor, etc.
- . She has been to the hospital 3 times in the last four months and she said that she needs help ASAP...

## Swecker, Felicia M

---

**From:** Aliff, Tyler W  
**Sent:** Tuesday, May 15, 2018 3:42 PM  
**To:** Swecker, Felicia M  
**Subject:** Paula Brown Response Action  
**Attachments:** Brown, Paula\_Action.pdf

Good afternoon Felicia,



Attached, please find a packet containing correspondence between the West Virginia Community Advancement and Development office and Paula Brown. Please see a page range below that will aid in reading the enclosed correspondence.

- **Page 1:** Call-log summary of a phone conversation I, myself, had with Paula Brown, among others on the CAD team.
- **Pages 2-10:** Email correspondence between Paula and myself. Pages 3-5 are summaries of particular cases Paula Brown inquired about—she and I reviewed each case, one by one, via telephone. Pages 5-10 includes RISE Duplication of Benefits policies and procedures, along with an example FEMA award letter.
- **Pages 11-14:** Questions Paula Brown had relating to particular cases—which were and have been addressed.

I hope this information is helpful as we have consistently communicated with Ms. Brown, trying to successfully address each concern. If this office can provide any additional assistance, please let me know.

Best wishes,

Tyler W. Aliff | RISE Resource Coordinator

Community Advancement and Development  
A Division of the West Virginia Development Office  
1900 Kanawha Boulevard East  
Building 3, Suite 700  
Charleston, WV 25305  
(304) 558-2234 | [wvcad.org](http://wvcad.org)  



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In / Out      Outgoing  
Name          Paula Brown  
Date | time    4/27/18  
Respond by    Tyler Aliff  
Phone          [REDACTED]  
County        Greenbrier  
Call Type      Complaint

Message

I called and spoke with Paula Brown regarding her concerns pertaining to various applicants in Greenbrier County. Prior to me calling her, she spoke with several CAD staff members along with RISE, etc., regarding the program. I tirelessly expressed this operation was on an administrative pause and Ms. Brown did not like that response. I expressed to Ms. Brown that due to the pause, the entire operation is at a halt. However, she and I spent 45 mins on the phone going over a list of applicants she has questions about. We discussed each applicant...step by step—many applicants she is inquiring about are pending ERR or in the middle stages of the program. She remained slightly hostile as she did not believe me and questioned my responses. I advised issues like DOB and all parts of this process is a HUD program whereas differing from FEMA policies. I offered her my direct contact information in the event she had additional questions. She seemed somewhat satisfied, however, she remained upset that RISE did not continue reaching out to folks. I relayed in a positive and encouraging manner that case workers have a diligent process and if the applicant does not reach back out or are unable to reach, the case is closed. She continues to reach out to varying folks, agencies, etc., sometimes offering less than accurate information.

**Aliff, Tyler W**

---

**From:** paula.brown@greenbriercountyema.net  
**Sent:** Friday, April 27, 2018 2:34 PM  
**To:** Aliff, Tyler W  
**Cc:** Thompson, Mary Jo  
**Subject:** RE: Greenbrier County RISE Applicants Status  
**Attachments:** RISE INQUIRY GREENBRIER 3.21.18.xlsx

This is the file I requested an update on (see attached). Yours is incomplete, as expected.

As far as your list:

Boothe is not delinquent on taxes.

Dennis Holliday???? Applied, not on list

Hanna/Bennett properties - did anyone ever contact Mellie Hanna?

Goff - did anyone followup with Anita Goff?

Lawana Vest status? Site visit? Previous trailer removed in PPDR. Rebuild or MHU???? Why is this not completed?

Mathew/Melissa Fleshman (Rainelle)???? Applied, Not on list

Michael Honaker (WSS)??? applied, not on list

**Paula Brown**  
**Greenbrier County Homeland Security**  
**and Emergency Management**  
**POB 218, Maxwelton, WV 24957**  
**Office 304-645-5444**  
**Cell 304-667-0448**  
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----- Original Message -----

Subject: Greenbrier County RISE Applicants Status

From: "Aliff, Tyler W" <Tyler.W.Aliff@wv.gov>

Date: Wed, April 25, 2018 3:51 pm

To: "paula.brown@greenbriercountyema.net"

<paula.brown@greenbriercountyema.net>

Good afternoon Ms. Brown—

My name is Tyler Aliff, Community Development Specialist with the office of Community Advancement and Development—I hope this email finds you well. Per your conversation with Mary Jo yesterday, attached you will find information

