County of Orange
and
Orange County
Operational Area

Recovery Annex
May 2015

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Operational Area Executive Board and Emergency Management Council Letter of Approval

Orange County Operational Area Executive Board
County of Orange Emergency Management Council

Representatives of Law Enforcement Mutual Aid, Police Chiefs' and Sheriff's Association, Fire and Rescue Mutual Aid, Fire Chiefs' Association, Public Works Mutual Aid, City Engineers and Public Works Directors Association, Orange County Board of Supervisors, Health Care Mutual Aid, City Manager's Association, League of Cities, County Agencies, School Districts, and Special Districts.

May 13, 2015

Members of the Operational Area
Members of the Board of Supervisors
County of Orange Department Heads
American Red Cross of Orange County
California Office of Emergency Services

Dear Orange County Emergency Response and Recovery Officials:

Herewith is presented the County of Orange and Orange County Operational Area Recovery Annex. This Annex is the foundation for the recovery operations from the Operational Area (OA) and County's perspective.

The County of Orange Emergency Management Council (EMC), which governs the County of Orange Emergency Organization, has approved and concurs with this Annex. The Orange County Operational Area Executive Board has approved and concurs with this Annex on behalf of the OA Members. This Annex continues to enhance the County of Orange and Orange County Operational Area's recovery capabilities and includes: the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS) and the duties and responsibilities of the County and its departments in preparedness, response, and recovery procedures. A copy of the County of Orange and Orange County Operational Area Recovery Annex may be obtained through the Orange County Sheriff's Department, Emergency Management Division.

This Annex is a compilation of multiple public agencies, special districts, private partners and nonprofit organizations, all with disaster recovery interests. The County of Orange and Orange County Operational Area Recovery Annex is linked to jurisdiction, discipline and mutual aid plans and standard operational procedures through the County of Orange and Orange County Operational Area Emergency Operations Plans.

This Annex is designed as a reference and guidance document. Its successful implementation is, as always, dependent upon the skills and abilities of the County participants. Continued revision and testing of this plan will ensure its viability and appropriateness in future events. We look to you as members of the County of Orange and Orange County's Operational Area Emergency Response Organization to assist in the ongoing process of program and capability improvement.

Sincerely,   Sincerely,

County of Orange   Orange County
Emergency Management Council   Operational Area Executive Board
Chair   Chair

Administrative Contact-Orange County Sheriff's Department-Emergency Management Division
2644 Santiago Canyon Road, Silverado CA, 92676   Phone: (714) 628-7054   Fax: (714) 628-7154

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Record of Changes

Date of Revision	Revision Description	Section/Component and Page Number	Revision Completed By
2012 – 2014	Development of County and OA Recovery Annex	Complete Annex	Emergency Management Division, EMC Sub-Committee and OCEMO
2014-2015	Development of guidance on Establishing a LAC	Establishing a Local Assistance Center	Emergency Management Division and EMC Sub-Committee
2015	Review of Draft Annex	Complete Annex	OCEMO and EMC Sub Committee
2015	Review of Draft Annex	Complete Annex	Disabilities, Access and Functional Needs Working Group

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Chapter 1   Introduction

1.1   Purpose

The County of Orange and the Orange County Operational Area (OA) Recovery Annex is an operational overview and organizational framework that will be implemented during the phases of recovery process.

This Recovery Annex details a coordinated system for recovery operations, identifies operational concepts, and provides an overview of organizational structures that bridge the gap between County and OA Emergency Operations Plans (EOPs). The Annex addresses procedures that promote an expedited, all-hazards recovery process among stakeholders, including municipalities, special districts nongovernmental organizations (NGOs), and nonprofit organizations.

The basic premise of the County and OA Recovery Annex is that planning undertaken in advance of a disaster can accelerate a post-disaster return to normalcy. The County and OA Recovery Annex describes a coordinated system for disaster recovery operations in situations associated with natural disasters, technological incidents, terrorism, and nuclear-related events. It delineates operational concepts relating to recovery, identifies components of the recovery organization, and describes overall responsibilities intended to expedite recovery efforts. The County and OA Recovery Annex also identifies the sources of outside support that may be available from other jurisdictions, State and Federal agencies, and the private sector.

The County and OA Recovery Annex is designed to provide guidance to County of Orange departments and agencies and Orange County Operational Area jurisdictions and organizations interacting with the County. This Annex is also intended to serve as a template for the development of each County department, agency and Operational Area jurisdiction operational plans for recovery.

1.2   Scope

The goal of the County and OA Recovery Annex is to detail procedures, structures, concepts, and systems governing the recovery environment during each recovery phase. The following is a list of objectives which are achieved with this Annex:

- Outline the concept of recovery operations for the County and OA Recovery Operations Center.
- Outline the organizational structure of the County and OA Recovery Organization, including the roles and responsibilities for County departments, agencies, OA jurisdictions, special districts, NGOs, and nonprofit organizations.
- Coordination mechanisms for State and Federal agencies with the understanding that the County of Orange and individual jurisdictions within the County boundary will maintain existing authority and direction and control of all recovery operations during all phases of the disaster.

- Identify external resources supporting recovery operations, including mutual aid, State and Federal assistance programs, private insurance, and grants available to support recovery.
- Coordinate activities for integrating other vital plans, policies, and procedures during the recovery process.
- Maximize recovery costs associated with response and recovery efforts.

1.3   Preparing and Responding with the Whole Community Strategy

The County of Orange strive to incorporate the Whole Community perspective in its emergency planning. By planning for the Whole Community, complexities in the diversity in Orange County are assimilated into the County planning strategy.

Orange County's definition of people with disabilities and those with access and/or functional needs is as follows:

Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Having recognized the need to be inclusive in its emergency planning, the Orange County Operational Area formed the Orange County Disabilities and Access and Functional Needs Working Group in 2011 to strengthen partnerships with the disability community and others with access and functional needs. This team includes representatives from county agencies, local jurisdictions and nonprofit organizations serving people with disabilities and those with access and/or functional needs in Orange County. This group's instrumental efforts have turned the OA towards more inclusive emergency planning for the Whole Community. This group reviewed the County of Orange and Orange County Operational Area Recovery Annex in April 2015 and provided valuable feedback.

In order to meet the unique needs of children in disasters, the Operational Area formed the Kids in Disasters (KIDS) Working Group as a sub-committee of the Disabilities and Access and Functional Needs Working Group. The mission of the working group is to engage public and private community, government and healthcare organizations and individuals to promote coordinated efforts and partnerships to ensure infants' and children's needs are met before, during, and after disasters. Integrating children (0-18) into disaster planning requires special emergency preparedness and planning. Disasters have proven evident that children are vulnerable and require additional support during emergency situations, especially when displaced from their parents or guardians. The physical and psychological damage sustained by

children can far outweigh the same effects inflicted on grown members of society, including children with disabilities and those with access and/or functional needs.   The KIDS Working Group will assist in identifying and supporting community programs that help meet the physical, mental, and emotional needs of children in disasters.

Furthermore, the County of Orange is committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to Orange County residents and visitors. As such, the County of Orange adheres to the policy below:

- Disability will not prevent accessibility to services or facilities provided by the County of Orange.
- The County of Orange will not exclude or deny benefits of any sort based on a disability or access or functional need.
- The County of Orange will work to accommodate people with disabilities and those with access and/or functional needs in the most integrated setting possible.
- During all phases of disaster response, the County of Orange will make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- The County of Orange will shelter people with disabilities and those with access and/or functional needs with their families, friends and/or neighbors and in the most integrated setting possible.

1.4   Situation Overview

Recovery from an incident is unique to each community and depends on the amount and kind of damage caused by the incident and the resources that jurisdictions have ready or can quickly obtain. In the short term, recovery is an extension of the response phase in which basic services and functions are restored. In the intermediate and long term, recovery is a restoration of both the personal lives of individuals and the livelihood of the community.

Recovery operations include the development, coordination, and execution of service and site restoration plans; reconstitution of government operations and services; establishment of programs to provide housing and promote restoration; long-term care and treatment of affected persons; and additional measures for social, political, environmental, and economic restoration. Moreover, recovery involves incident-related cost recuperation, identification and implementation of mitigation measures to reduce or eliminate effects of future incidents, and evaluation of lessons learned. Recovery operations begin as a disaster occurs, or shortly after, and can be generally divided into three phases: short-term, intermediate-term, and long-term.

No single department, agency, or jurisdiction has the unlimited capability and resources to address all complexities which occur from disasters or major emergency situations. This Annex was developed by using the expertise and experience gained over many years by the staff of the Orange County Sheriff's Department, Emergency Management Division, the County of Orange Emergency Management Council, the Emergency Management Council Sub-Committee and members of the Operational Area response and recovery organization including the Orange

County Emergency Management Organization (OCEMO) to address disaster recovery related issues on an Operational Area basis.

The County and OA Recovery Annex defines responsibilities and lines of communication, establishes a recovery organization, and is designed to be part of the statewide Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

1.4.1   Geographic Area

The County of Orange covers an area of 948 square miles, with 791 square miles of land and 157 square miles of water. Orange County is bordered by Los Angeles County to the north, Riverside and San Bernardino County to the east, San Diego County to the south, and the Pacific Ocean to the west. Thirty-four incorporated cities are located in the County.

The northern part of the County lies on the coastal plain of the Los Angeles Basin and the southern half lies on the foothills of the Santa Ana Mountains. Most of Orange County's population resides in one of two shallow coastal valleys that lie in the basin, the Santa Ana Valley and the Saddleback Valley. The coastal plain gently rises into the Santa Ana Mountains, which lie within the boundaries of the County and of the Cleveland National Forest.

The Santa Ana River is the County's principal watercourse. The San Gabriel River also briefly crosses into Orange County and extends into the Pacific on the Los Angeles-Orange County line between Long Beach and Seal Beach. Laguna Beach is home to the County's only natural lakes, Laguna Lakes, which are formed by water rising up against an underground fault.

Surface transportation in Orange County relies heavily on several major interstate highways: the Santa Ana Freeway (I-5), the San Diego Freeway (I-405 and I-5 south of Irvine), and the San Gabriel River Freeway (I-605), which only briefly enters Orange County territory in the northwest. The other freeways in the County are State highways and include: the Riverside and Artesia Freeway (CA/SR-91), the Garden Grove Freeway (CA/SR-22) running east-west, and the Orange Freeway (CA/SR-57), the Costa Mesa Freeway (SR/CA-55), the Laguna Freeway (CA/SR-133), the San Joaquin Transportation Corridor (CA/SR-73), the Eastern Transportation Corridor (CA/SR-261, CA/SR-133, CA/SR-241), and the Foothill Transportation Corridor (CA/SR-241) running north-south. The County contains some of the busiest freeways and surface streets in the country.

Orange County is also famous as a tourist destination, since the County is home to such attractions as Disneyland and Knott's Berry Farm, sports teams like the Los Angeles Angels of Anaheim and the Anaheim Ducks, as well as sandy beaches for swimming and surfing, yacht harbors for sailing and pleasure boating, and extensive areas devoted to parks and open space for all types of recreation activities. It is also at the center of Southern California's Tech Coast, with Irvine being the primary business hub.

1.4.2 Demographic Information

Understanding the demographics of a region provides recovery planners and decision makers with the socio-economic characteristics of that population. Not all residents face the challenges of the physical environment on equal terms. It is important to identify the variety of socio-economic and cultural groups that make up the County's population. Seniors, people with disabilities, children and those living at or below poverty levels are examples of populations groups that have special needs in times of disaster. The socio-economic picture of the County prior to a large disaster can foreshadow disaster recovery obstacles for the OC community.

During the recovery phase the Recovery Organization will need to ensure that strategies include the whole community perspective. There are several resources to assist in the development of recovery strategies; U.S. Census Bureau provides various reports based upon social and economic characteristics for a county or city. Another resource is the Orange County Community Indicators publication which is produced annually the County of Orange. This report provides stakeholders with data on population, income, business, employment and education, etc. which highlights how the county is doing and where improvements could be made.

The following information provides a brief overview of Orange County's demographics.

Population Growth:
Orange County is the third largest county in California and the sixth largest in the nation.
- With a population of 3,113,991[1].Orange County has more residents than 20 states.
- Between 2012 and 2013, the population growth rate was 1%.

Population Density[2]:
Orange County remains one of the most densely populated areas in the United States, falling 19th out of over 3,000 counties in the nation.
- Orange County population density is 3,937 persons per square mile.
- Densities vary by location among Orange County's incorporated areas, from a low of 2,178 persons per square mile in Seal Beach to a high of 12,369 in Stanton.
- Population density is much lower in unincorporated areas, 454 persons per square mile.
- The average household size in Orange County is 3.01 persons, with variation among cities, ranging from an average of 4.5 persons per household in Santa Ana to 1.9 in Seal Beach.
- Orange County's average household size, 3.01 is larger than California' (2.93) and the United States (2.61).

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[1] California Department of Finance, Report E-1 Population Estimates for Cities, Counties and the State January 2014

[2] Orange County 2014 Community Indicators

Population by Age[3]

Over the past 10 years the county has seen an increase in the older population and a decrease in the child population.

- In 2012 24% of Orange County's population was under 18 years, compared to 27% in 2003 and 12% are 65 years and older, compared to 10% in 2003.
- The median age has risen from 35 in 2003 to 37 years in 2013.
- Projections suggest the aging trend will continue with increases in the older adult population and decreases in the non-senior population.

Population with Disabilities[4]

- Of the total population 8.1% is estimated to be people with disabilities in Orange County.
- The highest is in the age group of 65 years and over with 31.7% of that population with disabilities.
- In the age group of 18 years through 64 years it is estimated that 5.7% of that population has disabilities.
- For the population under 18 years, it is estimated that 2.4% has disabilities.

Orange County Estimated Population by Age Group and Population with Disabilities within Each Age Group
(Based on 2012 estimates)
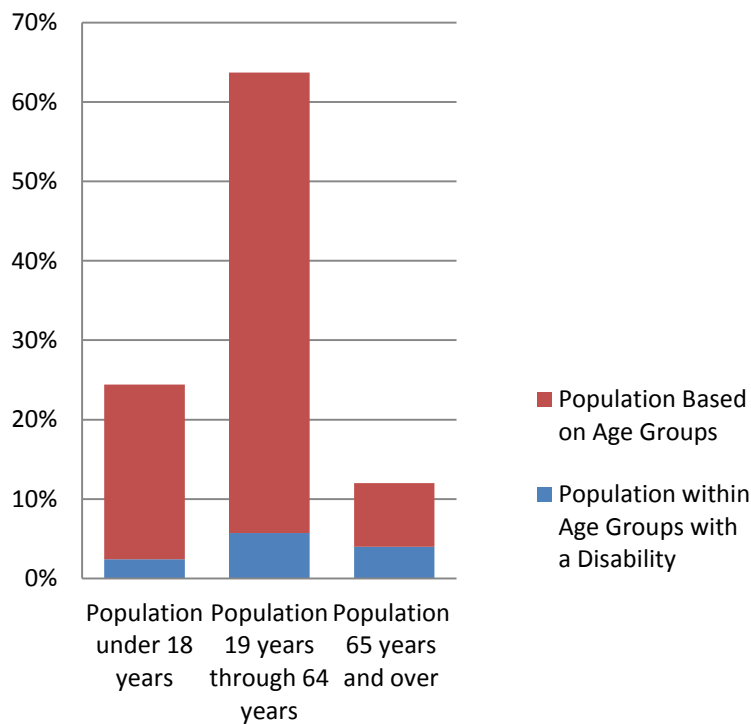
Ethnicity and Language

Orange County is a racially and ethnically diverse region. Orange County has a substantially higher proportion of foreign-born residents (31%) than the national average of 13%.

- 43% of Orange County residents self-identify as White, followed by 34% Latino and 19% Asian/Pacific Islander.
- African Americans comprise 1.4% of the total population, while 2.4% are two or more races with the remaining 0.4% are American Indian/Alaska Native or any other single race.
- Among all residents at least five years of age or older, 46% speak a language other than English at home.
- Of those a majority speak Spanish (58%) followed by Asian/Pacific Islander (31%) and other Indo-European languages.
- 20% of residents over age five report that they do not speak English "very well".

Land Use and Housing

- The county's two main land uses are divided equally between residential housing (28%) and land classified as Governmental/Public, including open space and parks (28%).
- Agricultural uses comprise 12% of the county's land use, as do commercial and industrial uses (12%).
- Transportation infrastructure (roads, rail) accounts for another 12%, followed by 8% of land that is classified as vacant or no data available.
- As of January 2013, there were 1,056,195 housing units available.[5]
- 57% of occupied units were owner occupied compared to renter occupied (43%).
- 63% of the existing housing units in Orange County are single-family homes, while 34% are multi-family homes and 3% are mobile homes.
- Orange County's total housing stock is projected to grow 12% between 2010 and 2035.

Income and Poverty

- Real household income has declined for the 5th year in a row.
- In 2012, median household income in Orange County was $71,983, down 2% since 2011 and 7% since 2005.
- Orange County's cost of living remained third highest among peer markets.
- Orange County's cost of living is driven by high housing prices relative to other markets.
- High cost of living regions like Orange County pose challenges for households earning less than the median income.
- Poverty in Orange County is rising, but is lower than the State and Nation.
- More Orange County residents were in poverty in 2012 (12.7%) than in 2005 (8.8%).
- CalFresh enrollment mirrored the increase in poverty, growing by an average of 14% annually over the past 10 years. Approximately 7.5% of the county's population receives CalFresh benefits.

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[5] Orange County 2014 Community Indicators

- Orange County's overall poverty rate is 12%, less than the state (16.4%) and the nation (15.7%).

Median Household Income (Inflation-Adjusted to 2012 Dollars)
Orange County, California and United States, 2005-2012
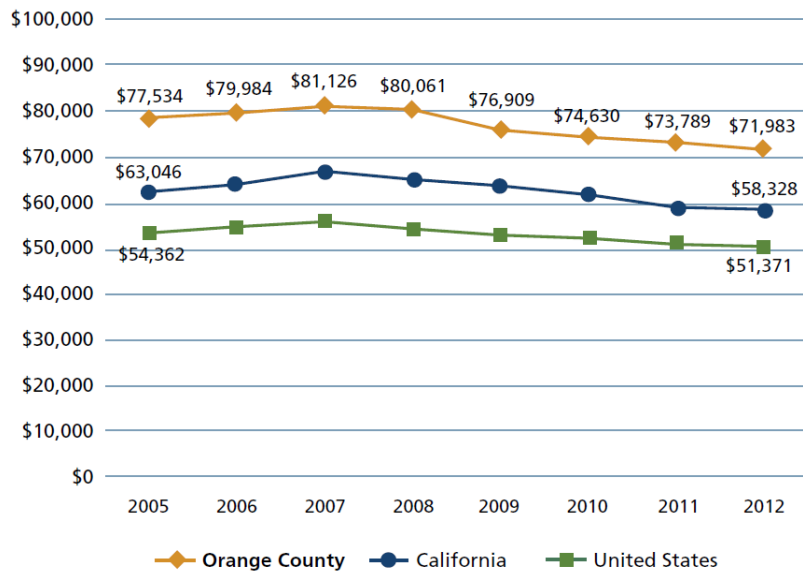
Residents in Poverty by Age
Orange County, California and United States, 2012
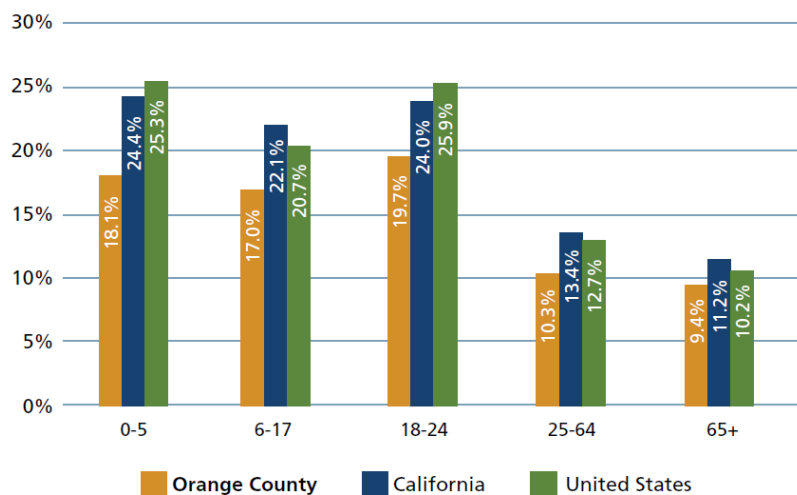
Business Characteristics

A region's business climate reflects its attractiveness as a location, the availability of resources and support, opportunities for growth and barriers to doing business. Since businesses provide jobs, sales tax revenue and economic growth, a strong business climate is important for maintaining Orange County's economic health and quality of life.

A resource to assist recovery planners is the Orange County Business Council (OCBC). The OCBC participates in numerous research projects that provide detail information, such as:

- Orange County Workforce Indicators Report-this report examines the growth of industry and employment, salary and wage trends, demographic changes and the educational attainment of Orange County students.
- Workforce Housing Toolkit-provides information on the latest housing developments, programs and strategies that impact the availability and affordability of workforce housing.
- Orange County Comprehensive Economic Development Strategy-provides economic and social indicators used to create targeted goals and objectives for the county to collaborate with Orange County municipalities.
- Southern California Economic Recovery and Job Creation Strategy (Draft) through the Southern California Association of Governments-addresses the issues that must be solved for the region's economy to create jobs and energize economic activity today, in the next five years and over the long term.

Employment by Industry

Industry	Employment
Public administration	39,261
Other services, except public administration	79,811
Arts, entertainment, and recreation, and accommodation…	156,873
Educational services, and health care and social assistance	285,171
Professional, scientific, and management, and administrative…	208,164
Finance and insurance, and real estate and rental and leasing	126,203
Information	33,951
Transportation and warehousing, and utilities	49,809
Retail trade	171,241
Wholesale trade	49,545
Manufacturing	188,358
Construction	83,446
Agriculture, forestry, fishing and hunting, and mining	6,836

Total Employment by Industry in Orange County 1,478,669

Business Sectors in Orange County as Listed in 2012 NAICS

■ Total of all Orange County Business Sectors 86,473

Business Sector	Value
Industries not classified	156
Other services (except public administration)	6,011
Accommodation and food services	6,950
Arts, entertainment, and recreation	977
Health care and social assistance	**10,588**
Educational services	1,182
Administrative and support and waste management and…	4,477
Management of companies and enterprises	658
Professional, scientific, and technical services	**14,150**
Real estate and rental and leasing	4,951
Finance and insurance	6,109
Information	1,469
Transportation and warehousing	1,220
Retail trade	**9,288**
Wholesale trade	7,230
Manufacturing	4,660
Construction	6,238
Utilities	74
Mining, quarrying, and oil and gas extraction	42
Agriculture, forestry, fishing and hunting	43

1.5   Planning Assumptions

The County and OA Recovery Annex is an all-hazards recovery plan for incidents of varying magnitude, and incorporates lessons learned from response and recovery efforts with the County and OA as well as best emergency management practices from around the nation.

Every disaster recovery plan has a foundation of assumptions on which the plan is based. The assumptions limit the circumstances that the plan addresses, and limit the magnitude of the disaster the organization is prepared to address. The County and OA Recovery Annex addresses incidents of local, regional, State, and national significance, including presidentially declared major disasters as defined in the Stafford Act (Robert T. Stafford Disaster Relief and Emergency Assistance Act).

The following assumptions were considered in developing the County and OA Recovery Annex:
- The variable severity of the likely disaster requires establishment of scalable, adaptable recovery operations.

- Local governments will face challenges initiating recovery while they directly address the immediate needs of their citizens, work within significant fiscal constraints, and address shortages of staff (who also may have been affected by the incident).
- Recovery will begin at different times and proceed at different rates throughout the affected region, depending upon the severity of impacts and localized effects of the incident.
- Local governments will be forced to balance the need to recover as soon as possible and to preserve social and economic systems with the competing need to develop communities that are more disaster-resistant.
- Individuals, families, businesses, and communities make recovery decisions based on their respective circumstances. Government can stimulate recovery by stabilizing the community, facilitating the restoration of services, reducing obstacles, and providing financial assistance.
- A disaster may occur at any time with little or no warning, and response and/or recovery needs may exceed the capabilities of local and State governments, the private sector, and nonprofit organizations in the affected areas.
- Orange County may need to request assistance through mutual aid and/or from the Operational Area, the State of California, and the Federal Government.
- Banking and finance infrastructures could be damaged or compromised, which would have a devastating effect on the local, regional, State, and national economy and may hinder or slow the recovery process. From a local level, there will likely be cash-flow issues in accessing and depositing funds.
- Communications infrastructure could be damaged, causing disruption in landline telephone, cellular telephone, radio, microwave, computer, and other communication services.
- Community planning, redevelopment, and mitigation plans will help guide the long-term rebuilding and strategy for community recovery.
- Hazardous materials may be exposed as a result of the damage and destruction of buildings and infrastructure or uncovered during repair and reconstruction efforts, causing severe environmental and public health concerns.
- Homeowners, rental property owners, and renters without insurance could require additional recovery assistance for the repair of their homes or in finding alternative housing.
- Household pets, service animals, and livestock may be displaced along with their owners and require care and shelter during recovery.
- Many essential personnel with operational responsibilities may suffer damage to their homes and personal property, which will have effects well into the recovery phase. These personnel may suffer loss of or separation from family members or concern for their well-being. The impacts to personal lives or security will affect their ability to serve in their operational capacities. Higher than normal distress or psychological impacts will occur and will influence staffing availability and resources.
- Many resources critical to the disaster recovery process will be scarce, and competition to obtain such resources will be significant. Participation from many agencies and

organizations will be needed from response through the recovery phases. The logistical support for housing, feeding, and caring for response and recovery personnel and volunteers will need to be accounted for.

- Many response activities, such as security and law enforcement, will also need to transition into the recovery phase.
- Past disasters have shown that the longer an affected population is displaced or removed from their community, the less likely it will return to that community. After 1 year, the rate of return quickly drops off to less than 10 percent. The economic loss of prolonged population displacement, including lost tax revenue, compounds the problems incurred during the recovery process.
- People with disabilities and those with access and/or functional needs will require special considerations during recovery. According to the Federal Emergency Management Agency (FEMA), access and functional needs populations includes "populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care."
- Planning, development, and building codes—and the enforcement of those standards—will need to be evaluated to expedite recovery.
- Private-sector entities (e.g., utilities, healthcare sector, transportation, etc.) will play a significant role in the repair of critical infrastructure. These entities will provide the primary workforce for much of the infrastructure recovery.
- Providing residents with tools to help them rebuild and recover on their own wherever possible will help keep the population active and likely reduce overall feelings of helplessness.
- Residential properties, business buildings, historical sites, correctional facilities, and government facilities may be severely damaged.
- Residents and visitors will be displaced, requiring shelter and basic needs. Depending on the severity of the impact, government support and/or assistance for interim and/or permanent housing may be required.
- Schools and daycare facilities may be closed for an extended period, causing a significant impact on the available workforce for jurisdictional departments, the private sector, and nonprofit organizations. This may ultimately hinder physical, governmental, and economic recovery.
- The affected population, including those with operational responsibilities, will likely experience a range of stress reactions, requiring a significant increase in demand for behavioral health services well into the recovery period.
- There will be a significant amount and variety of disaster related debris, which could far exceed the jurisdiction's normal debris removal and disposal capabilities.
- Transportation infrastructure could be damaged and in limited operation. Vital motor vehicle arteries, rail corridors, and airports could be damaged, impassible, or inoperable.
- Vital infrastructure such as water, electrical power, natural gas, oil, and sewer services will be compromised.

- Vital records, which could include employment documentation, personal statements or notes, or medical records and notes, may be lost, damaged, or destroyed, thus affecting eligibility for services and programs. The registration of death certificates may be delayed in a mass casualty event since in the absence of human remains court ordered delayed registration of death is required (which is coordinated at the State level).
- Voluntary organizations within and from beyond the region will play a major role throughout the affected areas by providing supplies and services. Many disaster relief organizations from other areas will send food, clothing, supplies, and personnel based on their perception of needs.

1.6   Phases of Recovery

Once immediate lifesaving activities are complete, the focus shifts to assisting individuals, households, critical infrastructure, and businesses in meeting basic needs and returning to self-sufficiency. Even as the immediate imperatives for response to an incident are being addressed, the need to begin recovery operations emerges. The emphasis upon response will gradually give way to recovery operations. Within recovery, actions are taken to help individuals, households, businesses, communities, and governments return to normal.

1.6.1   Preparedness

Preparedness includes all preparedness activities: plans being written, partnerships formed, regulatory and legislative actions pursued, emergency actions outlined, etc. These are actions that should be taken or considered in pre-disaster conditions to anticipate the challenges of disaster recovery and establish systems and resources that will mitigate impact or enable transition from one phase of recovery to the next. This phase can be very effective in shaping the speed, direction, and efficiency of the recovery process. It is most hindered by not knowing the specific incident and consequences that will emerge once the damage is determined. Jurisdictions will find it beneficial to keep current inventories of resources and capabilities, by type and quantity, along with contact information where possible. Establishing a pre-disaster baseline of local resources will be critical to determine each jurisdiction's resource gaps and unmet needs that may be met by mutual aid, county, regional, State and/or Federal government resources.

1.6.2   Short-term Recovery

Short-term recovery is defined as any activity that will return vital life-support systems and critical infrastructure to minimum operating standards. This entails periods ranging from a few days to 6 months following a disaster. The key objectives of short-term recovery are to restore the community to a functioning, if not pre-disaster state. There will be pressure to resume essential services and pay prompt attention to residents' needs and requests. Emergency repairs and minor reconstruction may occur during this period.

In some cases, plans may include secondary service agencies that can be brought in (such as through mutual aid) to provide services during a prolonged disruption. Continuity of operations, business continuity, and continuity of government plans are often developed to enable short-term recovery priorities. Generally, activities include rapid damage assessment, debris removal,

temporary relocation of the impacted population and businesses, immediate restoration of services, temporary financial relief to the affected population, immediate abatement of extreme hazards, and crisis counseling to the affected population.

During short-term recovery, emergency actions may be taken to address specific conditions, such as requests for utilities to provide bill relief, waivers of permit fees for damage repairs, the need for temporary housing and business space, changed or altered traffic patterns, and extended and expanded mass care services.

Short-term recovery typically overlaps with both emergency response and intermediate recovery.

1.6.3   Intermediate-term Recovery

In the intermediate phase of recovery, the most vital services have been restored, but life would not be characterized as "back to normal." This period, which can range from months to years, is a time in which large numbers of displaced persons may still be living in temporary housing; businesses are once again open, but they may be operating from temporary facilities; transportation arteries may be open, but they are not fully restored; government, private, and nonprofit sectors and individuals may have applied for grants and loans but have not received the money; etc. Behavioral health services become paramount during this time as the affected population experiences stresses related to coping with ongoing disaster effects.

Intermediate recovery typically overlaps with both short-term and long-term recovery.

1.6.4   Long-term Recovery

Long-term recovery is the phase of recovery that may continue for months to years. It is the process of rebuilding or relocating damaged or destroyed social, economic, natural, and built environments in a community to conditions to support self-sufficiency, sustainability, and resilience. Activities may continue for years depending on the severity and extent of the disaster damages, as well as the availability of resources and include the following:

- Continuing to provide individual, family-centered, and culturally appropriate case management.
- Providing accessible interim housing (in or outside the affected area, depending on suitability) and planning for long-term housing solutions.
- Rebuilding to appropriate resilience standards in recognition of hazards and threats.
- Addressing recovery needs across all sectors of the economy and community as well as addressing individual and family recovery activities and unmet needs.
- Implementing mitigation strategies, plans, and projects.
- Implementing economic and business revitalization strategies.
- Developing and implementing plans to address long-term environmental and cultural resource inventory.

- Ensuring ongoing and coordinated effort among local, State, and Federal entities to deter and detect waste, fraud, and abuse.

Figure 1: National Disaster Recovery Framework Recovery Continuum – Description of Activities by Phase
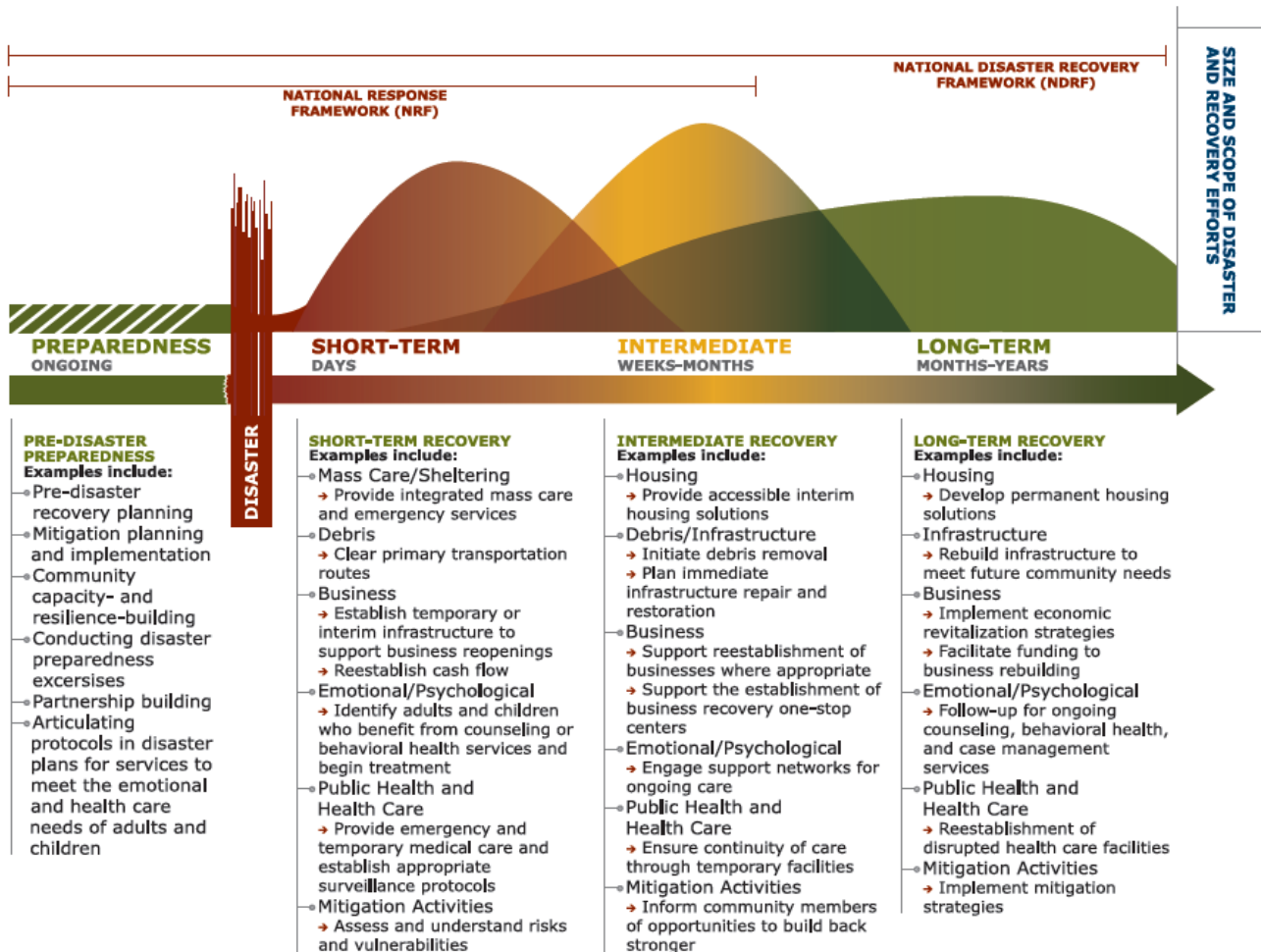
1.7   County and Operational Area Recovery Annex Activation and Implementation

The transition from response to recovery is a gradual process, the pace and timing of which will depend upon the circumstances. As response activities diminish, recovery activities will increase. If the scope of the event dictates, a separate recovery organization will be established to manage recovery operations. The response phase Director of Emergency Services (DES) will make the decision as to when to transfer direction and control of recovery operations to the DES-Recovery and Recovery Organization depending on the event and the scale of recovery operations.

I. **Activation Criteria**

The determination to formally transition from the Emergency Operations Plan (EOP) to the Recovery Annex will be made by the response phase DES, using the following criteria as a guide:

- Immediate life safety concerns associated with an event have been contained.
- The demand for normal and emergency services on County, local governmental and/or non-governmental entities exceeds the capability of these entities due to ongoing or unmet needs from the response phase or because of new needs.
- The situation is expected to persist for an extended period of time.
- The County and/or the Operational Area has requested the Governor to proclaim an emergency and requested a declaration of emergency from the President, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

The above activation criteria notwithstanding, certain recovery concepts and principles outlined in this annex may be applicable for incidents and events of varying scale and scope.

II. **Procedure for Activation of the Recovery Annex**

The transition from response to recovery may be gradual and involve multiple smaller transitions. This process will take place mainly during short-term recovery. There will be a formal transition from response to recovery, when ultimate authority is transferred from the response phase DES to the DES-Recovery.

- Elements of short-term recovery will begin upon the County and OA EOC activation, in accordance with the EOP.
- As recovery specific objectives begin to be identified through the Incident Action Planning cycle, the response DES will begin the transition of recovery activities to the DES-Recovery.
- Recovery operations coordination will transition from the EOC to a virtual or off-site County Recovery Coordination Center. Major catastrophic emergencies will require a long term facility to be established.
- The DES-Recovery will appoint the County Recovery Manager.
- The DES-Recovery will formally activate the required County Recovery Organizational elements.
- The DES-Recovery will take command of the County Recovery Organization, any response assets that have yet to complete their response objectives will remain coordinated via the response DES during the remainder of this transitional phase, while those with ongoing recovery objectives will be transitioned into the County Recovery Organization.
- Once all response operations have been deactivated or transitioned to the County Recovery Organization, the transition phase will be complete.

III. **Deactivation**

Recovery staff and assets may be deactivated and/or returned to normal operations, at the discretion of the DES-Recovery or County Recovery Manager. The determination may be based

on completion of operational objectives, the determination that such objectives can be accomplished without support or coordination from the County Recovery Organization, or otherwise determining that aspects of recovery have returned to normal business operations. After the County Recovery Organization is demobilized, any incomplete goals identified in the County Recovery Action Plan will be transferred to the appropriate County department or agency.

Chapter 2 Concept of Operations

2.1   County of Orange and Operational Area (OA) Recovery System Organizational Structure

The County and OA Recovery Annex details an organizational framework that transitions the County and OA Emergency Operations Center (EOC) personnel into a recovery function focused organizational framework assigned to the Recovery Operations Center.

This section details the organization of the County and OA recovery system, which in many respects resembles the ICS structure prevalent during response operations but with the differences necessary for recovery operations. A number of first-response units that dominate the response environment take on a secondary support role during recovery operations. Departments, agencies, and organizations with recovery focus duties including planning, building, zoning, infrastructure and facilities restorations, and public education take on a heightened level of responsibility and dominate the recovery decision making environment.

