

Message

From: Edwards, Sharon [REDACTED]@fema.dhs.gov]
Sent: 10/25/2016 4:17:54 PM
To: Neal, John [REDACTED]@CBIFederalServices.com]
CC: Ford, Robert A [REDACTED]@fema.dhs.gov]; Kahn, Carl [REDACTED]@fema.dhs.gov]; Clemons, John [REDACTED]@fema.dhs.gov]; Means, Mike [REDACTED]@CBIFederalServices.com]; [REDACTED]@cbi.com
Subject: CBI MAINTENANCE NUMBER NOW DISCONNECTED (DR-4277-LA

Kevin, This maintenance Hotline is a major issue and is getting a great deal of visibility from our FEMA leadership.

What can we do to get this straighten out today. I need provide an action plan to leadership today.

Please advise.

Sharon Edwards

Disaster Acquisition Response Team (DART)

Expeditionary Branch

DHS-FEMA-MSB-OCPO-AOD

Ph# [REDACTED]

Email: [REDACTED]@fema.dhs.gov

From: Kahn, Carl
Sent: Tuesday, October 25, 2016 11:14 AM
To: Edwards, Sharon [REDACTED]@fema.dhs.gov>; Clemons, John [REDACTED]@fema.dhs.gov>; Neal, John [REDACTED]@CBIFederalServices.com>
Cc: Kahn, Carl [REDACTED]@fema.dhs.gov>; Ford, Robert A [REDACTED]@fema.dhs.gov>
Subject: FW: DR04277-LA / MAINTENANCE NUMBER NOW DISCONNECTED

FYI

The 888 number below is the maintenance line for CBI installations but is not working now. I just tried it a couple times.

Thank you.

Carl Kahn
Acquisitions Quality Assurance Specialist
Disaster Acquisition Response Team (DART)
Expeditionary Force Section
DHS-FEMA-MSB-OCPO-AOD-EB
Desk: [REDACTED]
Cell: [REDACTED]
Email: [REDACTED]@fema.dhs.gov

Sent from my iFEMA mobile device

From: Morris, Alecia
Sent: Tuesday, October 25, 2016 11:48:44 AM
To: Trupp, Craig; Kahn, Carl
Cc: Warner, Jeannie; Carlson, Lisa; Chamberlain, Scott
Subject: DR04277-LA / MAINTENANCE NUMBER NOW DISCONNECTED

Hello Gentlemen.

Helpline has reported that the maintenance number for CBI is now disconnected. I called the number we were provided for CBI, which is 888.414.1989, and a recording informed me that the number I dialed [REDACTED] has been temporarily disconnected.

Alecia Lynn Morris

IA Liaison / DR-4277-LA

IA Liaison Unit

Field Services Section – IHP Branch

[REDACTED] Cell

ESP² Empathy | Simplicity | Partnership | Professionalism

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From: FEMA-IHPHelpdesk
Sent: Tuesday, October 25, 2016 10:00 AM
To: Morris, Alecia [REDACTED]@fema.dhs.gov>

CBIFEMA-CONG4E-0185240

Cc: FEMA-IHPHelpdesk [REDACTED]@fema.dhs.gov>
Subject: DR04277-LA 500443277 FEMA MHU MAINTENANCE NUMBER

Alecia,

See below that when they call the maintenance phone number for Chicago Bridges and Iron: 888.414.1989 it is not in service. I just tried it and it states it is temporarily out of service. The applicant needs some help with maintenance.

Thank you,

Rosemary Vincent
Emergency MGMT Specialist (Recovery)
IHP Helpdesk
Coordination Unit
[REDACTED]

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From: Alicea Cabrera, Nancy
Sent: Tuesday, October 25, 2016 9:32 AM
To: FEMA-IHPHelpdesk [REDACTED]@fema.dhs.gov>
Subject: FEMA MHU MAINTENANCE NUMBER

Good morning:

Per pre-shift the number associated to Chicago Bridge and Iron is 888-414-1989 but when applicants (ex. DR 4277 Reg ID [REDACTED]) call the line, it's no longer in service. The only line in service is the one for USACOE [REDACTED] I called the CBI number and confirmed the recording phone number is no longer in service.

Please review the number and correct it in the pre-shift.

Thank you,

Nancy A. Alicea Cabrera

Coordination Unit - IHP Helpdesk Program Specialist

Program Management Section

RIAD (Recovery Individual Assistance Division)

Response and Recovery

FEMA

Office: [REDACTED]

iPhone: [REDACTED]

IHP Helpdesk: [REDACTED]

Faxcom [REDACTED]

E-mail: [REDACTED]@fema.dhs.gov

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