ACQUISITION	NAME	ADDRESS	TOWN	ZIP	CONTACT	REQUEST	FLOOD	FLOODW	PDPR	CDBG ELIG	NOTES
	Jennifer Windon					ACQUISITION	AE	NO	YES	01/23 - NIS	01/24 - LVM
	Jennifer Windon					ACQUISITION	AE	NO	YES	01/23 - NIS	01/24 - LVM
	Jennifer Windon					ACQUISITION	AE	NO	YES	Pending EIR	Awaiting additional review due to age of home (built in 1979)
	VICKY & MICHAEL ADKINS					ACQUISITION	AE	NO	YES	01/23 - NIS	01/24 - LVM
	JAMES JOHNSON					ACQUISITION	A	NO	NO	01/23 - NIS	01/24 - Does not want to participate; waiting on decision on a buyout; may call back.
	Wanda Faye Heaster					ACQUISITION	A	NO	NO	01/23 - NIS	01/24 - Does not want to participate; waiting on decision on a buyout; may call back.
	Michael Honaker					ACQUISITION	AE	NO	NO	Pending eligibility verification	Applications created for each address on 3/16 - in eligibility verification process currently.
	Charles Reed					ACQUISITION	Group?		YES	01/23 - NIS	01/24 - LVM
	Charles Reed					ACQUISITION	Group?		YES	01/23 - NIS	
	Charles Reed					ACQUISITION	AE	YES	YES	01/23 - NIS	
	Charles Reed					ACQUISITION	AE	YES	YES	01/23 - NIS	
	Charles Reed					ACQUISITION	AE	YES	YES	01/23 - NIS	
	Charles Reed					ACQUISITION	AE	YES	YES	01/23 - NIS	
	KITTY WORTON					ACQUISITION-72	ADV A	NO	YES	01/23 - NIS	01/24 - LVM
	MATHEW/MELISSA FRESHMAN					ACQUISITION	NONE	NO	YES	In duplication of benefits verification/review.	
	MICHAEL STELZIG					ACQUISITION	NONE	NO	YES	01/23 - NIS	01/24 - Waiting on decision on a buyout, but wants to talk to his wife; may call back.
	George Bennett					ACQUISITION	AE	NO	NO	01/23 - NIS	
	Melie Hanna/Bennett					ACQUISITION	AE	NO	NO	Cancelled intake appointment on 2/22 & 2/27. Melie Hanna scheduled appointment for 3/22/18.	2/27/18 - "Hey Ben, I just received a call from Meli Hanna who has appointment in your office today at 3:00PM. She needs to come today and she advised that she would be in tomorrow afternoon. She didn't want to get appointment."
	Melie Hanna/Bennett					ACQUISITION-73	ADV A	NO	NO	01/23 - NIS	See above.
	CAROLYN SMITH					ACQUISITION	AE	NO	NO	01/23 - NIS	01/24 - She requested I call her back after lunch.
	Dennis Hollicky					ACQUISITION	NONE	NO	NO	Pending EIR	

MITIGATION RECONSTRUCTION	NAME	ADDRESS	TOWN	ZIP	CONTACT	REQUEST	FLOOD	FLOODW	PDPR	CDBG ELIG	NOTES
	JERRY PATRICK					MIT RECON	AE	NO	NO	Pending project type determination.	Since January/Status?
	JOHN HARRIS/ GRACE DUNCAN					MIT RECON	NONE	NO	NO	Pending EIR	This home is awaiting additional review due to the age of the home (built in 1924). Just update provided to applicant on 3/16.
	Billy/Marcelita Boothe					MIT RECON	NONE	NO	NO	Pending duplication of benefits verification.	Last two contact attempts to applicant unsuccessful (2/22 & 3/5) will be attempting contact again this week.
	CARL B. LEGG					MIT RECON	NONE	NO	NO	Pending duplication of benefits verification.	Applicant stated he sent documentation on 3/1, but we haven't received.
	ANITA GOLF					MIT RECON	NONE	NO	NO	01/23 - NIS	01/24 - Has questions about rental exceptions; WCG.
	RACHEL BITTINGER					MIT RECON	NONE	NO	YES	Pending homeowner signing.	Provided update to applicant on 3/13/18.
	RACHEL BITTINGER					MIT RECON	NONE	NO	YES	Pending homeowner signing.	Provided update to applicant on 3/13/18.
	RACHEL BITTINGER					MIT RECON	NONE	NO	NO	Pending EIR	Awaiting additional environmental review due to age of home (built in 1928).
	ELEANOR STEVENS					MIT RECON	NONE	NO	YES	Awaiting work order change confirmation to allow ADA accessibility. Should be ready for signing event soon.	