2.2   County of Orange Recovery Governance and Command

County of Orange Board of Supervisors Resolution 12-036, dated April 17, 2012, designates the County Executive Officer (CEO) as the Director of Emergency Services (DES) for Recovery.

The County of Orange leadership will be responsible for organizing, coordinating, and advancing recovery at the County level. During recovery operations, County personnel may be assigned specific positions in a recovery organization structure (the County Recovery Organization), or they may be given mission assignments by the County Recovery Organization. The County will also use a wide array of established relationships, both within and outside of government, at the county, regional, state and federal level.

All County departments and agencies will be responsible for carrying out some aspect of recovery and assisting in the preparation of the County's Recovery Action Plan (RAP). Some departments and agencies may even be expected to defer some of their normal day-to-day operations to devote personnel and equipment to carrying out functions during the initial phase of recovery. Any County department or agency, whether or not it has been assigned specific recovery role, may be called upon to provide recovery assistance to other departments or agencies. Some departments and agencies may be designated to coordinate or assist in coordinating recovery functions between County departments and agencies and/or outside agencies. All departments and agencies will be expected to comply immediately with reasonable requests for assistance from the Recovery DES or County Recovery Manager. In the event that a request impedes the ability of the department or agency to fulfill its normal primary and non-deferrable mission, the Recovery DES has the authority to make a final decision to divert a department's resources from its normal primary and non-deferrable mission to recovery support activities.

During recovery, County of Orange elected and appointed officials maintain full authority to direct recovery activities and pass laws and ordinances that promote the County's recovery within their normal powers and responsibilities.

When the Recovery Annex is implemented, the CEO appoints a County Recovery Manager and activates the County Recovery Organization within the County of Orange organizational structure to coordinate recovery activities with State and Federal disaster recovery coordinators.

The CEO supports the Board of Supervisors in its capacity as the governing body of the County of Orange. The Board of Supervisors may revise its meeting schedule and calendar as necessary during the recovery phase. Depending on the scale and scope of the disaster, specific governance powers and/or mechanisms may be altered.

2.3   Local Governments Actions

Local government, including counties, cities, and special districts, organize recovery operations according to their respective priorities and mechanisms for conducting business. These jurisdictions may work with neighboring jurisdictions to share resources or address common problems. Regional entities may also play a role in setting priorities and obtaining resources for recovery within their respective areas of authority. These organizations may undertake the following actions to stimulate recovery within their respective communities:

- Conduct damage and safety assessments.
- Assess the housing situation, identify potential solutions, and request support.
- Assess damage to public facilities and initiate temporary repairs.
- Assess damage to private property and issue permits for repairs and demolition.
- Remove debris.
- Open transportation routes.
- Restore services such as power, water, sewer, and transportation.
- Provide disability related assistance and functional needs support services.
- Provide essential health and safety services.
- Provide security and reestablish law enforcement functions.
- Activate Local Assistance Centers (LACs) to assist individuals, households, and businesses.
- Coordinate program assistance to individuals and businesses.
- Document disaster-related costs for reimbursement through State and Federal grant programs.
- Work with State and Federal officials to assess damage, identify needs, and secure financial assistance.
- Resume governmental functions.
- Begin planning for long-term community recovery.
- Enact appropriate zoning variances to accommodate business and commercial repairs.
- Assist with identification of temporary housing and business space.

- Assist with reestablishment of schools and childcare centers.
- Establishing a post-disaster recovery prioritization and planning process for restoration of economic and social systems of the community.

2.6   Individuals and Households Actions

Individuals and households will try to stabilize their circumstances by seeking adequate shelter, assessing damage to their property, resuming work and other regular activities, obtaining insurance proceeds, and applying for assistance, if available.

2.7   Private-sector Actions

The private sector engages in activities necessary to resume business operations—including assessing damage, implementing continuity of business plans, caring for employees, shifting operations to temporary facilities or other locations, obtaining insurance proceeds and applying for assistance, if available. In coordination with the Operational Area and local governments, businesses also may play a key role in donating goods and services for community recovery.

2.8   Nongovernmental Organizations Actions

NGOs, community-based organizations, and faith-based organizations such as the American Red Cross and the Salvation Army are members of the Collaborative Organizations Active in Disaster, Orange County (COAD-OC). These organizations can provide support to individuals and households who are displaced by a disaster and will work with governmental organizations to support the transition from care and shelter operations to interim housing arrangements. Such groups include churches, neighborhood health clinics and food distribution agencies. NGOs and community based organizations may provide a range of services such as donations management, emergency food, clothing and shelter, as well as support of housing reconstruction. They provide these services independently or in coordination with local, state and federal efforts.

2.9   State Government Actions

When a State of Emergency is proclaimed in counties affected by a disaster, Cal OES will lead California's recovery operations and coordinate assistance provided by other State agencies and the Federal government. When Federal assistance is required, Cal OES will work with FEMA and other Federal agencies to ensure effective delivery of services.

- The Governor appoints a State Coordinating Officer (SCO) to coordinate the State's requests for Federal assistance.
- Other State agencies may provide support to local governments under their respective authorities or under other Federal programs. These State agencies coordinate their activities with Cal OES but may direct operations from their respective department operations centers.

2.10   Federal Government Actions

The Federal government provides recovery support under the National Disaster Recovery Framework (NDRF) following a Presidential disaster declaration and immediately mobilizes

resources in anticipation of likely needs and provides those resources to state and local governments upon request from the State. FEMA coordinates Federal recovery operations.

- In accordance with the Stafford Act, the President appoints a Federal Coordinating Officer (FCO) and may appoint a Federal Disaster Recovery Coordinator to manage Federal operations and coordinate recovery programs.
- As resources and conditions allow, Cal OES and FEMA establish a Joint Field Office (JFO) to manage and coordinate recovery operations. In general, all emergency support functions (ESFs) that support Federal recovery efforts operate from the JFO once it is activated. Cal OES and other State agencies deploy staff to the JFO to ensure effective coordination with their Federal counterparts.
- FEMA may establish disaster recovery centers (DRCs) to centralize public outreach operations for Federal agencies and their respective assistance programs and to supplement LAC operations. Cal OES, FEMA, and the local jurisdiction(s) coordinate on the location(s) of LACs and DRCs to best meet the needs of the communities affected by the disaster.
- At the request of the State, FEMA coordinates direct Federal assistance to State and local governments through designated ESFs.
- Under the Stafford Act, FEMA also coordinates Federal recovery programs, which may include the following:
  - Assistance for individuals and families through the Individual and Household Program (IHP), including provision of temporary housing.
  - Assistance to local and State governments and certain private nonprofit organizations for extraordinary costs related to response, removal of debris, and damage to buildings and infrastructure through the Public Assistance Program.
  - Assistance to local and State governments for measures to reduce damage from future disasters through the Hazard Mitigation Grant Program.
- Other Federal agencies may implement non-Stafford Act recovery programs or programs authorized under disaster specific legislation, including the following:
  - The Small Business Administration (SBA) may provide low-interest loans for repairs to damaged homes and businesses.
  - The Federal Highway Administration (FHWA) may provide funding to local and state governments for restoring damaged roads, bridges, and other features that are part of the system of Federal-aid routes.

2.11   Direction, Implementation, and Coordination

The County of Orange is the lead agency within the Operational Area with the responsibility to coordinate information, resources, and priorities among local governments. The County also serves as the coordination and communication link between OA jurisdictions, special districts, and the Cal OES Southern Region.

The roles and responsibilities for the County of Orange and its departments and agencies differ for the incorporated and unincorporated areas of the county. Unless otherwise specified, the

various county departments and agencies will coordinate recovery activities for incorporated areas and direct and implement recovery operations for unincorporated areas.

2.11.1 Maintenance of Local Control

After a disaster that triggers the activation of the Recovery Annex, the County of Orange will have the primary role of planning and managing all aspects of the county's recovery programs and initiatives, consistent with the NDRF. The DES-Recovery will exercise granted authority in his or her role as a County official. County officials operating within the County Recovery Organization will retain the authority to allocate county resources and deploy those resources as appropriate.

The county may become overwhelmed and need staffing, recovery expertise or other assistance. Additional staff and technical support assistance may be obtained through the Operational Area Mutual Aid Agreement, through the State of California Mutual Aid and the Emergency Management Mutual Aid (EMMA), through Emergency Management Assistance Compact (EMAC) or through contractors.

State and federal officials will work with the county in the development and implementation of incident specific long term recovery plans, when requested. In such cases, the State of California will act in support of the County and its jurisdictions to evaluate its capabilities and provide support as needed.

2.11.2 Intergovernmental Coordination and Other External Coordination

During activation of the Recovery Annex, coordination of recovery efforts and planning across jurisdictional boundaries will be essential. This is because in a disaster of significant scale and scope concurrent emergency management and disaster recovery programs will also be active within the county and the Orange County Operational Area. These must be considered when the County implements this Recovery Annex.

In general, Orange County Operational Area will coordinate with local and external jurisdictions and partners in a variety of ways. These include, but are not limited to the following:

- Sharing information through periodic conference calls, situation reports, briefings and other verbal and electronic means of communications.
- Hosting interagency coordination meetings, community stakeholder forums and task force workshops, to ensure information and strategies are shared collaboratively.

2.12   Recovery Facilities

Physical sites and facilities associated with recovery are described below. The Logistics Section is responsible for overseeing and coordinating the site(s) and establishing, supporting, and maintaining the recovery sites and facilities described below.

2.12.1 County Recovery Coordination Center

A County Recovery Coordination Center (County RCC) may be established during the response phase of operations to begin planning for the recovery process, support the damage assessment process, ensure documentation of disaster-related operations and expenditures, and provide for coordination with OA members, Cal OES and FEMA on recovery program issues and implementation.

The response phase DES, in consultation with the Finance and Administration Section Chief, will begin planning to establish the County RCC as soon as it is determined that significant interagency disaster recovery resource coordination is necessary. Establishment and set-up of the County RCC will be at the direction of the DES-Recovery and the responsibility of the Logistics Section Chief. Initial recovery activities may be coordinated from the County and OA EOC.

The physical location of the County RCC will be established by the Recovery DES and/or County Recovery Manager, which will therefore serve as the management and coordination center for all County recovery activities and to facilitate coordination with local, State and Federal agencies.

2.12.2 Local Assistance Centers

The County, in coordination with OA jurisdictions, will establish Local Assistance Center LACs) in which services for those impacted by the disaster can be provided. LACs are staffed with representatives of local, state agencies and NGOs to provide a convenient "one-stop shop" for those impacted by the disaster so they can access recovery assistance and referrals to other programs and assistance that may not be represented. LACs may also host representatives of organizations that provide other services such as the U.S. Postal Service, utilities, and property tax officials who can help survivors begin the process of recovery. Federal agencies may also provide representatives who can provide information regarding Federal disaster assistance programs.

Consideration and services for people with disabilities and those with access and/or functional needs should be incorporated into LAC sites, including the following:

- Compatibility with Occupational Safety and Health Administration (OSHA) requirements.
- Compatibility with the Americans with Disabilities Act requirements.
- Close proximity to individuals and families affected by the disaster.
- Convenient access by public transportation.
- Secured, lighted parking areas and walkways.
- Multilingual, pictographs and large-print signs.
- Materials and forms to be available in alternate language formats, including large print, braille, audio, and electronic.

When applications need to be completed onsite, procedures should be in place to provide assistance to people with disabilities and those with access and/or functional needs, including reading of materials and filling out forms.

Establishment and set-up of the LAC will be at the direction of DES-Recovery and the responsibility of the Logistics Section Chief.

The ongoing utility of maintaining a physical LAC will be continuously evaluated and, when appropriate, transition to telephone, website, or other communication media at the discretion of the County Recovery Manager.

2.12.3 Business Recovery Centers

The County of Orange CEO is responsible for coordinating the following Business Recovery Center (BRC) tasks for county agencies:

- Coordinating with business associations, local city officials, and chambers of commerce or similar organizations to identify, develop, and support business continuity planning efforts.
- Identifying private companies, insurers, and lenders that might be crucial to disaster recovery due to their providing recovery crucial goods or services or due to their relative size, position, or relation to key business sectors (e.g., government, tourism, and/or employment base in the local economy).
- Leveraging local business with nontraditional resources that may provide recovery capabilities (e.g., delivery trucks to distribute small amounts of commodities over short distances).
- Promoting private sector resiliency and continuity through education and outreach.

2.13   County Recovery Organization Structure and Roles and Responsibilities

The CEO may establish a County Recovery Organization within the Executive Branch of the County government. The County Recovery Organization will be composed of the leadership of the recovery effort, including the County Recovery Manager who will oversee the recovery organization. The County Recovery Manager should be a full-time appointment. Management and general staff may be detailed to the County Recovery Organization on a full or part time basis depending on the situation. County Recovery Organization staff should be relieved of their permanent job duties until released from their recovery role.

The cost of County Recovery Organization staff and recovery tasks will be borne by their home agencies, some costs may be eligible for reimbursement under State or Federal programs or if other funding mechanisms are provided by the County.

The County Recovery Organization will be structured based on the principles of SEMS, NIMS and ICS. This generally means:

- It will be scalable and flexible to adapt to the size and scope of the disaster recovery effort;
- Only positions that are needed will be activated;
- Each activated position will be filled by whoever has the right skill set and experience at that time;
- Responsibilities tasked to any positions that are not activated will revert up the chain of command to that position's supervisor;
- The staffing, scale, and structure of the temporary County Recovery Organization may expand, change, or contract over time, as indicated by the situation;
- No single supervisor will directly oversee more than six staff people (span of control); and
- Each individual in the County Recovery Organization will directly report to only one supervisor.

Figure 2: County Recovery Organization Chart
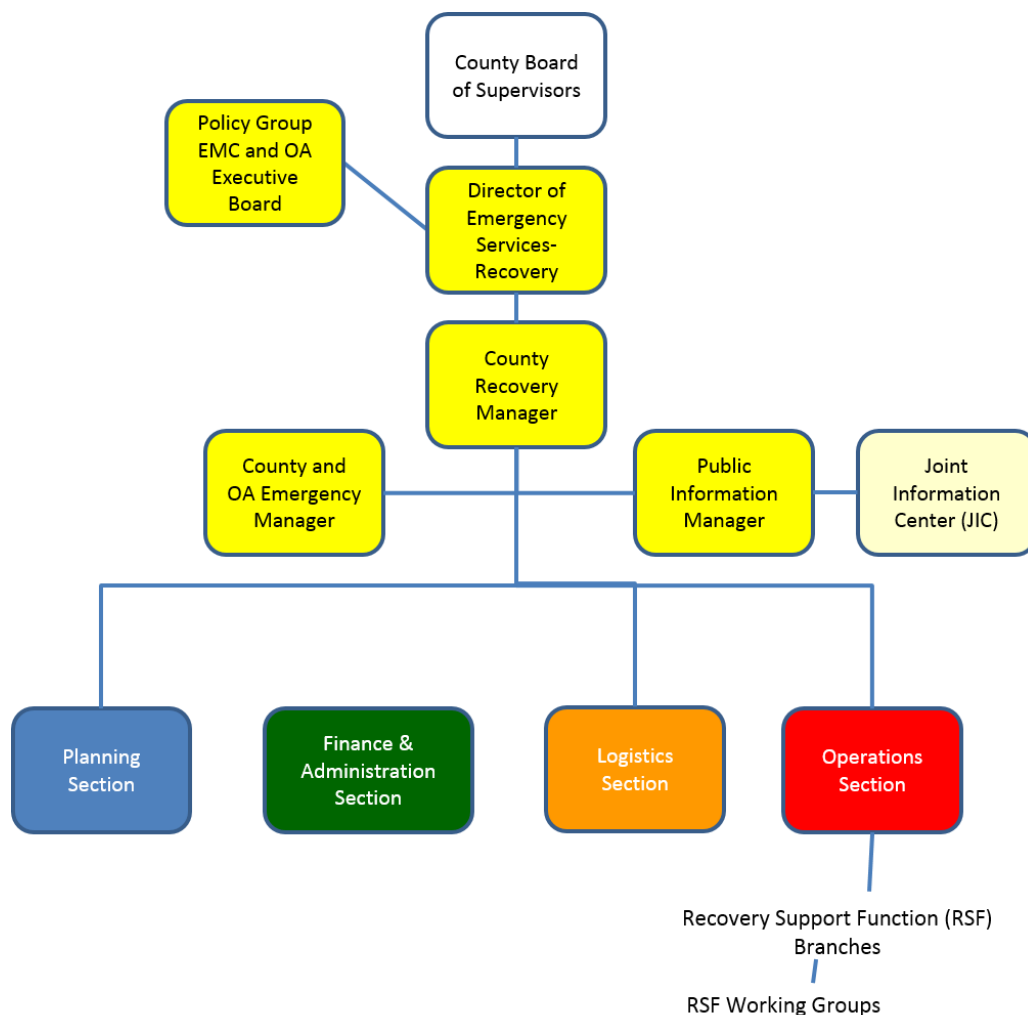
Figure 3: County of Orange Department and Supporting Agencies Roles and Responsibilities

L = Lead Agency S = Supporting Agency	Management Section - Recovery							
	DES/OAC - Recovery	County Recovery Manager (LDRM)	County of Orange Applicant Agents	Policy Group - Recovery	County/OA EOC Manager	Legal Advisor	Public Information Manager	Public Information Officers Support
County of Orange Government								
Assessor								S
Auditor-Controller								S
Board of Supervisors				L				S
CEO	L	L	L	L			L	S
Child Support Services								S
Clerk of the Board								S
Clerk/Recorder								S
County Counsel						L		S
District Attorney								S
Health Care Agency				L				S
John Wayne Airport				L				S
OC Community Resources				L				S
OC Fire Authority				L				S
OC Public Works			L	L				S
OC Transportation Authority				L				S
OC Waste & Recycling				L				S
Probation				L				S
Public Defender								S
Registrar of Voters								S
Sheriff/Emergency Management Division					L			S
Sheriff-Coroner			L	L				S
Social Services Agency				L				S
Superior Court of California, Orange County								S
Treasurer/Tax-Collector								S

L = Lead Agency / S = Supporting Agency	Planning and Intelligence - Recovery			Finance and Administration – Recovery			Logistics-Recovery							
	Planning and Intelligence Section Chief-Recovery	Documentation Unit-Recovery	Situation Analysis Unit-Recovery	Finance and Administration Section Chief-Recovery	Claims and Compensation Unit-Recovery	Cost Recovery	Logistics Section Chief-Recovery	COAD Liaison-Recovery	Volunteer Management Group-	Resources and Support Unit-Recovery	Transportation Group-Recovery	Procurement Unit-Recovery	Information Technology Group-	Telecommunications Group-Recovery
County of Orange Government														
Assessor		S	S		S	S				S		S	S	
Auditor-Controller		S	S		S	L				S		S	S	
Board of Supervisors		S	S		S	S				S		S	S	
CEO	L	S	S	L	L	S	L			L		L	L	L
Child Support Services		S	S		S	S				S		S	S	
Clerk of the Board		S	S		S	S				S		S	S	
Clerk/Recorder		S	S		S	S				S		S	S	
County Counsel		S	S		S	S				S		S	S	
District Attorney		S	S		S	S				S		S	S	
Health Care Agency		S	S		S	S				S		S	S	
John Wayne Airport		S	S		S	S				S		S	S	
OC Community Resources		S	S		S	S			S	S		S	S	
OC Fire Authority		S	S		S	S				S		S	S	
OC Public Works		L	L		S	S			S	S		S	S	
OC Transportation Authority		S	S		S	S				S	L	S	S	
OC Waste & Recycling		S	S		S	S				S		S	S	
Probation		S	S		S	S				S		S	S	
Public Defender		S	S		S	S				S		S	S	
Registrar of Voters		S	S		S	S				S		S	S	
Sheriff/Emergency Management Division		S	S		S	S			L					
Sheriff-Coroner		L	L		S	S			S	S		S	S	
Social Services Agency		S	S		S	S				S		S	S	
Superior Court of California, Orange County		S	S		S	S				S		S	S	
Treasurer/Tax-Collector		S	S		S	S				S		S	S	
Private, Non-Profit and Non-Governmental Organizations														
American Red Cross	L	L	L	L	L	L	L		L	L		L	L	L
Building Industry Association of Southern California														
COAD	L	L	L	L	L	L	L	L	L	L		L	L	L
Cultural Organizations and Commissions														
Department of Education	L	L	L	L	L	L	L			L		L	L	L
Disability, Access and Functional Needs Service Organizations and Commissions									S					
Habitat For Humanity of Orange County									S					
Historical Organizations and Commissions									S					
Hospital Association of Southern California														
Housing and Community Development Commission									S					
Local Colleges and Universities	L	L	L	L	L	L	L			L		L	L	L

Agency														
OC Parks Commission														
OC Planning Commission														
Orange County Business Council														
Orange County Medical Association														
Orange County Sanitation District	L	L	L	L	L	L	L			L	L	L	L	L
Orange County 211	L	L	L	L	L	L	L			L		L	L	L
Telecommunications Service Providers	L	L	L	L	L	L	L			L	L	L	L	L
Transportation Corridor Agencies														
Utility Service Providers	L	L	L	L	L	L	L			L	L	L	L	L
Water Service Providers	L	L	L	L	L	L	L			L	L	L	L	L

L = Lead Agency S = Supporting Agency	Operations Section - Recovery														
		Economic RSF Branch			Natural and Cultural Resources RSF Branch		Housing RSF Branch		Infrastructure RSF Branch				Security RSF Branch	Community Services RSF Branch	
	Operations Section Chief-Recovery	Employment Recovery Group	Business Restoration Recovery Group	Business Retention and Recruitment Recovery Group	Cultural Resources Group	Natural Resources Group	Intermediate Housing Recovery Group	Long Term Housing Reconstruction and Relocation Recovery Group	Utility Restoration Recovery Group	Transportation Recovery Group	Structural Safety and Damage Assessment Recovery Group	Debris Management Recovery Group	Public Safety Recovery Group	Social and Human Services Recovery Group	Health and Medical Recovery Group
County of Orange Government															
Assessor			S	S							S				
Auditor-Controller															
Board of Supervisors			L	L											
CEO	L	L	L	L										S	
Child Support Services														S	S
Clerk of the Board															
Clerk/Recorder															
County Counsel															
District Attorney															
Health Care Agency			S	S										S	L
John Wayne Airport															
OC Community Resources		L					L	L						S	
OC Fire Authority															
OC Public Works					L	L			L	L	L	S			
OC Transportation Authority										S				S	
OC Waste & Recycling												L			
Probation															
Public Defender															
Registrar of Voters															
Sheriff/Emergency Management Division															
Sheriff-Coroner													L		

L = Lead Agency S = Supporting Agency	Operations Section Chief-Recovery	Employment Recovery Group	Business Restoration Recovery Group	Business Retention and Recruitment Recovery Group	Cultural Resources Group	Natural Resources Group	Intermediate Housing Recovery Group	Long Term Housing Reconstruction and Relocation Recovery Group	Utility Restoration Recovery Group	Transportation Recovery Group	Structural Safety and Damage Assessment Recovery Group	Debris Management Recovery Group	Public Safety Recovery Group	Social and Human Services Recovery Group	Health and Medical Recovery Group
Social Services Agency		L					S	S						L	S
Superior Court of California, Orange County															
Treasurer/Tax-Collector			S												
Private, Non-Profit and Non-Governmental Organizations															
American Red Cross							S	S						S	S
Building Industry Association of Southern California		S	S	S			S	S			S	S	S		
COAD		S												S	S
Cultural Organizations and Commissions			S	S	S	S								S	
Department of Education														S	
Disability, Access and Functional Needs Service Organizations and Commissions		S	S				S	S						S	S
Habitat For Humanity of Orange County							S	S			S	S		S	
Historical Organizations and Commissions					S	S									
Hospital Association of Southern California		S													S
Housing and Community Development Commission							S	S						S	
Local Colleges and Universities		S	S		S	S	S	S						S	
OC Parks Commission					S	S									
OC Planning Commission			S	S	S	S	S	S						S	
Orange County Business Council		S	S	S			S	S		S	S	S			
Orange County Medical Association		S													S
Orange County Sanitation District									S						
Orange County 211		S	S				S	S						S	S
Telecommunications Service Providers							S	S	S		S			S	S
Transportation Corridor Agencies										S	S				
Utility Service Providers							S	S	S		S			S	S
Water Service Providers							S	S	S		S			S	S

2.13.1 Management Section – Recovery

The Recovery Management Section is responsible for the overall functioning of the County Recovery Organization, ensuring policy decisions are made and appropriate communications

are maintained with OA jurisdictions, County departments and agencies, Cal OES, FEMA and general public.

Management Section-Recovery staff will be detailed part or full time from their home department or agency to the temporary County Recovery Organization. The following positions comprise the County Recovery Organization Management staff for recovery. Additional special and/or supporting staff positions from other government agencies or the private sector may be required to support the Director of Emergency Services-Recovery and the Recovery Manager, depending on the nature and complexity of the County Recovery Organization mission.

A. Director of Emergency Services - Recovery

Recovery operations will be directed by the CEO, who serves as the Director of Emergency Services-Recovery (DES-Recovery) per County Board of Supervisors Resolution 12-036, dated April 17, 2012. The DES-Recovery has the authority to direct all recovery activity and is responsible for the County's overall recovery policy and coordination, including the following:

- Appointing the County Recovery Manager.
- Establishing the appropriate level of the recovery organization and staffing necessary to support operations and continuously monitoring the effectiveness of that organization.
- Exercising overall management responsibility for the coordination of recovery efforts in the affected area.
- Providing leadership to the recovery organization and programs, ensuring all actions are accomplished within established priorities.
- Making executive decisions based on County policies.
- Keeping the County Board of Supervisors apprised of recovery operations.
- Developing and issuing rules, regulations, proclamations, and orders to support recovery operations.
- Obtaining support for the County and coordinating and providing support to other affected jurisdictions, as required.
- Ensuring multi-agency or interagency coordination is accomplished effectively.
- The Planning and Intelligence Section-Recovery is responsible for coordinating the County's public, private and non-profit sector efforts to develop an incident specific, post disaster Recovery Action Plan for the County of Orange. This will include planning for, integrating and monitoring disaster-recovery programs, policies and projects after small, large, unique or catastrophic incidents.

The DES-Recovery will establish the overarching post disaster goals and objectives for the recovery process. The DES-Recovery will direct the County Recovery Organization to identify and leverage disaster recovery programs at various levels that are designed to support and advance local recovery.

B. County Recovery Manager – Local Disaster Recovery Manager (LDRM)

The County Recovery Manager is appointed by and reports to the DES-Recovery and serves as the lead for coordination and management of all county recovery efforts. The County Recovery Manager will lead the County Recovery Organization, and have authority over county recovery operations, and will determine the timeline for operational periods. The County Recovery Manager may activate other County resources as needed to support the County Recovery Organization.

The County Recovery Manager should be appointed to serve full-time for a period of time determined by the recovery efforts and dictated by the DES-Recovery.

Specific desired skill sets and credentials of the individual designated as the County Recovery Manager will depend on qualifications necessary to manage the impacts associated with the recovery phase. However, it is generally preferable that this individual have some of the following:

- Experience in management of large and complex interdepartmental projects.
- Knowledge and/or experience in disaster recovery.
- A solid understanding of emergency operations and SEMS/NIMS and ICS.
- Knowledge of Orange County.
- Public relations experience.
- Experience working within political and legislative systems.
- Knowledge of County departments and agencies operations.
- Subject-matter expertise relevant to the particular recovery issues faced by the county.

The County Recovery Manager also serves as the Local Disaster Recovery Manager (LDRM), as defined in the NDRF. In this role, the County Recovery Manager is the County of Orange's primary point of contact for disaster recovery programmatic and organizational implementation and coordination with the State of California and the Federal government.

The County Recovery Manager shall have the authority to appoint a deputy and other staff to positions consistent with the ICS organizational structure as necessary. Until a deputy and other support staff are appointed, the County Recovery Manager will be supported by personnel activated during the response phase, in particular staff serving in the County and OA EOC's Finance and Administration Section, but potentially including others as well, as they transition into recovery roles.

The County Recovery Manager will augment staffing dedicated to recovery activities until the recovery reaches a status that is stable. Staff augmentation may include the hiring of temporary and/or extra help personnel for the duration of the disaster recovery claim process and to support the long term recovery of community facilities, services, infrastructure and economic base, including health, welfare and safety of the impacted population.

I.   **County of Orange Approved Applicant Agents**

Per County of Orange Board of Supervisors Resolution 15-021 , dated March 24, 2015, the approved Applicant Agent for the County of Orange is the:

- Director, OC Public Works

The form "Designation of Applicant's Agent Resolution for Non-State Agencies" (Cal OES 130) is used to document with the State and with FEMA that the County of Orange Board of Supervisors has appointed and approved Authorized Applicant Agents to engage with FEMA and Cal OES regarding disaster-related funding. This form must be updated every three years.

The County's Applicant Agent is responsible for the incident project identification, development of the project worksheet for claims related to the incident on behalf of County departments and agencies, and prepare appropriate document submission and conflict resolution of all State and FEMA financial matters for the County. The Application Agent will coordinate with County departments and agencies for project estimations, contractor selection and repair and reconstruction activities.

On a regular basis the Applicant Agent will provide project worksheets and claim status updates to the County Recovery Manager and the County and OA Emergency Manager.

C.   **Policy Group – Emergency Management Council and Operational Area Executive Board**

The Orange County Emergency Management Council (EMC) and Operational Area Executive Board (OA Executive Board) oversee the emergency preparedness activities of the county departments and the OA respectively, to ensure unity of purpose. During recovery, the EMC and OA Executive Board serve as advisors to the DES-Recovery on resolution and recovery priorities.

D.   **County and OA Emergency Manager**

The Orange County Sheriff's Department, Emergency Management Division Director is designated as the County and OA Emergency Manager. The County and OA Emergency Manager provides the point of contact for representative(s) of assisting and cooperating agencies and organizations (Operational Area jurisdictions, external jurisdictions, regional organizations, and State and Federal partners). The County and OA Emergency Manager presents recovery mitigation and unmet need matters in the context of intergovernmental and/or interagency coordination to the DES-Recovery and Recovery Manager with a recommended course of action(s).

E.   **Public Information Manager**

The Public Information Manager (PIM) will be designated by the CEO from the County's PIO Media Relations office. Additional support staff may be assigned from county departments and agencies as appropriate.

The PIM will collect, compile, distribute, and coordinate recovery related public information through all available public, private, nonprofit, electronic, and community-based means, including alternate formats for communicating information to people with disabilities and those with access and/or functional needs.

The PIM is responsible for developing a public communication and messaging action plan in the early stages of the recovery effort that will serve as a roadmap for strategic communications about the recovery efforts and identifying communications tools, outlets and messaging to ensure a coordinated County approach to public information. This action plan will be a living document, revised as necessary based on the needs of the County Recovery Organization.

The PIM will coordinate all information releases from County Recovery Organization, OA jurisdictions, State, and Federal partner agencies to ensure a unified message is maintained. The PIM will coordinate community-relations activities, work with electronic and print media, manage the County website, conduct public meetings, monitor public perception and rumors and ensure the accuracy of media information. The PIM will focus outreach and educational topics, including general community recovery priorities and public input opportunities and residential and commercial mitigation strategies during reconstruction.

For large incidents that require coordination with regional organizations and State and Federal agencies, the PIM would establish a Joint Information Center according to guidance provided in the County of Orange and Orange County Operational Area Joint Information System Annex.

F. Legal Advisor

County Counsel will provide legal support to the County Recovery Organization. Activities include advising on legality of recovery measures, drafting and approving recovery ordinances and legislation and negotiating agreements with other public entities and the private sector.

2.13.2   Planning and Intelligence Section - Recovery

The Recovery Planning and Intelligence Section is responsible for collecting, evaluating, displaying and disseminating information, developing the Recovery Action Plan (RAP) in coordination with other sections and County Recovery Organization and OA jurisdictions and maintaining documents.

A. Planning and Intelligence Section Chief – Recovery

The Planning and Intelligence Section Chief-Recovery will be designated by the CEO from the appropriate County department or agency based upon the type of event.

The Planning and Intelligence Section Chief oversees the Planning and Intelligence Section, which collects, evaluates, and disseminates critical recovery situational information and intelligence to the DES-Recovery, the County Recovery Manager, PIM and the County Recovery Organization. The Planning and Intelligence Section prepares status reports on the progress of recovery objectives, provides situation information for all recovery personnel, and develops and documents a Recovery Action Plan (RAP) for each operational period. The Planning and Intelligence Section will be responsible for reviewing, evaluating, and updating the County

Recovery Action Plan to monitor progress and ensure the strategic framework is appropriate and information is current.

Situational information, plans and reports developed by the Planning and Intelligence Section-Recovery should be made available on a regular basis to all authorized agencies and organizations. Other areas to monitor include:

- Damage assessment and restoration: the Planning and Intelligence Section-Recovery should provide ongoing monitoring and updates of initial damage assessment information and maintain status of critical facilities and infrastructure restoration efforts to evaluate the status of recovery efforts.
- Mitigation: the Planning and Intelligence Section-Recovery should ensure the County's Hazard Mitigation planning process, as referenced in Chapter 5 of the County of Orange and Orange County Fire Authority Hazard Mitigation Plan, are incorporated into recovery plans.

The Planning and Intelligence Section-Recovery also coordinates the development of the recovery after-action report and corrective action, including establishing intermittent reporting requirements that are coordinated (as to not duplicate efforts) with reporting requirements established for the County Recovery Organization.

In addition, the following units may be established as necessary:

B. Documentation Unit Leader—Recovery

The Documentation Unit-Recovery will be designated by the Planning and Intelligence Section Chief-Recovery from the appropriate County department or agency based upon the type of event.

This unit will be responsible for collecting and filing of papers, correspondence, geographic information system (GIS) information, and other documentation relating to the incident to provide electronic and written files for use in reimbursement and auditing activities and historical research.

C. Situation Analysis Unit Leader—Recovery

The Situation Analysis Unit Leader-Recovery will be designated by the Planning and Intelligence Section Chief-Recovery from the appropriate County department or agency based upon the type of event.

This unit will serve in a broad capacity to support the recovery effort in monitoring recovery activities, provide ongoing monitoring and updates of damage assessment information, support strategic planning needs in all discipline areas, and provide ongoing situational awareness for all recovery personnel through situational reports, status displays, and GIS mapping support.

D. Technical Specialist Unit-Recovery

This unit is comprised of advisors with special skills and will be activated only when needed. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically specially certified in their fields or professions.

- Provides technical expertise to the Planning and Intelligence Section and others as required.
- Provides support specific to a field or function not addressed elsewhere or by any other discipline in the Recovery Organization.

2.13.3   Operations Section – Recovery

During recovery, the Operations Section is responsible for coordinating and implementing recovery strategies by leading or assisting in the rebuilding of infrastructure and providing human services and other operations for which the County has direct responsibility to return to normal day-to-day operations.

A. Operations Section Chief – Recovery

The Operations Section Chief-Recovery will be designated by the CEO from the appropriate County department or agency based upon the type of event.

The Operations Section Chief-Recovery oversees the Operations Section-Recovery, which executes the mission of the County Recovery Organization as defined by the County Recovery Action Plan, which defines and describes recovery objectives and tactics as established by the DES-Recovery and the County Recovery Manager.

During recovery, it should be expected that single point ordering will be reduced or deactivated and that normal procurement, contracting and management mechanisms will be utilized. Therefore, significant responsibility for resource requests and management will be delegated to the entities within the Operations Sections-Recovery that are directly overseeing relevant tasks, in particular, the departments and agencies that comprise the Recovery Support Function (RSF) Branches. Each department and agency involved in the RSF Branches mission assignments will be responsible for monitoring individual department and agency contract relationships, while maintaining a close working and communications relationship with both the Logistics and Finance and Administration Section.

RSF Branches may be established within the Operations Section-Recovery depending upon the circumstances and recovery needs. The Operations Section Chief-Recovery will activate and deactivate RSF Branches and Recovery Groups, as appropriate.

B. Recovery Support Function (RSF) Branches

Recovery objectives will in large part be accomplished by staff at this level, working out of existing county departments and agencies, or in private or non-profit sector organizations.

The RSF Branches identified in this annex are consistent with the federal National Disaster Recovery Framework (NDRF). Depending on the scope and scale of the incident, only those RSF Branches determined to be necessary will be activated. Branch Directors may remain in their home department or agency or be assigned part or full time from their home departments to the temporary County Recovery Organization.

The RSF Branches are:
- Economic
- Housing
- Safety and Security
- Community Services
- Infrastructure
- Natural and Cultural

The Recovery Support Function Branches will only be activated in the case that recovery activities require special coordination that cannot be accomplished through normal county functioning.

I.   Economic RSF Branch

The Economic RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to sustain and/or rebuild businesses and employment, and develop economic opportunities that result in a sustainable and economically resilient county after large scale and catastrophic incidents. The Economic RSF Branch will coordinate its efforts with those of the state and federal agencies.

a. Employment Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- Orange County Community Resources/Community Investment Division and Orange County Workforce Investment Board
- CEO/Human Resource Services
- Orange County Social Services Agency

Support Departments and Agencies
- Building Industry Association of Southern California
- COAD
- Disability, Access and Functional Needs Service Organizations and Commissions
- Hospital Association of Southern California
- Local Colleges and Universities
- Orange County Business Council
- Orange County Medical Association
- 211OC
- Cal OES

- FEMA

The Employment Recovery Group within the Economic RSF Branch will coordinate local efforts with state and federal recovery programs designed to sustain local employment during the disaster recovery phase. Specifically, the Employment Recovery Group's purpose is to provide or advocate for resources for the employment of workers displaced by the disaster and to provide mechanisms to match people seeking employment in the disaster area with opportunities for work.

b.   Business Restoration Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- County Executive Office
- County Board of Supervisors

Support Departments and Agencies
- County Assessor
- County Health Care Agency
- County Treasurer Tax Collector
- Building Industry Association of Southern California
- Cultural Organizations and Commissions
- Disabilities, Access and Functional Needs Service Organizations and Commissions
- Local Colleges and Universities
- OC Planning Commission
- Orange County Business Council
- 211OC
- Cal OES
- FEMA

The purpose of the Business Restoration Recovery Group within the Economic RSF Branch is to coordinate local efforts with state and federal recovery programs designed to promote the overall resiliency and stability of the private sector business community through coordination of pre and post disaster recovery resources, strategies and programs. Specifically, the Business Restoration Recovery Group purpose is to identify and assist with filling the needs identified by businesses to assist them to remain in business after a disaster.

c.   Business Retention and Recruitment Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- County Executive Office
- County Board of Supervisors

Support Departments and Agencies

- Orange County Assessor
- Orange County Health Care Agency
- Orange County Community Resources/Community Investment Division and Orange County Workforce Investment Board
- Building Industry Association of Southern California
- Cultural Organizations and Commissions
- OC Planning Commission
- Orange County Business Council
- Cal OES
- FEMA

The purpose of the Business Retention and Recruitment Recovery Group within the Economic RSF Branch is to coordinate local efforts to promote the overall resiliency and stability of the private sector business community through coordination of pre and post disaster recovery resources, strategies and programs at the local, state and federal levels. Specifically, this group purpose is to identify and assist with filling the needs identified by businesses to assist them to stay in Orange County after a disaster.

