New York City Comptroller Scott M. Stringer

Build It Back Program: A Timeline of Dysfunction

Oct Nov Dec **2013 Jan** Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec **2014 Jan** Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec **2015 Jan** Feb Mar

CITY

Oct 2012
Superstorm Sandy Hits New York City

Nov 2012
The New York City Mayor's Office of Housing Recovery Operations (HRO) is created

May 2013
Federal Housing & Urban Development (HUD) allocates $1.022B to HRO for housing recovery

Build it Back program undergoes 100 procedural changes

Nov 2013
HUD allocated an additional $200M to HRO

Mar 2014
HRO assigns Solix with responsibility for contacting applicants and collecting outstanding documentation.

Oct 2014
HUD allocates an additional $491M to HRO

Feb 2015
Mayor de Blasio announces that more than $42.3M has been reimbursed to more than 2,200 storm victims through the Build It Back program.

CONSULTANTS

Apr 2013
EDC contracts with Boston Consulting Group (BCG) for $6.1M to design and launch the Build it Back program.

Jul 2013
HRO enters into $50.2M contract with PFM; a company with no prior disaster recovery experience

- 59% of applications processed by URS are rejected by Solix as incomplete
- HRO pays $992,000 to URS for incomplete applications

HRO authorized $3.5M in payments to URS for conducting 14,095 applications meetings, but did not require appropriate documentation

Nov 2013
- HRO issues protocols to facilitate collection of missing documents
- City pays BCG $2.3M for services for Jul-Nov 2013

Dec 2013
PFM is removed as the project manager

HRO pays $2.4M to Solix for attempting to complete eligibility reviews on applications eventually returned to URS

As of Mar 201
- HRO pays $1.4M for undocumented bills, double billed invoices, travel expenses
- Solix and URS invoices totaling $17.6M remain unpaid

Mar 2015
$4.4M paid to PFM on behalf of its subtractors after they were terminated

BUILD IT BACK APPLICANTS

Jun 2013
Build it Back program begins accepting applications

Oct 2013
Registration period closes for Build it Back with 19,500 applicants

Dec 2013
HRO reports that none of the 19,500 applicants have received assistance

Apr 2014
Active applications who had chosen a benefit rises to 690

Aug 2014
Active applicants who selected a benefit rises to 2,719. 686 applicants have received benefits

Mar 2015
3,600 applicants have received benefits

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Credit: Office of the New York City Comptroller Scott M. Stringer, "Audit Report on the Administration of the New York City Build it Back Single Family Program by the Mayor's Office of Housing Recovery Options, FM14-115A," March 31, 2015, www.comptroller.nyc.gov/reports