Thomas Robbins	MIT/RECON	MORE	NO	NO	01/23 - NIS	Kim & Nicole went out to talk to him - ineligible, but not in HSW.	Why? HSW?
Lawana Vest	MIT/RECON	Advis A	NO	YES	In eligibility process - title review, nothing to get this resolved with DMV currently.		In process for 5 months
Tan Lester	MIT/RECON	AE	NO	YES	01/23 - NIS	01/24 - LYN	Status?
Dewey Reynolds	MIT/RECON	House	YES	YES	01/23 - NIS		Status?
PAULETTA FISHER	MIT/RECON	Advis A	NO	NO	Pending ERB	Home in 100 year floodplain.	Issue?
PAULETTA FISHER	MIT/RECON	Advis A	NO	NO	Pending ERB	Home in 100 year floodplain.	Issue?

## Aliff, Tyler W

---

**From:** Aliff, Tyler W  
**Sent:** Wednesday, April 25, 2018 3:52 PM  
**To:** 'paula.brown@greenbriercountyema.net'  
**Subject:** Greenbrier County RISE Applicants Status  
**Attachments:** Copy of Greenbrier Co. - RISE cases.xlsx; WV\_RISE\_DOB Policy.pdf; FEMA Assistance Letter.pdf



Good afternoon Ms. Brown—

My name is Tyler Aliff, Community Development Specialist with the office of Community Advancement and Development—I hope this email finds you well. Per your conversation with Mary Jo yesterday, attached you will find information relating to your specific clients; as well as, material on Rise West Virginia Duplication of Benefits policies. Lastly, you will also find a sample FEMA letter dictating household and individual assistance.

Please feel free to look over the attached information and reach out to me, directly, if you have any questions concerning any particular client.

Thank you, kindly.

Best regards,

Community Advancement and Development  
A Division of the West Virginia Development Office  
1900 Kanawha Boulevard East  
Building 3, Suite 700  
Charleston, WV 25305  
(304) 558-2234 | [wvcad.org](http://wvcad.org)  



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FIRST NAME	NAME	CDBG ELIG	NOTES
Jennifer	Windon	01/23 - Applicant has not applied	01/24 - Applicant has not officially applied at this time.
Vicky & Michael	Adkins	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
James	Johnson	01/23 - applicant has not applied	01/24 - Does not want to participate at this time; waiting on decision on a buyout; applicant may call back.
Wanda Faye	Heaster	01/23 - Applicant has not applied	01/24 - Does not want to participate; waiting on decision on a buyout; applicant may call back
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Charles	Reed	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.
Kitty	Morton	01/23 - Applicant has not applied	01/24 - Reached out to clients, unsuccessfully--left voice message for a return call. Applicant have not officially applied at this time.

FIRST NAME	NAME	CDBG ELIG	NOTES
Michael	Stelzig	01/23 - Applicant has not applied	01/24 - Waiting on decision on a buyout, but wants to talk to his wife; applicant may call back.
George	Bennett	01/23 - Applicant has not applied	01/24 - Attempted contact with client. Not able to leave a voice message--message asked for a code (not sure what code is being requested)
	Hanna / Bennett (George)	01/23 - Applicant has not applied	See above
Carolyn	Smith	01/23 - Applicant has not applied	01/24 - Attempted contact with client; applicant has not officially applied for the program at this time.
Anita	Goff	01/23 - Applicant has not applied	01/24 - Applicant called for questions relating to rental execeptions; not offically applied for program at this time.
Thomas	Robbins	01/23 - Applicant has not applied	Case managers conducted an in-person visit to Mr. Robbins. The applicant chose to not officially apply for the program.
Tyan	Lester	01/23 - Applicant has not applied	01/24 - Attempted contact with the client; left a voice message--have not heard back. Applicant has not officially applied for program at this time.
Dewey	Reynolds	01/23 - Applicant has not applied	01/24 - Attempted contact with the client; left a voice message--have not heard back. Applicant has not officially applied for program at this time.
Jennifer	Windon	01/23 - Applicant has not applied	01/24 - Reached out to applicant and left a voice message; have not received a return call. Applicant has not officially applied for the program at this time.
Eleanor	Stevens	Awaiting work order change confirmation accessibility.	Awaiting work order change confirmation to allow ADA accessibility. Should be ready for signing event soon.
Carl B.	Legg	DOB Offset being applied as of 4/16/18	DOB Offset being applied
Billy/Marceliza	Boothe	Inactive due to unpaid taxes	Last two contact attempts to applicant unsuccessful (2/22 & 3/5) will be attempting contact again this week.