II.   Natural and Cultural Resources RSF Branch

The Natural and Cultural Resources RSF Branch is responsible for coordinating the county's public, private and non-profit sector efforts to address long term environmental and cultural resource recovery needs after a large scale and catastrophic incidents. The Natural and Cultural Resources RSF Branch will coordinate its efforts with those of the state and federal agencies.

a. Natural Resources Recovery Group
The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies
- OC Public Works
- OC Community Resources
Support Departments and Agencies
- Clerk-Recorder
- Cultural Organizations and Commissions
- Historical Organizations and Commissions
- Local Nature Conservancy Organizations
- Local Colleges and Universities
- OC Parks Commission
- OC Planning Commission
- Cal OES
  - California Department of Fish and Wildlife
  - California Coastal Commission
- FEMA

The purpose of the Natural Resources Recovery Group with the Natural and Cultural Resources RSF Branch is to coordinate local efforts with state and federal recovery programs designed to support the return of the community's natural and environmental assets and systems to pre-disaster or improved condition during recovery. The Group will ensure county natural resources are monitored and addressed as necessary, inclusive of parks, reservoir(s), watersheds and other environmental assets, whether publicly or privately owned or operated.

b. Cultural Resources Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Public Works
- OC Community Resources

Support Departments and Agencies

- Clerk-Recorder
- Cultural Organizations and Commissions
- Historical Organizations and Commissions
- Local Colleges and Universities
- OC Parks Commission
- OC Planning Commission
- Cal OES
- FEMA

The purpose of the Cultural Resources Recovery Group within the Natural and Cultural Resources RSF Branch is to coordinate local efforts with state and federal programs designed to support the return of the community's cultural and historic assets and structures to pre-disaster or improved condition during recovery. The group will ensure county cultural and historic assets and structures are monitored and addressed as necessary, inclusive of historical sites and sites of cultural importance, whether publicly or privately owned or operated.

III.   Housing RSF Branch

The Housing RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to develop and implement programs and policies that promote, incentivize or directly provide for the rehabilitation and or reconstruction of destroyed or damaged housing and/or the development of new permanent housing options.

a. Intermediate Housing Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Community Resources

Support Departments and Agencies

- Orange County Social Service Agency

- Orange County Health Care Agency
- American Red Cross
- Building Industry Association of Southern California
- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission
- OC Planning Commission
- Apartment Association of Orange County
- Property Management Organizations
- Orange County Business Council
- COAD
- 211OC
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
  - California Insurance Commissioner
- FEMA

The purpose of the Intermediate Housing Recovery Group within the Housing RSF Branch is to coordinate local efforts with state and federal recovery programs designed to provide intermediate or interim housing strategies directed primarily towards displaced county populations during recovery.

Intermediate housing refers to housing that provides an interim between short term sheltering and long term reconstruction of permanent housing, allowing the impacted population to resume normal life and economic activity until their homes are repaired, rebuilt or relocated.

b. Long Term Housing Reconstruction and Relocation Recovery Group
The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies
- OC Community Resources
Support Departments and Agencies
- Orange County Social Service Agency
- Orange County Health Care Agency
- American Red Cross
- Building Industry Association of Southern California
- Apartment Association of Orange County
- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission

- OC Planning Commission
- Orange County Business Council
- Property Management Organizations
- COAD
- 211OC
- Telecommunication Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - California Insurance Commissioner
- FEMA

The purpose of the Long Term Housing Reconstruction and Relocation Group within the Housing RSF Branch is to coordinate local efforts with state and federal programs that promote, incentivize or directly provide for the permanent rehabilitation and/or reconstruction of damaged or destroyed housing, whenever feasible, and develop other new accessible, permanent housing options. This Group is responsible for implementing housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

IV.   Infrastructure RSF Branch

The Infrastructure RSF Branch is responsible for coordinating the county's public and private efforts to facilitate the restoration of the County's facilities, infrastructure systems and related services. The Infrastructure RSF Branch will coordinate its efforts with local, state and federal agencies.

a. Utility Restoration Recovery Group
The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies
- OC Public Works
Support Departments and Agencies
- Orange County Sanitation District
- Utility Service Providers
- Water Service Providers
- Telecommunication Service Providers
- Cal OES
    - California Public Utilities Commission
- FEMA

The purpose of the Utility Restoration Recovery Group within the Infrastructure RSF Branch is to coordinate local efforts with state and federal programs designed to restore utilities

infrastructure and service to pre disaster or improved condition after a major incident. Critical systems essential to the operations of the county and the community include water, wastewater, telecommunications, electricity, natural gas and other utilities. The Utility Restoration Recovery Group will monitor these utilities and provides coordination for key public and private sector utility and infrastructure partners to prioritize and facilitate utility restoration and reconstruction.

    b. Transportation Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Public Works

Support Departments and Agencies

- Building Industry Association of Southern California
- Orange County Business Council
- John Wayne Airport
- Orange County Transportation Authority
  - Metrolink
- Transportation Corridor Agencies
- Cal OES
  - Caltrans District 12
  - Amtrak
- FEMA

The purpose of the Transportation Recovery Group within the Infrastructure RSF Branch is to coordinate local efforts with state and federal programs to provide post disaster transportation services and restore transportation infrastructure and service to pre disaster or improved conditions. Transportation systems essential to the operations of the county and the community include roads, passenger rail, freight rail, bus and air travel systems. The Transportation Recovery Group will monitor transportation infrastructure and systems and provide coordination with key public and private sector transportation partners to facilitate transportation restoration and infrastructure reconstruction.

    c. Debris Management Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Public Works
- OC Waste and Recycling

Support Departments and Agencies

- Building Industry Association of Southern California
- Local Government Agencies
- Habitat for Humanity of Orange County

- Orange County Business Council
- Cal OES
  - California Department of Resources Recycling and Recovery (CalRecycle)
  - Cal OES Debris Management Program
- FEMA

The purpose of the Debris Management Recovery Group within the Infrastructure RSF Branch is to coordinate local efforts with state and federal recovery programs designed to remove, transport, store and otherwise manage debris on public property or right of ways throughout the County during recovery, as documented in the Debris Management Plan. The Group will ensure debris issues are monitored and addressed as necessary.

    d. Structural Safety and Damage Assessment Recovery Group
The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies
- OC Public Works
Support Departments and Agencies
- Orange County Assessor
- Orange County Health Care Agency
- Local Government Building Departments
- Building Industry Association of Southern California
- Habitat for Humanity of Orange County
- Orange County Business Council
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
  - Safety Assessment Program
- FEMA

The purpose of the Structural Safety and Damage Assessment Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's structural safety, inclusive of inspections and code enforcement and damage assessment operations during recovery to return and restore the community to pre-disaster or an improved state following a large scale disaster or catastrophic incident.

The Structural Safety and Damage Assessment Recovery Group will ensure structural safety issues are monitored and addressed as necessary and will expedite the County's building code enforcement, structural safety and damage assessment procedures as appropriate. The Structural Safety and Damage Assessment Recovery Group will coordinate with county departments and agencies, private and non-profit sector partners, regional, state and federal agencies to identify resources.

V.   Security RSF Branch

The Safety and Security RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to ensure the safety and security of county residents and businesses during recovery. The Safety and Security RSF Branch will coordinate its efforts with state and federal agencies.

a. Public Safety Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- Orange County Sheriff's Department

Support Departments and Agencies
- Local Law Enforcement Agencies
- College, University and School District Law Enforcement Agencies

The purpose of the Public Safety Recovery Group is to coordinate local efforts with state and federal programs designed to maintain law enforcement and other security operations within the county, inclusive of protection of life and property during recovery.

VI.   Community Services RSF Branch

The Community Services RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to ensure adequate provision of public health, health care, social and human services to affected individuals and communities. The Community Services RSF Branch will coordinate its efforts with state and federal agencies.

a. Social and Human Services Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- Orange County Social Services Agency

Support Departments and Agencies
- County Executive Office
- Orange County Child Support Services
- Orange County Health Care Agency
- OC Community Resources
- OC Transportation Authority
- American Red Cross
- COAD
- Community Service Programs
- Trauma Intervention Programs (TIP)
- Cultural Organizations and Commissions
- Department of Education

- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission
- Local Colleges and Universities
- OC Planning Commission
- 211OC
- Telecommunication Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - California Department of Social Services
    - California Health and Human Services Agency
    - California Department of Aging
- FEMA

The purpose of the Social and Human Services Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's social and human services operations during recovery.

b. Health and Medical Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- Orange County Health Care Agency

Support Departments and Agencies

- Orange County Child Support Services
- Orange County Social Services Agency
- American Red Cross
- COAD
- Disability, Access and Functional Needs Service Organization and Commissions
- Hospital Association of Southern California
- American Academy of Pediatrics
- Orange County Medical Association
- 211OC
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - California Department of Health Care Services
    - California Department of Public Health
    - California Health and Human Services Agency
    - California Environmental Protection Agency

- FEMA

The purpose of the Health and Medical Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's health and medical services and functions, including emergency and trauma care, hospitals services, community health clinics, public health services and pharmacy services during recovery. This Group will ensure public health issues are monitored and addressed as necessary.

2.13.4   Finance and Administration Section – Recovery

The Finance and Administrative Section is responsible for tracking and coordinating payment for response and recovery supplies and services, maintaining expenditure records for insurance, state and federal recovery programs. Tracking of recovery staff time sheets and generally ensuring the County received all state and federal recovery assistance and reimbursement for which it is eligible.

A.   Finance and Administration Section Chief

The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies

- County Executive Office

The Finance and Administrative Section is responsible for developing and implementing financial and administrative management strategies and protocols to support post-disaster recovery efforts of the County and all its governmental sub-units under the authority of the County of Orange Board of Supervisors.

This Section will process appropriate documentation to seek approval by the executive elected body, which will allow implementation of identified financial management strategies and coordinate those strategies with departmental personnel and the recovery organization. This Section will manage the short, intermediate and long term budgeting and fund-allocation decisions in support of the recovery strategies identified in the RAP. As funding shortfalls are identified, the Section will continually evaluate strategies to maximize budget allocations.

B.   Claims and Compensation Unit – Recovery

The following departments, agencies and organizations will lead or support this Recovery Support Function:
Lead Departments and/or Agencies

- County Executive Office/Office of Risk Management

Support Departments and Agencies

- All County Departments and Agencies

This Unit is responsible for documenting and processing of claims for property damage and injuries/workers compensation claims due to incident response and recovery activities.

C. Cost Recovery Unit-Recovery

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- Orange County Auditor-Controller

Support Departments and Agencies
- County Executive Office
- Orange County Sheriff's Department/Emergency Management Division

This Unit is responsible for gathering, maintaining and reporting all personnel, equipment,
services and supplies expenditures incurred by County departments and agencies during the
response and recovery phase of the incident.

D. Department Cost Recovery Unit-Recovery

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- All County Departments and Agencies

All County departments and agencies involved in the response phase of the incident will be
responsible for designating a Department Cost Recovery Unit Leader.

The Department Cost Recovery Unit-Recovery is responsible for gathering, maintaining and
reporting all personnel, equipment, services and supplies expenditures incurred by their
department or agency during the response and recovery phases of the incident.

2.13.5   Logistics Section – Recovery

Within the Logistics Section, the roles related to emergency logistical support of response
operations decreases. The need for rapid augmentation of human resources, expedited
purchasing procedures, emergency fleet and fuel supplies, and bulk distribution of life saving
food and water will gradually wane as normal supply lines and distribution systems are
reestablished within the impacted community. Resumption of competitive bidding should also
be expected during recovery. However, alterations intended to streamline or fast track normal
procurement procedures may be indicated, including Board of Supervisors pre-approval for
certain measures or activities.

A. Logistics Section Chief

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- County Executive Office

Support Departments and Agencies
- All County Departments and Agencies active in response or recovery activities

- COAD, private, non-profit and non-governmental organizations active in response or recovery activities.

During recovery, many logistical functions having specialized subject matter expertise associated with them will revert to normal County departments and agencies. The Logistics Section's responsibility will be to collect and coordinate relevant reporting on such activity to the Recovery Manager and Planning and Intelligence Section and support the County Recovery Organization.

B. Collaborative Organizations Active in Disasters (COAD) Liaison

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- COAD

Support Departments and Agencies

- Orange County Sheriff's Department/Emergency Management Division

This group will be responsible for coordinating non-profit and community organizations providing services and resources to support recovery activities, including identification of unmet needs in the impacted community.

C. Volunteer Management Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- Orange County Sheriff's Department/Emergency Management Division

Support Departments and Agencies

- American Red Cross
- COAD

This group will be responsible for the coordination of affiliated and spontaneous volunteers to support recovery activities in the impacted community.

The following standard Logistics Section units may be established or maintained as necessary to support recovery activities:

- Resources and Support Unit
- Transportation Group
- Procurement Unit
- Information Technology Group
- Telecommunication Group

D. Procurement Unit

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- County Executive Office

Support Departments and Agencies
- American Red Cross
- COAD
- All County Departments and Agencies active in response or recovery activities

This unit is responsible for the purchasing, rental or leasing of equipment, services and supplies in support of recovery activities by county departments and agencies.

The following standard Logistics Section units may be established or maintained as necessary to support recovery activities:
- Resources and Support Unit
- Transportation Group
- Information Technology Group
- Telecommunication Group

Chapter 3 Information Collection, Analysis, and Dissemination

The Planning and Intelligence Section is responsible for collecting, evaluating, and disseminating information pertaining to the incident. The Planning and Intelligence Section maintains information and intelligence on the current and forecasted situation, as well as the status of resources available and assigned during recovery activities. The Planning and Intelligence Section prepares and documents Recovery Action Plans (RAP) and gathers and disseminates information and intelligence critical to recovery. During recovery, the Planning and Intelligence Section has three primary units—Situation Analysis, Documentation, and Damage Assessment—and may also include technical specialists to assist in evaluating the situation and forecasting requirements for additional needs.

3.1   Communications

3.1.1 External Communications

The role of public information after a disaster is crucial. If employees, residents, and businesses lack reliable information, this may be paralyzing and lead to anger at authorities. It is imperative that the County and affected jurisdictions go beyond normal efforts to keep the public aware and informed. Effective communications therefore includes providing timely, reliable, and regular information via multiple media channels, including print, broadcast, website(s), new and social media, community organizations and networks, and direct outreach.

All efforts will be made to keep residents and businesses informed of what they can expect from local and county governments, including where and how to access resources and information. Conversely, they should be informed of what their community expects of them, including where and how to access the resources they need to be self-reliant and advance their own recovery.

Public information channels must be quickly established to receive incoming questions, referrals, etc., via new and social media, hotlines, or in-person visits. Communication with residents and businesses that may have been displaced outside the county will also need to be addressed.

The County has a multitude of tools available to assist in the dissemination of public messages. It is the responsibility of the PIM to initiate the use of all applicable communication mediums in order to reach the intended audience during recovery. The tools listed below are intended to complement each other in distributing public messaging. Effort should be made to distribute the same message across all channels, wherever possible, to minimize confusion and conflicting information.

A.   Media Outlets

A list of media outlets for Orange County and the surrounding region is maintained by the Orange County Sheriff's Department, Emergency Management Division. PIO members will contact as many media outlets as possible within their jurisdiction when disseminating

information, paying special attention to include non-English speaking outlets and any other information delivery vehicles to ensure the greatest number of affected people is informed.

B.   Website Pages

The Orange County Sheriff's Department, Emergency Management Division/ EOC website (http://www.ocsd.org/eoc) is an informational site for the public. During an activation of the EOC, the site serves as a place for press releases and other recovery information to be publicly posted online. In addition, many OA jurisdictions maintain their own websites and should update their websites with important recovery information.

FEMA, Cal OES and American Red Cross all maintain websites that provide information and resources available to assist jurisdictions, businesses and individuals. These web addresses are as follows:

- FEMA: http://www.fema.gov and http://www.DisasterAssistance.gov
- Cal OES: http://www.caloes.ca.gov
- American Red Cross, Orange County Chapter: http://www.redcross.org/ca/orange-county

C.   AlertOC

AlertOC is the County of Orange's regional public mass-notification system designed to keep those who live or work in the County informed of important information during emergency events. The system is sponsored and led by the County of Orange in partnership with many County cities and water districts. AlertOC may be used to contact residents by one or all of the following methods: home phone, work phone, cell phone, e-mail, text message, and teletypewriter (TTY) capabilities.

D.   211 OC

211 OC is a telephone-based service set aside by the Federal Communications Commission for the public's use in accessing community services 24 hours a day, 7 days a week. This need becomes even greater following a disaster. 211OC works closely with the County to provide essential information to county residents in the event of an emergency and maintains close working relationships with Orange County Red Cross, Orange County Social Services Agency, and the Orange County Health Care Agency. 211OC is kept informed with the most up-to-date information from County authorities to ensure it can relay and support accurate information to any calls received. 211OC also forwards calls to local jurisdictions if there are specific requests beyond the scope of services, such as requests from people with disabilities and those with access and/or functional needs, as well as volunteer and donation offers.

E.   News Conferences, Public Forums, and Community Meetings

News conferences are an integral part of the public information function before (when possible), during, and after an emergency. A well-crafted news conference needs to identify important facts to share with the public, such as public resources (e.g., Local Assistance Center(s), 211OC, volunteer services and donations).

There may be multiple spokespersons participating during a news conference, public forum, or community meeting. There may be times when one spokesperson for all aspects of the incident may be enough, but in most cases of a complex incident, a unified approach with multiple spokespersons is preferred. Consequently, preplanning meetings prior to a press conference is of vital importance.

For public meetings, consideration must be given to ensure all resources are available to accommodate the audience being addressed, such as sign-language interpreters, large-print handouts and/or displays, pictographs, non-English translation services, and media using in-frame captioning at all press conferences held by public officials.

The public looks to its elected officials as sources of information and strength during an emergency and recovery. Officials need to advise the public on the status of the recovery efforts, the resources available to them, and what the public needs to do to assist in their recovery. The County will work to give these officials the critical information needed to guide the public. Jurisdictional PIOs can provide tools or guidance to help elected officials, including the following:

- Preparing talking points and key messages for elected officials to deliver during interviews.
- Anticipating questions elected officials may be asked and prepare appropriate answers (particularly for difficult questions).
- Highlighting public resources.

F.   Social Media
The County has approved the use of Facebook and Twitter for communications to the public during a disaster. Integrating information being received from verified accounts into the County Recovery Organization can help to increase situation awareness and gain a better common operating picture. The County will scan these accounts for relevant information; however, the County Facebook page will be used strictly for providing information and is not intended to receive and respond to life threatening call for assistance. Many jurisdictions maintain their own social media sites, and receiving communications from the public is at their discretion.

Social media is also a powerful tool in information dissemination; however, messages released by the County to social media sites must be approved by the DES-Recovery. Social media outlets used by the County will only contain information present in approved press releases, and only authorized County representatives may post to the social media outlets.

The County Social Media Protocol for Twitter use can be found in Orange County Operational Area Joint Information Annex, Appendix E of the Field Operating Guide.

3.1.2   Internal Communications
The Planning and Intelligence Section-Recovery will develop the County Recovery Organization personnel contact information listing, which includes the following information for relevant

personnel: name, recovery position, email, and telephone number. This information will be included in the County Recovery Action Plan (RAP).

A.   Meetings and Conference Calls

The County Recovery Manager will establish a regular meeting schedule for attendance by personnel from the Management Section, County Applicant Agent, Section Chiefs, and other appropriate personnel. During the initial stages of recovery, these meetings should be established on a weekly basis and in person; as recovery progresses, meetings may be scheduled less frequently and using conference calls, but meeting frequency should not be greater than on a monthly basis.

B.   PrepareOC

The County Recovery Organization will use the PrepareOC website (www.prepareoc.org/) to post the County RAP, upload documents, forms, post meeting schedules, etc.

Chapter 4 Plan Development and Maintenance

4.1   Overview

With each disaster, emergency management professionals worldwide gain experience and knowledge that, when shared, can improve incident response and recovery. County and OA emergency managers and staff may receive "lessons learned" from updated State and Federal regulations or guidelines, conferences and seminars, and training and exercises.

This section addresses the maintenance of the County and OA Recovery Annex and training and exercises designed to facilitate efficient recovery operations.

4.2   Plan Maintenance

The County and OA Recovery Annex will be reviewed annually or as necessary following an actual or training event to ensure plan elements are valid and current. The Orange County Sheriff's Department, Emergency Management Division will lead the responsible departments in reviewing and updating their portions of the Annex as required based on identified deficiencies experienced in drills, exercises, or actual occurrences. The Orange County Sheriff's Department, Emergency Management Division is responsible for making revisions to the County and OA Recovery Annex that will enhance the conduct of recovery operations and prepares, coordinates, publishes, and distributes any necessary changes to the Annex to all entities as shown on the record of distribution list of this County and OA Recovery Annex.

4.3   Training and Exercises

The objective of any emergency management organization is efficient and timely disaster recovery. Because recovery operations are rooted in the response phase of any emergency, the County of Orange and the Orange County Operational Area Emergency Operations Plans are the first step toward this objective. As a complement to these plans, the County and OA Recovery Annex is the second step toward this objective. However, planning alone will not accomplish preparedness for recovery operations. Training and exercises are essential at all levels of government to make recovery personnel operationally ready.

The best method of training staff for recovery operations is through exercise. Exercises allow personnel to become familiar with the procedures and systems, which will actually be used during recovery. Exercises can be accomplished in several ways. Tabletop exercises provide a convenient and low-cost method of introducing officials to problem situations for discussion and problem solving. Such exercises are a good way to see if adequate policies and procedures exist. Periodic tabletop exercises specific to short- and long-term recovery operations within the Operational Area are recommended.

To the extent feasible and applicable, recovery operations should also be included in functional and full-scale exercises that simulate actual emergencies. While typically designed to exercise procedures and test readiness of response personnel, communications, and facilities, functional exercises should be completed with an eye on recovery. This can be accomplished by reviewing

documentation and contracting procedures to facilitate cost recovery and consider demobilization when discussing resource allocation and deployment.

As a critical element to ensure the success of the County and OA Recovery Annex, training must include both classroom training as well as the hands on experience provided by drills and exercises.

Chapter 5 Authorities and References

Authorities and References related to this Annex are listed below:

5.1   Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended and Related Authorities,
- National Disaster Recovery Framework, FEMA,
- Disaster Assistance, a Guide to Recovery Programs (FEMA 229), Department of Homeland Security, Federal Emergency Management Agency,
- Public Assistance Policy Digest (FEMA 321), Department of Homeland Security, Federal Emergency Management Agency,
- Public Assistance Guide (FEMA 322), Department of Homeland Security, Federal Emergency Management Agency,
- Public Assistance Applicant Handbook (FEMA P-323), Department of Homeland Security, Federal Emergency Management Agency,
- Public Assistance, Debris Management Guide (FEMA 325), Department of Homeland Security, Federal Emergency Management Agency,
- FEMA Public Assistance Policy Publications 9500 Series,
- Audit Tips for Managing Disaster-Related Project Costs, Department of Homeland Security, Office of Inspector General,
- Help After a Disaster, Applicant's Guide to the Individuals & Household Program (FEMA 545), Department of Homeland Security, Federal Emergency Management Agency,
- National Response Framework, Department of Homeland Security,
- National Incident Management System, Department of Homeland Security,
- Post-Katrina Emergency Management Reform Act of 2006,
- Title 44 Code of Federal Regulations,
- Price-Anderson Act, as amended,
- U.S. Census Bureau,
- FEMA Reimbursement Guide for Acute Care Hospitals

5.2   State

- California Emergency Services Act, as amended,
- California Disaster Assistance Act,
- California Code of Regulations, Title 19,
- California Recovery Manual,
- California Emergency Plan,
- Standardized Emergency Management System (SEMS), Government Code §8607,
- Standardized Emergency Management System (SEMS) Guidelines,
- Standardized Emergency Management System (SEMS) Resource Ordering and Tracking: A Guide for State and Local Government,
- California Disaster and Civil Defense Master Mutual Aid Agreement,
- California Law Enforcement Mutual Aid Plan, 9th Edition,

- California Fire Service and Rescue Emergency Mutual Aid Plan,
- California Coroners Mutual Aid Plan,
- California Multi-Hazard Mitigation Plan,
- California Emergency Managers Mutual Aid (EMMA) Plan,
- California Recovery and Hazard Mitigation Manual,
- A Guide for Establishing a Local Assistance Center,
- Disaster Assistance Funding Guidance,
- Disaster Service Worker Volunteer Program (DSWVP) Guidance,
- California Department of Finance,

5.3   County
- County of Orange, Code of Ordinance, Title 3, Division 1 (Emergency Services)
- County of Orange, Board of Supervisors Resolution 12-036, dated April 17, 2012, adopting the amended membership of the County of Orange Emergency Management Council and designation of the Director of Emergency Services,
- County of Orange, Board of Supervisors Resolution 05-144, adopting the National Incident Management System (NIMS),
- County of Orange Board of Supervisors Resolution, adopting the California Disaster and Civil Defense Master Mutual Aid Agreement,
- Operational Area (OA) Agreement,
- Orange County Law Enforcement Mutual Aid Contract,
- Orange County Fire Services Mutual Aid Plan,
- Orange County Public Works Mutual Aid Plan,
- Orange County Operational Area Building Damage Safety Assessment Mutual Aid Agreement,
- Orange County Operational Area Cert Mutual Aid Plan (CMAP),
- County of Orange Emergency Operations Plan,
- Orange County Operational Area Emergency Operations Plan,
- County of Orange Hazard Mitigation Plan,
- County of Orange San Onofre Nuclear Generating (SONGS) Station Emergency Operations Plan,
- Orange County Community Indicators Report.

Chapter 6 Definitions and Abbreviations

6.1 Definitions

Access and Functional Needs – Persons who may have additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings; are seniors; are children; are from diverse cultures; have limited English proficiency or are non-English speaking; or are transportation disadvantaged.

Access/Accessible – The suitability or adaptability of programs, services, activities, goods, facilities, privileges, advantages or accommodations provided by a public or private (for-profit or not-for-profit) entity, or by any entity to which it contracts for all members of the population, including individuals with disabilities.

Appeals – The Appeals process is the opportunity for applicants to request reconsideration of decisions regarding the provision of assistance.

Applicant Briefing – The Applicants' Briefing is a meeting conducted by the State for all potential applicants for public assistance grants. It addresses application procedures, administrative requirements, funding, and program eligibility criteria.

Applicant Eligibility – Entities must fall with the following types to be eligible for State and/or Federal disaster assistance; State Government Agencies, Local Governments, Private Non-Profit (PNP) Organizations, Indian Tribal Governments.

Capacity – A combination of all the strengths and resources available within a community, society or organization that can reduce the level of risk or the effects of a disaster.

Capacity Building – Efforts aimed to develop human skills or societal infrastructure within a community or organization needed to reduce the level of risk or the effects of a disaster.

Catastrophic Incident – Any natural or man-made incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic event could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to local, State, Tribal, and private sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened.

Categories of Work – Disaster-related work is divided into two broad Categories of Work, Emergency Work and Permanent Work. These categories are further divided into seven categories;

Emergency Work
Category A: Debris Removal
Category B: Emergency Protective Measures
Permanent Work
Category C: Roads and Bridges
Category D: Water Control Facilities
Category E: Buildings and Equipment
Category F: Utilities
Category G: Parks, Recreational Facilities and other Facilities

Community – A network of individuals and families, businesses, governmental and NGOs and other civic organizations that reside or operate within a shared geographical boundary and may be represented by a common political leadership at a regional, county, municipal or neighborhood level.

Contract Work – Any work, equipment or materials provided to the jurisdiction under contractual or rental agreement. This does not include rented equipment operated by jurisdictional employees (these costs are listed on Rented Equipment Summary Records and the labor costs are shown on Force Account Labor Summary Records).

Critical Infrastructure – Systems and assets, whether physical or virtual, so vital that the incapacity or destruction of such may have a debilitating impact on the security, economy, public health or safety, environment, or any combination of these matters, across any local, State, Tribal and Federal jurisdiction.

Cultural Resources – Aspects of a cultural system that are valued by or significantly representative of a culture or that contain significant information about a culture. Cultural resources may be tangible entities or cultural practices. Tangible cultural resources are categorized as districts, sites, buildings, structures, and objects for the National Register of Historic Places and as archeological resources, cultural landscapes, structures, museum objects and archives, and ethnographic resources for Federal management purposes. Also includes cultural items as that term is defined in section 2(3) of the *Native American Graves Protection and Repatriation Act* [25 USC 3001(3)]; and archeological resources, as that term is defined in section 3(1) of the *Archaeological Resources Protection Act* of 1979 [16 USC 470bb(1)].

Debris – Items and materials broken, destroyed, or displaced by a natural or man-made disaster.

Debris Clearance – Clearing roads by pushing debris to the roadside to accommodate emergency traffic.

Debris Monitoring – Actions taken by applicants in order to document eligible quantities and reasonable expenses during debris activities.

Debris Removal – is the clearance, removal and/or disposal of items such as trees, woody debris, sand, mud, silt, gravel, building components and contents, wreckage, vehicles on public property and personal property. For debris removal to be eligible for public assistance funding the work must meet certain criteria.

Demolition – The act or process of reducing a structure, as defined by State or local code, to a collapsed State.

Donated Resources – Include volunteer labor, equipment and materials, are eligible to offset the State and local portion of the cost share for emergency work.

Eligible Facility – An eligible facility is defined as any building, works, system or equipment that is built or manufactured or any improved and maintained natural feature that is owned by an eligible applicant.

Eligible Work – Eligible work must be required as a direct result of the declared disaster or emergency, must be within the designated disaster area (except for shelter and evacuation activities) and must be the legal responsibility of an eligible applicant at the time of the disaster or emergency.

Emergency Management Assistance Compact (EMAC) – EMAC is a national compact among States which provides form and structure to interstate mutual aid. It establishes procedures whereby a disaster impacted State requires and receives assistance from other member States.

Emergency Protective Measures – Are actions taken by a community before, during and after a disaster to save lives, protect public health and safety, and prevent damage to improved public and private property.

Emergency Work – Work necessary to reduce or eliminate immediate threat to lives, public health and safety and/or improve public and private property and/or ensure economic recovery to the community.

Expedited Payments – FEMA will obligate 50 percent of the Federal share of the estimated cost of work under Category A and Category B as estimated during the Preliminary Damage Assessment.

FHWA – The Federal Highway Administration (FHWA) administers the Emergency Relief (ER) Program to assist State and local governments with the repair of Federal-Aid Roads and bridges damaged during disasters.

Force Account – Any work, equipment or materials provided by jurisdictional employees or stockpiles.

Functional Needs – The needs of an individual who under usual circumstances is able to function on their own or with support systems. However, during an emergency, their level of independence is challenged.

Historic Properties – Any prehistoric or historic district, site, building, structure, or object included in, or eligible for inclusion in the National Register of Historic Places, including artifacts, records and material remains which are related to such district, site, building, structure, or object. [(16 USC Section 70(w) (5)].

Immediate Needs Funding (INF) – INF is intended to meet an applicant's urgent needs in the initial aftermath of a declared Federal disaster.

Individual Assistance (IA) – All disaster recovery assistance provided to individuals, renters and businesses.

Individual with Disability – The term refers to a person (child or adult) who has a physical or mental impairment that substantially limits one or more major life activities; a person who has a history or record of such impairment; or a person who is perceived by others as having such impairment. The term "disability" has the same meaning as that used in the *Americans with Disabilities Act (ADA) Amendments Act of 2008, P.L. 110 – 325*, as incorporated into the ADA. See **http://www.ada.gov/pubs/ada.htm** for the definition and specific changes to the text of the ADA. State laws and local ordinances may also include individuals outside the Federal definition. Children and adults may have physical, sensory, mental health, cognitive and/or intellectual disabilities resulting in access and functional needs and may require assistance to maintain independence.

Individual with Limited English Proficiency – The term refers to an individual who does not speak English as his or her primary language and who has a limited ability to read, write, speak or understand English.

Ineligible Work – Work due to damage caused by negligence, lack of maintenance, pre-existing damage (not disaster related).

Initial Damage Estimate (IDE) – The IDE is completed by each local government that has sustained damages, estimating repair costs and emergency response costs.

Intermediate Recovery – Phase of recovery which involves returning individuals, families, critical infrastructure and essential government or commercial services to a functional, if not pre-disaster, state. Such activities are often characterized by temporary actions that provide a bridge to permanent measures.

Kickoff Meeting – A project oriented meeting between the applicant, State and FEMA. The Kickoff Meeting is also the start of assistance for the applicant, and is the marker for project timelines.

Large and Small Projects – Work projects are divided into two groups to facilitate review, approval and funding. The division is based on a dollar amount threshold, which changes annually based on the Consumer Price Index.

Long-Term Recovery – Phase of recovery that may continue for months or years and addresses complete redevelopment and revitalization of the impacted area, rebuilding or relocating damaged or destroyed social, economic, natural and built environments and a move to self-sufficiency, sustainability and resilience.

Major Disaster – As defined by the Stafford Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this act to supplement the efforts and available resources of local, State governments and disaster relief organizations in alleviating the damage, loss, hardship or suffering caused thereby.

Mitigation – Capabilities necessary to reduce loss of life and property by lessening the impact of disasters. Mitigation capabilities include, but are not limited to, community-wide risk reduction projects; efforts to improve the resilience of critical infrastructure and key resource lifelines; risk reduction for specific vulnerabilities from natural hazards or acts of terrorism; and initiatives to reduce future risks after a disaster has occurred.

Natural Resources – Land, fish, wildlife, biota and water. Water means salt and fresh water, surface and ground water used for drinking, irrigation, and aquaculture.

NGO – A nongovernmental entity that serves the interests of its members, individuals, or institutions and is not for private benefit.

Permanent Work – Work necessary to restore a facility to its pre-disaster design, function and capacity.

Preliminary Damage Assessment (PDA) – The PDA is a joint venture between FEMA, State and Local Government to document the impact and magnitude of the disaster on individuals, businesses and public property.

Project Formulation – Project formulation is the process of identifying the eligible scope of work and estimating costs associated with that scope. Formulation allows the consolidated of similar work projects to expedite approval, funding and to facilitate project management.

Project Worksheet (PW) – The project worksheet is a tool used by the applicant, State and FEMA to develop projects. It is the basis for Public Assistance Program funding.

Public Assistance (PA) – All disaster recovery assistance provided to government agencies. Small and Large Projects – Work projects are divided into two groups to facilitate review, approval and funding. The division is based on a dollar amount threshold, which changes annually based on the Consumer Price Index.

Recovery – Those capabilities necessary to assist communities affected by an incident to recover effectively, including, but not limited to, rebuilding infrastructure systems; providing adequate interim and long-term housing for survivors; restoring health, social, and community services; promoting economic development; and restoring natural and cultural resources.

Redevelopment – Rebuilding degraded, damaged or destroyed social, economic and physical infrastructure in a community, State or Tribal government to create the foundation for long-term development.

Resilience – Ability to adapt to changing conditions and withstand and rapidly recover from disruption due to emergencies.

Restoration – Returning a physical structure, essential government or commercial services or a societal condition back to a former or normal state of use through repairs, rebuilding or reestablishment.

Short-Term Recovery – Phase of recovery which addresses the health and safety needs beyond rescue, the assessment of the scope of damages and needs, the restoration of basic infrastructure and the mobilization of recovery organizations and resources including restarting and/or restoring essential services for recovery decision making.

Special Considerations – Special Considerations is the term used to describe issues other than program eligibility that could affect the scope of work and funding for a project. These issues include insurance, hazard mitigation measures and environmental and historic preservation compliance with Federal and State laws and regulations.

Stabilization – The process by which the immediate impacts of an incident on community systems are managed and contained.

Sustainability – Meeting the needs of the present without compromising the ability of future generations to meet their own needs.

Underserved Populations/Communities – Groups that have limited or no access to resources or that are otherwise disenfranchised. These groups may include people who are socioeconomically disadvantaged; people with limited English proficiency; geographically isolated or educationally disenfranchised people; people of color as well as those of ethnic and national origin minorities; women and children; individuals with disabilities and those with access and/or functional needs; and seniors.

