



CALIFORNIA RESIDENTIAL MITIGATION PROGRAM

RETROFIT GRANT MANAGEMENT SYSTEM

Business Requirements Document (BRD)

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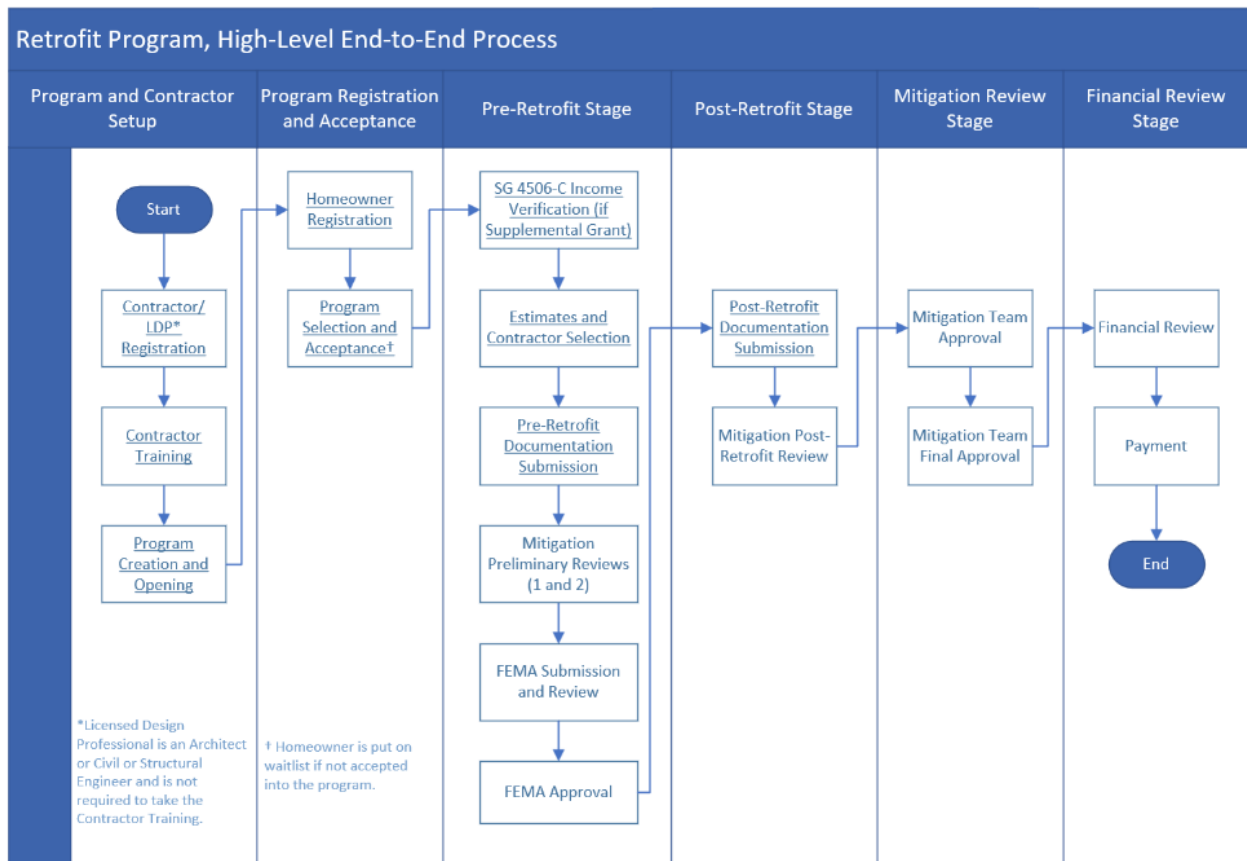
Project Purpose:

The primary purpose of this Business Requirements Document (BRD) is to systematically capture and outline the high-level requirements of a retrofit grant management system. This document serves as a foundational tool for conducting thorough market research with the objective of identifying and evaluating potential vendors, products, and services that can meet the specific needs of the Retrofit Project. By detailing these requirements, the BRD ensures that the RFI process is well-guided and effective in gathering relevant information to support informed decision-making for the project's successful implementation.

Comprehensive Retrofit Program Workflow

The retrofit program workflow aims to provide a structured approach to managing the program cycles, ensuring compliance with FEMA and other regulatory bodies, and facilitating an efficient and effective application process for homeowners.

By integrating advanced technologies and automated functionalities, this program seeks to streamline the registration, selection, and acceptance processes, while maintaining the integrity and accuracy of the data. This document also emphasizes the importance of contractor training, consistent communication, and the use of robust validation systems to ensure the program's success.



Section 1: Program and Contractor setup:

- 1.1 Contractor/Licensed Design Professional (LDP) Registration:** Contractors and Licensed Design Professionals (LDPs) must register to participate in the retrofit program to ensure that all participants are qualified and meet the necessary standards for involvement.
- 1.2 Contractor Training:** Registered contractors undergo mandatory training to align with the program's standards and procedures, equipping them with the knowledge needed to comply with program requirements.
- 1.3 Program Creation and Opening:** The program is formally created with specific requirements (year, funding source, program rules, and qualifications) and made accessible to homeowners, marking the official start and enabling the workflow to commence with registered participants.

Section 2: Program Registration and Acceptance:

- 2.1 Homeowner Registration:** Homeowners register to participate in the retrofit program by answering the program qualification questions.
- 2.2 Program Selection and Acceptance:** Homeowners are either accepted into the program or placed on a waitlist, ensuring a fair selection process and managing expectations.