FIRST NAME	NAME	CDBG ELIG	NOTES
John	Harris / Grace Duncan	Pendin ERR	This home is awaiting additional review due to the age of the home (built in 1924), last update provided to applicant on 3/16.
Rachel	Bittinger	Pending ERR #332	Awaiting additional environmental review due to age of home (built in 1928).
Rachel	Bittinger	Pending homeowner signing #207	Provided update to applicant on 3/13/18
Rachel	Bittinger	Pending homeowner signing #331	Provided update to applicant on 3/13/18
Jerry	Patrick	Pending project type determination.	4/24 - ECR & DOB repair complete - Pending Project Type
Paulettia	Fisher	Pending Work Order	Home in 100 year floodplain.
Paulettia	Fisher	Pending Work Order	Home in 100 year floodplain.
Lawana	Vest	Ready for site vist #01423	Applicant is pending a site visit.



## 10 Duplication of Benefits

### 10.1 Duplication of Benefits Policy

CDBG-DR funding intends to address the unmet needs of a community. The funds are supplemental to primary forms of assistance, including private insurance and FEMA funds. To avoid duplicative assistance and potential de-obligation of funding, the State must utilize all possible funding sources before applying CDBG dollars to a project. CDBG-DR programs are typically implemented *after* temporary disaster assistance programs, such as FEMA Individual Assistance and are not intended to make someone whole.

The Stafford Act established the requirements for Duplication of Benefits (DOB) analysis and more recently, the Clarification of Duplication of Benefits Requirements Under the Stafford Act for Community Development Block Grant (CDBG) Disaster Recovery Grantees provided additional guidance on how Grantees should determine duplication of benefits. The Stafford Act prohibits entities, including households, from receiving disaster recovery funding for a loss which has previously received financial assistance from any source. DOB verification and analysis ensures that program funds compensate applicants for damages and needs that have not been addressed by an alternate source, either through funding or assistance.

The Program will ensure that a DOB analysis is performed for each applicant to consider all possible disaster recovery funding sources when processing applications for assistance. Common disaster assistance sources include but are not limited to:

- Federal Emergency Management Agency (FEMA)
- Small Business Administration (SBA)
- National Flood Insurance Program (NFIP)
- Increased Cost of Compliance (ICC)
- Private Insurance
- Private and nonprofit disaster assistance

Once sources are identified, the Program will determine an applicant's unmet need. Specifically, the Program will compare the total assistance previously received to the total estimated need for each applicant. Per the Stafford Act, the Program will confirm that the applicant spent all previously received funds for their intended purpose. Funds of similar intent are considered duplicative unless the applicant still has an unmet need. The Program will verify eligible use of funds by collecting pertinent source documentation from third parties such as invoices from a contractor, receipts from a building supply store, or utilizing an inspection to determine repair

expenses incurred by an applicant. If the documentation or inspection verifies that the applicant spent all previously received funds in accordance with the funding intent, then no duplication exists and the applicant may be eligible to receive assistance for any remaining unmet need under CDBG-DR.

Duplication exists when funds are not spent in accordance with the funding intent. If recovery funds are not appropriately spent, the applicant may have a disaster recovery need called the DOB Gap. The DOB Gap is the amount of remaining need not eligible for additional assistance. To account for a DOB Gap, the applicant may pay the difference and receive the full eligible amount or either accept a reduction in their proposed benefit.