6.2   Abbreviations

ADA	Americans with Disabilities Act
ARC	American Red Cross
BRC	Business Recovery Center
Cal OES	California Emergency Management Agency
CEO	County Executive Officer
CNG	Compressed Natural Gas
County	County of Orange
DES	Director of Emergency Services
DHS	U.S. Department of Homeland Security
DOC	U.S. Department of Commerce
DOD	U.S. Department of Defense
DOE	U.S. Department of Energy
DOI	U.S. Department of the Interior
DOJ	U.S. Department of Justice
DOL	U.S. Department of Labor
DOT	Department of Transportation
DRC	FEMA Disaster Recovery Center
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	U.S. Environmental Protection Agency
ESAR-VHP	Emergency System for Advance Registration of Volunteer Health Professionals
ESF	Emergency Support Function
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FDRC	Federal Disaster Recovery Coordinator
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
HazMat	Hazardous Materials
HCA	High Consequence Area
HEOC	Hospital Emergency Operations Center
HHS	U.S. Department of Health and Human Services
HUD	U.S. Department of Housing and Urban Development
ICS	Incident Command System
JFO	FEMA Joint Field Office

LAC	Local Assistance Center
LDRM	Local Disaster Recovery Manager
LTCR	Long-Term Community Recovery
LTDRO	Long-Term Disaster Recovery Office
MHOAC	Medical Health Operational Area Coordinator
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NDHS	National Disaster Housing Strategy
NDHTF	National Disaster Housing Task Force
NDRF	National Disaster Recovery Framework
NDRP	National Disaster Recovery Planning
NDRPD	National Disaster Recovery Program Database
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NPPD	National Protection Programs Directorate
NRC	Nuclear Regulatory Commission
OA	Orange County Operational Area
OC	Orange County
OCEMO	Orange County Emergency Management Organization
OCTA	Orange County Transit Authority
OSHA	Occupational Safety and Health Administration
PIM	Public Information Manager
PIO	Public Information Officer
RAP	Recovery Action Plan
RCC	Recovery Coordination Center
RDMHC	Regional Disaster Medical and Health Coordinator
REOC	Regional Emergency Operations Center
RSF	Recovery Support Function
SBA	Small Business Administration
SCO	State Coordinating Officer
SDRC	State Disaster Recovery Coordinator
SEMS	Standardized Emergency Management System
SSA	Social Security Administration
USACE	U.S. Army Corps of Engineers
USDA	U.S. Department of Agriculture
USGS	U.S. Geological Survey

Chapter 7 Attachments

Attachment 1 Federal Disaster Assistance Programs

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
Programs Available to States					
Fire Management Assistance Grant Program http://www.fema.gov/ government/grant/fm agp/index.shtm	Department of Homeland Security, Federal Emergency Management Agency	States	Federal Emergency Management Agency to assist in fighting wildland fires that threaten to cause a major disaster	Provides assistance to States and local governments for the mitigation, management and control of any fire burning on non-Federal or privately owned forest or grassland that threatens such destruction as would constitute a major disaster	97.046
Transportation Emergency Relief Program http://www.fhwa.dot. gov/programadmin/er elief.cfm?wwparam=1 318535272	Department of Transportation (DOT)/Federal Highway Administration (FHWA)	Federal Agencies, States	Serious damage to Federal-aid roads or roads on Federal lands caused by a natural disaster or by catastrophic failure	To provide aid for the repair of Federal-Aid roads and roads on Federal lands	20.205
Programs Available to Localities					
Beach Erosion Control Projects http://www.spl.usace. army.mil/cms/index.p hp	Department of Defense/ Department of Army/ U.S. Army Corps of Engineers	States, Localities	Decision of Chief Engineer	To control public beach and shore erosion through projects not specifically authorized by Congress	12.101
Community Development Block Grants/Entitlement Grants http://portal.hud.gov/ hudportal/HUD?src=/p rogram_offices/comm _planning/community	Department of Housing and Urban Development/ Community Planning and Development	Localities	Presidential declaration of a major disaster or emergency under the Stafford Act	To develop viable urban communities by providing decent housing and suitable living environments and by expanding economic opportunities, principally for low to moderate income persons	14.218

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
development/programs/entitlement					
Community Development Block Grants/States Programs http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/community development/programs/stateadmin	Department of Housing and Urban Development/ Community Planning and Development	Localities via States	Presidential declaration of a major disaster or emergency under the Stafford Act	To develop viable urban communities by providing decent housing and suitable living environments and by expanding economic opportunities, principally for low to moderate income persons	14.228
Community Disaster Loan Program http://www.fema.gov/government/grant/fs_cdl.shtm	Department of Homeland Security, Federal Emergency Management Agency	Localities	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for public assistance	To provide funds to any eligible jurisdiction in a designated disaster area that has suffered a substantial loss of tax and revenue.	97.030
Economic Adjustment Assistance Program http://www.eda.gov/AboutEDA/Programs.xml?wwparam=1318535620	Department of Commerce/Economic Development Administration	States, Localities, Nonprofit Organizations and Indian Tribes	Declaration of a disaster by the President or other Federal declarations	To response to the short and long term effects of severe economic dislocation events on communities	11.307
Hazard Mitigation Grant Program (HMGP) http://www.fema.gov/government/grant/hmgp/	Department of Homeland Security, Federal Emergency Management Agency	Localities and Nonprofit Organizations via States	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for hazard mitigation assistance	To enable mitigation measures to be implemented during immediate recovery and to provide funding for previously identified mitigation measures to benefit the disaster area.	97.039
Public Assistance Program (PA) http://www.fema.gov/government/grant/pa/index.shtm	Department of Homeland Security, Federal Emergency Management Agency	States, Localities, Nonprofit Organizations (PNP) via States	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for public assistance	To provide supplemental assistance to alleviate suffering and hardship resulting from major disasters or emergencies	97.036

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
Post-Flood Response http://www.spl.usace.army.mil/cms/index.php	Department of Defense/Department of Army/U.S. Army Corps of Engineers	States, Localities	Requires specific request by a State Governor. Governor's request must be simultaneous with or subsequent to the Governor's request for Presidential disaster declaration	Post-Flood Response activities are limited to actions to save lives and protect improved property in areas identified in the Governor's request and are limited to major floods, hurricanes and coastal storms	12.103
Rehabilitation of Flood Control Works or Federally –Authorized Hurricane and Shore Protection Works http://www.spl.usace.army.mil/cms/index.php	Department of Defense/Department of Army/U.S. Army Corps of Engineers	States, Localities	Public sponsors of flood control and shore protection works that are active in the USACE Rehabilitation and Inspection Program submit requests to the appropriate USACE District	To assist in the repair and restoration of flood control and shore protection works damaged by flood, extraordinary wind, wave or water action	12.102
Water-Emergency Community Water Assistance Grants http://www.rurdev.usda.gov/UWP-ecwag.htm	Department of Agriculture/Rural Utilities Service	States, Localities, Nonprofit Organizations	A major disaster or emergency	To provide assistance to rural areas in order to obtain or maintain adequate quantities of water that meet the standards set by the Safe Drinking Water Act.	10.763
Watercourse Navigation-Protection, Clearing, and Straightening Channels http://www.spl.usace.army.mil/cms/index.php	Department of Defense/Department of the Army /U.S. Army Corps of Engineers	States, Localities	Decision of the appropriate Division Commander	To restore channels for purposes of navigation or flood control	12.109
Watersheds-Emergency Watershed Protection Program http://www.nrcs.usda.gov	Department of Agriculture/Natural Resources Conservation Service	States, Localities, Nonprofit Organizations, Businesses	An emergency is considered to exist when a watershed is suddenly impaired that results in the endangerment of life and property from flood, erosion or sediment discharge	To assist sponsors in implementing emergency recovery measures to relieve imminent hazards to life and property	10.904.
Programs Available to Individuals and Businesses					

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
Crisis Counseling Assistance and Training Program http://www.samhsa.gov	Department of Homeland Security, Federal Emergency Management Agency, Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health	Individuals via States	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for individual assistance	To provide crisis counseling services	97.032
Cora C. Brown Fund (Disaster Assistance) http://www.dhs.gov	Department of Homeland Security, Federal Emergency Management Agency	Individuals	Recommendation by the Regional Director, with assistance from other governmental agencies and voluntary disaster agencies.	To assist disaster victims for unmet disaster-related needs	97.031
Disaster Assistance for Older Americans http://www.aoa.gov	Department of Health and Human Services/Administration on Aging	Individuals via States	Presidential declaration of a major disaster or emergency under the Stafford Act	State Units on Aging as a reimbursement of additional expenses incurred due to the emergency	93.044
Disaster Legal Services http://fema.gov	Department of Homeland Security, Federal Emergency Management Agency	Individuals	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for individual assistance	To provide free legal advice for disaster victims, through a MOU between FEMA and Young Lawyers Division of the American Bar Associations	97.033
Economic Injury Disaster Loans http://sba.gov/services/disasterassistance	Small Business Administration	Small Businesses	Declaration of a disaster by the President, Secretary of Agriculture or SBA	To assist small business concerns suffering economic injury	59.002
Disaster Unemployment Assistance Program http://www.doleta.gov/?wwparam=1318635932	Department of Homeland Security, Federal Emergency Management Agency and Department of Labor	Individuals via States	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for individual assistance	To provide specially Federally funded weekly benefits to workers and self-employed individuals who are unemployed as a direct result of disaster and not eligible for regular Unemployment Insurance Benefits paid by States	97.034

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
Workforce Investment Act, Title I, National Emergency Grants http://www.doleta.gov/?wwparam=1318635932	Department of Labor, Employment and Training Administration	Individuals via States	Presidential declaration of a major disaster or emergency under the Stafford Act	To finance the creation of temporary jobs for workers dislocated by the disaster to clean up and recover from the disaster and to provide employment assistance to dislocated workers	None
Emergency Loans (Farming Operations) http://www.fsa.usda.gov	Department of Agriculture/Farm Service Agency	Businesses	Presidential declaration of a major disaster or emergency under the Stafford Act: designation by the Secretary of Agriculture	To assist established family farmers, ranchers and aquaculture operators to obtain loans to cover losses resulting from disasters	10.404
HOME Investment Partnerships Program http:///www.hud.gov	Department of Housing and Urban Development/Community Planning and Development	Individuals via States and Localities	Presidential declaration of a major disaster or emergency under the Stafford Act	To provide permanent housing for low-income homeowners or renters in large cities and urban counties	14.239
Individuals and Households Program (IHP) http://www.fema.gov/assistance/process/index.shtm	Department of Homeland Security, Federal Emergency Management Agency	Individuals	Presidential declaration of a major disaster or emergency under the Stafford Act, designated for individual assistance	To provide supplemental financial assistance and direct services to individuals and households who have housing or other needs that cannot be met through other forms of disaster assistance, insurance or other means	97.048, 97.049, 97.050
Mental Health Disaster Assistance http://www.samhasa.gov	Department of Health and Human Services/Public Health Service/Substance Abuse and Mental Health Services Administration	Individuals via States	Supplemental appropriation by Congress relating to Presidential declaration of a major disaster or emergency under the Stafford Act	To provide supplemental emergency mental health and substance abuse counseling and related services not addressed by the Crisis Counseling Assistance and Training Program	93.982
Mortgage Insurance for Disaster Victims http://portal.hud.gov/hudportal/HUD?src=/p	Department of Housing and Urban Development/Federal Housing Administration	Individuals	Presidential declaration of a major disaster or emergency under the Stafford Act	Through Section 203(h) the Federal government helps victims recover by making it easier for them to get mortgage loans	14.119

Federal Program Name	Federal Agency(s)	Eligible Recipients	Activating Mechanism	Purpose)	CFDA Number
rogram_offices/housing/sfh/ins/203h-dft					
Physical Disaster Loans (Individuals) http://sba.gov/services/disasterassistance	Small Business Administration	Individuals	Declaration of a disaster by the President or SBA	To provide loans to individuals for uninsured or uncompensated losses	59.008
Physical Disaster Loans (Business) http://sba.gov/services/disasterassistance	Small Business Administration	Nonprofit Organizations, Businesses	Declaration of a disaster by the President or SBA	To provide loans to businesses for uninsured losses	59.008
Regulatory Relief for Federally Insured Financial Institutions http://www.fdic.gov	Federal Deposit Insurance Corporation, Board of Governors of the Federal Reserve System, National Credit Union Administration, Office of the Comptroller of the Currency and Office of the Thrift Supervision	Nonprofit Organizations, Businesses	Presidential declaration of a major disaster or emergency under the Stafford Act, or other disaster that affects the ability of a federally-insured financial institution to provide normal services	To provide regulatory assistance to insured institutions, bank, thrift holding companies to meet the needs of their customers in facilitating recovery following major disasters	None
Savings Bond Replacement or Redemption http://www.publicdebt.treas.gov	Department of the Treasury/Bureau of the Public Debt	Individuals	Presidential declaration of a major disaster or emergency under the Stafford Act	To assist victims by expediting replacement or redemption of U.S. Savings Bonds	None
Tax Refund-Alcohol and Tobacco http://www.ttb.gov/	Department of the Treasury/Alcohol and Tobacco Tax and Trade Bureau	Businesses	Presidential declaration of a major disaster or emergency under the Stafford Act	To provide Federal alcohol and tobacco excise tax refunds to businesses that have lost assets in a disaster	None
Taxes-Disaster Assistance Program http://www.irs.gov	Department of the Treasury/Internal Revenue Service (IRS)	Individuals and Businesses	Presidential declaration of a major disaster or emergency under the Stafford Act	To provide free tax information and assistance to taxpayers whose property has been damaged or lost in a federally-declared disaster area	None

Attachment 2   Additional Federal Agency Specific Disaster-Applicable Recovery Programs

In addition to the established disaster-specific programs, Federal agencies may use funds from regular, ongoing programs to support disaster recovery. Access to these programs depends on a number of factors, including whether Congress has appropriated funds and the agency's willingness and ability to divert funds for disaster purposes. If funds are made available under these regular agency programs, duplication of benefits must be avoided, especially if disaster-specific programs authorized for the same purpose exist.

Federal Program Name	Federal Agency(s)	Eligible Recipients	Assistance Provided	Purpose (brief)	CFDA Number
Programs Available to States					
Coastal Zone Management Administration Awards http://coastalmanagement.noaa.gov/programs/czm.html	Department of Commerce/National Oceanic and Atmospheric Administration	States	Formula grants	To assist States in implementing and enhancing coastal zone management programs	11.419
Conservation-Cooperative Endangered Species Conservation Fund http://www.fws.gov/endangered/grants/grant-programs.html	Department of the Interior/U.S. Fish and Wildlife Service	States	Project grants	To assist States in the development and implementation of programs for the conservation of endangered and threatened species	15.615
Conservation-National Coastal Wetlands Conservation Grant Program http://www.fws.gov/coastal/CoastalGrants/	Department of the Interior/U.S. Fish and Wildlife Service	States	Project grants	For restoration, enhancement and management of coastal wetlands ecosystem	15.614
Conservation-Wetland Reserve Program http://www.nrcs.usda.gov/wps/portal/nrcs/main/national/programs/easements/wetlands	Department of Agriculture/Natural Resources Conservation Service	States and Individuals	Technical and financial assistance	A voluntary program to restore wetlands	10.072

Federal Program Name	Federal Agency(s)	Eligible Recipients	Assistance Provided	Purpose (brief)	CFDA Number
Conservation-Wildlife Restoration http://wsfrprograms.fws.gov/Subpages/GrantPrograms/WR/WR.htm	Department of the Interior/U.S. Fish and Wildlife Service	States	Formula grants	To support projects to restore or manage wildlife populations and support public use of these resources	15.611
Dams-National Dam Safety Program http://www.fema.gov/plan/prevent/damfailure/stategrant.shtm	Department of Homeland Security/Federal Emergency Management Agency	States	Project grants	To reduce the risks to life and property through the establishment and maintenance of an effective national dam safety program	97.041
Programs Available to Localities					
Community Relations Service http://www.justice.gov/crs/	Department of Justice/Community Relations Service	Federal Agencies, State, Localities, Nonprofit Organizations, Communities, Groups	Specialized services in conflict resolution	To assist communities in resolving disputes, disagreement and difficulties arising from discrimination based on race, color or national origin	16.200
Community Services Block Grant http://www.acf.hhs.gov/programs/ocs/csbg/index.html#guidance	Department of Health and Human Services/Administration for Children and Families/Office of Community Services	States and Local Communities	Formula grants	To provide assistance to States and local communities with efforts to reduce poverty, the revitalization of low-income communities and empowerment of low income families and individuals to become fully self-sufficient	93.569
Community Services Block Grant Discretionary Awards http://www.acf.hhs.gov/programs/ocs/joli/index.html	Department of Health and Human Services/Administration for Children and Families/Office of Community Services	State, Localities and Nonprofit Organizations	Project grants	To help businesses create jobs for low income individuals	93.570
Conservation-Habitat Conservation http://www.habitat.noaa.gov/funding/southwest.html	Department of Commerce/National Oceanic and Atmospheric Administration/Nation	States, Localities, Nonprofit Organizations, Businesses and Individuals	Project grants	To provide grants and cooperative agreements for biological, economic, sociological, public policy and other research, administration and projects to educate the public about the coastal environment	11.463

Federal Program Name	Federal Agency(s)	Eligible Recipients	Assistance Provided	Purpose (brief)	CFDA Number
	al Marine Fisheries Service				
Conservation-Resource Conservation and Development http://www.nrcs.usda.gov/wps/portal/nrcs/main/national/programs	Department of Agriculture/Natural Resources Conservation Service	Localities	Technical assistance	To assist with projects relating to land conservation, water management, economic development and community sustainability	10.901
Conservation Technical Assistance http://www.nrcs.usda.gov/wps/portal/nrcs/main/national/programs/technical	Department of Agriculture/Natural Resources Conservation Service	Federal Agencies, State, Localities, Nonprofit Organizations, Business and Individuals	Technical assistance	To assist in the planning and implementation of conservation systems	None
Earthquake Hazards Reduction Program http://www.nehrp.gov/index.htm	Department of the Interior/U.S. Geological Survey	States, Localities, Nonprofit Organizations, Businesses	Project grants	Provides earth science, data, assessments that support land use planning, engineering design and emergency preparedness decisions	15.807
Programs Available for Individuals and Businesses					
Animals-Emergency Haying and Grazing http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=landing	Department of Agriculture/Farm Service Agency	Business, Individuals	Authority by the Secretary of Agriculture to harvest hay or graze cropland or other commercial use of forage devoted to the Conservation Reserve Program in response to a drought or similar emergency	To help livestock producers in approved counties when the growth and yield of hay and pasture have been substantially reduced because of a widespread natural disaster	10.069
Business and Industrial Loans	Department of Agriculture/Rural Development /Rural	Businesses	Guaranteed loans	To improve, develop or finance business, industry and employment and to improve	10.768

Federal Program Name	Federal Agency(s)	Eligible Recipients	Assistance Provided	Purpose (brief)	CFDA Number
http://www.rurdev.usda.gov/RD_Grants.html	Business-Cooperative Services			the economic climate in rural communities	
Conservation-Emergency Conservation Program http://fsa.usda.gov/FSA/webapp?area=home&subject=copr&topic=ecp	Department of Agriculture/Farm Service Agency	Businesses, Individuals	Direct payments for specific use	To perform emergency conservation measure to control wind erosion, to rehabilitate wind damage, floods and other natural disasters. To carry out emergency water conservation or water enhancing measures on farmlands during times of severe drought	10.054
Conservation-Habitat Conservation http://www.habitat.noaa.gov/funding/southwest.html	Department of Commerce/National Oceanic and Atmospheric Administration/National Marine Fisheries Service	States, Localities, Nonprofit Organizations, Businesses and Individuals	Project grants	To provide grants and cooperative agreements for biological, economic, sociological, public policy and other research, administration and projects to educate the public about the coastal environment	11.463
Conservation Technical Assistance http://www.nrcs.usda.gov/wps/portal/nrcs/main/national/programs/technical	Department of Agriculture/Natural Resources Conservation Service	Federal Agencies, State, Localities, Nonprofit Organizations, Business and Individuals	Technical assistance	To assist in the planning and implementation of conservation systems	None
Conservation-Wetland Reserve Program http://www.nrcs.usda.gov/wps/portal/nrcs/main/national/programs/easements/wetlands	Department of Agriculture/Natural Resources Conservation Service	Individuals and States	Technical and financial assistance	A voluntary program to restore wetlands	10.072
Earthquake Hazards Reduction Program http://www.nehrp.gov/index.htm	Department of the Interior/U.S. Geological Survey	States, Localities, Nonprofit Organizations, Businesses	Project grants	Provides earth science, data, assessments that support land use planning, engineering design and emergency preparedness decisions	15.807

Attachment 3   State of California Recovery Programs

http://www.caloes.ca.gov/LandingPages/Pages/Recovery.aspx

Program	Telephone Number	Mailing Address	Program Description
Debris Management Program http://www.calema.ca.gov/Recovery/Pages/Debris-Management.aspx	916-845-8200	Debris Management Section Recovery Division Cal OES 3650 Schreiver Avenue Mather, CA 95655	Cal OES Debris Management Program provides technical assistance, knowledge and experience to help applicants maximize their disaster funding and speed recovery in the affected area. In addition, staff can assist with the creation of a debris management plan
Individual Assistance Program http://www.calema.ca.gov/Recovery/Pages/Individual-Assistance.aspx	916-845-8149	Individual Assistance Program Recovery Division Cal OES 3650 Schreiver Avenue Mather, CA 95655	The Individual Assistance Branch coordinates with Federal, State, local and voluntary/non-profit entities to provide recovery assistance following a disaster that impacts individuals and households, businesses and/or the agricultural community
Public Assistance Program http://www.calema.ca.gov/LandingPages/Pages/Recovery.aspx	916-845-8200	Public Assistance Program Recovery Division Cal OES 3650 Schreiver Avenue Mather, CA 95655	Public Assistance Program staff specialize in eligibility requirements for State and Federal funding, current laws, regulations, policies and program implementation practices, technical and administrative project elements
Safety Assessment Program http://www.calema.ca.gov/Recovery/Pages/Safety-Assessment.aspx	916-845-8200	Safety Assessment Program Recovery Division Cal OES 3650 Schreiver Avenue Mather, CA 95655	The Safety Assessment Program (SAP) utilizes volunteers and mutual aid resources to provide professional engineers, architects and certified building inspectors to assist local governments in the safety evaluation of their built environment in the aftermath of a disaster
Technical Assistance Program http://www.calema.ca.gov/Recovery/Pages/Technical-Assistance.aspx	916-845-8200	Technical Assistance Program Recovery Division Cal OES 3650 Schreiver Avenue Mather, CA 95655	The Technical Assistance Program (TAP) staff work on issues that require a degree of technical expertise that may not be available within other discipline areas at Cal OES. TAP provides these services internally within Cal OES and externally to other State agencies, local governments and when appropriate the private sector
Hazard Mitigation Grant Program	916-845-8150	3650 Schreiver Ave, Mather, CA 95655	The Hazard Mitigation Grant Program (HMGP) provides grants to State and local governments to implement long-term hazard mitigation measures after a major disaster declaration

Program	Telephone Number	Mailing Address	Program Description
http://www.calema.ca.gov/HazardMitigation/Pages/Hazard-Mitigation.aspx			
Pre-Disaster Mitigation http://www.calema.ca.gov/HazardMitigation/Pages/Hazard-Mitigation.aspx	916-845-8150	3650 Schreiver Ave, Mather, CA 95655	The Pre-Disaster Mitigation (PDM) program provides grants to States, territories, Indian tribal governments, communities and universities for hazard mitigation planning and the implementation of mitigation projects prior to a disaster event

Attachment 4   Alternate Sources for Consideration during Recovery

Agency	Recipients	Purposes	Assistance Provided	Contact Information
3M Foundation	Request for Proposal Process	Provides grants and product donations to improve the quality of life, areas of interest include community funds, education, social services for elderly, people with disabilities, women, children and rehabilitation, alcohol and drug abuse and preventive healthcare	Capital	3M Foundation 3M Court Building 225-1S-23 St. Paul, MN 55144 http://www.3mgiving.com
Abbott Laboratories Fund	Giving primarily in areas of company operations. No support for social, religious or political organizations	Foundations provides support for health and welfare, education, culture, art, civic and public policy initiatives	Charitable giving and grants	Abbott Laboratories 100 Abbott Road D379/AP6D Abbott Park, IL 60064 http://www.abbottfund.org
American Express Foundation	Organizations invested in the following activities: Historic preservation and conservation, Leadership and community service and engagement	Volunteerism, disaster relief, cultural heritage, historic and environmental awareness, management, economic independence, youth programs, workplace training, business and economic fundamentals, entrepreneurship	Grants, no assistance to individuals	Philanthropic Program American Express Company Mail Code 01-48-04 3 World Financial Center New York, NY 10285-4804 h http://about.americanexpress.com/csr/comm_serv.aspx
AT&T Foundation	Non-profit Organizations	Advancing education, strengthening communities and improving lives.	Grants	AT&T Public Relations Contribution Coordinator 5501 LBJ Freeway Room 300E Dallas, TX 75240 http://www.att.com/gen/corporate-citizenship?pid=12307
Bank of America	Non-profit Organizations	Supports innovative programs economic and financial development.	Charitable contributions and grants	Bank of America Charitable Foundation 100 North Tryon Street' Charlotte, NC 28255 http://www.bankofamerica.com/foundation/index.cfm?template=fd_grantapp

Agency	Recipients	Purposes	Assistance Provided	Contact Information
Best Western for a Better World	Community Outreach programs	Responding to the immediate and ongoing needs with lodging and financial resources	Grants	Community Relations Best Western International 6201 North 24th Parkway Phoenix, AZ 85016 http://www.bestwestern.com/aboutus/bwbw/index.asp
Build-a-Bear Workshop Foundation	Non-profit Organizations	Improving communities and impacting lives through unique philanthropic programs that help children and families, animals, and the environment.	Grants	Foundation Bear Build-a-Bear Workshop Foundation 1954 The Inner Belt Business Center Drive St. Louis, MO 63114-5760 http://www.buildabear.com/shopping/contents/content.jsp?catId=400002&id=700012
Corporation for National and Community Service	Non-profit, faith-based, community organizations and public agencies	Provides expertise, ongoing support, and access to a network of dedicated volunteers. Our focus is on enhancing and adding value to what already exists in communities and infrastructure -- working in partnership with State Service Commissions, local government, nonprofits, and faith-based organizations.	Demonstration Grants Disaster Grants	Grants Administrator Corporation for National and Community Service 1201 New York Avenue NW Washington, DC 20525 http://www.nationalservice.gov/
Craft Emergency Relief Fund	Professional craft artists	Provides immediate help to eligible craft artists	Grants and loans	Craft Emergency Relief Fund P.O. Box 838 Montpelier, VT 05601 http://craftemergency.org/artists_services/emergency_relief
Darden Restaurant Foundation	Non-profit Organizations	Community based grants in the areas of arts, culture, social services, nutrition, education and preservation of natural resources.	Charitable contributions and Grants	Foundation Administrator Darden Restaurant Foundation P.O. Box 59339 Orlando, FL 32859-3330 http://www.darden.com/commitment/community.asp

Agency	Recipients	Purposes	Assistance Provided	Contact Information
FedEx Global Community Relations Program	Non-profit Organizations	FedEx accepts applications from organizations that bring relief to victims of emergencies or natural disasters. Specifically, we direct our funds toward the quick and efficient transport of aid, and disaster preparedness education initiatives. Note: FedEx has relationships with the American Red Cross, The Salvation Army, United Way Worldwide and Heart to Heart International; applications from local chapters of these organizations are generally not accepted.	Grants and volunteer services	The Social Responsibility department will only review requests submitted via the Web site. http://about.van.fedex.com/social-responsibility/community-philanthropy/
General Motors Foundation	Non-profit Organizations	The General Motors Foundation goal is to strengthen communities across the United States through investments in Education, Health/Human Services, Environment/Energy and Community Development.	Charitable contributions and Grants	General Motors Foundation, Inc. 300 Renaissance Center M.C. 482-C27-D76 Detroit, MI 48265-3000 http://www.gm.com/company/aboutGM/gm_foundation.html
Home Depot Foundation	Non-profit organizations, tax-exempt public schools and tax-exempt public agencies	The Home Depot Foundation supports its mission to improve the homes and lives of deserving families through a combination of volunteerism, grants and product donations.	Grants, volunteers and product donations	The Home Depot Foundation 2455 Paces Ferry Road, C-17 Atlanta, GA 30339 http://www.homedepotfoundation.org
JP Morgan Chase Foundation	Non-profit Organizations	Supports organizations involved with arts, culture, education, employment, housing and community development.	Grants, technical assistance	http://www.jpmorganchase.com/corporate/Corporate-Responsibility/grant-programs.htm
Kroger Company Foundation	Non-profit Organizations	Supports programs addressing hunger relief, education, advancement of women and minorities and women's health	Grants	Foundation Administrator The Kroger Company Foundation 1014 Vine Street Cincinnati, Ohio 45202 http://www.thekrogerco.com/corpnews/corpnewsinfo_charitablegiving_foundation.htm

Agency	Recipients	Purposes	Assistance Provided	Contact Information
Lawrence Foundation	Non-profit Organizations	Supports programs addressing, environmental and human services and other causes.	Grants	Lawrence Foundation 530 Wilshire Blvd. Suite 207 Santa Monica, CA 90401 http://www.thelawrencefoundation.org/about/index.php
Medtronic Foundation	Non-profit Organizations	Enhancing the vitality of the communities where our employees live and work by supporting health, education and community programs.	Grants	The Medtronic Foundation 710 Medtronic Parkway Minneapolis, MN 55432 http://www.medtronic.com/foundation/programs_cl.html
Nehemiah Community Foundation	Non-profit and faith-based Organizations	Supports programs focusing on intellectual, spiritual and economic growth of individuals and families, by encouraging self-sufficiency and community restoration	Grants	Nehemiah Corporation of America 424 North 7th Street, Suite 250 Sacramento, CA 95811 http://www.ncf-wep.org/
Sprint Foundation	Non-profit Organizations and K-12 Schools	Supporting organizations that focus on education, youth development, community development and arts and culture	Grants and in-kind donations	Sprint Foundation 6220 Sprint Parkway Overland Park, KS 66251 http://www.sprint.com/responsibility/ourcommunities/sprint_foundation/index.html
State Farm Company Foundation	Educational Institutions, government entities, non-profit organizations	Through company grants, with a focus on three areas: safety, community development and education.	Grants	State Farm Companies Foundation 1 State Farm Plaza Bloomington, IL 61710 http://www.statefarm.com/aboutus/community/grants/company/company.asp
Target Corporate Giving Program	Community organizations	Target is committed to the communities we serve. When a crisis strikes, our priorities are to partner with community organizations to help those in need, and to protect our team members and guests.	Donations and contributions	Target Foundation 1000 Nicollet Mall TPS-3080 Minneapolis, MN 55403 https://corporate.target.com/corporate-responsibility/grants

Agency	Recipients	Purposes	Assistance Provided	Contact Information
Wal-Mart Foundation	Salvation Army, Red Cross and other community based organizations	Working collaboratively with the American Red Cross and The Salvation Army, Wal-Mart and its Foundation are able to provide life-sustaining items to those in need of assistance	donations	Wal-Mart Foundation 702 SW 8th Street Bentonville, AR 72716 http://walmartstores.com/Community Giving/242.aspx
Waste Management Charitable Foundation	Non-profit Organizations	Programs with a focus on the environment, environmental education and causes important to the areas where we operate	Financial, in-kind or product donations	Pierpont Communications Attn: Waste Management 1800 West Loop South, Ste. 800 Houston, TX 77027 http://www.wm.com/about/community/charitable-giving.jsp
Wells Fargo Charitable Foundation	Non-profit Organizations	Programs focusing on community development, education, and human services, we are also supportive of those nonprofit organizations for which Wells Fargo team members have made a commitment to volunteer via direct service or through committee or Board membership.	Grants and volunteers	Regional Vice President Wells Fargo Foundation 2030 Main St., Ste. 1100 MAC E2231-11G Irvine, CA 92614 https://www.wellsfargo.com/about/charitable/ca_guidelines
Wells Fargo Housing Foundation	Non-profit Housing Organizations	Provide financial resources to local nonprofit housing organizations to create sustainable homeownership opportunities for low-to moderate-income people.	Grants	Foundation Assistant Wells Fargo Housing Foundation 90 South 7th Street, MAC N9305-192 Minneapolis, MN 55479 https://www.wellsfargo.com/about/wfhf/programs

Attachment 5   Recovery Position Checklists

The Recovery Position Checklists are a tool designed to provide the County Recovery Organization with proposed activities to support essential functions during a recovery activation.   The following checklists serves as a point of reference to identify the scope of actions that may occur during recovery operations. The items listed in the checklist should not be considered final or static. As recovery operations evolve, so too will the requirements of the County Recovery Organizations and additions or modifications to actions outlined below will likely be required.

Management Section – Recovery

The Recovery Management Section is responsible for the overall functioning of the County Recovery Organization, ensuring policy decisions are made and appropriate communications are maintained with OA jurisdictions, County departments and agencies, Cal OES, FEMA and general public.

- Director of Emergency Services-Recovery
- County Recovery Manager-Local Disaster Recovery Manager
- County of Orange Approved Applicant Agent
- Policy Group-Emergency Management Council and Operational Area Executive Board
- County and Operational Area Emergency Manager
- Public Information Manager-Recovery
- Legal Advisor

Planning and Intelligence Section-Recovery

The Recovery Planning and Intelligence Section is responsible for collecting, evaluating, displaying, disseminating and maintaining documents and information. Developing the County Recovery Action Plan (RAP) in coordination with other sections, the County Recovery Organization and OA jurisdictions.

The Planning and Intelligence Section-Recovery also coordinates the development of the recovery after-action report and corrective action report.

- Planning and Intelligence Section Chief-Recovery
- Documentation Unit Leader-Recovery
- Situation Analysis Unit Lead-Recovery
- Technical Specialist Unit-Recovery

Operations Section – Recovery

The Recovery Operations Section is responsible for coordinating and implementing recovery strategies by leading or assisting in the rebuilding of infrastructure and providing human services and other operations for which the county has direct responsibility to return to normal day-to-day operations.

Recovery Support Function (RSF) Branches

Recovery objectives will in large part be accomplished by staff at this level, working out of existing county departments and agencies, or in private or non-profit sector organizations.

The RSF Branches identified in this Annex are consistent with the federal National Disaster Recovery Framework (NDRF). Depending on the scope and scale of the incident, only those RSF Branches determined to be necessary will be activated. Branch Directors may remain in their home department or agency or be assigned part or full time from their home departments to the temporary Recovery Organization.

The Recovery Support Function Branches will only be activated in the case that recovery activities require special coordination that cannot be accomplished through normal county functioning.

- Operations Section Chief-Recovery
- Local Assistance Center (LAC) Oversight Team
    - LAC Deployment Team
    - LAC Team
- Economic Recovery Support Function

The Economic RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to sustain and/or rebuild businesses and employment, and develop economic opportunities that result in a sustainable and economically resilient county after large scale and catastrophic incidents. The Economic RSF Branch will coordinate its efforts with those of the state and federal agencies.
    - Employment Recovery Group
    - Business Restoration Recovery Group
    - Business Retention and Recruitment Recovery Group
- Natural and Cultural Resources Recovery Support Function

The Natural and Cultural Resources RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to address long term environmental and cultural resource recovery needs after a large scale and catastrophic incidents. The Natural and Cultural Resources RSF Branch will coordinate its efforts with those of the state and federal agencies.
    - Natural Resources Recovery Group
    - Cultural Resources Recovery Group
- Housing Recovery Support Function

The Housing RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to develop and implement programs and policies that promote, incentivize or directly provide for the rehabilitation and or reconstruction of destroyed or damaged housing and/or the development of new permanent housing options.
    - Intermediate Housing Recovery Group
    - Long Term Reconstruction and Relocation Recovery Group
- Infrastructure Recovery Support Function

The Infrastructure RSF Branch is responsible for coordinating the county's public and private efforts to facilitate the restoration of the county's facilities, infrastructure systems and related services. The Infrastructure RSF Branch will coordinate its efforts with local, state and federal agencies.

- o Utility Restoration Recovery Group
- o Transportation Recovery Group
- o Debris Management Recovery Group
- Safety and Security Recovery Support Function

The Safety and Security RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to ensure the safety and security of county residents and businesses during recovery. The Safety and Security RSF Branch will coordinate its efforts with state and federal agencies.

- o Public Safety Recovery Group
- o Structural Safety and Damage Assessment Recovery Group
- Community Services Recovery Support Function

The Community Services RSF Branch is responsible for coordinating the County's public, private and non-profit sector efforts to ensure adequate provision of public health, health care, social and human services to affected individuals and communities. The Community Services RSF Branch will coordinate its efforts with state and federal agencies.

- o Social and Human Services Recovery Group
- o Health and Medical Recovery Group

Finance and Administration Section-Recovery

The Finance and Administrative Section is responsible for tracking and coordinating payment for response and recovery supplies and services, maintaining expenditure records for insurance, state and federal recovery programs. Tracking of response and recovery staff time sheets and generally ensuring that the County received all state and federal recovery assistance and reimbursement for which it is eligible.

- Finance and Administration Section Chief-Recovery
- Claims and Compensation Unit-Recovery
- Cost Recovery Unit-Recovery
- Department Cost Recovery Unit-Recovery

Logistics Section-Recovery

Within the Logistics Section, the roles related to emergency logistical support of response operations decreases. The need for rapid augmentation of human resources, expedited purchasing procedures, emergency fleet and fuel supplies, and bulk distribution of life saving food and water will gradually wane as normal supply lines and distribution systems are reestablished within the impacted community.

Significant responsibility for resource requests and management will be delegated to the entities within the Operations Sections that are directly overseeing relevant tasks, in particular, the departments and agencies that comprise the Recovery Support Function (RSF) Branches.

Each department and agency involved in the RSF Branches mission assignments will be responsible for monitoring individual department and agency contract relationships, while maintaining a close working relationship with the Logistics Section to identify additional resource needs.

- Logistics Section Chief-Recovery
- Collaborative Organizations Active in Disasters (COAD)Liaison-Recovery
- Volunteer Management Group-Recovery
- Procurement Unit-Recovery

Director of Emergency Services - Recovery

Recovery operations will be directed by the CEO, who serves as the Director of Emergency Services-Recovery (DES-Recovery) per County Board of Supervisors Resolution.

Responsibilities
- Appointing the County Recovery Manager.
- Establishing the appropriate level of the County Recovery Organization and staffing necessary to support operations and continuously monitor organizational effectiveness, making adjustments as required.
- Consider the establishment of a County Recovery Coordination Center, which will serve as the management, control and coordination center for all;
    - County recovery activities and
    - Facilitate coordination with local, state and federal agencies.
- Coordinating the establishment of a Local Assistance Center or Centers with Cal OES and FEMA, as required.
- Exercising overall management responsibility for the coordination of county recovery efforts in the affected area.
- Providing executive leadership to the County Recovery Organization and programs, ensuring all actions are accomplished within established priorities.
- Making executive decisions based on County policies.
- Keeping the County Board of Supervisors apprised of County and OA recovery operations.
- Developing and issuing rules, regulations and orders to support County recovery operations.
- Obtaining support for the County, coordinating and providing support to other affected jurisdictions, as required.
- Ensuring multi-agency and interagency coordination is accomplished effectively.
- Ensure coordination with other local governments, state and federal agencies.
- Ensure the County's Proclamation of Emergency is continued or terminated through the County Board of Supervisors:
    - once every 30 days until,
    - County Board of Supervisors terminates the proclamation of local emergency.
- Authorizes the demobilization of the County Recovery Organization elements.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Appoint the County Recovery Manager.
- ☐ Activate the Recovery Annex.
- ☐ Ensure the County coordinates with impacted jurisdictions to collect situational information, including damage estimates, in order to identify levels of recovery activities.

☐ Activate the appropriate levels of the County Recovery Organization, based upon incident impacts and needs of the County, jurisdictions and impacted population.

☐ Consider the establishment of a County Recovery Coordination Center, to serve as a centralize location to manage and coordinate County recovery activities and to facilitate coordination with local, State and Federal agencies.

Operational Phase Actions

☐ Ensure the County Recovery Organization identifies the available recovery programs to support and advance local recovery activities and needs of the County.

☐ Establish the overall goals and objectives for the County recovery process, including prioritizing recovery and restoration activities for the short and long term phases of recovery.

☐ Coordinate with Cal OES and FEMA in the establishment of a Local Assistance Center, as required, as described in the Establishing a Local Assistance Center attachment.

☐ Ensure the Public Information Manager (PIM) develops and disseminates public information and instructions concerning recovery efforts.

☐ Ensure the Planning and Intelligence Section-Recovery develops the Recovery Action Plan.

☐ Provide regular situational reports on County recovery status and efforts to the Board and Supervisors and County departments and agencies.

☐ Ensure the County's Proclamation of Local Emergency is continued as long as necessary with ratification every 30 days.

Demobilization Phase Actions

☐ Authorizes the demobilization of recovery organizational elements.

☐ Ensure any open actions are transferred to the appropriate County department or agency.

☐ Ensure the County's Proclamation of Emergency is formally terminated through the County Board of Supervisors.

☐ Ensure the County Recovery Manager and County and OA Emergency Manager have scheduled the County Recovery After Action and Corrective Action Report (AAR and CAR) meeting(s).

☐ Participate in the County Recovery After Action and Corrective Action Report.

County Recovery Manager – Local Disaster Recovery Manager (LDRM)

The County Recovery Manager is appointed by and reports to the DES-Recovery

Responsibilities
- Serves as the Local Disaster Recovery Manager (LDRM), which is the County's primary point of contact for disaster recovery programmatic and coordination with the Cal OES, supporting State agencies, FEMA and supporting Federal agencies.
- Consider the appointment of a deputy or deputies to assist with the management of the County Recovery Organization.
- Serves as the lead to the County Recovery Organization in the coordination and management of all County recovery activities.
- Establishes the timeline for operational periods.
- Activates additional County resources, as needed, to support the County Recovery Organization.
- In coordination with the DES-Recovery, Cal OES and impacted jurisdictions, determine the need to establish Local Assistance Center(s).
- Ensures information sharing is accomplished effectively the County Recovery Organization.
- Assists with the establishment of the goals, objectives and priorities for the county recovery process.
- Ensures the County Recovery Organization actions are accomplished within the goals, objectives and priorities established.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with the County of Orange Applicant Agent.
- ☐ Establish communication with County and Operational Area Emergency Manager.
- ☐ Receive current situational briefing from the DES-Recovery.
- ☐ Ensure the County Recovery Organization is properly set up and ready for operations.
- ☐ Ensure communications with other recovery entities are established.
- ☐ Schedule the initial Recovery Action Planning meeting.

