Hagerty’s Experience

Since 2001, Hagerty Consulting has helped communities prepare for and recover from disasters, including 9/11, Katrina, the 2011 Alabama Tornados, and Hurricane Irene. Hagerty’s team includes former federal, state, and local emergency managers, experienced planners, and exercise evaluators.

Hagerty works with higher education institutions to evaluate, develop, and validate emergency and business continuity plans to meet state and federal safety requirements and other national best practices. Additionally, Hagerty helps clients secure and manage complex Federal Emergency Management Agency (FEMA) disaster declaration recovery funds after large natural disaster events.

For more information, contact:
development@hagertyconsulting.com
Evanston Office: 847-492-8454

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Hagerty’s Capabilities

Emergency preparedness and sound disaster recovery planning are vital to preserving campus life and ensuring business continuity. Hagerty can work with you to:

- Conduct Emergency Response Framework evaluations and plan validation through our innovative Campus Preparedness Assessment Tool.
- Develop unique interdisciplinary and multi-jurisdictional Emergency Operations Plans with support and critical threat annexes.
- Socialize emergency action plans through all departments, schools, and research entities by developing and facilitating Homeland Security Exercise and Evaluation Program (HSEEP) compliant training workshops.
- Design and facilitate HSEEP tabletop, functional, and full-scale exercises in coordination with all campus stakeholders.
- Evaluate or create Business Continuity Plans and reconstitution phases for the campus community.
- Assist in emergency management planning for special events.
- Provide reimbursable recovery support to universities under a FEMA Disaster Declaration.
- Conduct comprehensive Threat, Hazard, Incident, and Risk Assessments and measure them against your institution’s capabilities.
Project Case Studies

Northwestern University

Situation:
Years earlier Northwestern University (NU) developed an “all hazards plan,” covering all aspects of the 240-acre Evanston campus. While the plan was compliant, it was outdated based on new laws and there was doubt the plan was actionable, practically speaking. Staff involved with the plan or tasked with responsibilities from it needed guidance and direction including clear lines of communication and established roles and responsibilities.

Risk to Client:
As Evanston’s largest employer and the home to more than 16,000 undergraduate and graduate students, it was essential for NU staff and personnel to be able to deploy in the event of an incident and restore business continuity post-incident.

Solution:
Hagerty conducted a comprehensive review of NU’s emergency management program. The review included analyzing NU’s Emergency Response Framework (EMF) and associated plans, and comparing the framework to applicable national and Illinois-specific higher education policy and standards.

The Hagerty team conducted a baseline analysis and crosswalk between the ERF format and best practice higher education plans to provide context for a series of interviews with NU staff.

These interviews were designed to better understand the roles and responsibilities of university stakeholders and conduct an “as-is” analysis of stakeholder emergency response activity.

The “as-is” activities were compared against the existing plans to identify where the plans could be augmented and improved. The analysis also included a review of the university’s Business Continuity Plan and associated roles and responsibilities.

Outcome:
The outcome of this engagement was a report to NU leadership. The report designed a road map for plan strategy, development, and implementation. As a result of Hagerty’s effort, NU Executive Staff authorized university police to hire a full-time planner in the Emergency Preparedness Department tasked with implementing Hagerty’s recommendations.

University of Texas Medical Branch (UTMB)

Situation:
As a direct result of Hurricane Ike, UTMB, Galveston County’s largest employer, sustained significant damage to over 150 buildings. FEMA’s Office of Corporate Counsel determined that a large emergency repair contract did not adhere to federal procurement rules (44 CFR, Part 13).

Risk to Client:
UTMB’s $127.4M disaster reimbursement claim submitted to FEMA was at risk of being denied or substantially reduced.

Solution:
Hagerty mobilized several accountants with extensive FEMA public assistance experience to conduct a financial and eligibility review. To substantiate UTMB’s claim and ensure reimbursement of all eligible reasonable costs, Hagerty reviewed 170 Category B Project Worksheets, 3300 invoices, and expenses related to overtime, travel, supplies, and materials.

Outcome:
As a result of Hagerty’s work, UTMB’s claim passed a state audit and has not undergone an audit by the DHS Office of Inspector General (OIG). Hagerty concluded 87%, or $111.0M, of UTMB’s $127.4M disaster claim should be reimbursed.