## 10.2 Duplication of Benefits Procedure

### Prevention of Duplication of Benefits

Under federal law, duplication of benefits (DOB) must be deducted from the assistance amount (the amount that will be offered for the purchase of the property or the repair of the structure). The following are sources of funding assistance provided for structural damage and loss that are considered DOB: FEMA Individual Assistance (IA); FEMA National Flood Insurance Program (NFIP); Private Insurance; Small Business Administration (SBA); and other sources. Funding assistance provided for other purposes, such as temporary relocation or contents, will not be counted as a DOB unless the applicant submits eligible expenses. Assistance received in the form of services, instead of money, for property repairs from any source is not considered a duplication of benefits. Any additional DOB received by the applicant after the CDBG-DR assistance is awarded must be applied to reduce the award amount. Funds received from any source, including flood insurance, FEMA, and hazard insurance, that were used to cover repair(s) to the property do not reduce the amount of disaster assistance if the evidence of expenditures at least equals the amount of assistance. Documentation acceptable to the Program must be provided demonstrating the cost and type of repair conducted. For example, if the cost of repairs was greater than the funds received, then the funds available for flood repairs will not be reduced. If the cost of repairs was less than the funds received, then the funds available for flood repairs will be reduced.

### Previous Benefits Verification

The State's Eligibility Specialist will collect information from program applicants necessary to verify previous assistance payments for property damage from the June 2016 flooding. The Housing Program Team will utilize the best available data from all sources of assistance prior to award. Specifically, the Program Team will access the most recent data files which include previous payment benefits paid for real property repairs to determine if there was a previous benefit paid to the interested applicant(s) or any member of the household to repair structural

deficiencies caused by the flooding. All sources of previous benefits paid will be requested from the applicant(s) or any member of the household and must be disclosed on the application. The following duplication of benefits sources will be verified:

- FEMA – Federal Emergency Management Agency (Individual Assistance)
- SBA – Small Business Administration Disaster Loans
- NFIP – National Flood Insurance Program (NFIP)
- ICC – Increased Cost of Compliance
- Private Insurance Claims
- Other federal, state or local funding
- Other nonprofit, private sector or charitable funding

For each of these sources, the Program Team will request payment data made for damages to the applicants' primary dwelling caused by the June 2016 floods. A review of SSN and property address will be conducted with each source to determine if assistance was provided.

#### **A. Federal Emergency Management Agency (FEMA)**

Duplication of benefit verifications for FEMA funds are automated. The system verifies this potential funding source by searching the database provided by FEMA for the flood. First, a search is performed by damaged residence address. If damaged address is found, the name associated with the FEMA amount will be matched against the applicant(s) name. Additional searches will be conducted if the name is different than the program applicant(s). If the automated search is unable to find FEMA data using the damaged residence address, a search using the applicant(s) SSN will be conducted and verified against the names and addresses for any matches found.

If a FEMA match is found, the Rehab/Reconstruction amounts provided by FEMA will be considered a duplication of benefit. If an applicant receives funding for Temporary Living Expenses, it will not be counted as a DOB unless the applicant has submitted eligible temporary living expenses. Then, the temporary living funds shall be applied first to offset eligible expenses. If additional expenses remain, the Rehab/Reconstruction amounts may be used to offset the balance. If no FEMA match is found, the duplication of benefit amount will be considered zero. Additionally, if a FEMA match is found, but the applicant did not comply with the flood insurance requirement for acceptance of the FEMA funds, the applicant will be deemed ineligible for assistance from the Program due to FEMA Non-Compliance.

#### **B. Small Business Administration (SBA)**

Duplication of benefits for SBA funds are verified by an automated database search. The database has been provided by SBA for the flood. First, the system will search by damaged

residence address. If damaged address is found, the name associated with the SBA amount will be matched against the applicant(s) name. Additional searches will be conducted if the name is different than the program applicant(s). If the system is unable to find SBA data using the damaged residence address, a search using the applicant(s) SSN will be conducted and verified against the names and addresses for any matches found.

If an SBA match is found, the Real Estate amount provided by SBA will be considered a duplication of benefit unless the funds were spent for the intended purpose of the loan. CDBG-DR funds cannot be used to pay down an SBA loan. If no SBA match for Real Estate is found, the duplication of benefit amount will be considered zero.

#### **C. National Flood Insurance Program (NFIP)**

Duplication of Benefits for NFIP funds are verified by an automated search of the data provided by NFIP for the flood. First, the system will search by damaged residence address. If damaged address is found, the name associated with the NFIP claim will be matched against the applicant(s) name. Additional searches will be conducted if the name on the claim is different than the program applicant(s). If the system is unable to find NFIP data using the damaged residence address, a search using the applicant(s) SSN will be conducted and verified against the names and addresses for any matches found.

If an NFIP match is found, the Building payment amount provided by NFIP will be considered a duplication of benefit. NFIP payments for contents will not be counted as a DOB. If no NFIP match for a Building payment is found, the duplication of benefit amount will be considered zero.