Operational Phase Actions
- ☐ Coordinate the development of the County Recovery Action Plan.
- ☐ Monitor the County Recovery Organizations activities to ensure all appropriate actions are being taken.
- ☐ In coordination with the DES-Recovery, Cal OES and impacted jurisdictions, determine the need to establish Local Assistance Center(s) as described in the Establishing a Local Assistance Center attachment.

- ☐ Establish schedule for regular meetings with County and OA Emergency Manager, Recovery Section Chiefs and Recovery Support Functions Leaders to ensure the recovery goals and objectives are current.
- ☐ Coordinate with the Legal Advisor to identify legal issues, address any issues requiring legal opinion or action and/or propose solutions to any issues requiring County or State level legislative action.
- ☐ Coordinate with the County and OA Emergency Manager for the scheduling of the:
  - ☐ Preliminary Damage Assessment (PDA)
    - ☐ Public Assistance PDA
    - ☐ Individual Assistance PDA
  - ☐ Applicants Briefing
- ☐ Coordinate with the County of Orange Applicant Agent for the scheduling of the Kickoff Meeting.
- ☐ Coordinate with the Public Information Manager (PIM), for policy guidance on all information to be released to the media and public.
- ☐ Review and approve the County Recovery Action Plan, once completed.
- ☐ Provide recovery status reports to the DES-Recovery on a regular basis.

Demobilization Phase Actions
- ☐ Directs the demobilization of recovery organizational elements when they are no longer required.
- ☐ Ensure any open actions are transferred to the appropriate County department or agency.
- ☐ Coordinate with the County and OA Emergency Manger to schedule the County Recovery After Action and Corrective Action Report (AAR and CAR) meeting(s).
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

County of Orange Approved Applicant Agents

Per County of Orange Board of Supervisors Resolution, the approved Applicant Agents for the County of Orange are the following:

- Director, OC Public Works

Responsibilities

- Incident project identification.
- Coordinate with County departments and agencies for:
    - Project identification.
    - Insurance eligibility and/or status.
    - Repair and reconstruction activities.
- Development of project worksheet for claims on behalf of all County departments and agencies.
- Prepare appropriate documents for claim submission.
- Prepare and submit requests for appeal.
- Provide project worksheets and claim status reports to the County Recovery Manager and County and Operational Area Emergency Manager.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with the County Recovery Manager.
- ☐ Establish communication with County and Operational Area Emergency Manager.
- ☐ Receive current situational briefing from the County Recovery Manager or County and OA Emergency Manager.

Operational Phase Actions

- ☐ Participate in the development of the Recovery Action Plan.
- ☐ Attend the Applicants Briefing.
- ☐ Prepare and submit the Request for Public Assistance paperwork.
- ☐ Coordinate with the County and Operational Area Emergency Manager to establish listing of County departments and agencies with claims for reimbursement.
- ☐ In coordination with the County Recovery Manager and County and Operational Area Emergency Manager, establish timeline and documentation requirements for reimbursement claims by County departments and agencies.
- ☐ Coordinate with the State and FEMA to set up the Kickoff Meeting.
- ☐ Coordinate with the County Recovery Manager to identify County personnel that are required to attend the Kickoff Meeting.
- ☐ Gather and prepare documentation of the County's claims into Project Worksheets prior to the Kickoff Meeting.

- Coordinate with FEMA and State to identify projects that might have "Special Consideration" status:
  - Insurance
  - Hazard mitigation
  - Environmental and/or historical issues
- Provide project worksheets, claim status and reimbursement details to
  - County Recovery Manager
  - County and Operational Area Emergency Manager
- Coordinate with FEMA and State to establish a regular meeting schedule, ensure appropriate County personnel are in attendance.
- Coordinate with Finance and Administration Section to establish processes and account coding for deposit of funds received as reimbursement to claims.
  - Reconcile funds received against claims submitted.
  - Prepare deposit orders upon receipt of checks.
  - Prepare Journal Vouchers to distribute funds to appropriate County departments and agencies for reimbursement of approved claims.
  - Maintain detailed documentation of projects and accounting transactions.

Demobilization Phase Actions
- Demobilize recovery organizational elements when directed by the County Recovery Manager.
- Provide final status report on County recovery claims to County Recovery Manager and County and OA Emergency Manager.
- Participate in the County Recovery After Action and Corrective Action Report.

Policy Group – Emergency Management Council and Operational Area Executive Board

Responsibilities

- Advises the Director of Emergency Services-Recovery on recovery priorities.
- Represents County department and agency interests.
- Commits county resources, as necessary.
- Assists in making executive decisions based on policies of the County of Orange.
- Assists the DES in the development of rules, regulations, proclamations and orders.
- County Board of Supervisor representatives may assist by providing a political liaison, to represent the County during recovery.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Receive current situational briefing from the DES-Recovery.

Operational Phase Actions

- ☐ Examine need for new or temporary policies, as required to support recovery operations.
- ☐ Assist in the identification of organizational priorities and objectives.
- ☐ Identify organizational limitations, concerns and constraints.
- ☐ Keep appraised as to the status of the recovery efforts within the county by reviewing the Recovery Situation Reports and briefings from the DES-Recovery.

Demobilization Phase Actions

- ☐ Demobilize recovery organizational elements when directed by the County Recovery Manager.
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

County and Operational Area (OA) Emergency Manager

The Orange County Sheriff's Department, Emergency Management Division Director is designated as the County and OA Emergency Manager.

Responsibilities
- Ensure the public and private Initial Damage Estimates (IDE) has been initiated and information is gathered by the Planning and Intelligence Section.
- Assist and serve as an advisor to the DES-Recovery, County Recovery Manager and Recovery Section Chiefs, providing guidance, assisting with coordination and ensuring the proper flow of information.
- Coordinate the scheduling of the public and individual assistance Preliminary Damage Assessment (PDA) with the State and FEMA along with the impacted County departments, agencies and Operational Area jurisdictions.
- Assign staff to assist with the PDA process.
  - Provide location for PDA team members to assemble,
  - Workspace and computer with internet access,
- Coordinate the scheduling of the Applicant Briefing with the Cal OES and FEMA, ensure the meeting date and time are forwarded to:
  - County departments and agencies.
  - Operational Area jurisdictions.
  - Private Non-Profit organizations.
- Liaison with organizations or departments participating in recovery but not directly represented in the County Recovery Organization.
- Participate in the development of the County Recovery Action Plan.
- Ensure the County and OA EOC documentation generated during the incident response phase is readily available.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with Cal OES and FEMA.
- ☐ Establish communication with the County of Orange Applicant Agent.
- ☐ Establish communication with County Recovery Manager.
- ☐ Provide situational briefing for the DES-Recovery and County Recovery Manager.

Operational Phase Actions
- ☐ Assign Division staff to assist with recovery efforts:
  - ☐ County and Operational Area EOC documentation has been gathered and organized, for possible support during the recovery phase.
  - ☐ Assist County departments, agencies and OA jurisdictions with IDE and PDA processes and documentation.

- Coordinate with County departments, agencies and OA jurisdictions with recovery claim procedures and processes.
- Participate in the development of the County Recovery Action Plan.
- Ensure Initial Damage Estimates (IDE) have been gathered from County departments, agencies and OA jurisdictions.
- Provide public and individual assistance IDE information to the Cal OES, DES-Recovery and County Recovery Manager.
- Coordinate with the Cal OES and FEMA to schedule the public and individual assistance Preliminary Damage Assessment (PDA).
  - Assign division staff to assist PDA team.
  - Provide location for PDA team members to assemble and,
  - Workspace and computer with internet access.
- Notify and coordinate with County departments, agencies and OA jurisdictions to participate in the PDA process.
- Coordinate with the Cal OES to schedule the recovery Applicant Briefing including:
  - Provide meeting location
  - Ensure meeting location, date and time is forwarded to:
    - County departments and agencies
    - Operational Area jurisdictions
    - Private Non-Profit Organizations
- Participate in regular meetings established by the County Recovery Manager.
- Provide public, individual assistance and unmet needs recovery status on reports to the County Recovery Manager and DES-Recovery on a regular basis.
- Coordinate with the County Recovery Manager to schedule the County Recovery After Action and Corrective Action Report (AAR and CAR) meeting(s).

Demobilization Phase Actions
- Demobilize recovery organizational elements when directed by the County Recovery Manager.
- Ensure any open actions are transferred to the appropriate County department or agency.
- Coordinate with the Planning and Intelligence Section-Recovery to document the recovery effort through the County Recovery After Action and Corrective Action Report (AAR and CAR).
- Participate in the County Recovery After Action and Corrective Action Report.

Public Information Manager

The Public Information Manager (PIM) will be designated by the CEO from the County's PIO Media Relations office. Additional support staff may be assigned from county departments and agencies as appropriate.

For large incidents that require coordination with regional organizations and State and Federal agencies, the PIM would establish a Joint Information Center according to guidance provided in the County of Orange and Orange County Operational Area Joint Information System Annex.

Responsibilities
- Serve as the coordination point for all county public information, media relations and internal information sources for the County Recovery Organization.
- Supervisor all staff assigned as Public Information Officers, as required.
- Maintain the County website with recovery information.
- Consider establishing a Recovery Hotline for the public to access recovery information.
- Develop a public communications and messaging strategy, to be included in the County Recovery Action Plan with a focus on:
  - Public outreach,
  - Educational information,
  - Community recovery priorities,
  - Public input opportunities,
  - Mitigation activities during reconstruction.
- Monitor written and electronic media sources to ensure correct and current information is being provided.
- Coordinate VIP and visitor tours.
- Ensure all public communication and messaging is provided in alternate formats in order to reach people with disabilities and those with access and/or functional needs.
- Coordinate recovery information releases from the County Recovery Organization, OA jurisdictions, State and Federal partner agencies to ensure a unified message is maintained.
- Coordinate community relations activities;
  - Conduct public meetings,
  - Monitor public perception and rumor control.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Report to the DES-Recovery and receive a briefing on the current situational status.
- ☐ Coordinate with the County Recovery Manager to determine staffing and equipment requirements.

Operational Phase Actions
- ☐ Obtain policy guidance and approval from the DES-Recovery with regard to all information to be released to the media and public.
  - ☐ Coordinate with Planning and Intelligence Section-Recovery to gather verified recovery situation status information for release to the public.
- ☐ Develop public communications and messaging action plan, to be included in the County Recovery Action Plan focusing on:
  - ☐ Individual Assistance status,
  - ☐ Local Assistance Center and/or Disaster Recovery Center operations,
  - ☐ Public outreach,
  - ☐ Educational information,
  - ☐ Community recovery priorities,
  - ☐ Public input opportunities,
  - ☐ Mitigation activities during reconstruction,
- ☐ Ensure all public information and messaging is provided in alternate formats and languages in order to reach people with disabilities and those with access and/or functional needs.
- ☐ Keep the DES-Recovery and County Recovery Manager apprised of all unusual requests for information and of all major, critical or unfavorable media comments.
- ☐ Coordinate with Planning and Intelligence Section-Recovery and identify methods for obtaining and verifying significant information pertaining to recovery activities.
- ☐ Coordinate with the County Recovery Manager and County and OA Emergency Manager to establish and maintain a Recovery Hotline for the public to access recovery information, if required.
  - ☐ Ensure Recovery Hotline staff are kept current with recovery activities and information.
- ☐ Ensure County website has current recovery information.
- ☐ Monitor written and electronic media sources to ensure correct and current information is being provided.
- ☐ Coordinate with the County Recovery Manager for VIP and visitor tours.
- ☐ Develop key talking points for the DES-Recovery, County Recovery Manager and County Board of Supervisors and others as appropriate.
- ☐ Coordinate recovery information releases from the County Recovery Organization, OA jurisdictions, State and Federal partner agencies to ensure a unified message is maintained.
- ☐ Coordinate with DES-Recovery and the County Recovery Manager to conduct public meetings, as required.
  - ☐ Coordinate with the Logistics Section-Recovery for location and equipment needs.
  - ☐ Ensure alternate forms of communication is available for people with disabilities and those with access and/or functional needs.
    - ☐ Limited or non-English speaking

        ☐ Visually impaired

        ☐ Hearing impaired

☐ Provide copies of all public communications and messaging to the County Recovery Manager.

Demobilization Phase Actions

☐ Prepare final press releases and provide points of contact information for media representatives.

☐ Assist with the demobilization procedures.

☐ Ensure any open actions are transferred to the appropriate County department or agency.

☐ Participate in the County Recovery After Action and Corrective Action Report.

Legal Advisor

County Counsel will provide legal support to the County Recovery Organization.

Responsibilities
- Support requests from Recovery management for legal advice on proposed recovery actions.
- Propose solutions to issues requiring legal or legislative action at the county or state level, as needed.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with the DES-Recovery and the County Recovery Manager.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions
- ☐ Facilitate requests for support or information, as required.
- ☐ Attend all recovery briefings and meetings.
- ☐ Keep the DES-Recovery, County Recovery Manager and Policy Group informed and provide policy guidance and clarification of legal issues as required.

Demobilization Phase Actions
- ☐ Demobilize recovery organizational elements when directed by the County Recovery Manager.
- ☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section-Recovery.
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

Planning and Intelligence Section Chief-Recovery

The Planning and Intelligence Section Chief-Recovery will be designated by the CEO from the appropriate County department or agency based upon the type of event.

Responsibilities

- Collect, analyze and display situation information to assist planning for, integrating and monitoring disaster recovery programs, policies and projects.
- Maintain and update IDE and PDA information, ensure information is provided to the County Recovery Manager.
- In coordination with Operations Section-Recovery identify local damage assessment personnel capabilities and shortfalls, request additional support (mission request) from Cal OES through the Safety Assessment Program (SAP).
- Prepare periodic recovery situation reports for dissemination to the County Recovery Organization.
- Facilitate the County Recovery Action Plan (RAP):
  - Prepare and distribute the completed RAP to the County Recovery Organization.
- Document and maintain files on all County Recovery Organizations activities.
- Establish contact with the County Applicant Agent to provide assistance with documentation to support county claims.
- Establish the appropriate level of organization within the Planning and Intelligence Section-Recovery.
- Provide the Public Information Manager-Recovery with verified recovery situation status information for release to the public.
- Keep the DES-Recovery and County Recovery Manager informed of significant issues affecting recovery efforts.

Activation Phase Actions

- Review position responsibilities and clarify any issues regarding your authority and assignment.
- Establish communication with and receive a briefing from the DES-Recovery or the County Recovery Manager.
- Based on the need, activate Planning and Intelligence Section-Recovery units.
- Coordinate with the County Recovery Manager to determine the appropriate duration of the operational periods.
- Establish meeting schedule with the County Recovery Manager to develop the County Recovery Action Plan.

Operational Phase Actions

- Conduct the County RAP meetings.
- Prepare and distribute the County RAP to the County Recovery Organization.
- In coordination with the County Recovery Manager, establish operational period.

- ☐ Maintain and update IDE and PDA information, ensure information is provided to the County Recovery Manager.
- ☐ In coordination with Operations Section-Recovery identify local damage assessment personnel capabilities and shortfalls, request additional support (mission request) from Cal OES through the Safety Assessment Program (SAP).
- ☐ Coordinate with Section Chiefs to ensure situation status reports are generated and submitted to Planning and Intelligence Section.
- ☐ Maintain status of critical facilities and infrastructure restoration efforts to evaluate the recovery efforts.
- ☐ Maintain status of Individual Assistance programs, to evaluate and identify additional recovery needs.
- ☐ Ensure Hazard Mitigation planning processes are incorporated into recovery plans.
- ☐ Ensure the Situation Status report is produced, approved and distributed to the County Recovery Organization for each operational period.
- ☐ Ensure the Public Information Manager is provided all status reports and updates.
- ☐ In coordination with Logistics and Operations Section, track all requested, mobilized, demobilized and returned resources utilized during recovery.
- ☐ Coordinate with the County Applicant Agent to provide assistance with documentation to support county claims.
- ☐ Provide regular briefings for the DES-Recovery, County Recovery Manager on recovery activities and status.
- ☐ Develop the Demobilization Plan for County Recovery Organization.

Demobilization Phase Actions
- ☐ Coordinate with the County Recovery Manager and County and Operational Area Manager to establish the County Recovery After Action and Corrective Action meeting and agenda.
- ☐ Demobilize recovery organizational elements when directed by the County Recovery Manager.
- ☐ Ensure any open actions are assigned to appropriate staff for follow up.
- ☐ Ensure the transfer of any outstanding County Recovery Action Plan goals and objectives to the appropriate County department or agency.
- ☐ Coordinate with the County and Operational Area Emergency Manager to facilitate the County Recovery After Action and Corrective Action Report.

Documentation Unit Leader-Recovery

The Documentation Unit-Recovery will be designated by the Planning and Intelligence Section Chief-Recovery from the appropriate County department or agency based upon the type of event.

Responsibilities
- Coordinate with the Planning and Intelligence Section Chief-Recovery and Situation Analysis Unit Leader-Recovery to maintain and update files and records that are developed to produce the County Recovery Action Plan (RAP),
- Maintain accurate and complete incident recovery files.
- Monitor, maintain and update situational information in WebEOC®, as required.
- File, maintain, and store incident files for legal, analytical, and historical purposes.
- Input situational information and mission tracking through the Cal OES web portal, CalEOC, as required.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Report to the Planning and Intelligence Section Chief-Recovery and receive a briefing on the current situational status.
- ☐ Participate in the development of the County Recovery Action Plan.
- ☐ Establish a recovery file system.

Operational Phase Actions
- ☐ Establish communication with the County Applicant Agent, to coordinate documentation sharing.
- ☐ Coordinate with all activated positions within the County Recovery Organization to obtain copies of all recovery activities documentation.
- ☐ Ensure recovery documentation is filed in the following pre-designated format, for legal, analytical, and historical purposes:
  - ☐ Management Section-Recovery
    - ☐ Recovery Briefing Reports
    - ☐ Recovery Conference Call Minutes
    - ☐ Section sign in sheets
    - ☐ Recovery public information releases and notices
    - ☐ AlertOC-recovery information notifications
    - ☐ Public Information and Rumor Control stats and forms, if utilized
    - ☐ News articles pertaining to recovery
    - ☐ Position activity logs
    - ☐ Local Assistance Center establishment documentation
    - ☐ Project worksheets from County Applicant Agent

- Message forms
- Emails
- Correspondence with local, state and federal agencies
- Proclamations and declaration documentation
    - Original Proclamation of Local Emergency
    - Continued Proclamation of Local Emergency, Board of Supervisors actions
    - Termination of the Proclamation of Local Emergency by the Board of Supervisors
- State Proclamation
- Federal Declaration
- County Board of Supervisors actions pertaining to recovery activities:
    - Policy decisions
    - Budgetary decisions
    - Contracts and services approvals
    - Land use decisions, etc.
- Planning and Intelligence Section-Recovery
    - Position activity logs
    - Message forms
    - Emails
    - Section sign in sheets
    - JIMS form(s) – updated initial damage assessments, etc.
    - WebEOC reports
    - CalEOC report(s), as needed
    - County Recovery Action Plan(s)
    - Preliminary Damage Assessment:
        - Notice of PDA from Cal OES and FEMA
        - List of sites to be surveyed
        - Notification to jurisdictions, departments and agencies of PDA sites visits
        - List of contacts participating in the PDA
        - PDA documentation completed by Cal OES and FEMA
    - Maps and pictures
    - White board pictures, if utilized
    - County Recovery After Action and Corrective Action Report
- Operations Section-Recovery
    - Position activity logs
    - Message forms
    - Emails
    - Section and Recovery Support Function sign in sheets
    - Recovery Support Functions, if activated, goals and objectives

- ☐ Mutual Aid requests and assignments
- ☐ Logistics Section-Recovery
  - ☐ Position activity logs
  - ☐ Message forms
  - ☐ Emails
  - ☐ Section sign in sheets
  - ☐ Recovery Organization Position Assignment spreadsheet
  - ☐ Contracts and purchase orders for recovery supplies and services
  - ☐ Recovery mission tasking requests
- ☐ Finance and Administration Section-Recovery
  - ☐ Position activity logs
  - ☐ Message forms
  - ☐ Emails
  - ☐ Section sign in sheets
  - ☐ Recovery Petty cash expenditures-copies
  - ☐ Payment records for recovery services and supplies
  - ☐ Reimbursement documentation from Cal OES and FEMA

Demobilization Phase Actions
- ☐ Demobilize recovery organizational elements when directed by the Planning and Intelligence Section Chief-Recovery.
- ☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

Situation Analysis Unit Leader-Recovery

The Situation Analysis Unit Leader-Recovery will be designated by the Planning and Intelligence Section Chief-Recovery from the appropriate County department or agency based upon the type of event.

Responsibilities
- Direct the collection, collation, organizes and display of recovery situational information
- Monitor and assess recovery situation and operational information.
- Ensure recovery situational awareness and a common operating picture is maintained amongst all County Recovery Organization stakeholders.
- Evaluate information and assists in the development of County Recovery Action Plans (RAP).
- Notify the Planning and Intelligence Section Chief-Recovery of important information, unusual events, information discrepancies, etc.
- Coordinate closely with counterpart Situation Analysis Units or Planning and Intelligence Sections within the Operational Area to ensure the collection of information for a complete and accurate common operational picture.
- Coordinate relevant recovery situational and status information in WebEOC®.
- Coordinate recovery situational and status information into Cal OES web portal CalEOC.
- Prepare situation summaries and meeting minutes from briefings.
- Prepare maps and gathers and disseminates information and intelligence for use in the County RAP.
- Maintain a master list of all personnel and resources committed to recovery operations.
- Identify emerging trends and anticipates emerging needs during recovery.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Report to the Planning and Intelligence Section Chief-Recovery and receive a briefing on the current situational status.
- ☐ Contact County departments, including those who have no damage, to ensure all available resources and statuses are known.
- ☐ Contact counterparts in Operational Area jurisdictions to establish lines of communications for gathering recovery information.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions
- ☐ Periodically poll Operational Area jurisdictions and County department and agencies to gather updated recovery information.
- ☐ Attend ongoing recovery situation briefings and provide information on situational awareness.

☐ Provide input to the County RAP, implement the objectives of the Planning and Intelligence Section-Recovery, and monitor progress.

☐ Prepare a Situation Report for the Planning and Intelligence Section Chief-Recovery on the status of the recovery efforts (area affected with recovery status, resources available, resources deployed and resources requested).

☐ Ensure approved recovery information is displayed on maps, status boards or GIS systems. Include date, time, content, and source of information.

☐ Monitor WebEOC® for situation status updates.

Demobilization Phase Actions

☐ Demobilize recovery organizational elements when directed by the Planning and Intelligence Section Chief-Recovery.

☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.

☐ Participate in the County Recovery After Action and Corrective Action Report.

Technical Specialist Unit-Recovery

This unit is comprised of advisors with special skills and will be activated only when needed. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically specially certified in their fields or professions.

- Provides technical expertise to the Planning and Intelligence Section and others as required.
- Provides support specific to a field or function not addressed elsewhere or by any other discipline in the County Recovery Organization.

Operations Section Chief-Recovery

The Operations Section Chief-Recovery will be designated by the CEO from the appropriate County department or agency based upon the type of event.

Responsibilities
- Overall management of the Operations Section Branches and Groups.
- Establish the appropriate level of branches and groups within the Operations Section and continuously monitoring their effectiveness.
- Ensure the recovery objectives and assignments identified in the County Recovery Action Plan (RAP) are carried out effectively.
- Ensure the objectives of the Local Assistance Center (LAC) are carried out.
- Maintain communications with the County Recovery Manager.
- Attend meetings as appropriate.
- Ensure the Planning and Intelligence Section-Recovery is provided with status reports and other requested information.

Activation Phase
- Review position responsibilities and clarify any issues regarding your authority and assignment.
- Establish communication with the DES-Recovery and the County Recovery Manager.
- Participate in the development of the County Recovery Action Plan.
- Based on the situation, in coordination with the County Recovery Manager, activate the appropriate Recovery Support Function (RSF) Branches and Recovery Groups.
- In coordination with Logistics Section to staff and equip the LAC.

Operational Phase
- Prepare for and participate in planning meetings.
- Ensure activate RSF Branches and Recovery Groups are provided with the County Recovery Action Plan, monitor to ensure objectives are being met.
- Provide the Planning and Intelligence Section-Recovery information from activated RSF Branches and Recovery Groups.
- Brief the DES-Recovery, Recovery Manager and Planning and Intelligence Section Chief-Recovery on all major recovery changes.
- Brief activated RSF Branches and Recovery Group periodically on situation status.
- Ensure all media requests are referred to the Public Information Manager (PIM).

Demobilization Phase
- Demobilize recovery organizational elements when directed by the County Recovery Manager.
- Ensure all paperwork is complete and logs are closed and sent to the Planning and Intelligence Section-Recovery.

☐ Ensure any open actions are assigned to appropriate agency and/or County Recovery Organization.

☐ Ensure all functions have been transitioned to their pre-disaster department(s), agency(ies) or activity(ies).

☐ Participate in the County Recovery After Action and Corrective Action Report.

Local Assistance Center (LAC) Oversight Team

See Attachment 6 Establishing a Local Assistance Center

LAC Deployment Team

See Attachment 6 Establishing a Local Assistance Center

LAC Team

See Attachment 6 Establishing a Local Assistance Center

Recovery Support Function (RSF) - Recovery Group Supervisors

Responsibilities:
- Overall management of the RSF specific Recovery Group.
- Coordinate with support departments and agencies of the RSF specific Recovery Group to:
    - Identify impacts from the event to the community,
    - Develop recovery objectives and strategies,
    - Prioritize recovery activities.
- Participate in the development of the County Recovery Action Plan (RAP), with RSF specific Recovery Group's recovery objectives, strategies and priorities.
- Establish meeting schedule for the RSF specific Recovery Group.
- Coordinate with counterpart state and federal RSF's, as necessary.
- Provide regular status and situation reports to the Operations Section Chief-Recovery.
- Continuously monitor RSF specific Recovery Group's participation and activities to ensure objectives are being met.

Activation Phase:
- ☐ Refer to the appropriate Recovery Support Function (RSF), Recovery Group Position Checklist and review the Recovery Group's recovery objectives and clarify any issues regarding the assignment.
- ☐ Obtain briefing from the Operations Section Chief-Recovery.
- ☐ Activate Recovery Group's supporting departments and agencies, as required.
- ☐ Establish initial meeting location and time with Recovery Group support departments and agencies.
    - ☐ Ensure equipment and supplies are in place.
    - ☐ Situational information, including maps are available.

Operational Phase:
- ☐ Establish and maintain activity logs, documentation and files generated by RSF specific Recovery Group.
- ☐ Coordinate with Operations Section Chief-Recovery for authorization of resource requests to support RSF specific Recovery Groups activities.
    - ☐ Maintain documentation of all resource requests, expenditures, services and supplies generated or utilized by the RSF specific Recovery Group.
- ☐ Establish and coordinate RSF specific Recovery Group meeting schedule.
- ☐ Prepare and submit regular situation and status reports to the Operations Section Chief-Recovery.
- ☐ Ensure coordination of all public information releases through the Public Information Manager in order to keep the public informed of recovery activities, as necessary.

- ☐ Refer all contacts with the media to the Public Information Manager.
- ☐ Identify and track gaps and conflicts in local, state and federal planning requirements and recovery assistance programs.
- ☐ Identify and recommend possible resolutions to RSF specific regulatory or other legislative issues that may impede recovery.
- ☐ Identify RSF specific Recovery Group short and long-term recovery issues and coordinate their incorporation into the County RAP.
- ☐ Support the Planning and Intelligence Section Chief-Recovery in the ongoing review, evaluation and updates to the County RAP.

Demobilization Phase:
- ☐ Demobilize recovery organizational elements when directed by the Operations Section Chief-Recovery.
- ☐ Ensure all paperwork is complete and logs are closed and sent to the Planning and Intelligence Section-Recovery.
- ☐ Ensure that all expenditures and financial transactions have been submitted to the Finance and Administration Section-Recovery.
- ☐ Ensure any open actions are assigned to appropriate agency and/or County Recovery Organization for follow up.
- ☐ Ensure all functions have been transitioned to their pre-disaster department(s) or agency(ies) or activity(ies).
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

Economic RSF-Employment Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- CEO/Human Resource Services

Support Departments and Agencies

- Orange County Social Services Agency
- Building Industry Association of Southern California
- COAD
- Disability, Access and Functional Needs Service Organizations and Commissions
- Hospital Association of Southern California
- Local Colleges and Universities
- Orange County Business Council
- Orange County Medical Association
- County Workforce Investment Board
- Orange County Community Resources/Community Investment Division
- 211OC
- OneOC
- Cal OES
- FEMA

I.   Purpose

The Employment Recovery Group within the Economic RSF Branch will coordinate local efforts with state and federal recovery programs designed to sustain local employment during the disaster recovery phase. Specifically, the Employment Recovery Group's purpose is to provide or advocate for resources for the employment of workers displaced by the disaster and to provide mechanisms to match people seeking employment in the disaster area with opportunities for work.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that the employment base of Orange County is significantly disrupted by a disaster. The lead agency for this Recovery Group will staff the Employment Recovery Group Supervisor position. The Employment Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-term Recovery Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Provide employment resources and workforce placement

The Employment Recovery Group will coordinate with major employers, placement companies, job training companies and regional workforce investment boards to provide resources, information and placement for area residents. The services will be represented at the Local Assistance Centers, if activated.

b. Provide staffing, expertise and program support to Local Assistance Centers

Direct provision of employment resources, information and placement services will be implemented through the establishment of Local Assistance Centers.

c. Coordinate provision of workforce transportation

If transportation options are limited, transportation may need to be provided to and from major employers, including the County itself. The Employment Recovery Group will coordinate with the Transportation Recovery Group to provide interim transportation services, if necessary. The Employment Recovery Group will also coordinate such efforts with impacted employers, including consideration of potential cost-sharing on any services or investments.

    d.   Coordination provision of workforce housing

If area housing resources are impacted, major employers, including the County itself, may need to have workforce housing located near or on-site. The Employment Recovery Group will coordinate with the Intermediate Housing Group to provide for the establishment of temporary housing for employees and their families at or near key major employers, as necessary. The Employment Recovery Group will also coordinate such efforts with impacted employers, including consideration of potential cost-sharing on any services or investments.

    e.   Coordinate provision of other workforce needs

If social and human services are impacted, major employers, including the County itself, may need to have special provision of some services. As necessary the Employment Recovery Group will coordinate with the Community Services RSF to provide other services needed to allow participation in the workforce, including medical care, child care, etc. The Employment Recovery Group will also coordinate such efforts with impacted employers, including consideration of potential cost-sharing on any services or investments.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures in order to identify permanent solutions, return life to normal or an improved state or otherwise support the objectives of other Recovery Groups. Objectives described under short-term recovery will be the continued responsibility of this Recovery Group into intermediate and long-term recovery, if necessary.

    a.   Promote employment of area residents and small businesses in recovery efforts

As recovery continues, jobs and job markets will undergo changes in the restored economy. The Employment Recovery Group will work with major area employers, employers that are new to the area post disaster, placement companies and regional workforce investment boards to promote the hiring of area residents and area small business in support of recovery activities, including construction and related fields.

Economic RSF-Business Restoration Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- County Executive Office

Support Departments and Agencies

- County Board of Supervisors
- County Assessor
- County Health Care Agency
- County Treasurer Tax Collector
- Building Industry Association of Southern California
- Cultural Organizations and Commissions
- Disabilities, Access and Functional Needs Service Organizations and Commissions
- Local Colleges and Universities
- OC Planning Commission
- Orange County Business Council
- California Small Business Development Center Orange County
- 211OC
- OneOC
- Cal OES
- FEMA

I.   Purpose

The purpose of the Business Restoration Recovery Group within the Economic RSF Branch is to coordinate local efforts with state and federal recovery programs designed to promote the overall resiliency and stability of the private sector business community through coordination of pre and post disaster recovery resources, strategies and programs. Specifically, the Business Restoration Recovery Group purpose is to identify and assist with filling the needs identified by businesses to assist them to remain in business after a disaster.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope results in disruptions that significantly impact normal business operations, threaten the county's abilities to retain companies or result in new opportunities to recruit businesses.

The lead agency for this Recovery Group will staff the Business Restoration Recovery Group Supervisor position. The Business Restoration Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-term Recovery Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

   a.   Provide staffing, expertise and program support to the Local Assistance Centers or Business Recovery Center

Direct provision of insurance, financing, workforce, relocation and other related information will be implemented through the establishment of a Local Assistance Center or Business Recovery Center. The Business Restoration, Retention and Recruitment Group will provide staffing and resources to these facilities, as requested.

   b.   Prioritize restoration of utility and transportation services to large companies and retailers

Current restoration priorities do not explicitly recognize large employers and/or retail commodities distributors. This Group will therefore coordinate with the Utility Restoration and Transportation Recovery Groups to be sure such employers and distributors are recognized and prioritized appropriately.

    c. Inspections and permitting

The Business Restoration Recovery Group will identify and prioritize facilities requiring inspections and/or permits to operate after a disaster and identifying methods to streamline this process.

    d. Leverage local businesses with recovery capabilities

As response transitions to recovery, the need for goods and services will continue. Although outside (state and federal) resources may continue to be available, the recovery efforts will be better served if goods and services can be acquired through normal business processes, allowing the county's economy, its businesses and their employees to move towards a more sustainable recovery.

This Recovery Group will work with chambers of commerce, business councils and other similar organizations to identify local businesses with needed goods and services related to the event and to match such goods and services with identified unmet needs.

    e. Provide access and information related to emergency loans and other financing options

Many medium and small companies lack the capital reserves required to weather a significant disruption to their workforce, supply chains or markets. Through the Local Assistance Center or Business Recovery Center this Group will facilitate the implementation of Small Business Administration (SBA), other loans and other financing options for disaster impacted businesses.

    f. Monitor commercial real estate issues

The Business Restoration Recovery Group will work with commercial real estate professional groups and other organizations as appropriate to identify issues in the county's commercial real estate market and it will work to bridge such issues by assisting in matching companies that have real estate needs with brokers and landlords that have available space.

    g. Communicate recovery plans and priorities

The Business Restoration Recovery Group will work with the Public Information Manager (PIM) at the County Recovery Organization to communicate economic recovery and business restoration priorities to residents and businesses. It is essential that local businesses understand the recovery objectives and priorities to ensure their business restoration and recovery planning takes into consideration realistic planning for the restoration of public utilities and other essential support systems.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures in order to identify permanent solutions, return life to normal or an improved state or otherwise support the objectives of other Recovery Groups. Objectives described under short-term recovery will be the continued responsibility of this Recovery Group into intermediate and long-term recovery, if necessary.

a. Identify and promote opportunities for enhanced private sector resiliency
The Business Restoration Recovery Group will work with private sector businesses, trade groups and professional associations to promote business resiliency in terms of adequate insurance, continuity planning, information technology recovery planning, etc.

Economic RSF-Business Retention and Recruitment Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- County Executive Office
- County Board of Supervisors

Support Departments and Agencies
- County Board of Supervisors
- County Assessor
- County Health Care Agency
- County Treasurer Tax Collector
- Building Industry Association of Southern California
- Cultural Organizations and Commissions
- Disabilities, Access and Functional Needs Service Organizations and Commissions
- Local Colleges and Universities
- OC Planning Commission
- Orange County Business Council
- California Small Business Development Center Orange County
- Cal OES
- FEMA

I.   Purpose

The purpose of the Business Retention and Recruitment Recovery Group within the Economic RSF Branch is to coordinate local efforts to promote the overall resiliency and stability of the private sector business community through coordination of pre and post disaster recovery resources, strategies and programs at the local, state and federal levels. Specifically, this group purpose is to identify and assist with filling the needs identified by businesses to assist them to stay in Orange County after a disaster.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope results in disruptions that significantly impact normal business operations, threaten the county's abilities to retain companies or result in new opportunities to recruit businesses.

The lead agency for this Recovery Group will staff the Business Retention and Recruitment Recovery Group Supervisor position. The Business Retention and Recruitment Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Recovery Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Identify gaps and challenges

The Business Retention and Recruitment Recovery Group will work with the Business Restoration Group to identify gaps, challenges and other issues that may affect business retention and recruitment in Orange County.

b. Identify businesses and sectors at risk for leaving Orange County

The Business Retention and Recruitment Recovery Group will survey businesses impacted by the disaster to assess possible relocations by individual firms or economic sectors. The Group will develop strategies based upon this information.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures in order to identify permanent solutions, return life to normal or an improved state or otherwise support the objectives of other Recovery Groups. Objectives described under short-term recovery will be the continued responsibility of this Recovery Group into intermediate and long-term recovery, if necessary.

a. Encourage businesses to remain in Orange County

Instability and disruptions may trigger businesses to consider leaving Orange County. The Business Retention and Recruitment Recovery Group will work closely with major area companies and employers to meet their post disaster needs and consider providing incentives, where appropriate, to keep them in the county.

b. New recovery opportunities

The Business Retention and Recruitment Recovery Group will identify companies considering locating operations within Orange County, providing informational resources, workforce capabilities, assistance with real estate identification, permitting issues and where appropriate, providing incentives.

Natural and Cultural Resources RSF-Natural Resources Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Community Resources
- OC Public Works

Support Departments and Agencies

- OC Health Care Agency
- Clerk-Recorder
- Cultural Organizations and Commissions
- Historical Organizations and Commissions
- Local Nature Conservancy Organizations
- Local Colleges and Universities
- OC Parks Commission
- OC Planning Commission
- Cal OES
  - California Department of Fish and Wildlife
  - California Coastal Commission
- FEMA

I.   Purpose

The purpose of the Natural Resources Recovery Group within the Natural and Cultural Resources RSF Branch is to coordinate local efforts with state and federal recovery programs designed to support the return of the community's natural and environmental assets and systems to pre-disaster or improved condition during recovery. The Group will ensure county natural resources are monitored and addressed as necessary, inclusive of parks, reservoir(s), watersheds and other environmental assets, whether publicly or privately owned or operated.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Recovery Group will staff the Natural Resources Recovery Group Supervisor position. The Natural Resources Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Recovery Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

   a.   Conserve, rehabilitate and restore natural and environmental assets or systems
The Natural Resources Recovery Group through the County Recovery Action Planning cycle and in coordination with other local, state and federal agencies, will identify strategies to assess, conserve and restore county natural resources. These strategies will be in accordance with local, state and federal regulations and standards. This may include floodplain, watershed protection and other concerns.