Section 3: Pre-Retrofit Stage:

- During the Pre-Retrofit stage, the Homeowner (or Contractor) uploads the required documents (estimate, images, plan) and those documents are reviewed and approved by the California Residential Mitigation Program (CRMP) review team and by FEMA.
- 3.1 SG 4506-C Income Verification (if Supplemental Grant):** Homeowners applying for a supplemental grant undergo income verification to determine eligibility, ensuring that additional financial assistance is awarded only to those who meet the necessary income criteria.
 - 3.2 Estimates and Contractor Selection:** Homeowners obtain estimates and select a contractor for the retrofit work, ensuring alignment with program expectations by choosing qualified professionals.
 - 3.3 Pre-Retrofit Documentation Submission:** Homeowners submit all required documentation before the retrofit begins, ensuring all paperwork is in place to proceed and reducing the risk of delays or complications.
 - 3.4 Mitigation Preliminary Reviews (1 and 2):** Initial reviews are conducted to evaluate the proposed retrofit measures, ensuring that planned activities meet program standards.
 - 3.5 FEMA Submission, Review and Approval:** Necessary documents and plans are submitted to FEMA for review and approval, ensuring compliance with federal regulations and eligibility for applicable funding.

Section 4: Post-Retrofit Stage:

- The post-retrofit stage is after the retrofit work has been completed and the Homeowner (or Contractor) uploads final documents (images, permit sign-off, receipts, payment authorization form).
- 4.1 Post-Retrofit Documentation Submission:** After the retrofit work is completed, homeowners submit documentation to verify that the work was done according to program guidelines, confirming that all requirements were met.
 - 4.2 Mitigation Post-Retrofit Review:** A final review is conducted to ensure the completed retrofit work meets the necessary standards, validating that all mitigation measures were implemented correctly.

Section 5: Mitigation Review Stage:

- The Mitigation Review stage is when the CRMP review team confirms that the retrofit has been completed according to rules and then submits to CEA Finance for payment of the grant.

5.1 Mitigation Team Approval: The Mitigation team conducts an initial review of the completed retrofit work, ensuring that it meets the required standards before moving forward to final approval.

5.2 Mitigation Team Final Approval: The Mitigation team gives final approval for payment, confirming that all requirements have been fully met.

Section 6: Financial Review Stage:

- The Financial Review stage is when the CEA Finance makes the grant payment.

6.1 Financial Review: A review of financial documents is conducted to ensure all costs are accurate and compliant, verifying that the project remains within budget and expenses are justified.

6.2 Payment: Payment is issued to the contractor or homeowner after the financial review is completed, marking the finalization of the financial aspect of the retrofit and ensuring appropriate compensation for all parties involved. At this point, the project is completed.

Additional Notes:

- The homeowner may withdraw their application at any time throughout the process.
- The Mitigation team can cancel a homeowner's application (e.g., due to inactivity, etc.) at any time throughout the process.
- An application that doesn't pass any of the approval stages will be returned to the homeowner for additional documentation as needed.

System Specification:

1. **Retrofit Project Module:** A dedicated module to manage all aspects of the retrofit project, including program setup, tracking, contractor management, and homeowner communication.
2. **Project Tracking:** Ability to track the progress of each retrofit project, including timelines, milestones, and project statuses. The module should allow for easy updating and reporting on project progress.
3. **Contractor Management:** Integrate contractor management functionalities to allow for the selection, assignment, and tracking of contractors working on retrofit projects. This includes storing contractor qualifications, licensing status, and performance metrics.
4. **Homeowner Dashboard Integration:** A homeowner dashboard that allows participants to find and select a contractor from the CRMP contractor directory, upload retrofit required documents and submit them for review, and to review the status of their application.
5. **Contractor Dashboard Integration:** A contractor dashboard that allows participants to take training, manage their contractor directory listing, upload retrofit required documents and submit them for review, and to review the status of their projects.
6. **Real-Time Data Sync:** Ensure that all data related to retrofit projects is synchronized in real-time, the homeowner and contractor dashboards, and contractor management systems. This will require efficient API calls and possibly webhook integrations for immediate updates.
7. **Integration with External/ Internal Systems:** Enable API integration with internal and external systems that may provide additional data or services for retrofit projects, such as the Contractor State License Board (CSLB), address and property data validations, and an internal insurance policy system.
8. **Automated Project Notifications:** Develop Function /Apps to automate the sending of notifications to homeowners, contractors, and the Mitigation team at key stages of the retrofit project (e.g., project start, milestone completion, project completion).
9. **Retrofit Project Workflow:** Design workflows to automate the various stages of the retrofit project, including contractor assignment, project approval, homeowner communication, and project closeout. This workflow should be flexible to accommodate different project types and complexities.
10. **Data Integration with Financial Systems:** Securely transfer project-related financial data (e.g., contractor payments, grant disbursements) between the retrofit system and the CEA's financial system (Dynamics Great Plains).
11. **Project Documentation Storage:** Store all documents related to the retrofit project, such as photographs, permits, plans, contractor invoices, and receipts. Ensure that these documents are accessible through the API and are securely stored with encryption.
12. **Data Encryption and Security Protocols:** Ensure all data related to the retrofit project is protected with Transparent Data Encryption (TDE). Enforce strict security protocols for all communications between system components, using only HTTPS and SFTP protocols.
13. **Retrofit Dashboard:** Create a dedicated dashboard for the Mitigation team to monitor all active retrofit projects, with visual indicators for project status, upcoming deadlines, and any issues requiring attention.
14. **Retrofit Project Reports:** Develop reporting features to generate detailed reports on retrofit project performance, including timelines, budget adherence, contractor performance, and homeowner satisfaction.
15. **Comprehensive Audit Trail:** Maintain an audit trail of all actions taken within the retrofit project module, including project setup, contractor assignments, and project approvals. This audit trail should be easily accessible for compliance reviews and audits.