#### **D. Increased Cost of Compliance (ICC)**

ICC funds are included in the NFIP data. If a match for an ICC payment is found, the payment will be considered a duplication of benefit.

#### **E. Private Insurance Claims**

If an applicant(s) states they private insurance funds, the Eligibility Specialist will collect insurance claim documentation from the applicant(s). To verify private insurance claims, a verification request, along with a Release Form signed by the applicant(s), will be sent by the Program Team to the insurance company's designated contact. Verified amounts paid to the applicant(s) for physical dwelling damage will be considered a duplication of benefit. Amounts received for contents damage are not counted as DOB.



W. Craig Egan  
Assistant Secretary for Administration  
Federal Emergency Management Agency  
12000 Jefferson Davis Highway  
Suite 1204  
Falls Church, VA 22041-3800  
Phone: (703) 295-4000  
Fax: (703) 295-4001  
E-mail: [egan@fema.dhs.gov](mailto:egan@fema.dhs.gov)

Page 1 of 1

Mr. Larry H. Buck  
12000 Jefferson Davis Highway  
Suite 1204  
Falls Church, VA 22041-3800  
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Mr. Larry H. Buck

The Federal Emergency Management Agency (FEMA) has carefully reviewed your application for disaster assistance. This letter explains the assistance you are eligible to receive from FEMA's Individuals and Households Program.

#### ASSISTANCE APPROVED

The U.S. Department of the Treasury will either mail you a check, or deposit the funds into your bank account based on the method you chose when you applied with FEMA.

You are eligible for a total of \$26,885.81.

#### Eligible - Home repairs w/ flood insurance requirement (FIRZ)

You have been **APPROVED** for \$20,349.52 for Home Repair Assistance, which is provided to help make essential repairs that will allow you to occupy your home. It is not intended to repair all home damage.

The amount provided to you is based on the damage caused by the disaster and the estimated cost of repairs.

Your home is located in a Special Flood Hazard Area. By accepting this assistance, you have a requirement to maintain flood insurance on the damaged home as long as the address exists and you own the property. If you do not maintain flood insurance, you will not be eligible for some FEMA assistance if another flood disaster damages your home.

If you do not accept the requirement to maintain flood insurance, you must return all disaster assistance money for the National Flood Insurance Program insurable real and/or personal property within 30 days from the date of this letter. For more information about this requirement or to learn where to obtain flood insurance, call 800-638-6620 or visit [www.floodsurance.gov](http://www.floodsurance.gov).

#### Eligible - Personal property w/ flood insurance requirement (PPFZ)

You have been **APPROVED** for \$6,536.29 for Personal Property Assistance, which is provided to help you repair or replace items damaged by the disaster. It is not intended to fully repair or replace all damaged personal property.

## Aliff, Tyler W

---

**From:** paula.brown@greenbriercountyema.net  
**Sent:** Friday, May 4, 2018 1:57 PM  
**To:** Aliff, Tyler W  
**Subject:** RE: Greenbrier County RISE Applicants Status

Tyler,

I received a call from the following applicant yesterday evening who was very upset after talking to Megan (case mgmt supervisor). He stated that Megan told him that:

- the RISE environmental crews had been terminated
- RISE was hiring new environmental crews
- RISE couldn't use the current environments and the new crews would be doing the tests again
- the new construction must go in the same footprint and not elsewhere on the property
- there were 205 RISE cases that had to be completely redone for environmental reviews

You sent me :

John                      Harris / Grace Duncan    Pendin ERR

This home is awaiting additional review due to the age of the home (built in 1924), last update provided to applicant on 3/16.

I called Megan this morning and obtained little information as the response to all the questions above (regarding the validity) was " I can neither confirm not deny". Hard to have a communication like that. She sent me on to Sarah Allred and I have not had a return call from my voicemail. So, I'll ask you if those statements above are correct or incorrect. I truly cannot see Mr. Harris making this up as it is too specific and organized. Are all the environmental reviews needing to be redone or not? What about the applicants where ERR is pending vs. completed?

Any additional information to calm him down would help a lot.  
Is all the environmental review done except for the additional review by SHPO (historical society)?  
You should have notes in his file between Trey and I (and a county engineer) regarding the inability to place the new structure in the same footprint. Trey approved the change in location.