Intermediate and Long-Term Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures in order to identify permanent solutions, return life to normal or an improved state or otherwise support the objectives of other Recovery Groups. Objectives described under short-term recovery will be the continued responsibility of this Recovery Group into intermediate and long-term recovery, if necessary.

   a.   Permanent restoration and/or rehabilitation of natural resources

The Natural Resources Recovery Group will work with public and private sector providers of environmental restoration and rehabilitation services to coordinate and execute the permanent restoration of publicly owned natural resources.

The Natural Resources Recovery Group will provide outreach and technical assistance to private sector owners of assets with natural or environmental value, regarding restoration techniques involving mitigation of future risk. This Group will also coordinate local, state and federal resources in support of these activities.

   b.   Ensure mitigation measures are considered

The Natural Resources Recovery Group will coordinate with local, state and federal agencies to identify and implement mitigation opportunities, with reference to county policies, projects and priorities referenced in the County of Orange Hazard Mitigation Plan, General Plan, Floodplain Management Plan or other policies, projects or programs involving natural areas conservation, flood mitigation, etc.

Natural and Cultural Resources RSF-Cultural Resources Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Public Works
- OC Community Resources

Support Departments and Agencies

- Cultural Organizations and Commissions
- Historical Organizations and Commissions
- Local Colleges and Universities
- OC Parks Commission
- OC Planning Commission
- Clerk-Recorder
- Cal OES
- FEMA

I. Purpose

The purpose of the Cultural Resources Recovery Group is to coordinate local efforts with state and federal programs designed to support the return of the community's cultural and historic assets and structures to pre-disaster or improved condition during recovery. The group will ensure county cultural and historic assets and structures are monitored and addressed as necessary, inclusive of historical sites and sites of cultural importance, whether publicly or privately owned or operated.

II. Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Recovery Group will staff the Cultural Resources Recovery Group Supervisor position. The Cultural Resources Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this

Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Recovery Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

     a.   Rehabilitate and restore cultural assets

The Cultural Resources Recovery Group in coordination with other local, state and federal agencies, will identify strategies to assess, conserve and restore county cultural and historical assets. These strategies will be in accordance with local, state and federal regulations and initiatives.

Intermediate and Long-Term Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures in order to identify permanent solutions, return life to normal or an improved state or otherwise support the objectives of other Recovery Groups. Objectives described under short-term recovery will be the continued responsibility of this Recovery Group into intermediate and long-term recovery, if necessary.

     a.   Permanent restoration and/or reconstruction of cultural and historical assets

The Cultural Resources Recovery Group will work with public and private sector providers of environmental restoration and rehabilitation services to coordinate and execute the permanent restoration of publicly owned natural resources.

The Cultural Resources Recovery Group will provide outreach and technical assistance to private sector owners of assets or structures with historic or cultural significance, re regarding reconstruction and restoration techniques involving mitigation of future risk. This Group will also coordinate local, state and federal resources in support of these activities.

    b.   Prioritize restoration of high impact cultural assets

The Cultural Resources Recovery Group will coordinate with local, state and federal agencies to prioritize restoration of those cultural assets based upon economic recovery, public perception and community confidence.

    c.   Ensure mitigation measures are considered

The Cultural Resources Recovery Group will coordinate with local, state and federal agencies to identify and implement mitigation opportunities, with reference to county policies, projects and priorities referenced in the County of Orange Hazard Mitigation Plan, General Plan, Floodplain Management Plan or other policies, projects or programs involving structural hardening or elevation of historic buildings or other related issues.

Housing RSF-Intermediate Housing Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- OC Community Resources

Support Departments and Agencies
- Orange County Social Service Agency
- Orange County Health Care Agency
- American Red Cross
- Building Industry Association of Southern California
- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission
- OC Planning Commission
- Apartment Association of Orange County
- Property Management Organizations
- Orange County Business Council
- 211OC
- COAD
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
  - California Insurance Commissioner
- FEMA

I.   Purpose

The purpose of the Intermediate Housing Recovery Group within the Housing RSF Branch is to coordinate local efforts with state and federal recovery programs designed to provide intermediate or interim housing strategies directed primarily towards displaced county populations during recovery.

Intermediate housing refers to housing that provides an interim between short term sheltering and long term reconstruction of permanent housing, allowing the impacted population to resume normal life and economic activity until their homes are repaired, rebuilt or relocated.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Recovery Group will staff the Intermediate Housing Recovery Group Supervisor position. The Intermediate Housing Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Assess and communicate intermediate housing needs and costs

Based on an the number of people displaced, the likelihood and timeline of their residences being able to be reoccupied and their current sheltering situation, the Intermediate Housing Recovery Group will communicate to the Planning and Intelligence Section-Recovery and the County Recovery Manager estimated costs associated with the provision of intermediate housing for the displaced population.

b. Coordinate transition from short-term to intermediate housing strategies

The Intermediate Housing Recovery Group will coordinate with the Social and Human Services RSF to facilitate an equitable and clearly understood transition of the displaced population from short-term sheltering into more sustainable, intermediate or permanent solutions.

- Incorporate private non-profit and faith based organizations into the planning process, to identify services and capabilities to assist the displaced population with housing and/or repairs.
- The Intermediate Housing Recovery Group will work with local housing authorities to address the prioritize of emergency vouchers with existing waiting lists and new applications and with those displaced from tenant based housing and Section 8 clients.
- Work with state and federal agencies:
  o The U.S. Department of Housing and Urban Development (HUD) for possible Community Develop Block Grant (CDBG) or other funding opportunities.
  o The Small Business Administration (SBA) assist residents with loan interest loans.
  o Federal Emergency Management Agency (FEMA) financial assistance for rental, lodging, repair or replacement of homes.

c. Begin implementation of intermediate housing strategies

The Intermediate Housing Recovery Group will begin as quickly as possible after the event to adapt and implement intermediate housing strategies in order to move the displaced population out of short-term housing in coordination with the Infrastructure RSF.

Where appropriate, solutions in which intermediate housing can transition smoothly into permanent housing, these strategies will be implemented and mitigation measures will be implemented where appropriate and should be closely coordinated with the Long-Term Housing Reconstruction and Relocation Recovery Group.

Because intermediate housing typically has economic and long-term recovery consequences, implementation of such housing strategies will be conducted in close coordination County Recovery Manager and other appropriate support agencies and organizations.

d. Ensure standards and safeguards related to intermediate housing

The Intermediate Housing Recovery Group will ensure intermediate housing solutions meet safety, accessibility, building code and health standards as established by local, state and federal governments, including American's with Disabilities Act (ADA).

e. Provide staffing and program support to Local Assistance Centers (LAC)

Ensure housing resources, information and placement services will be provided at the LAC, if established. The LAC serves a central location for the impact population to receive technical assistance or information related to housing or to apply for direct housing assistance.

The Intermediate Housing Recovery Group will provide staffing and resources as requested to the LAC.

f.   Provide public information related to intermediate housing

The Intermediate Housing Recovery Group will provide regular public information related to housing resources for distribution by the Public Information Manager.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

a.   Implement and maintain intermediate housing solutions until long-term solutions can be implemented

The Intermediate Housing Recovery Group will implement and maintain housing solutions for the displaced population, including coordinating with the Long Term Housing and Relocation Recovery Group on strategies designed to transition into permanent solutions.

b.   Provide continuity for housing affordability

The Intermediate Housing Recovery Group will coordinate with the Long Term Housing Reconstruction and Relocation Recovery Group to work to ensure an adequate supply of affordable housing is provided, consistent with needs of the displaced population, including management of available housing programs, as well as re-certifications and prevention of affordable housing fraud and property management, if appropriate.

c.   Administer funding for intermediate housing

The Intermediate Housing Recovery Group will administer flow through of federal and other funding in support of intermediate housing.

Housing RSF-Long Term Housing Reconstruction and Relocation Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Community Resources

Support Departments and Agencies

- Orange County Social Service Agency
- Orange County Health Care Agency
- OC Public Works
- American Red Cross
- Building Industry Association of Southern California
- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission
- OC Planning Commission
- Apartment Associations of Orange County
- Property Management Organizations
- Orange County Business Council
- 211OC
- Telecommunication Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - California Insurance Commissioner
- FEMA

I.   Purpose

The purpose of the Long Term Housing Reconstruction and Relocation Group within the Housing RSF Branch is to coordinate local efforts with state and federal programs that promote, incentivize or directly provide for the permanent rehabilitation and/or reconstruction of damaged or destroyed housing, whenever feasible, and develop other new accessible, permanent housing options. This Group is responsible for implementing housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Recovery Group will staff the Long Term Housing Reconstruction Recovery Group Supervisor position. The Long Term Housing Reconstruction Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

   a. Develop event specific procedures and programs to implement housing reconstruction and relocation strategies

The Long Term Housing Reconstruction and Relocation Recovery Group will develop strategies in support of housing reconstruction and relocation. Such implementation will be consistent with policy and planning from the County Recovery Action Plan and will be in coordination with programs being implemented by the Intermediate Housing Recovery Group.

b.   Offer recommendations related to housing reconstruction and relocation

As appropriate, the Long Term Housing Reconstruction and Relocation Recovery Group may recommend policies and guidance on reconstruction moratoria, reconstruction phasing and other policies and guidance intended to support enhancements to the economic, social and safety resiliency of the county's communities.

Areas for consideration include offering incentive programs and/or enhanced zoning or building code regulations to promote the reconstruction of housing developments that incorporate stronger building design according to proposed mitigation measures.

c.   Assess long term housing program costs

Based on the policies and guidance developed and assessments of the populations and property values involved, the Long Term Housing Reconstruction and Relocation Recovery Group will estimate costs associated with the implementation of long term housing strategies and programs.

d.   Establish and implement consumer protection reporting and safeguards

The Long Term Housing Reconstruction and Relocation Recovery Group will offer information to the public consumer protection and potential abuses.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

a.   Implement programs to facilitate long term reconstruction and relocation

The Long Term Housing Reconstruction and Relocation Recovery Group in coordination with the Structural Safety and Damage Assessment Recovery Group will develop strategies to support long term housing including, technical assistance and financial tools related to rebuilding and/or relocation.

b.   Promote resiliency and best practices

The Long Term Housing Reconstruction and Relocation Recovery Group will provide technical assistance and track funding associated with physical mitigation of new permanent long term housing.

c.   Provide continuity for housing affordability

The Long Term Housing and Reconstruction and Relocation Recovery Group will coordinate with the Intermediate Housing Recovery Group to ensure an adequate supply of affordable housing is provided, consistent with the characteristics of the displaced population, including management of affordable housing waivers, re-certifications, prevention of affordable housing fraud and property management, if appropriate.

d. Monitor insurance issues

This Recovery Group will work with the California Insurance Commissioner to monitor insurance issues. This Recovery Group will work with the California Insurance Commissioner and private insurers so that rates and coverage that allow for housing recovery from the disaster can be maintained in the County.

e. Provide staffing and program support to Local Assistance Centers (LAC)

Ensure housing resources, information and placement services will be provided at the LAC, if established. The LAC serves a central location for the impact population to receive technical assistance or information related to housing construction, contractors, available grants and insurance issues or to apply for direct housing assistance.

The Long Term Housing Reconstruction and Relocation Recovery Group will provide staffing and resources as requested to the LAC.

f. Provide public information related to long term housing

The Long Term Housing Reconstruction and Relocation Recovery Group will provide regular public information related to long term housing programs and resources for distribution by the Public Information Manager.

Infrastructure RSF-Utility Restoration Recovery Group

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies

- OC Public Works

Support Departments and Agencies

- Orange County Sanitation District
- Utility Service Providers (gas and electric)
- Water Service Providers
- Telecommunication Service Providers
- Cal OES
    - California Public Utilities Commission
- FEMA

I.   Purpose

The purpose of the Utility Restoration Recovery Group within the Infrastructure RSF Branch is
to coordinate local efforts with state and federal programs designed to restore utilities
infrastructure and service to pre disaster or improved condition after a major incident. Critical
systems essential to the operations of the county and the community include water,
wastewater, telecommunications, electricity, natural gas and other utilities. The Utility
Restoration Recovery Group will monitor these utilities and provides coordination for key public
and private sector utility and infrastructure partners to prioritize and facilitate utility
restoration and reconstruction.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event
that an event of significant scale and scope to impact natural and environmental assets and
systems.

The lead agency for this Recovery Group will staff the Utility Restoration Recovery Group
Supervisor position. The Utility Restoration Recovery Group Supervisor will notify all supporting
agencies and organizations of the Recovery Group's activation and request support as indicated
by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home
agency, be requested to report to the County Recovery Organization, in the County Recovery
Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed
the County's normal capabilities, or require special coordination with other recovery activities.
If the recovery objectives described below can be accomplished without activation of this
Recovery Group, this group will be deactivated and its staff and assets returned to normal
operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a.   Coordinate the restoration or interim provision of utility infrastructure and services
The Utility Restoration Recovery Group will work with public and private providers of utility services to coordinate and execute immediate restoration of services according to priorities established with a focus on basic lifelines and life safety services.

The Utility Restoration Recovery Group should also give consideration to sites identified as Local Assistance Centers, short term or interim housing, as well as major employers, commodities distributors and other key recovery functions.

b.   Assess and communicate major or long term utility reconstruction costs
The Utility Restoration Recovery Group will assess and communicate to the Planning and Intelligence Section-Recovery and the County Recovery Manager estimated costs associated with major or long term utility reconstruction projects.

c.   Provide public information related to utility service and restoration
The Utility Restoration Recovery Group will provide public information related to utility interruptions and restoration for distribution by the Public Information Manager.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will

be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

    a. Coordinate the permanent reconstruction of major critical utilities infrastructure

The Utility Restoration Recovery Group will work with public and private sector providers of utility services to coordinate and execute the reconstruction of major utilities infrastructure.

    b. Ensure mitigation measures are considered

The Utility Restoration Recovery Group will coordinate with local state and federal agencies to identify and implement mitigation opportunities. This applies to project referenced in the County of Orange Hazard Mitigation Plan and other infrastructure and utility systems projects slated for permanent reconstruction or relocation to help reduce future risk and enhance community resilience.

Infrastructure RSF-Transportation Recovery Group

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- OC Public Works

Support Departments and Agencies
- Building Industry Association of Southern California
- Orange County Business Council
- John Wayne Airport
- Orange County Transportation Authority
  - Metrolink
- Transportation Corridor Agencies
- Cal OES
  - Caltrans District 12
  - Amtrak
- FEMA

I.   Purpose

The purpose of the Transportation Recovery Group within the Infrastructure RSF Branch is to
coordinate local efforts with state and federal programs to provide post disaster transportation
services and restore transportation infrastructure and service to pre disaster or improved
conditions. Transportation systems essential to the operations of the county and the
community include roads, passenger rail, freight rail, bus and air travel systems. The
Transportation Recovery Group will monitor transportation infrastructure and systems and
provide coordination with key public and private sector transportation partners to facilitate
transportation restoration and infrastructure reconstruction.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event
that an event of significant scale and scope to impact natural and environmental assets and
systems.

The lead agency for this Recovery Group will staff the Transportation Recovery Group
Supervisor position. The Transportation Recovery Group Supervisor will notify all supporting
agencies and organizations of the Recovery Group's activation and request support as indicated
by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home
agency, be requested to report to the County Recovery Organization, in the County Recovery
Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed
the County's normal capabilities, or require special coordination with other recovery activities.

If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Coordinate the restoration or temporary provision of critical transportation infrastructure and services

The Transportation Recovery Group will work with public and private sector providers of transportation infrastructure and services to identify and prioritize restoration of transportation infrastructure and services, with a focus on basic lifelines and life safety services.

It is likely that there will be an increase in public transportation ridership following the disaster. Prioritization of specific modes of transportation should be identified and coordination with transportation service providers will be critical in ensuring resources and assets are available to support the impacted population within the County.

The Transportation Recovery Group will also support sites identified for Local Assistance Centers (LAC), short term housing, as well as major employers, commodities distributors and other key recovery functions.

b. Assess and communicate major or long term transportation reconstruction costs

The Transportation Recovery Group will assess and communicate to the Planning and Intelligence Section-Recovery and the County Recovery Manager estimated costs associated with major or long term transportation reconstruction projects.

    c.   Provide public information related to transportation service and restoration

The Transportation Recovery Group will provide public information related to transportation, transit service and infrastructure interruptions, temporary solutions or service alterations and restoration for distribution by the Public Information Manager.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

    a.   Coordinate the permanent reconstruction of transportation infrastructure

The Transportation Recovery Group will work with public and private sector providers of transportation infrastructure to coordinate and execute the reconstruction of transportation infrastructure.

    a.   Ensure mitigation measures are considered

The Transportation Recovery Group will coordinate with local state and federal agencies to identify and implement mitigation opportunities. This applies to projects referenced in the County of Orange Hazard Mitigation Plan and other projects for permanent reconstruction or relocation to help reduce future risk and enhance community resilience.

Infrastructure RSF-Debris Management Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- OC Public Works
- OC Waste and Recycling

Support Departments and Agencies
- Building Industry Association of Southern California
- Local Government Agencies
- Habitat for Humanity of Orange County
- Orange County Business Council
- OC Health Care Agency
- COAD
- Cal OES
  - California Department of Resources Recycling and Recovery (CalRecycle)
  - Cal OES Debris Management Program
- FEMA

I.   Purpose

The purpose of the Debris Management Recovery Group within the Infrastructure RSF Branch is to coordinate local efforts with state and federal recovery programs designed to remove, transport, store and otherwise manage debris on public property or right of ways throughout the County during recovery, as documented in the Debris Management Plan. The Group will ensure debris issues are monitored and addressed as necessary.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Debris Management Recovery Group will staff the Recovery Group Supervisor position. The Debris Management Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this

Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Develop debris removal and management strategies

The Debris Management Recovery Group in coordination with local, state and federal agencies will develop strategies and guidance to support debris removal, management, storage and disposal operations. Debris removal is typically on of the major issues that must be addressed in response and recovery, including but not limited to:

- Utilize pre-existing plans and guidance.
- Utilize pre-existing contracts for debris management activities, if available.

This Group will ensure all disaster generated debris is properly and immediately disposed of according current laws and regulations and to the type of debris, contamination factors and environmental impacts.

b. Provide public information related to debris

The Debris Management Recovery Group will provide public information related to debris clearance and disposal for distribution by the Public Information Manager.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions,

return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

    a.   Address permanent debris disposal and site capacity issues

In the case that local landfill capacity is exceeded, or if materials to be removed are not allowed or cannot be accommodated by local landfills or other storage facilities, the Debris Management Recovery Group will work with state and federal agencies to identify alternate solutions for disposal and storage of debris.

Safety and Security RSF-Structural Safety and Damage Assessment Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- OC Public Works

Support Departments and Agencies

- Orange County Assessor
- Orange County Health Care Agency
- Building Industry Association of Southern California
- Local Government Building Departments
- Habitat for Humanity of Orange County
- Orange County Business Council
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - Safety Assessment Program
- FEMA

I.   Purpose

The purpose of the Structural Safety and Damage Assessment Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's structural safety. These activities are inclusive of site inspections, code enforcement and damage assessment operations during recovery to return and restore the community to pre-disaster or an improved state following a large scale disaster or catastrophic incident.

The Structural Safety and Damage Assessment Recovery Group will ensure structural safety issues are monitored and addressed as necessary and will expedite the County's building code enforcement, structural safety and damage assessment procedures as appropriate. The Structural Safety and Damage Assessment Recovery Group will coordinate with county departments and agencies, private and non-profit sector partners, regional, state and federal agencies to identify resources.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact natural and environmental assets and systems.

The lead agency for this Recovery Group will staff the Structural Safety and Damage Assessment Recovery Group Supervisor position. The Structural Safety and Damage Assessment Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's

activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Monitor structural safety hazards, building code enforcement and damage assessment operations

The Structural Safety and Damage Assessment Recovery Group will build upon initial efforts made during the preliminary damage assessment process and continue to monitor structural safety, building code enforcement issues and damage assessment progress related to the disaster.

b. Implement damage assessments

The Structural Safety and Damage Assessment Recovery Group will build upon initial efforts made during the preliminary damage assessment process and will continue to gather and document damages and report damage data to the Planning and Intelligence Section-Recovery

and County Recovery Manager to maintain situational information of the scale of demolition and reconstruction needs.

c. Maintain structural safety

The Structural Safety and Damage Assessment Recovery Group will coordinate with the Housing Recovery Support Function (RSF) Branch to facilitate structural safety measures and safeguards into the recovery phase as necessary, in accordance with local and state regulation. These activities will include:

- As an element of damage assessment, evaluate safety of impacted structures and indicate whether they may be reoccupied and if not whether they may be reoccupied pending specific repairs.
- Ensure continued safety of occupied structures, including providing specific structural safety reviews, as requested.
- Facilitate and enforce building code inspections and compliance.
- Implement expedited procedures for demolitions permits and building permits.
- Manage, in coordination with the Infrastructure RSF Branch demolition operations.

d. Provide public information related to structural safety and damage assessments

The Structural Safety and Damage Assessment Recovery Group will provide public information related to structural safety and damage assessment for distribution by the Public Information Manager.

a. Provide staffing and program support to Local Assistance Centers (LAC)

The LAC serve as a central location for the impact population to receive disaster assistance and technical support, such as scheduling inspections, applying for permits or wishing to appeal related determinations.

The Structural Safety and Damage Assessment Recovery Group will provide staff as request to support these function, however depending on conditions, the Recovery Group's ability to staff such centers maybe limited.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

a. Continue to assess and provide structural safety

The Structural Safety and Damage Assessment Recovery Group in coordination with local, regional, state and federal agencies will continue to assess and prioritize the need for structural safety and damage assessments within the community, including determining resources required to address expanded operations associated with a disaster.

The Structural Safety and Damage Assessment Recovery Group may be required to recommend the need to adjust service expectations and/or standards as necessary, depending on conditions, lack of available resources or other circumstances related to a disaster. Such determinations will be made according to existing legal requirements and established policies and priorities and approved by the DES-Recovery.

b.   Consider abandoned or other non-code compliant properties
The Structural Safety and Damage Assessment Recovery Group will coordinate with the Housing RSF to develop policy and recommendations regarding structural safety for properties that are abandoned and/or which owners are unable or unwilling to repair or rebuild and which are not up to code.

Safety and Security RSF-Public Safety Recovery Group

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- Orange County Sheriff's Department

Support Departments and Agencies
- Local Law Enforcement Agencies
- College, University and School District Law Enforcement Agencies

I.   Purposes

The purpose of the Public Safety Recovery Group is to coordinate local efforts with state and
federal programs designed to maintain law enforcement and other security operations within
the county, inclusive of protection of life and property during recovery.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event
that an event of significant scale and scope to impact the safety in the impacted community.

The lead agency for this Recovery Group will staff the Public Safety Recovery Group Supervisor
position. The Public Safety Recovery Group Supervisor will notify all supporting agencies and
organizations of the Recovery Group's activation and request support as indicated by the
situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home
agency, be requested to report to the County Recovery Organization, in the County Recovery
Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed
the County's normal capabilities, or require special coordination with other recovery activities.
If the recovery objectives described below can be accomplished without activation of this
Recovery Group, this group will be deactivated and its staff and assets returned to normal
operations, at the discretion of the Operations Section Chief-Recovery.

I.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-
term. These objectives are not intended to be inclusive of every objective the County may need
to establish and complete during recovery. They are intended to provide this Recovery Group a
starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the
County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group
will assess progress made against identified criteria for each objective and this will be used to
refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

   a. Monitor public safety and security hazards

The Public Safety Recovery Group will continue to monitor public safety and security hazards related to the disaster and report information to the Planning and Intelligence Section-Recovery and County Recovery Manager.

   b. Provide public safety and security services

The Public Safety Recovery Group will continue to provide and/or coordinate with local law enforcement agencies to continue to provide public safety and security services, to include:
   - Protection of life.
   - Ensuring security of County governmental facilities, Local Assistance Centers, shelters and other designated recovery sites.
   - Providing security and law enforcement services, including property protection.
   - Providing access control, as necessary.

   c. Provide disaster area security and re-entry operations

The Public Safety Recovery Group will coordinate with other Recovery Groups, as necessary, to provide security and law enforcement services during area or location closures and re-entry.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

   a. Prioritize, maintain and provide public safety and security services

The Public Safety Recovery Group will prioritize and maintain public safety and security services in coordination with local, regional, state and federal agencies.

The Public Safety Recovery Group may be required to adjust service expectations or standards as necessary, depending on unsafe conditions, a lack of available resources or other circumstances related to a disaster. Such determinations will be made according to existing legal requirements and established policies and priorities and approved by the DES-Recovery.

Community Services RSF-Social and Human Services Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- Orange County Social Services Agency

Support Departments and Agencies

- County Executive Office
- Orange County Child Support Services
- Orange County Health Care Agency
- OC Community Resources
- OC Transportation Authority
- American Red Cross
- COAD
- Community Service Programs
- Trauma Intervention Programs (TIP)
- Cultural Organizations and Commissions
- Department of Education
- Disability, Access and Functional Needs Service Organizations and Commissions
- Habitat for Humanity of Orange County
- Housing and Community Development Commission
- Local Colleges and Universities
- OC Planning Commission
- 211OC
- Telecommunication Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
    - California Department of Social Services
    - California Health and Human Services Agency
    - California Department of Aging
- FEMA

I.   Purpose

The purpose of the Social and Human Services Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's social and human services operations during recovery.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact community social and human services.

The lead agency for this Social and Human Services Recovery Group will staff the Recovery Group Supervisor position. The Social and Human Services Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives
Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Provide short term care and shelter
The Social and Human Services Recovery Group will continue to provide short term care and shelter for the displaced population while coordinating with the Housing Recovery Support Function (RSF) Branch to facilitate an equitable and clearly understood transition from short term sheltering into more sustainable or permanent solutions.

b. Coordinate provision of all other non-medical mass care services and commodities

The Social and Human Services Recovery Group will ensure provision of all other non-medical mass care services, such as, coordinating bulk distribution of emergency relief commodities, potable water, food, clothing and personal care products, etc.

c. Provide staffing and program support to Local Assistance Centers (LAC)

Needs assessments of the impacted population, information and placement services will be provided at the LAC, if established. The LAC serves a central location for the impact population to apply for various types of social and human services, including:

- Case management
- Crisis counseling
- Emergency financial assistance
- Nutrition service
- Assistance for people with disabilities and those with access and/or functional needs

d. Maintain and provide other essential social and human services

The Social and Human Services Recovery Group will coordinate the restoration of essential social and human services with local, regional, state and federal agencies.

The Social and Human Services Group may be unable to meet service expectations and/or normal standards of care, depending on conditions, a lack of resources or other circumstances related to a disaster. Policy recommendations related to altered standards of care or services will be made according to existing legal requirements and established policies and priorities and approved by the DES-Recovery.

The services listed below will be assessed, prioritized and maintained or restored, according to need, legal responsibilities and/or resource availability:

- Crisis counseling (psychological and spiritual)
- Management of distribution of emergency CalFresh (formerly food stamps)
- Child protection
- Care for the elderly
- Nutritional services
- Custodial responsibility of child services and foster care
- Reestablish education and child care

Additionally, this Group will be responsible for coordinating with other Recovery Groups to coordinate the provision of social and human services with related services.

e. Provide for safety and well-being of household and service animals

The Social and Human Services Group will coordinate the provision of sheltering and care of household and service animals as described in the County and Operational Area Mass Care and Shelter Annex.

f. Provide public information related to social and human services

The Social and Human Service Recovery Group will provide public information related to social and human services, in general behavioral health and animal issues, for distribution by the Public Information Manager.

g. Provide support to recovery organization staff and volunteers

The Social and Human Services Recovery Group will provide behavioral health and spiritual services, as needed, to the recovery organization staff and volunteers.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

a. Manage transition back to normal provision of social and human services

The Social and Human Services Recovery Group will provide management and coordination for the services described above to transition from coordination by the Recovery Organization back to normal day to day provision via their normal County department or agency, non-governmental provider.

Community Services RSF-Health and Medical Recovery Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- Orange County Health Care Agency

Support Departments and Agencies

- Orange County Child Support Services
- Orange County Social Services Agency
- American Red Cross
- COAD
- Disability, Access and Functional Needs Service Organization and Commissions
- Hospital Association of Southern California
- Orange County Medical Association
- American Academy of Pediatrics
- 211OC
- Telecommunications Service Providers
- Utility Service Providers
- Water Service Providers
- Cal OES
  - California Department of Health Care Services
  - California Department of Public Health
  - California Health and Human Services Agency
  - California Environmental Protection Agency
- FEMA

I.   Purpose

The purpose of the Health and Medical Recovery Group is to coordinate local efforts with state and federal programs designed to sustain the community's health and medical services and functions, including emergency and trauma care, hospitals services, community health clinics, public health services and pharmacy services during recovery. This Group will ensure public health issues are monitored and addressed as necessary.

II.   Activation and Mobilization

This recovery group will be activated by the Operations Section Chief-Recovery in the event that an event of significant scale and scope to impact the communities health and medical systems.

The lead agency for this Recovery Group will staff the Health and Medical Recovery Group Supervisor position. The Health and Medical Recovery Group Supervisor will notify all supporting agencies and organizations of the Recovery Group's activation and request support as indicated by the situation. Refer to the RSF-Recovery Group Supervisor position checklist.

Supporting agency and organization staff and assets may be assigned to work from their home agency, be requested to report to the County Recovery Organization, in the County Recovery Coordination Center, or mobilize to other locations as necessary.

This Recovery Group will only be activated in the case that ongoing unmet or new needs exceed the County's normal capabilities, or require special coordination with other recovery activities. If the recovery objectives described below can be accomplished without activation of this Recovery Group, this group will be deactivated and its staff and assets returned to normal operations, at the discretion of the Operations Section Chief-Recovery.

III.   Recovery Objectives

Recovery objectives for this Recovery Group are divided into short-term and intermediate/long-term. These objectives are not intended to be inclusive of every objective the County may need to establish and complete during recovery. They are intended to provide this Recovery Group a starting point for the assessment, prioritization and implementation of recovery operations.

The operational objectives and strategies for each operational period will be identified in the County Recovery Action Plan (RAP). As each new County RAP is developed, the Recovery Group will assess progress made against identified criteria for each objective and this will be used to refine the objectives in future County RAPs.

Short-Term Objectives

The following short-term recovery objectives must be addressed as quickly as possible after the activation of the Recovery Annex and will likely meet pressing unmet needs of county residents and businesses, excluding immediate life-safety and property protection objectives. In some cases, objectives identified below may describe elements of functional continuity with response operations identified in the Emergency Operations Plan. Therefore, the objectives listed below may begin during the response phase and transition into short-term recovery. Objectives described below will be the continued responsibility of this Recovery Group into intermediate and long long-term recovery, if necessary.

a. Monitor health hazards

The Health and Medical Recovery Group will monitor health hazards related to or exacerbated by the disaster, including but not limited to:
- Public and environmental health threats resulting from:
  - Animal disease
  - Food supply and processing
  - Water supply
  - Food service
  - Hazardous waste
  - Vector control
- Potential failures of public utilities or services, including sewerage and waste removal.

- Assessing sanitation conditions to prevent contact with hazardous wastes that can result from the disaster.
- Disease transmission resulting from sheltering or other conditions in which populations are in close-quarters.

b. **Continue to support general population shelters, as appropriate**

The Health and Medical Recovery Group will coordinate with the Social and Human Recovery Group to assist with assessing and prioritizing the need to provide support to the impacted population with disabilities and those with access and/or functional needs who are sheltered as described in the County and Operational Area Mass Care and Shelter Annex.

c. **Investigate and control communicable disease outbreaks**

The Health and Medical Recovery Group shall continue to ensure appropriate steps are taken to implement isolation and/or quarantine actions in response to disease outbreaks resulting from or intensified by the disaster, per the Orange County and Operational Area Disease Outbreak Response Annex and associated regulations and guidelines.

d. **Provide staffing and program support to Local Assistance Centers (LAC)**

Direct provision of health and medical information and resources will be provided at the LAC, if established. The LAC serves as a central location for the impacted population to apply for various types of health and medical services, including:
- Crisis counseling
- Medical assistance for people with disabilities and those with access and/or functional needs
- Assessments, referrals and case management
- Birth and death certificate assistance
- Nutritional and food service resources

h. **Coordinate provision of basic health and medical services**

The Health and Medical Group will continue to coordinate provision of health and medical services into the recovery phase, as necessary. The Health and Medical Recovery Group may be required to adjust service expectations and/or standards of care, depending on unsafe conditions, lack of resources or other extenuating circumstances related to a disaster. Policy recommendations related to altered standards of services will be made according to existing legal requirements and established policies and priorities and approved by the DES-Recovery.

Basic services will include:
- Coordinating medical and health services with Orange County hospitals and clinics.
- Monitoring supplies of necessary pharmaceuticals and other medical supplies.
- Ensuring continued provision of emergency medical transportation services.
- Coordinating non-emergency medical transportation for people with disabilities and those with access and/or functional needs.
- Ensuring food safety.
- Active disease surveillance.

- Preventing and controlling disease outbreaks.
- Providing ongoing health and safety issues information for dissemination by the Public Information Manager.

i.   Monitor the safety and security of health care facilities

The Health and Medical Recovery Group will monitor the safety and security of hospitals, clinics and other facilities providing health services or resources, as necessary. The Group will coordinate with local law enforcement for support.

j.   Provide public information related to health and medical services

The Health and Medical Recovery Group will provide public information related to health and medical guidance, services and issues for distribution by the Public Information Manager.

Intermediate and Long-Term Recovery Objectives

The following intermediate and long-term recovery objectives are characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, return life to normal or an improved state. Objectives described under short-term recovery will be continued responsibility of this Recovery Group into intermediate and long-term recovery, as necessary.

a.   Coordinate the provision of ongoing health and medical unmet needs

In addition to short term recovery activities described above, the Health and Medical Recovery Group will coordinate with local, regional, state and federal agencies to maintain and restore critical health and medical services.

The Group may be unable to meet service expectations and/or normal standards of care, depending on unsafe condition, lack of available resources or other circumstances related to the disaster.

b.   Health and Safety Inspections

 The Health and Medical Recovery Group will coordinate post disaster provision of inspections and approvals for reopening restaurants, schools and other facilities regulated by the Orange County Health Care Agency.

Finance and Administration Section Chief-Recovery

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- County Executive Office

Responsibilities

- Develop and implement financial and administrative management strategies and protocols to support recovery efforts.
- Ensure all financial records are maintained throughout the time the County Recovery Organization is active.
- Mitigate impacts to interdepartmental and County finances by:
  - Clarifying policy related to impact of recovery operations and reimbursement on departmental budgets.
  - Maintaining and filing insurance claims.
- Provide general financial management of recovery, including:
  - Maintaining vendor files and payment of bills.
  - Maintain files of Board of Supervisors policy decisions, reallocation of funds, etc.
- Ensure all on duty time is recorded and collected for all personnel assigned to the County Recovery Organization.
- In consultation with the DES-Recovery and the County Recovery Manager determine spending limits, if any for the County Recovery Organization.
- Ensure pre-positioned contracts and vendor agreements are activated.
- In coordination with Logistics Section-Recovery to assess, clarify and appropriately modify procurement rules, as necessary, to ensure consistency with recovery needs and FEMA rules on procurement.
- Provide technical assistance to County departments and agencies on financial processes and procedures.
  - Ensure all departments and agencies track and document their costs for all recovery activities.
- Identify all available federal and state recovery programs.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the DES-Recovery or the County Recovery Manager.
- ☐ Based on the need, activate Finance and Administration-Recovery units and groups.
- ☐ Coordinate with the Logistics Section-Recovery to determine level of purchasing authority.
- ☐ Establish financial records documentation and maintenance procedures for the County Recovery Organization.

- Ensure all on duty time is recorded and collected for all personnel assigned to the County Recovery Organization.
- Participate in the development of the County Recovery Action Plan.

Operational Phase Actions

- Utilize the National Disaster Recovery Program Database as a source to identify recovery resources.
- Utilize the Catalogue of Federal Domestic Assistance as a source to identify recovery resources.
- In coordination with the County Recovery Manager and County Recovery Organization Section Chiefs to identify financial needs to support recovery activities.
- Coordinate with the Logistics Section-Recovery to determine level of purchasing authority.
- In consultation with DES-Recovery and County Recovery Manager, determine spending limits, if any, for the County Recovery Organization.
- Gather and analyze information on cost recovery issues, expenditures, revenues, reimbursements, and mitigation program applications and grants.
- Establish financial account coding to be used to identify recovery activities.
- Establish communications with County departments and agencies involved in recovery to gather and track personnel and financial transactions utilized in recovery activities.
- Coordinate with the Logistics Section Chief-Recovery to ensure pre-position contracts and vendor agreements are activated.
- Coordinate with the Logistics Section Chief-Recovery to assess, clarify and appropriately modify procurement rules, as necessary, to ensure consistency with recovery needs and FEMA rules on procurement.
- Keep the DES-Recovery and County Recovery Manager aware of current fiscal situation and other related matters on an ongoing basis.
- Ensure the Compensation and Claims Unit processes all claims in a reasonable timeframe.
- Ensure all financial elements for the procurement of the LAC facility are properly documented and have the correct financial account coding.
- Coordinate with LAC Oversight Team Manager and LAC Deployment Team to ensure LAC expenditures are coded correctly and within authorized limits.
- Coordinate pending financial issues with LAC Oversight Team Manager and LAC Manager.

Demobilization Phase Actions

- Ensure all expenditures and financial claims have been processed and documented.
- Ensure all financial records, agency and contractor staff time, expense claims, procurement and management documentation, cost documentation and other relevant documentation is maintained in a central location.

□ Demobilize recovery organizational elements when directed by the County Recovery Manager.

□ Ensure any open actions are transferred to the appropriate County department or agency.

□ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.

□ Participate in the County Recovery After Action and Corrective Action Report.

Claims and Compensation Unit-Recovery

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- County Executive Office/Office of Risk Management

Support Departments and Agencies

- All County Departments and Agencies

This Unit is responsible for documenting and processing of claims for property damage and injuries/workers compensation claims due to incident response and recovery activities.

Responsibilities

- Coordinates documentation of incident injury and property damage.
- Accepts, claims resulting from the incident and during recovery as the agent for the County.
- Initiates and coordinates the investigation and compensation of injury in the areas of: Workers Compensation, property damage, and liability.
- Ensures preparation of forms required by workers compensation programs, providing support of claims, etc.
- Maintains a file of injuries and illnesses associated with response personnel.
- Maintains claim statistics and financial information relating to the event.

Activation Phase Actions

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ Establish communication with and receive a briefing from the Financial and Administrative Section Chief-Recovery.

☐ Establish insurance and workers compensation claims documentation and maintenance procedures for the event.

☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions

☐ Coordinate with County departments and agencies active in response and recovery to gather documentation for insurance and workers compensation claims.

☐ Ensure all insurance claims for physical damages are properly prepared, filed, and coordinated.

☐ Ensure volunteer personnel have been appropriately registered.

☐ Ensure all workers' compensation claims are properly prepared, investigated, filed and tracked.

☐ Process, track, and record all County insurance claims resulting from the event.

☐ Provide input to the Finance and Administration Section Chief-Recovery on claims processes and record keeping requirements.

Demobilization Phase Actions

☐ Provide a final report to the Finance and Administration Section Chief-Recovery on total reimbursements from insurance claims and expenditures related to workers' compensation claims.

☐ Demobilize recovery organizational elements when directed by the Finance and Administration Section Chief-Recovery.

☐ Ensure any open actions are transferred to the appropriate County department or agency.

☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.

☐ Participate in the County Recovery After Action and Corrective Action Report.

Cost Recovery Unit-Recovery

The following departments, agencies and organizations will lead or support this Recovery
Support Function:

Lead Departments and/or Agencies
- Orange County Auditor-Controller

Support Departments and Agencies
- County Executive Office
- All County Departments and Agencies

This Unit is responsible for gathering, maintaining and reporting all personnel, equipment,
services and supplies expenditures incurred by County departments and agencies during the
response and recovery phase of the incident.

Responsibilities
- Maintains the Disaster Accounting System, established during the response phase.
- Coordinates documentation requirements with the County Recovery Organization and
  County department and agencies.
- Coordinates with the County's Applicant Agent to ensure response and recovery
  expenditures are submitted for reimbursement, as allowed by law.
- Collects and secures all required financial accounting documentation for expected
  audits.
- Coordinates with the County of Orange Applicant Agent on audits by Cal OES and FEMA.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and
  assignment.
- ☐ Establish communication with and receive a briefing from the Financial and
  Administrative Section Chief-Recovery.
- ☐ Ensure an incident number and financial accounting codes are being utilized by the
  County Recovery Organization.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions
- ☐ Ensure Logistics Section-Recovery provides copies of all purchases made during response
  and recovery.
- ☐ Coordinates documentation requirements with the County Recovery Organization and
  County departments and agencies.
- ☐ Advise the Finance and Administration Section Chief on cost recovery issues, as requested.
- ☐ Manage all financial aspects and ensure financial records are maintained including
  emergency response activities, damage, repair and replacement estimates, and recovery
  activities.
- ☐ Coordinate with the County's Applicant Agent to ensure response and recovery
  expenditures are submitted for reimbursement.

☐ Provide incident response and recovery cost summaries to the Finance and Administration Section Chief-Recovery.

Demobilization Phase Actions

☐ Provide a final report to the Finance and Administration Section Chief-Recovery and Planning and Intelligence Section Chief-Recovery on expenditures for response and recovery activities.

☐ Demobilize recovery organizational elements when directed by the Finance and Administration Section Chief-Recovery.

☐ Ensure any open actions are transferred to the appropriate County departments or agencies.

☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.

☐ Participate in the County Recovery After Action and Corrective Action Report.

Department Cost Recovery Units-Recovery

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- All County Departments and Agencies

All County departments and agencies involved in the response and recovery phase of the incident will be responsible for designating a Department Cost Recovery Unit Leader.

Responsibilities

- Coordinates and tracks departmental resources and personnel utilized during response and recovery.
- Documents and maintains complete and accurate time records of all departmental personnel and equipment costs utilized in support of response and recovery activities.
- Prepares regular reports for the Cost Recovery Unit-Recovery that documents all departmental response and recovery expenditures and costs by location and job assignment (EOC response, field response, recovery, etc.)
- Ensures proper recording of department personnel time in accordance with the policies and procedures of the County.
- Prepare departmental reimbursement claims for costs associated with response and recovery operations.
- Collects and secures all required financial accounting data for expected audits.
- Coordinates with the Finance and Administration Section-Recovery to establish agency specific account coding for reimbursement of claims.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the Financial and Administrative Section Chief-Recovery.
- ☐ Ensure an incident number and financial accounting codes have been established and provided.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions

- ☐ Manage all financial aspects and ensure financial records are maintained including emergency response activities, damage, repair and replacement estimates, and recovery activities.
- ☐ Prepare departmental reimbursement claims for submission to the County's Applicant Agent.
- ☐ Advise the Finance and Administration Section-Recovery on issues effecting departmental recovery activities.

☐ Coordinate with the Finance and Administration Section-Recovery to establish agency specific account coding for reimbursement of claims.

Demobilization Phase Actions
☐ Provide a final departmental report to the Finance and Administration Section Chief-Recovery and Planning and Intelligence Section Chief-Recovery on expenditures for response and recovery activities.
☐ Demobilize recovery organizational elements when directed by the Finance and Administration Section Chief-Recovery.
☐ Ensure any open actions are transferred to the appropriate County departments or agencies.
☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.
☐ Participate in the County Recovery After Action and Corrective Action Report.

Logistics Section Chief-Recovery

County Executive Office, Purchasing Unit will provide support in coordination with County departments and agencies to the County Recovery Organization.

Support Departments and Agencies
- All County Departments and Agencies active in response or recovery activities
- All private, non-profit and non-governmental organizations active in response or recovery activities.

Special Note: During recovery, many logistical functions having specialized subject matter expertise associated with them will revert to normal County departments and agencies. The Logistics Section's responsibility will be to collect and coordinate relevant reporting on such activity to the County Recovery Manager and Planning and Intelligence Section-Recovery.

The following standard Logistics Section units may be established or maintained as necessary to support recovery activities:
- Resources and Support Unit
- Transportation Group
- Information Technology Group
- Telecommunication Group
- COAD Liaison
- Volunteer Management

Responsibilities
- Establish communication with County departments and agencies involved in recovery efforts.
- Provide necessary space and support services as required for the County Recovery Coordination Center, Local Assistance Center.
- Establish the appropriate level of branch and unit staffing within the Logistics Section-Recovery.
- Provide telecommunications services and information technology necessary for the County Recovery Organization.
- Locate or acquire equipment, supplies, personnel and transportation for the County Recovery Organization.
- Arrange for food, lodging, security and other support services as required to support out of county mutual aid and resources.
- Participate in the development of the County Recovery Action Plan (RAP).
- Coordinate closely with the Operations Section Chief-Recovery to establish priorities for resource allocation.
- Keep the County Recovery Manager and Planning and Intelligence Section-Recovery informed of all significant issues.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the DES-Recovery or the County Recovery Manager.
- ☐ Based on the need, activate Logistics Section-Recovery units and groups.
- ☐ Establish communications with County departments and agencies involved in recovery to gather and track services and supplies utilized in recovery activities.
- ☐ Coordinate with the Finance and Administration Section-Recovery to determine level of purchasing authority for the Logistics Section-Recovery.
- ☐ In coordination with the County Recovery Manager and County Recovery Organization Section Chief's identify resource needs to support recovery activities.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions

- ☐ Maintain communication with County departments and agencies to gather documentation from any contracts procured and managed to support recovery activities.
- ☐ Ensure pre-position contracts and vendor agreements are activated.
- ☐ Coordinate with the Finance and Administration Section Chief-Recovery to assess, clarify and appropriately modify procurement rules, as necessary, to ensure consistency with recovery needs and FEMA rules on procurement.
- ☐ Coordinate with LAC Deployment Team and LAC Oversight Team Manager for the procurement of the LAC facility, equipment and services.
- ☐ Coordinate telecommunication and information technology support for the County Recovery Organization.
- ☐ Coordinate services and supplies to support the County Recovery Organization.
- ☐ Support out of county and mutual aid resources, as required.
- ☐ Provide the Planning and Intelligence Section-Recovery with resource requests and status.

Demobilization Phase Actions

- ☐ Identify high cost resources that could be demobilized and advise other Section Chiefs.
- ☐ Ensure coordination with Operations Section-Recovery before commencing demobilization.
- ☐ Demobilize recovery organizational elements when directed by the County Recovery Manager.
- ☐ Ensure any open actions are transferred to the appropriate County department or agency.
- ☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.
- ☐ Participate in the County Recovery After Action and Corrective Action Report.

Collaborative Organizations Active in Disasters (COAD) Liaison

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies

- COAD

Support Departments and Agencies

- Orange County Sheriff's Department/Emergency Management Division

This group will be responsible for coordinating non-profit and community organizations providing services and resources to support recovery activities, including identification of unmet needs in the impacted community.

Responsibilities

- Identifies the best strategy for sharing, acquiring and/or distributing COAD-OC resources and personnel to support recovery activities.
- Supports recovery activities by coordinating and providing services and resources.
- Supports the County Recovery Organization with addressing any reported unmet needs in the impacted community.
- Coordinates with COAD-OC Sector Leadership and COAD-OC members to determine needs and capabilities for COAD-OC to support recovery activities.
- Coordinates use of County personnel by implementing the California's Disaster Service Worker authorities.
- Coordinates the Volunteer Management Group on requests for spontaneous volunteers and coordination with OneOC.
- Supports and provides information to the Planning and Intelligence Section-Recovery for inclusion in situation status reports and the County Recovery Action Plan (RAP).
- Documents and maintains records of costs for personnel and resources utilized for the incident and during recovery, generates reports for distribution to County Recovery Manager and Planning and Intelligence Section-Recovery.

Activation Phase Actions

- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the Logistics Section Chief-Recovery.
- ☐ Establish communications with COAD-OC Sector Leadership and COAD-OC members to determine capabilities in order to support recovery activities.

Operational Phase Actions

- Set a schedule for collecting information from COAD member agencies and generating situation reports for each operational period.
- During the recovery phase, implement a weekly or bi-weekly reporting cycle.
- Inform the COAD-OC Sector Leaders of the reporting schedule and the procedure for submitting their status reports.
- Contact any COAD-OC Sector Leader who do not submit hardcopy reports and collect the report information from them verbally.
- Create COAD-OC Summary Status Reports from the collected data and provide them to:
  - Planning and Intelligence Section-Recovery
  - Logistics Section-Recovery
  - County Recovery Manager
  - The Chair of the regional VOAD (NorCal VOAD or SoCal VOAD) or designated representative, as needed.
  - Other recipients as directed by the local COAD-OC leadership.
  - County and Operational Area Emergency Manager.
- Participate in the development of the County RAP.
- Ensure recovery situation and resource status is reported to the Logistics Section Chief-Recovery.

Demobilization Phase Actions

- Demobilize recovery organizational elements when directed by the Logistics Section Chief-Recovery.
- Ensure any open actions are transferred to the appropriate organization.
- Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.
- Participate in the County Recovery After Action and Corrective Action Report.

Volunteer Management Group

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- Orange County Sheriff's Department/Emergency Management Division

Support Departments and Agencies
- American Red Cross-Orange County Chapter
- COAD
- Local agencies with organized volunteer groups such as, CERT, Fire Corps, RACES, etc.

This group will be responsible for the coordination of affiliated and spontaneous volunteers to support recovery activities in the impacted community.

Responsibilities
- Implements the CERT Mutual Aid Plan as required.
- Supports recovery activities by coordinating affiliated and spontaneous volunteers.
- Coordinates with OneOC on events where an Emergency Volunteer Center (EVC) is established to support recovery efforts.
- Ensures officially requested volunteers fill out the appropriate DSWVP paperwork, and are administered the DSW oath under the DSWVP authority.
- Ensures the general welfare and safety of all volunteers utilized.
    - Reports any volunteer injuries to the Finance & Administration Section, Claims and Compensation Unit.
- Addresses volunteer issues during recovery.
- Documents and maintains records of personnel utilized for the incident, generates reports for distribution to County Recovery Manager, Planning and Intelligence Section Chief-Recovery and Logistics Section Chief-Recovery.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the Logistics Section Chief-Recovery.
- ☐ Establish communications with key Non-Governmental Organizations, Citizen Corp and OneOC.
- ☐ Ensure a system is in place to register and track the volunteer resources utilized.

Operational Phase Actions
- ☐ Coordinate with EVC Manager to ensure:
    - ☐ Appropriate EVC staffing,

   □ Relay requests for volunteers
   □ Information is relayed to the Logistics Section Chief-Recovery.
 □ Determine if local volunteer resources are adequate to deal with the recovery activities.
 □ Provide input to the Action Plan via Logistics Section Chief-Recovery.
 □ Provide volunteer situation and resource status to the Planning and Intelligence Section-Recovery.
 □ Maintain accurate records on the use of personnel, equipment and materials, and all expenditures by coordinating information at the EVC.
 □ Ensure all appropriate forms are being used in the EVC.
 □ Ensure volunteers are being properly registered as Disaster Service Workers (DSWs).

Demobilization Phase Actions
 □ Demobilize recovery organizational elements when directed by the Logistics Section Chief-Recovery.
 □ Ensure any open actions are transferred to the appropriate organization.
 □ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.
 □ Participate in the County Recovery After Action and Corrective Action Report.

Procurement Unit-Recovery

The following departments, agencies and organizations will lead or support this Recovery Support Function:

Lead Departments and/or Agencies
- County Executive Office

Support Departments and Agencies
- American Red Cross
- COAD
- All County Departments and Agencies active in response or recovery activities

This unit is responsible for the purchasing, rental or leasing of equipment, services and supplies in support of recovery activities by county departments and agencies.

Responsibilities
- Coordinates with county agencies to identify sources for equipment.
- Prepares and signs equipment rental agreements, and processes all administrative requirements associated with equipment rental and supply contracts to support the County Recovery Organization.
- Purchases necessary equipment, materials and supplies in support of the recovery activities.
- Maintains resource listings of vendors.
- Coordinates delivery of supplies and materials to designated sites.

Activation Phase Actions
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Establish communication with and receive a briefing from the Logistics Section Chief-Recovery.
- ☐ Coordinate with the Logistics Section Chief-Recovery to establish communications with County departments and agencies involved in recovery to gather and track services and supplies utilized in recovery activities.
- ☐ Coordinate with the Logistics Section Chief-Recovery to determine level of purchasing authority for the Logistics Section-Recovery.
- ☐ Coordinate with the Finance and Administration Section to determine financial coding to be used for tracking purchases, contracts and financial transactions.
- ☐ Participate in the development of the County Recovery Action Plan.

Operational Phase Actions
- ☐ Coordinate with Finance and Administration Section for recording and tracking all County Recovery Organization purchases and contracts.
- ☐ Ensure corporate and private sector donated services and supplies are tracked.
- ☐ Process purchase orders and contracts generate in support of recovery activities.

☐ Provide regular updates to Finance and Administration Section-Recovery on the current expenditures for the operational period, as requested.

Demobilization Phase Actions

☐ Identify high cost resources that could be demobilized and advise Logistics Section Chief-Recovery.

☐ Demobilize recovery organizational elements when directed by the County Recovery Manager.

☐ Ensure any open actions are transferred to the appropriate County department or agency.

☐ Ensure copies of all documentation generated during the recovery operation are submitted to the Planning and Intelligence Section Chief-Recovery.

☐ Participate in the County Recovery After Action and Corrective Action Report.

Attachment 6   Establishing a Local Assistance Center

Orange County Operational Area Establishing a Local Assistance Center Guidance

IV.   Purpose

This documented is provided as a reference to assist in the development of one or more Local Assistance Centers (LACs). This guide may be used as a tool for decision makers when establishing a LAC and may be incorporated into disaster recovery activities such as exercises, drills and training. It is also a guide for designing functional assistance centers for both government and non-governmental agencies.

For consistency and clarity, this guide is designed to elaborate on the Recovery Phase of SEMS, NIMS and ICS. This guidance will focus on function specific operations of the Local Assistance Center (LAC), to include:

- LAC Deployment Team
- LAC Oversight Team
- LAC Team

V.   Mission

To assist Orange County communities by providing a centralized location for services and resource referrals for unmet needs, assistance and guidance following a disaster or significant emergency.

VI.   Description

The LAC is typically staffed and supported by local, state and federal agencies, as well as non-governmental, non-profit and voluntary organizations, as appropriate. The LAC provides a single facility at which individuals, families and businesses can access available recovery programs and services.

Local Assistance Center Participation

I.   Introduction

An effective LAC requires the coordination, cooperation and participation of local, state and federal agencies, as well as non-government, utility service providers and voluntary organizations. Although private vendors can be beneficial to a community's recovery, vendor participation is not conducted at a LAC.

II.   Local Government

County and/or city government officials are responsible for assessing the need for and the establishment of a LAC. If a local government seeks a state financial support of the center, implementation of a LAC should be in coordination with the California Office of Emergency Services (Cal OES), as appropriate. The county and/or city is also responsible for coordinating the participation of local government, non-governmental organizations (NGOs), private non-profits (PNPs) organizations and community based organizations (CBOs).

III.   Cal OES

Cal OES is responsible for coordinating the participation of state and federal agencies in a LAC. Cal OES will coordinate with the county and/or city on appropriate number of LACs to be established based on disaster specific information, such as:

- Number of people in the general impacted area.
- Number of impacted areas in the Operational Area.
- Estimated number of impacted households, infrastructure and services.
- Distance between impacted areas to limit traveling time between assistance centers.

At the Operational Area's request and when deemed appropriate, Cal OES will coordinate establishing a Disaster Recovery Center (DRC) in lieu of a LAC.

Cal OES may provide financial support for extraordinary eligible costs associated with LAC operations through the California Disaster Assistance Act (CDAA). In order to implement CDAA, the Governor must proclaim a State of Emergency that includes the impacted Operational Area.

Cal OES will coordinate the participation of any state and federal agency at a LAC or DRC.

IV.   Non-Governmental Organizations, Private Non-Profits, Community Based Organizations

The county and/or city is also responsible for coordinating the participation local non-governmental organizations (NGOs), private non-profits (PNPs) organizations and community based organizations (CBOs). In Orange County it's Collaborative Organizations Active in Disaster (COAD OC).

COAD OC provide a myriad of services to individuals and families and often bridge the unmet needs of the impacted population. The primary benefit of co-locating these organizations with government agencies is the convenience to individuals and families.

V.   Other Organizations and Entities

LAC Managers should use caution when permitting other organizations and entities to serve inside a LAC. While selected entities, such as utility, phone, cable companies, etc., can provide valuable services to its customers and are often invited to participate in a LAC, other private for profit businesses and vendors should not participate. Using caution will guard local, state, federal and participating agencies from the perception of endorsing such entities. Insurance companies are often provided space outside of a LAC for the sole purpose of providing claim services to their policy holders.

VI.   LAC Activation

In cooperation with Cal OES, County and City government officials assess the need for and to ensure the appropriate number of LACs are established, based assessed needs. Not all areas affected by an incident will require a LAC.

The Director of Emergency Services (DES), Recovery Manager, Cal OES and the impacted jurisdictions will determine the quantity, location and standard operating hours of LAC based on the following factors:

- The number of people in the impacted area.
- The number of impacted areas in the county.
- The estimated number of impacted households, infrastructure and services.
- The distance between impacted areas to limit traveling time between assistance centers.
- The location of possible jurisdictional LACs.
- Mutual aid requests by jurisdictions for assistance with selection, oversight, day to day management, county department participation and demobilization.

The County and OA EOC will activate and notify the LAC Deployment Team, LAC Oversight Team.

Once LAC site(s) have been identified and services to be provided have been selected, the Logistics Section will notify the appropriate County departments and agencies to assign personnel to work at the LAC.

All LACs should strive to adhere to the following principals:

- Mission focused: the day to day operations should be consistent with the LAC mission.
- Scalability: develop LACs that can rapidly and effectively size up or down to meet requirements of the impacted community.
- Standardization: LACs should be consistently structured and operated throughout the county.
- Accountability: LACs receiving federal and/or state assistance will be subject audits.
- Interoperability: technological systems and tools must be able to operate on different platforms by different agencies represented in the LAC.

VII.   Meetings

Meetings should be conducted frequently to ensure unmet disaster recovery needs are being addressed, that trends are being identified and gaps and/or deficiencies are being corrected.

- The LAC Team staff should hold daily meetings either before or after LAC operating hours to report and discuss ongoing issues, pending items, corrective actions, operational issues, and communications and to collect daily statistical information.
- Daily or weekly meetings should be held between the LAC Oversight Team, EOC Management and the Recovery Manager to communicate and address concerns, operational issues and provide statistical updates.

VIII.   Data Collection

Data must be properly collected, documented and reported to the appropriate personnel. This information is also important to facilitate the decision making process and to ensure timely,

accurate information in public announcements and reports. Proper documentation is the responsibility of all staff and participating agencies and organizations.

- Compile and analyze data on a daily basis in order to determine service statistics. Information should be collected in cooperation with Cal OES, FEMA and program providers:
  - o How many people have been served,
  - o What programs are being provided.
- Submit daily LAC service statistics reports to the LAC Oversight Team and Recovery Manager for decision making and advance planning.
- Submit daily LAC service statistics reports to the LAC Media Relations and Media Specialist for use in increasing community awareness of the LAC in coordination with the Public Information Manager-Recovery

Forms have been developed for specific LAC needs. These examples contain the elements that have been found useful for data collection purposes.

- ✓ **LAC Client Sign In Sheet**-this form is to be used at the reception area.
- ✓ **Local Assistance Center Intake Form**-this form collects preliminary statistics on the number of households and businesses affected which are given to the LAC Manager, LAC Oversight Team Manager and Recovery Manager to identify target areas for additional outreach activities. It is collected by LAC Reception and Information Intake.
- ✓ **LAC Client Routing Form**-this form is utilized during intake and is to provide assistance to clients on available services that are recommended, based upon individual needs.
- ✓ **LAC Staff Sign In and Out Sheet**-this form is used to track all LAC assigned personnel dates and time worked.
- ✓ **LAC Station Tally**-this form is used by LAC participants to track the number of clients interviewed and served. This information is incorporated into the weekly Station Summary.
- ✓ **LAC Weekly Station Summary**-this form assists in determining trends in client flow. The information for this form is obtained from the LAC Station Tally.
- ✓ **LAC Customer Surveys**-customer surveys have been developed to identify specific target areas, systems improvements, etc. A collection box should be located by the LAC exit. The data collected can be used it identify gaps and for future planning.
  - o Surveys should be distributed to clients upon completion of their services at the LAC.
  - o A messenger should be designated to collect and return surveys to LAC Administrative Support.
  - o The LAC Manager should review the surveys to identify and correct issues and concerns. Major or frequent issues should be discussed with the LAC Oversight Team Manager and Recovery Manager.
  - o Information derived from the surveys should be included in the Corrective Action and After Action Report.

IX.   LAC Transition

In some cases, LACs will transition to a FEMA operated Disaster Recovery Center (DRC) or a Small Business Administration (SBA) operated Disaster Loan Outreach Center (DLOC). Once the transition is completed FEMA staff will take over the day to day operations at the DRC and SBA will take over the day to day management of the DLOC.

- The LAC Oversight Team Manager and designated county staff will meet with FEMA and/or SBA representatives to transfer operations and sign agreements completing the transition.
- County departments and state agencies may continue to staff the location as long as the DRC and/or DLOC is open and resources are needed.
- State agencies may leave material and contact information in lieu of staffing the site.
- Some LAC Team members will continue to operate at the site.
- Some county staff will be demobilized after the transition is complete.

X.   Demobilization

The LAC Oversight Team is responsible for planning for and activating the demobilization plan. The LAC Oversight Team will implement the demobilization plan when county participation and support is no longer required at the LAC. Functional activities to be considered:

- Returning all contracted supplies, furniture and equipment to appropriate vendors.
- Initiate facility clean-up.
- Inventory equipment.
- Complete and close contractual work.
- Coordinate walk through with property manager or owner to ensure they are satisfied with the condition of the facility post LAC operation through written agreement.
- Final debriefing session with all LAC participants, including a review of operational pros and cons.
- Participating in the recovery corrective action and after action process, to document successful LAC operational procedures and any issues requiring resolution before a future LAC operation.

XI.   Local Assistance Center Organizational Structure

LACs are established, organized and operated by local government employees. These employees should have the knowledge and expertise to select a facility and coordinate its set up and daily operations to facilitate the delivery of public services provided by participating agencies.

Orange County Department and Agencies Local Assistance Center Assignment of Responsibilities

L = Lead Agency / S = Supporting Agency	LAC Deployment Phase Team			LAC Oversight Team						Local Assistance Center (LAC) Team														
	LAC Facility Operations Manager	Real Estate Services	LAC Information Technology	LAC Oversight Team Manager	LAC Oversight Liaison	Media Relations Manager	Intergovernmental Affairs Liaison	LAC Information Technology	LAC Facility Operations Manager	LAC Manager	LAC Assistant Manager	LAC Administrative Support	LAC Security	LAC Reception and Information	LAC Media Specialist	LAC Facility Operations Group	LAC Information Technology	LAC Volunteer Coordinator	LAC Messengers	LAC Health Services	Bilingual Interpreters	Agency Rep's (Client Services)		
County of Orange Government																								
Assessor																						L		
Auditor-Controller																								
Board of Supervisors																								
CEO		L	L			L	L								L		L							
Child Support Services																								
Clerk of the Board																								
Clerk/Recorder																						L		
County Counsel																								
Department of Education																								
District Attorney																								
Health Care Agency																				L	L			
John Wayne Airport																								
OC Community Resources																						L		
OC Fire Authority																								
CEO/Human Resource Services																								
OC Public Works	L															L						L		
OC Transportation Authority																								
OC Waste & Recycling																								
Probation																								
Public Defender																								
Registrar of Voters																								
Sheriff/Emergency Management Division																								
Sheriff-Coroner													L											
Social Services Agency																						L		
Superior Court of California, Orange County																								
Treasurer/Tax-Collector																						L		
Private and Non-Profit Organizations																								
COAD-OC																		L			L	L		
American Red Cross																						L		

A. LAC Deployment Team

As soon as it has been determined that one or more LACs are needed, the County enters into the LAC deployment phase. During the LAC deployment phase, all activities required to secure a LAC facility and operate a LAC are initiated through the Logistics Section, utilizing the LAC Deployment Team. If multiple LACs are to be opened, coordination with each jurisdiction is required to ensure county resources are available for staffing and support. Although circumstances may dictate a more immediate opening, every effort should be made to have a LAC operational and ready to serve the public within 72-76 hours from the time the decision to open a LAC is made.

During the deployment phase a team of county staff aware of County policies, resources and LAC facility requirements should be formed to identify, secure and initiate actions to open a LAC. An outline of facility requirements is located in the LAC Facility Checklist. The LAC Facility Operations and LAC Information Technology Units will also serve on the Oversight Team.

After a LAC site is identified and secured, the LAC Deployment Team will coordinate with the EOC Logistics Section, the LAC Oversight Team and LAC Team to establish services and provide basic furnishings, such as tables and chairs, needed to open and operate a LAC. Special equipment or resource requests for individual departments should fall to the department with routine oversight. The deployment phase ends when all requested LAC(s) are operational and when the LAC Oversight and LAC Team are fully functioning.

During the deployment phase the appropriate county staff may be needed in the following areas:
- LAC Facility Operations Manager
- Real Estate Services
- LAC Information Technology Manager

LAC Facility Operations Manager-Deployment Team
The responsibilities of the Facility Operations Unit may include:
- Assume the role of Project Manager
- Conduct field survey(s) to find a public facility suitable for LAC operations using the LAC Facility Checklist as a guide.
- Assess floor plan, infrastructure, exterior area(s) suitable for expansion (e.g. tents, canopies), parking capacity, security, layout, accessibility, available equipment and furniture.
- Coordinate with the Logistics Section, LAC Information Technology and Finance and Administration Section to procure or contract services required to activate the LAC.
- Communicate pending items to the EOC Logistics Section and LAC Oversight Team.

Real Estate Services Group-Deployment Team
The responsibilities of the Real Estate Services Unit may include:
- Conduct field survey(s) to find a facility that can be utilized as a LAC, starting with:
  - Public owned facilities
  - Donated space
  - Private facilities
- If the space to be utilized is not a public owned facility, prepare the appropriate legal agreements with property owners and/or agents for facility leasing.
- Communicate pending items to the EOC Logistics Section and LAC Oversight Team.

LAC Information Technology Manager-Deployment Team
The responsibilities of the LAC Information Technology Unit may include:
- Coordinate with LAC Facility Operations and Real Estate Services Units to ensure adequacy in communication capabilities, planning for wireless and hardwired uses and power sources.
- Coordinate with LAC Facility Operations and Real Estate Services Unit for communication and network capabilities and requirements:
  - Data connectivity requirements
  - Voice requirements
  - Computers, printers, fax and scanning requirements
- Strategize and coordinate the implementation of voice/data systems in the selected facility or facilities.

B. LAC Oversight Team

The LAC Oversight Team is responsible for the initial planning activities and ongoing operations of the LAC. The Oversight Team ensures that disaster relief efforts are provided in a standardized and consistent manner throughout all LAC operations. The team activates and directs the activities of the LAC through the LAC Manager in accordance with established action plans. It is also responsible for the development of these action plans which includes a demobilization plan. When the EOC is activated, it serves as a conduit between LACs and the EOC Logistics Section and/or the County Recovery Organization.

During a disaster or major event the LAC Oversight Team Manager will be notified by the EOC and will begin initiating contact with the LAC Oversight Team members. The LAC Oversight Team will continue the work of the unit's active in the deployment phase progressing toward the LAC opening. The LAC Oversight Team will begin initiating plans to staff the LAC or LACs. These functions should be conducted concurrently while the deployment phase units identify sites.

One of the first steps of the LAC Oversight Team will be to work with the County and OA EOC Logistics Section to activate the LAC Team. The LAC Oversight Team will coordinate with the LAC Team, directing them to report to the LAC site as soon as it is secured.

Upon activation of the LAC or LACs the LAC Oversight Team Manager will coordinate with the Recovery Manager.

The LAC Oversight Team may consist of the following:

- LAC Oversight Team Manager
- LAC Oversight Liaison
- LAC Facilities Operations Manager
- LAC Information Technology Manager
- LAC Media Relations Manager
- Intergovernmental Affairs Liaison

LAC Oversight Team Manager

The responsibilities of the LAC Oversight Team Manager may include:

- Oversee the activation and operations of the LAC Oversight Team.
- Communicate with the DES and Recovery Manager to determine locations and standard operating hours for all sites.
- During the initial site set up, coordinate with State and Federal representatives to secure their presence at the LAC.
- Coordinate with the Personnel Unit Leader in Logistics to develop a schedule for LAC Team members.
- Ensure information is shared between the LAC, EOC and County Recovery Organization.
- Collect daily information from the LAC Manager for situational awareness and advance planning.
- Assist in resolving issues beyond the control of the LAC Manager.
- Ensure daily reports are compiled.
- Coordinate with Logistics Section on purchasing processes, requirements and decisions.
- Coordinate with Finance and Administration Section on financial processes and documentation requirements.
- Attend LAC staff meetings.
- Develop, initiate and oversee the LAC Demobilization Plan.

LAC Facilities Operations Manager-Oversight Team

The responsibilities of the LAC Facilities Operations Manager may include:

- Oversee the planning, design, remodeling and/or renovation of the selected facility.
- Ensure the facilities are compliant with the Americans with Disabilities Act (ADA).
- Coordinate with Logistics for the initiation and set up of needed services and equipment, to include those identified in LAC Facility Checklist.
- Coordinate with Logistics Section to establish transportation services, as needed, to support personnel assigned to LAC.
- Coordinate with onsite Facility Operations Group Supervisor for:
  - Services and supplies needed at the LAC.
  - Return of rentals and equipment.
- Participate in the demobilization plan ensuring facility is restored to original status.

LAC Information Technology Manager-Oversight Team
The responsibilities of the LAC Information Technology Unit may include:
- Coordinate IT personnel for services at the LAC.
- Coordinate IT resources to accommodate State and FEMA personnel and equipment, if applicable.
- Maintain communications with IT Technicians at the LAC.
- Ensure the LAC Oversight Team Manager and Recovery Manager are kept up to date on any IT issues.
- Coordinate with Logistics Sections for services and supplies.
- Participate in the demobilization plan.

LAC Oversight Liaison
The responsibilities of the LAC Oversight Liaison may include:
- Attend community meetings and provide County updates to attendees.
- Ensure the LAC Oversight Team Manager and Recovery Manager are kept up to date on any community issues.
- Direct donation requests or inquires to the Logistics Section.
- Participate in the demobilization plan.

LAC Media Relations Manager-Oversight Team
The responsibilities of the LAC Media Relations Manager may include:
- Coordinate, maintain and provide media updates to the Public Information Manager (PIM), LAC Oversight Team Manager, Recovery Manager, State and Federal points of contacts.
- Coordinate LAC media press releases with the Public Information Manager and the LAC Public Information Officer (PIO).
- Coordinate with the PIM and LAC PIO to accommodate requests from the media for interviews.
- Ensure LAC PIO provides regular updates to the media.
- Ensure the LAC Oversight Team Manager, PIM and Recovery Manager are kept up to date on any media issues.
- Participate in the demobilization plan.

Intergovernmental Affairs Liaison-Oversight Team
The responsibilities of the Intergovernmental Affairs Liaison may include:
- Respond to elected officials requests for information and questions.
- Coordinate with LAC Oversight Team Manager, Recovery Manager on county policies, procedures and practices concerning LAC and general recovery matters.
- Draft correspondence to residents on community recovery activities.
- Coordinate with the LAC Oversight Team Manager and Recovery Manager to organize and facilitate briefings for elected officials and their staff.
- Provide regular updates to the LAC Oversight Team Manager and Recovery Manager.

- Coordinate with elected state and federal officials participation and or presence at the LAC with LAC Managers and LAC PIO.

C. LAC Team

The LAC Team's role is to facilitate in the day to day operations and provide support to LAC Participates. Descriptions of each team member and the roles and responsibilities are listed below.

LAC Managers and team members will be notified by the LAC Oversight Team of their activation.   The LAC Oversight Team Manager will brief the LAC Manager and provide the keys to the LAC site.

Once notified that a location has been secured, the LAC Manager should meet with staff to brief them on the expectations, locations, planning activities, issues involving the site and when the site will be open to the public.
The LAC Team may consist of the following:
- LAC Manager
- Assistant LAC Manager
- LAC Administrative Support
- LAC Reception and Information Intake
- LAC Facility Operations Group
- LAC Media Specialist
- LAC Messengers
- LAC Security
- LAC Information Technology Group
- LAC Volunteer Group
- LAC Health Services (First Aid)
- LAC Bilingual Interpreters

LAC Manager
The responsibilities of the LAC Manager may include:
- Manage, direct and coordinate the daily LAC activities.
- Coordinate with the LAC Oversight Team and Logistics Section to address staffing needs.
- Monitor, analysis and implement operating procedures.
- Organize and facilitate daily and weekly meetings with LAC staff.
- Monitor participation, maintain communications and process requests from COAD OC, Non-Government Organizations (NGOs), Private Non Profit (PNPs), voluntary organizations, local, state and federal governmental representatives.
- Communicate needs, trends and concerns to the LAC Oversight Team.
- Ensure statistical information is collected daily on LAC operations.
- Enforce county, state and federal guidelines and regulations regarding LAC Operations.
- Coordinate with the LAC Oversight Team Manager for the demobilization plan.

LAC Assistant Manager

The responsibilities of the LAC Assistant Manager may include:

- Assume management of operations in the absence of the LAC Manager.
- Supervises LAC Operations.
- Monitor operations and processes to identify and improve processes.
- Enforce county, state and federal guidelines and regulations regarding LAC Operations.
- Participate in the demobilization plan.

LAC Administrative Support

The responsibilities of the LAC Administrative Support may include:

- Provide assistance to the LAC Manager and Assistant LAC Manager.
- Provide office support to the LAC Team.
- Maintain and update weekly, contact information lists, including:
  - Agencies represented at the LAC.
  - Support services for the facility.
- Coordinate with the Finance and Administrative Section regarding cost documentation and other finance requirements.
- Prepare and document requisitions for supplies, equipment and services upon approval by the LAC Manager, forward requests to the Logistics Section.
- Provide and maintain daily timesheets for agency representatives and site volunteers.
- Track, maintain and provide weekly report of all LAC expenses to LAC Manager.

LAC Reception and Information Intake

The responsibilities of the LAC Reception and Information Intake may include:

- Provide direction and assistance to clients.
- Maintain and update LAC layout maps, bulletin boards and information brochures to give clients.
- Assist with crowd control and request assistance when needed.
- Maintain completed LAC Intake Forms.
- Document wait times and traffic flow.
- Participate in the demobilization plan.

LAC Facility Operations Group

The responsibilities of the Facility Operations Group may include:

- Maintain daily operations of the LAC facility, contracted services and security operations.
- Coordinate with LAC Manager and Security to establish restricted areas and determine security points.
- Ensure facility is fully operational, including interior and exterior features (lighting, heating and air conditioning, plumbing, etc.).
- Develop and submit to LAC Facility Operations Unit Leader weekly status reports.
- Monitor and coordinate with Security traffic control and parking issues.

- Maintain an inventory listing of all supplies and equipment supplied by the county and contracted services, adjust as items are removed or transferred.
- Ensure all county owned equipment is clearly marked, including any new purchases.
- Arrange for return of rental equipment as soon as practical, documenting date and time of pick up.
- Participate in the demobilization plan.

LAC Media Specialist

The responsibilities of the Media Specialist may include:

- Maintain and communicate daily media updates to the LAC Media Relations Unit Leader.
- Ensure information reference LAC hours of operations and services provided is current.
- Provide guidance for handling media requests to the LAC Manager.
- Coordinate with the LAC Manger to conduct media interviews.
- Write talking points for appropriate county representatives.
- Escort media during LAC visits.
- Provide assistance to the LAC Manager during VIP visits, ensure LAC Oversight Team and Recovery Manager aware of all visits.
- Provide LAC press releases.

Messengers

The responsibilities of the Messengers may include:

- Provide assistance to all LAC staff.
- Assist in the set up and/or breakdown of LAC areas.
- Facilitate in information distribution and message delivery between LAC agencies.
- Assist with reception, as needed.
- Provide visitor guidance.
- Distribute and collect Customer Surveys.
- Participate in the demobilization plan.

Security

The responsibilities of the Security may include:

- Coordinate with Facility Operations to set up and maintain security operations.
- Maintain physical security of the LAC site.
- Coordinate with local law enforcement.
- Maintain crowd and traffic control.
- Report changes and updates to Facility Operations and LAC Manager.
- Participate in the demobilization plan.

Information Technology Technician

The responsibilities of the Information Technology Technician may include:

- Set up and configure network systems, printers, fax machines, copying and scanning machines and wireless devices for connectivity to county networks.
- Assist participating agencies and organizations with internet connectivity including Wi-Fi network.
- Direct contractors as needed.
- Monitor IT needs.
- Troubleshoot network configuration issues for LAC participates.
- Provide status reports to the LAC Manager.
- Participate in the demobilization plan.

LAC Volunteer Group
The responsibilities of the Volunteer Group may include:
- Conduit of volunteer services with LAC staff.
- Maintain a list of available volunteers with contact information.
- Participate in the identification of volunteer service opportunities to assist LAC clients.
- Coordinate with COAD-OC Non-Government Organizations (NGOs), Private Non Profit (PNPs), voluntary organizations to direct available volunteers to areas needing help.
- Participate in the demobilization plan.

Health Services
The responsibilities of the Health Services may include:
- Ensure LAC is staffed with personnel trained in CPR and first aid.
- Ensuring first aid kits and fire extinguishers are on site.
- Coordinating with Facility Operations to ensure facility has a completed fire inspection certification.
- Developing a site safety plan.
- Coordinating with LAC Manager on any workers compensation claims.
- Ensuring availability of crisis counseling and/or stress debriefing for LAC participants and clients, as needed.
- Participate in the demobilization plan.

Bilingual Interpreters
The responsibilities of the Bilingual Interpreters may include:
- Provide and/or coordinate language translation assistance for participating agencies and LAC attendees.
- Assist LAC Manager in communicating information to the public at the LAC.
- Coordinate with LAC Manager and Logistics Section as additional needs develop.
- Participate in the demobilization plan.