Paula Brown  
Greenbrier County Homeland Security  
and Emergency Management  
POB 218, Maxwelton, WV 24957  
Office 304-645-5444  
Cell 304-667-0448  
Fax 888-880-6185



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## Bickoff, Manda O

---

**From:** Abraham, Brian R  
**Sent:** Monday, April 2, 2018 9:58 AM  
**To:** Bickoff, Manda O  
**Subject:** Fwd: [Non-DoD Source] RISE Number's Break Down  
**Attachments:** RISE Number's Break Down.docx; ATT00001.htm

Please print 6 copies

Sent from my iPhone

Begin forwarded message:

**From:** "Hoyer, James A MG USARMY NG WVARNG (US)" <[james.a.hoyer.mil@mail.mil](mailto:james.a.hoyer.mil@mail.mil)>  
**Date:** April 2, 2018 at 9:48:45 AM EDT  
**To:** Bray Cary <[bcary@wvmh.com](mailto:bcary@wvmh.com)>, Abraham Brian R <[Brian.R.Abraham@wv.gov](mailto:Brian.R.Abraham@wv.gov)>  
**Subject:** Fw: [Non-DoD Source] RISE Number's Break Down

Sent from my BlackBerry 10 smartphone.

**From:** Jenny Gannaway <[jennygannaway@wvvoad.org](mailto:jennygannaway@wvvoad.org)>  
**Sent:** Monday, April 2, 2018 9:46 AM  
**To:** Hoyer, James A MG USARMY NG WVARNG (US); Jimmy Gianato; Said, Habibi; Wood, Jeffrey A Sr NFG NG WVARNG (US)  
**Subject:** [Non-DoD Source] RISE Number's Break Down

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

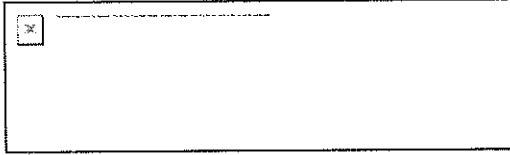
We have a complete breakdown of the RISE numbers on the attached document. If there are any other data you think will help please let me know.

Thanks,

Jenny

Jenny Gannaway  
Executive Director WV VOAD  
815 Alderson Street  
Williamson, WV 25661

Caution-www.wvvoad.org < Caution-http://www.wvvoad.org >  
jennygannaway@wvvoad.org < Caution-mailto:jennygannaway@wvvoad.org >  
Caution-www.wvvoad.org < Caution-http://www.wvvoad.org/ >



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**RISE Numbers:**  
**4/1/18**

**Total RISE Registrations - 1356**

**Total Closed – 705**

- 8 Deemed Ineligible by FEMA (NCOMP)
- 12 DOB Unresolved
- 72 Duplicate
- 40 No Property Damage
- 220 No Unmet Need
- 59 Not Eligible
- 57 Not Responsive
- 4 Over 120% AMI
- 98 Over 80% AMI
- 34 Property in Floodway
- 101 Withdrawn

**Total Inactive – 90**

- 2 Deemed Ineligible by FEMA (NCOMP)
- 5 DOB Unresolved
- 3 Duplicate
- 2 Lien/Mortgage Holder Permission Not Received
- 6 No Unmet Need
- 6 Not Eligible
- 1 Not Responsive
- 49 On Hold
- 10 On Hold/Property Taxes
- 1 Over 120% AMI
- 2 Over 80% AMI
- 2 Property in Floodway
- 1 Withdrawn

**Total Active Cases – 561**

- Clay – 85
- Fayette – 51
- Greenbrier – 164
- Jackson – 5
- Kanawha – 116
- Lincoln – 5
- Monroe – 3
- Nicholas – 78
- Pocahontas – 3
- Roane – 17
- Summers – 8
- Webster - 26

WV VOAD has **465** of the **561** active Rise active cases, leaving 96 of the Rise active cases not on the VOAD list.

- Rentals – 45
- Received \$0 from FEMA – 31 (VOAD did not show damage flood related)
- Duplicate – 1
- Never on the VOAD list 19 (These cases can be added if necessary)

Approved Cases for New Mobile Homes:

Total – 51

- Received \$0 from FEMA – 22
- Received less than \$1000 from FEMA – 8
- Received less than \$3000 from FEMA – 9
- Received less than \$5000 from FEMA – 6
- Received less than \$8000 from FEMA – 2
- Received less than \$12,000 from FEMA – 2
- Inactive – 1
- Duplicate – 1

**This shows that the first families helped had little or no damage.**