County Department(s) Participation
The following list outlines potential resources for LAC participation, based upon services provided and the need for those services.

Animal Care Services	Assists with the temporary shelter of pets and provides information on lost pets, and dead animal disposal.
Office on Aging	Provides information on programs and services to assist seniors.
Assessor	Assists with business and property assessments, business and property tax issues.
Clerk-Recorder	Assists with vital records, birth, death and marriage certificates.
Child Support Services	Assists with child support and health care.
Health Care Agency	Assists with food and drinking water safety.
	Referral services and crisis counseling.
Elected Officials	Constituent advocacy.
Social Services Agency	Assists with food stamps, supplemental nutritional assistance Program (SNAP), Cal Works, financial assistance.
OC Public Works	Assists with debris removal, road clearing and erosion control.
	County planning and building permits.
OC Community Resources	Short term housing referrals and apartment directory, low income housing assistance.
OC Sheriff's Department	Site security
Treasurer-Tax Collector	Assistance with property tax payments.

Other county departments or agencies might be asked to participate at the LAC based upon services provided, at the least a listing of all county department and agency's services, to include telephone and internet contact information, should be available for distribution to clients at the LAC.

LAC Facility Inspection Checklist

Facility:	Address:
LAC Manager:	Contact #:

√ A. Building Systems Check	Necessary Action	By
Building Interior		
Lighting/Convenience Outlets		
1	Wall switches operate/lighting		
2	All light fixtures functioning, light diffusers in place, etc.		
3	Lighting is adequate in all areas		
4	Emergency lighting operational		
5	Exit lights operational		
6	All wall outlets are in good condition and functioning		
7	Circuits are labeled and easily identifiable on breaker panel		
Sanitation		
1	Lavatory facilities in good condition		
2	Stall/door locks, sink facets functioning		
3	Water supply to lavatories		
4	sink and lavatories drains functioning		
HVAC		
1	Thermostat properly controls air conditioning and heat system		
2	Adequate heating and cooling is being provided		
3	Equipment in good condition, air filters changed, etc.		

Doors				
1		Entryway doors operate properly, including automatic doors		
2		Entryway door locks work and keys are provided		
3		Interior passageway doors operate properly		
Windows, Ceiling and Flooring				
1		All windows in good condition, open and close properly		
2		Flooring in good condition		
3		All ceiling tiles in place and in good condition		
Fire and Security Systems				
1		Fire extinguisher(s) adequately placed, current tags and fully charged		
2		Fire detection and suppression systems functioning, if applicable		
3		Security alarm system functioning, if applicable		
4		Standby or emergency power		
1		Table and chairs for each service provider		
2		Signage for services available		
Building Exterior				
Sanitation				
1		Dumpster on site and in suitable location		
2		Dumpsters covered and in good condition		
3		Port-a-potties in suitable location, if applicable		
4		Adequate number of waste receptacles		
Exterior Lighting				
1		Building exterior lighting affixed to building and is working		

2		Building exterior lighting adequate in all areas		
3		Handicapped ramps at entrance and exit		
		Parking		
1		Parking lot lighting is adequate and working		
2		Parking lot adequately identified, striped, etc.		
3		Parking lot entrance and exit adequate for traffic flow		
		Exterior Signage		
1		Signage on roads directing to LAC		
3		Signage directing to entrance of the LAC		
4		Bulletin or message board outside for general view of clients.		

√Service Contracts/Contacts					
1		**Port-a-potties**	4		**Security**
		Vendor:			Vendor:
		Responsibilities:			Responsibilities:
		Frequency of Service:			Frequency of Service:
		Contact Person:			Contact Person:
2		**Trash**	5		**Building Owner/Property Manager**
		Vendor:			Vendor:
		Responsibilities:			Responsibilities:
		Frequency of Service:			Frequency of Service:
		Contact Person:			Contact Person:
3		**Custodial**	6		**Building Maintenance**
		Vendor:			Vendor:
		Responsibilities:			Responsibilities:
		Frequency of Service:			Frequency of Service:
		Contact Person:			Contact Person:

LAC Signs

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Every sign will significantly reduce the number of questions being asked at the LAC. Outdoor signs should be in large, very visible print and protected from moisture.

Recommended Signs:	
	Local Assistance Center (LAC) minimum 3
	Reception Area
	Entry
	Exit
	Restrooms – Men
	Restrooms – Women
	LAC Days and Hours of Operation
	List of Agencies and Organizations for posting outside of the facility
	Individual agencies or organizations (for tables)
	Station numbers (for tables)
	Parking Lot signage

LAC Furniture Equipment List

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Furniture List	Quantity
Tables (24"x 61")	
Chairs	
Telephones	
Computers	
Computer Printers	
Copiers	
Trash Cans – Large	
Trash Cans – Small	
Dry Erase Broads with Markers	
Flip Chart and Supplies	
Office Supplies	
First Aid Kit	
Pens and Pencils	
Writing pads	
Copier Paper	
Color Paper	
Envelopes – (letter size)	
Staplers and staple removers	

Large Staple gun with staples	
Scotch tape and dispensers	
Duct tape	
Masking tape	
Paper clips	
Marking pens	
Name badges with holders	
Post-its	
File folders	
Poster board	
Calendar	
Push pins	
Drinking water and cups	
Brooms, mop and sponge (for mishaps between janitorial service)	
Paper towels	
Anti-bacterial wipes	
Kleenex	

LAC Agency Assignments

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Table Number	Agency or Organization	Phone Number At Table
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		

Sample LAC Floor Plan

The diagram below represents floor space of approximately 5,000 square feet.
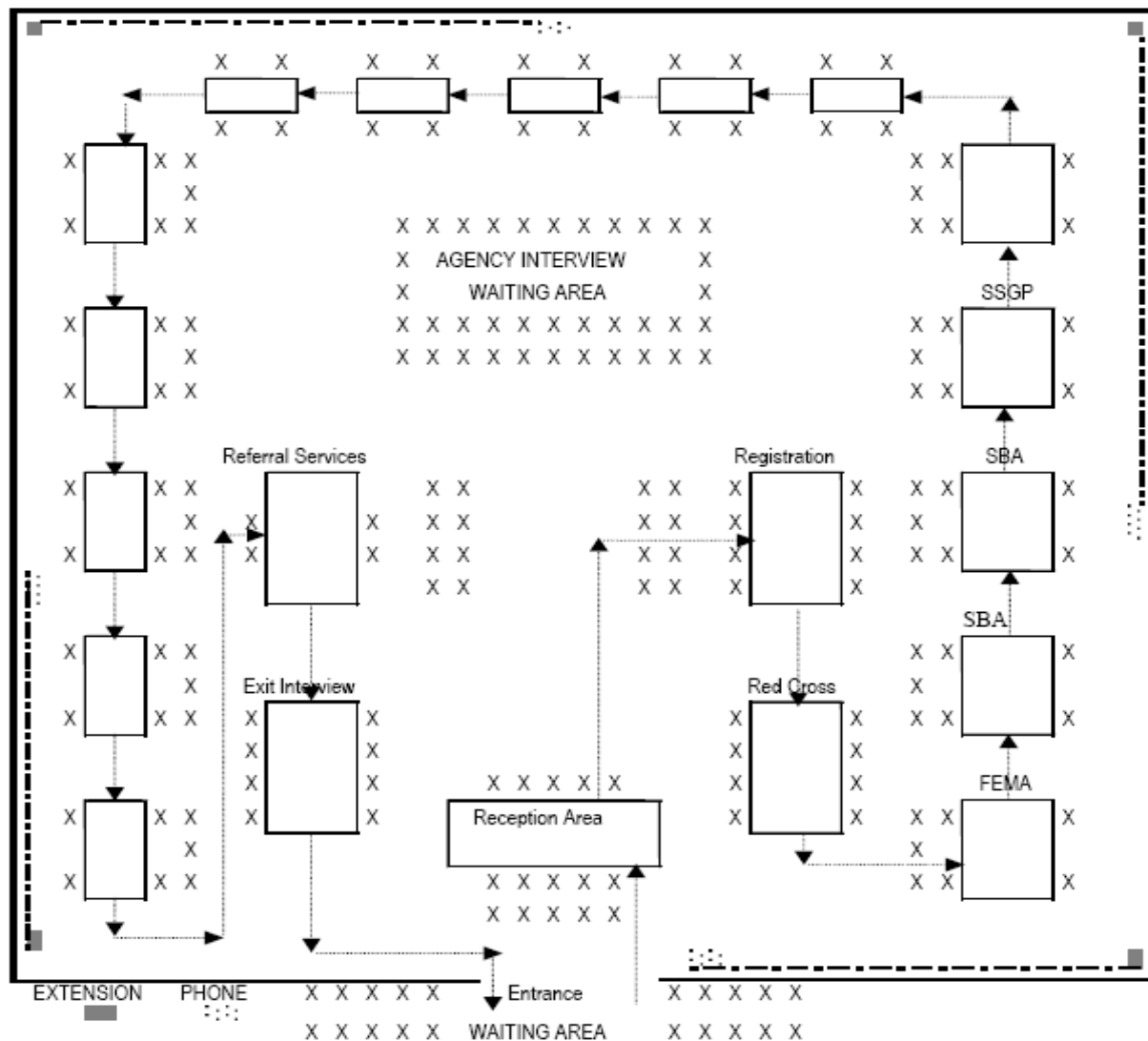
Formula for estimating square footage:

150 square feet for each LAC participant *PLUS* 50 square feet for each client that could be in the LAC at a given time.

Example: a center to accommodate 10 LAC participants and 30 clients at any given time would require a minimum of 3,000 square feet; (150 square feet x 10 LAC participants) + (50 square feet x30 clients).

Note: LACs may require more or less square footage based on the size and magnitude of the event. Partitions of some type may be necessary if one table is used to interview more than one client.

LAC Client Sign-In Sheet

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Today's Date:	MM	DD	YYYY

	NAME (Please Print)	TIME
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Local Assistance Center Intake Form

Local Assistance Center Location:
Address:	
City and Zip Code:	

Today's Date:	MM	DD	YYYY

Is this your initial visit?   ☐ YES   ☐ NO

Did you pre-register with FEMA using their "800" number or online?   ☐ YES   ☐ NO

First Name:	
Last Name:	
Residential Address (No PO Boxes):	
City and Zip Code:	
Telephone Number	

Currently living: ☐ residence ☐ shelter ☐ family/friends ☐ other			
How many people are in your household?			
Was your home damaged?	Yes	No	Don't Know
Are you self-employed?	Yes	No	
If self-employed, was your business damaged?	Yes	No	Don't Know

Business Name:	
Business Address:	
Business City and Zip Code:	

How did you find out about this Local Assistance Center?				
TV	Radio	Newspaper	Sign	Community Group/Meeting
Other:				

LAC Staff Sign In and Out Sheet

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Today's Date:	MM	DD	YYYY

Last Name	First Name	Department or Agency	LAC Position	LAC ID	Time In	Time Out

LAC Station Tally

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Station Number:	
Department or Agency:	

DATE	Clients Served (tally mark)	Daily Total

LAC Weekly Station Summary

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Station Number	LAC Organization	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Weekly Total

LAC Client Routing Form

Local Assistance Center Location:			
Address:			
City and Zip Code:			

Today's Date:	MM	DD	YYYY
Name:			

LAC Referral and Routing	Organization	Services and Programs Offered (brief description of services)	Telephone and contact information (for organizations not present at the LAC
Emergency Needs			
	American Red Cross	Food, clothing, shelter, medications, counseling	
	Social Service Agency	CalFresh (formerly food stamp), Cal Works Immediate need or Diversion programs	
	Other		
Counseling			
	Health Care Agency		
	Other		
Animal Care			
	Animal Care Services		
Housing Assistance			
	OC Community Resources		
Senior Services			
Property Cleanup/debris removal			

LAC Referral and Routing	Organization	Services and Programs Offered (brief description of services)	Telephone and contact information (for organizations not present at the LAC
Governmental Agencies			
	Assessor	Property taxes	
	Clerk-Recorder	Property and vital records	
	OC Public Works	Building permits	
	Health Care Agency		
	Cal OES		
	FEMA	Disaster assistance	
	Small Business Administration	Low interest loans	

You may visit LAC stations other than those recommended.

LAC Customer Survey

Local Assistance Center Location:	
Address:	
City and Zip Code:	

Today's Date:	MM	DD	YYYY

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
How satisfied were you with the staff's courteousness?	○	○	○	○
How satisfied were you with the timeliness of the services?	○	○	○	○
How satisfied were you with the services you received today?	○	○	○	○

	Yes	No
Were you contacted on the grounds by a staff member?	○	○
If yes, were you asked if you needed assistance?	○	○
Are the hours of operations convenient?	○	○
Did you experience any problems during your visit?	○	○

If yes, please explain:
What other services would you have liked to see here today, if any?
Comments:

Please drop your survey in the collection boxes near the exit.

Daily LAC Briefing Format

The daily LAC briefing is conducted by the LAC Manager before the doors are opened to the public.

This format may be used to conduct the daily LAC briefing each day the LAC is operational:

1. Welcome

2. LAC Mission

3. Introductions:
   - Name
   - Agency
   - Services offered

4. Staff orientation – reporting structure
   - LAC Manager
   - Assistant LAC Manager
   - Administrative Support
   - LAC Reception and Information Intake
   - Agency Representatives

5. Workspace Orientation
   - Physical layout
   - Traffic flow
   - Lighting
   - Computers
   - Copiers
   - Supplies
   - Food and drink
   - Work areas
   - Heating and A/C
   - Telephones
   - Printers
   - Signs
   - Cleaning

6. LAC Rules
   - Speaking with the media
   - Respecting privacy
   - Protecting documents and records
   - No private contractors allowed

- No referrals to private contractors

- Requirement to attend daily briefing

7. Environment (noise, etc.)

8. Media

9. Hours of operations

10. Breaks and meal breaks

11. Parking

12. Language translation services

13. ADA issues

14. Security

15. Safety

16. Expectation of staff

- Sign in and out

- Attendance

- Know other services

- Keep focus on the larger picture

17. Add the following information, every day the LAC is operational:

- Information – Announcements

- Update on disaster recovery, local, state and federal actions

- Agency, department status report (daily log)

- Problems

- Solutions

LAC Position Checklists-LAC Deployment Team

Real Estate Services Group – Deployment Team
The Real Estate Services Group – Deployment Team Leader will be designated by the CEO.

The responsibilities of the Real Estate Services Unit may include:
- Conduct field survey(s) to find a facility that can be utilized as a LAC, starting with:
  - Public owned facilities
  - Donated space
  - Private facilities
- If the space to be utilized is not a public owned facility, prepare the appropriate legal agreements with property owners and/or agents for facility leasing.
- Communicate pending items to the EOC Logistics Section and LAC Oversight Team.

Activation Phase Actions
- Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- Review position responsibilities and clarify any issues regarding your authority and assignment.
- Once notified of activation, check in to the County/Operational Area EOC Logistics Section and LAC Oversight Team Manager.
- At the beginning of each shift, sign in.

Operational Phase Actions
- Review LAC Facility requirements:
  - Coordinate with the LAC Oversight Team Manager to identify LAC organizations that will be participating.
  - Ensure facility is not in the disaster impacted area but is in close proximity to the affected population.
  - Ensure facility allows convenient access to public transportation.
  - Ensure facility meets ADA requirements.
- Utilize the Sample LAC Floor Plan to assist in the identification and selection of a LAC site.
- Coordinate with Finance and Administration Section to ensure compliance with expense authorizations.
- Ensure facility is available for a minimum of three (3) months and that facility will not be shared.
- Verify that the facility can allocate space for all participating agencies.
- Provide the LAC Oversight Team Manager with locations and availability, in order to select site.
- Establish contracts with property managers.

Deactivation Phase Actions

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or County Recovery Organization elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Administrative Support prior to your departure.

☐ Participate in the LAC Corrective Action and After Action Report.

LAC Facility Operations Manager– Deployment Team

The LAC Facility Operations Manager – Deployment Team Leader will be designated by the OC Public Works.

The responsibilities of the Facility Operations Unit may include:

- Assume the role of Project Manager
- Conduct field survey(s) to find a public facility suitable for LAC operations using the LAC Facility Checklist as a guide.
- Assess floor plan, infrastructure, exterior area(s) suitable for expansion (e.g. tents, canopies), parking capacity, security, layout, accessibility, available equipment and furniture.
- Coordinate with the Logistics Section, LAC Information Technology and Finance and Administration Section to procure or contract services required to activate the LAC.
- Communicate pending items to the EOC Logistics Section and LAC Oversight Team.

Activation Phase Actions

☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ Once notified of activation, check in to the County/Operational Area EOC Logistics Section and LAC Oversight Team Manager.

☐ At the beginning of each shift, sign in.

Operational Phase Actions

☐ Ensure facility is not in the disaster impacted area, but is in close proximity to the affected population.

☐ Facility can allocate space for all participating organizations.

☐ Ensure compliance with all safety regulations, codes and building requirements.

   ☐ Ensure facility meets ADA requirements.

   ☐ Ensure facility has the capability to support all organizations that will be providing services through the LAC.

☐ Utilize the LAC Facility Inspection Checklist and Sample LAC Floor Plan to assist in the identification and selection of a LAC site.

☐ Provide LAC Oversight Team Manager and LAC Facilities Operations with information regarding the selected LAC site(s).

Deactivation Phase Actions
☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or County Recovery Organization elements as appropriate.
☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Administrative Support prior to your departure.
☐ Participate in the LAC Corrective Action and After Action Report.

LAC Information Technology Manager – Deployment Team
The LAC Information Technology Manager – Deployment Team Leader will be designated by the CEO.

The responsibilities of the LAC Information Technology Unit may include:
• Coordinate with LAC Facility Operations and Real Estate Services Units to ensure adequacy in communication capabilities, planning for wireless and hardwired uses and power sources.
• Coordinate with LAC Facility Operations and Real Estate Services Unit for communication and network capabilities and requirements:
    o Data connectivity requirements
    o Voice requirements
    o Computers, printers, fax and scanning requirements
• Strategize and coordinate the implementation of voice/data systems in the selected facility or facilities.

Activation Phase Actions
☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
☐ Once notified of activation, check in to the County/Operational Area EOC Logistics Section and LAC Oversight Team Manager.
☐ At the beginning of each shift, sign in.

Operational Phase Actions
☐ Ensure LAC has the capability for data and communication requirements for LAC participates.
☐ Provide LAC Oversight Team Manager and LAC Information Technology Unit with site capabilities and needs.

Deactivation Phase Actions

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or County Recovery Organization elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Administrative Support prior to your departure.

☐ Participate in the LAC Corrective Action and After Action Report.

Finance and Administration Section-Recovery

☐ Ensure all financial elements for the procurement of the LAC facility are properly documented and have the correct financial account coding.

☐ Coordinate with LAC Oversight Team Manager and LAC Deployment Team to ensure LAC expenditures are coded correctly and within authorized limits.

☐ Coordinate pending financial issues with LAC Oversight Team Manager and LAC Manager.

Logistics Section-Recovery

☐ Coordinate with LAC Deployment Team and LAC Oversight Team Manager for the procurement of the LAC facility, equipment and services.

LAC Position Checklists-Oversight Team

LAC Oversight Team Manager
The responsibilities of the LAC Oversight Team Manager may include:

- Oversee the activation and operations of the LAC Oversight Team.
- Communicate with the DES and Recovery Manager to determine locations and standard operating hours for all sites.
- During the initial site set up, coordinate with State and Federal representatives to secure their presence at the LAC.
- Coordinate with the Personnel Unit Leader in Logistics to develop a schedule for LAC Team members.
- Ensure information is shared between the LAC, EOC and County Recovery Organization.
- Collect daily information from the LAC Manager for situational awareness and advance planning.
- Assist in resolving issues beyond the control of the LAC Manager.
- Ensure daily reports are compiled.
- Coordinate with Logistics Section on purchasing processes, requirements and decisions.
- Coordinate with Finance and Administration Section on financial processes and documentation requirements.
- Attend LAC staff meetings.
- Develop, initiate and oversee the LAC Demobilization Plan.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Check in with DES-Recovery and Recovery Manager.
- ☐ At the beginning of each shift, sign in.
- ☐ Coordinate with Logistics Section to activate LAC Oversight Team and LAC Deployment Team, if necessary.
- ☐ Meet with LAC Oversight Team and LAC Deployment Team to establish an operational plan for establishing and staffing the LAC(s).
- ☐ Establish services and resources that will be provided by County department and agencies and PNP's at the LAC.
- ☐ Coordinate with Logistics Section to activate LAC Team members.
- ☐ Coordinate with Logistics Section to activate departments, agencies and PNP's that will be providing services and resources at the LAC.
- ☐ Provide LAC operating information to the LAC Media Relations Manager and PIM.
- ☐ Meet with LAC Manager(s) to review operational plan and staffing of the LAC.

Operational Phase Actions
- ☐ Attend daily and/or weekly LAC staff meetings when appropriate.
- ☐ Collect and review LAC statistics reports for decision making and advance planning.
- ☐ Prepare LAC report for the DES-Recovery and Recovery Manager on a weekly basis.
- ☐ Coordinate with Recovery Manager on any LAC issues that may arise.
- ☐ Develop the LAC Demobilization Plan.

Deactivation Phase Actions
- ☐ Implement the Demobilization Plan.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the Recovery Manager prior to your departure.
- ☐ Conduct final briefing session with all LAC participants to review operational pros and cons.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Facilities Operations Manager-Oversight Team
The responsibilities of the LAC Facilities Operations Manager may include:
- Oversee the planning, design, remodeling and/or renovation of the selected facility.

- Ensure the facilities are compliant with the Americans with Disabilities Act (ADA).
- Coordinate with Logistics for the initiation and set up of needed services and equipment, to include those identified in LAC Facility Checklist.
- Coordinate with Logistics Section to establish transportation services, as needed, to support personnel assigned to LAC.
- Coordinate with onsite LAC Facility Operations for:
  - Services and supplies needed at the LAC.
  - Return of rentals and equipment.
- Participate in the demobilization plan ensuring facility is restored to original status.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Check in with LAC Oversight Team Manager.
- ☐ At the beginning of each shift, sign in.
- ☐ Participate in the development of the LAC operational plan.

Operational Phase Actions
- ☐ Coordinate with the Security RSF Branch to arrange and allocate security resources for the LAC(s).
- ☐ Coordinate services and contracts to meet requirements outlined in the LAC Facility Checklist.
- ☐ Coordinate with Logistics Section for LAC signs and banners.
- ☐ Coordinate with Logistics Section for the transportation and delivery of supplies and equipment.
- ☐ Coordinate with LAC Facility Operations to ensure proper management and maintenance of contracted services and equipment.
- ☐ Participate in the development of the LAC Demobilization Plan.

Deactivation Phase Actions
- ☐ Implement the Demobilization Plan.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Oversight Team Manager prior to your departure.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Information Technology Manager-Oversight Team
The responsibilities of the LAC Information Technology Unit may include:
- Coordinate IT personnel for services at the LAC.
- Coordinate IT resources to accommodate State and FEMA personnel and equipment, if applicable.
- Maintain communications with IT Technicians at the LAC.
- Ensure the LAC Oversight Team Manager and Recovery Manager are kept up to date on any IT issues.
- Coordinate with Logistics Sections for services and supplies.
- Participate in the demobilization plan.

Activation Phase Actions
☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
☐ Check in with LAC Oversight Team Manager.
☐ At the beginning of each shift, sign in.
☐ Assist with the set-up of the LAC.
☐ Communicate with the LAC Deployment Team-Information Technology Manager over IT issues or projects at the LAC site.
☐ Participate in the development of the LAC operational plan.

Operational Phase Actions
☐ Coordinate with LAC Oversight Team and LAC Deployment Team in the establishment of the operational plan for establishing the LAC(s).
☐ Coordinate with LAC Information Technology at the LAC to identify and finalize IT projects at the LAC(s).
☐ Participate in the development of the LAC Demobilization Plan.

Deactivation Phase Actions
☐ Implement the Demobilization Plan.
☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Oversight Team Manager prior to your departure.
☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
☐ Participate in the LAC Corrective Action and After Action Report.

LAC Oversight Liaison-Oversight Team
The responsibilities of the LAC Oversight Liaison may include:
- Attend community meetings and provide County updates to attendees.
- Ensure the LAC Oversight Team Manager and Recovery Manager are kept up to date on any community issues.
- Direct donation requests or inquires to the Logistics Section.
- Participate in the demobilization plan.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Check in with LAC Oversight Team Manager.
- ☐ At the beginning of each shift, sign in.
- ☐ Assist with the set-up of the LAC.
- ☐ Participate in the development of the LAC operational plan.

Operational Phase Actions
- ☐ Establish communications with participating agencies and organizations at the LAC(s).
- ☐ Attend community and LAC meetings to determine and coordinate community needs.
- ☐ Work with the LAC Manager(s) to collect county and organization participation information.
- ☐ Ensure the LAC Oversight Team Manager, LAC Manager and Recovery Manager are kept up to date on any community issues.
- ☐ Direct donation requests or inquires to Logistics Section.
- ☐ Participate in the development of the LAC Demobilization Plan.

Deactivation Phase Actions
- ☐ Implement the Demobilization Plan.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Oversight Team Manager prior to your departure.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Coordinate the issuance of "Letters of Appreciation" to county and local organizational participation.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Media Relations Manager-Oversight Team

The responsibilities of the LAC Media Relations Manager may include:

- Coordinate, maintain and provide media updates to the Public Information Manager (PIM), LAC Oversight Team Manager, Recovery Manager, State and Federal points of contacts.
- Coordinate LAC media press releases with the Public Information Manager and the LAC Media Specialist.
- Coordinate with the PIM and LAC Media Specialist to accommodate requests from the media for interviews.
- Ensure LAC Media Specialist provides regular updates to the media.
- Ensure the LAC Oversight Team Manager, PIM and Recovery Manager are kept up to date on any media issues.
- Participate in the development of the LAC operational plan.

Activation Phase Actions

- Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- Review position responsibilities and clarify any issues regarding your authority and assignment.
- Check in with LAC Oversight Team Manager.
- At the beginning of each shift, sign in.
- Assist with the set-up of the LAC.
- Facilitate public awareness of the LAC operations, including services available.
- Ensure LAC Media Specialist is on site to handle media questions.
- Participate in the development of the LAC operational plan.

Operational Phase Actions

- Coordinate, maintain and provide media updates to the Public Information Manager (PIM), LAC Oversight Team Manager, Recovery Manager, State and Federal points of contacts.
- Coordinate LAC media press releases with the Public Information Manager and the LAC Media Specialist.
- Coordinate with the PIM and LAC Media Specialist to accommodate requests from the media for interviews.
- Ensure LAC Media Specialist provides regular LAC updates to the media.
- Monitor media coverage of recovery related issues.
- Ensure the LAC Oversight Team Manager, PIM and Recovery Manager are kept up to date on any media issues.
- Facilitate LAC visits by elected officials or VIPs.
- Ensure LAC information is continuously updated with the media and posted to county website.
- Participate in the development of the LAC Demobilization Plan.

Deactivation Phase Actions
- ☐ Implement the Demobilization Plan.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Oversight Team Manager prior to your departure.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Participate in the LAC Corrective Action and After Action Report.

Intergovernmental Affairs Liaison-Oversight Team
The responsibilities of the Intergovernmental Affairs Liaison may include:
- Respond to elected officials requests for information and questions.
- Coordinate with LAC Oversight Team Manager, Recovery Manager on county policies, procedures and practices concerning LAC and general recovery matters.
- Draft correspondence to residents on community recovery activities.
- Coordinate with the LAC Oversight Team Manager and Recovery Manager to organize and facilitate briefings for elected officials and their staff.
- Provide regular updates to the LAC Oversight Team Manager and Recovery Manager.
- Coordinate with elected state and federal officials participation and or presence at the LAC with LAC Managers and LAC Media Specialist.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ Check in with LAC Oversight Team Manager.
- ☐ At the beginning of each shift, sign in.
- ☐ Assist with the set-up of the LAC.
- ☐ Participate in the development of the LAC operational plan.

Operational Phase Actions
- ☐ Represent the County to elected officials of the state and federal government.
- ☐ Respond to policy related questions and inquiries with accuracy and political awareness.
- ☐ Compile issue documents, white papers and correspondence.
- ☐ Provide regular updates to the LAC Oversight Team Manager, DES-Recovery and Recovery Manager.
- ☐ Coordinate with elected state and federal officials participation and/or presence at the LAC with LAC Managers.
- ☐ Organize and facilitate briefings for elected official(s) and their staff.

□   Participate in the development of the LAC Demobilization Plan.

Deactivation Phase Actions
□   Implement the Demobilization Plan.
□   Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
□   Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Oversight Team Manager prior to your departure.
□   Contact your regular department or agency supervisor and notify them of the LAC deactivation.
□   Participate in the LAC Corrective Action and After Action Report.

LAC Position Checklists – LAC Team

LAC Manager-LAC Team
The LAC Manager oversees and coordinates all activities related to providing services to the impacted community.

Responsibilities
- Manage, direct and coordinate the daily LAC activities.
- Coordinate with the LAC Oversight Team and Logistics Section to address staffing needs.
- Monitor, analysis and implement operating procedures.
- Organize and facilitate daily and weekly meetings with LAC staff.
- Monitor participation, maintain communications and process requests from Non-Government Organizations (NGOs), Private Non Profit (PNPs), voluntary organizations, local, state and federal governmental representatives.
- Communicate needs, trends and concerns to the LAC Oversight Team.
- Ensure statistical information is collected daily on LAC operations.
- Enforce county, state and federal guidelines and regulations regarding LAC Operations.
- Coordinate with the LAC Oversight Team Manager for the demobilization plan.

Activation Phase Actions
□   Notify regular department or agency supervisor of LAC activation and LAC work schedule.
□   Review position responsibilities and clarify any issues regarding your authority and assignment.
□   At the beginning of each shift, sign in.
□   Check in with the LAC Oversight Team Manager.
□   Obtain and wear your position's vest with official identification or badge.
□   Set up workspace and contact information.
□   Obtain site background information and keys to site.
□   Coordinate with LAC Oversight Team and LAC Team to develop staff schedules.

    ☐ Establish communications with participating agency representatives, including state and federal.

    ☐ Set meeting with LAC staff before opening to share contact and services information, identified issues with the site, reporting processes, communication and safety plans.

Operational Phase Actions

    ☐ Review position responsibilities.

    ☐ Organize and facilitate daily and weekly meetings with LAC staff.

    ☐ Refer media to Media Specialist.

    ☐ Establish reasonable wait times for services before requiring additional staffing.

    ☐ Identify and report potential issues with LAC operations to LAC Oversight Team.

    ☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.

    ☐ At the end of each shift, sign out.

Deactivation Phase Actions

    ☐ Participate in the Demobilization Plan.

    ☐ Coordinate with Facility Operations and facility owners or management for final walk through.

    ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.

    ☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Administrative Support prior to your departure.

    ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.

    ☐ Sign out and turn in vest.

    ☐ Participate in the LAC Corrective Action and After Action Report.

Assistant LAC Manager

The LAC Assistant Manager supports the LAC Manager. In the absence of the LAC Manager, the Assistant LAC Manager assumes the management of LAC operations.

Responsibilities

The responsibilities of the LAC Assistant Manager may include:

- Assume management of operations in the absence of the LAC Manager.
- Supervises LAC Operations.
- Monitor operations and processes to identify and improve processes.
- Enforce county, state and federal guidelines and regulations regarding LAC Operations.
- Participate in the demobilization plan.

Activation Phase Actions

☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ At the beginning of each shift, sign in.

☐ Check in with the LAC Manager.

☐ Obtain and wear your position's vest with official identification or badge.

☐ Assist with activation and set-up of the LAC.

☐ Set up workspace and verify contact information.

☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions

☐ Review position responsibilities.

☐ Attend ongoing recovery situational briefings.

☐ Attend daily and weekly LAC staff meetings.

☐ Facilitate in the collection, drafting and submission of statistical data and forms necessary to report to the LAC Oversight Team.

☐ Refer media to Media Specialist.

☐ Identify and report potential issues with LAC operations to LAC Manager.

☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.

☐ At the end of each shift, sign out.

Deactivation Phase Actions

☐ Participate in the Demobilization Plan.

☐ Demobilize when authorized by the LAC Manager.

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs, return leased or rented equipment to the appropriate department or company and provide all documentation to the LAC Administrative Support prior to your departure.

☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.

☐ Sign out and turn in vest.

☐ Participate in the LAC Corrective Action and After Action Report.

LAC Administrative Support

LAC Administrative Support position is responsible for performing a wide variety of clerical, financial and administrative duties assisting the LAC Manager, Assistant LAC Manager and LAC Team.

Responsibilities

The responsibilities of the LAC Administrative Support may include:

- Provide assistance to the LAC Manager and Assistant LAC Manager.
- Provide office support to the LAC Team.
- Maintain and update weekly, contact information lists, including:
    - Agencies represented at the LAC.
    - Support services for the facility.
- Coordinate with the Finance and Administrative Section regarding cost documentation and other finance requirements.
- Prepare and document requisitions for supplies, equipment and services upon approval by the LAC Manager, forward requests to the Logistics Section.
- Provide and maintain daily timesheets for agency representatives and site volunteers.
- Track, maintain and provide weekly report of all LAC expenses to LAC Manager.
- Collect and maintain daily station tally activity sheets.
- Collect and maintain Customer Surveys, if applicable.
- Participate in the demobilization plan.

Activation Phase Actions

- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ At the beginning of each shift, sign in.
- ☐ Check in with the LAC Manager.
- ☐ Obtain and wear your position's vest with official identification or badge.
- ☐ Assist with activation and set-up of the LAC.
- ☐ Set up workspace and verify contact information.
- ☐ Coordinate with the Finance and Administrative Section regarding cost documentation and other finance requirements.
- ☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions

- ☐ Review position responsibilities.
- ☐ Attend ongoing recovery situational briefings.
- ☐ Attend daily and weekly LAC staff meetings.
- ☐ Coordinate with the Assistant LAC Manager in the collection, drafting and submission of statistical data and forms necessary to report to the LAC Oversight Team.
- ☐ Prepare and document requisitions for supplies, equipment and services upon approval by the LAC Manager, forward requests to the Logistics Section.
- ☐ Provide and maintain daily timesheets for agency representatives and site volunteers.
- ☐ Track, maintain and provide weekly report of all LAC expenses to LAC Manager.
- ☐ Refer media to Media Specialist.

☐ Identify and report potential issues with LAC operations to LAC Manager.
☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
☐ At the end of each shift, sign out.

Deactivation Phase Actions
☐ Participate in the Demobilization Plan.
☐ Demobilize when authorized by the LAC Manager.
☐ Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
☐ Ensure all required forms and reports are completed, and appropriately stored.
☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
☐ Sign out and turn in vest.
☐ Participate in the LAC Corrective Action and After Action Report.

LAC Reception and Information Intake
LAC Reception and Information Intake personnel are responsible for providing direction and assistance to customers and facilitating crowd control.

Responsibilities
The responsibilities of the LAC Reception and Information Intake may include:
• Provide direction and assistance to clients.
• Maintain and update LAC layout maps, bulletin boards and information brochures to give clients.
• Assist with crowd control and request assistance when needed.
• Maintain completed LAC Intake Forms.
• Document wait times and traffic flow.
• Participate in the demobilization plan.

Activation Phase Actions
☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
☐ At the beginning of each shift, sign in.
☐ Check in with the LAC Manager.
☐ Obtain and wear your position's vest with official identification or badge.
☐ Assist with activation and set-up of the LAC.
☐ Set up workspace and verify contact information.
☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
- Review position responsibilities.
- Attend daily and weekly LAC staff meetings.
- Refer media to the Media Specialist.
- Provide situational status to the LAC Manager.
- Identify and report potential issues with LAC operations to the LAC Manager.
- Provide completed copies for the following forms to the LAC Administrative Support on a daily basis:
    - Local Assistance Center Intake Form.
    - LAC Station Tally Form.
    - LAC Client Sign In Sheet.
    - LAC Customer Surveys.
- Coordinate with LAC Manager concerning issues on crowd movement or control.
- Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
- At the end of each shift, sign out.

Deactivation Phase Actions
- Participate in the Demobilization Plan.
- Demobilize when authorized by the LAC Manager.
- Ensure any open actions are handled by appropriate person and/or section are transferred to the appropriate organizational elements as appropriate.
- Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.
- Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- Sign out and turn in vest.
- Participate in the LAC Corrective Action and After Action Report.

LAC Facilities Operations
The Facilities Operations position is responsible for maintain the LAC Facility in a safe and operational environment.

Responsibilities
The responsibilities of the Facility Operations Group may include:
- Maintain daily operations of the LAC facility, contracted services and security operations.
- Coordinate with LAC Manager and Security to establish restricted areas and determine security points.
- Ensure facility is fully operational, including interior and exterior features (lighting, heating and air conditioning, plumbing, etc.).
- Develop and submit to LAC Manager weekly status reports.

- Monitor and coordinate with Security traffic control and parking issues.
- Maintain an inventory listing of all supplies and equipment supplied by the county and contracted services, adjust as items are removed or transferred.
- Ensure all county owned equipment is clearly marked, including any new purchases.
- Arrange for return of rental equipment as soon as practical, documenting date and time of pick up.
- Participate in the demobilization plan.

Activation Phase Actions

- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ At the beginning of each shift, sign in.
- ☐ Check in with the LAC Manager.
- ☐ Obtain and wear your position's vest with official identification or badge.
- ☐ Assist with activation and set-up of the LAC.
- ☐ Set up workspace and verify contact information.
- ☐ Coordinate with LAC Manager to ensure the facility is fully operational.
- ☐ Develop an inventory listing of all supplies and equipment supplied by the county, contracted services.
- ☐ Ensure all county owned equipment is clearly marked.
- ☐ Coordinate with Security for the establishment of restricted areas and security points.
- ☐ Ensure LAC signage has been placed in appropriate areas.
- ☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions

- ☐ Review position responsibilities.
- ☐ Attend daily and weekly LAC staff meetings.
- ☐ Ensure facility operationally maintained, coordinate for repair or servicing of any elements not functioning correctly.
- ☐ Maintain inventory listing of all supplies and equipment supplied by the county and contracted services, update listing as items are removed or transferred.
- ☐ Coordinate with Security on traffic control and parking issues.
- ☐ Provide LAC Manager with weekly status report.
- ☐ Identify and report potential issues with LAC operations to LAC Manager.
- ☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
- ☐ At the end of each shift, sign out.

Deactivation Phase Actions

- ☐ Participate in the Demobilization Plan.

☐ Demobilize when authorized by the LAC Manager.
☐ Coordinate the return of all county owned equipment and supplies, documenting date and time of pick up.
☐ Arrange for the return of rental equipment, documenting date and time of pick.
☐ Coordinate with LAC Manager and facility owners or management for final walk through.
☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.
☐ Ensure all required forms and reports are completed, and appropriately stored.
☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
☐ Sign out and turn in vest.
☐ Participate in the LAC Corrective Action and After Action Report.

LAC Media Specialist
The Media Specialist is responsible for handling media contact and providing assistance to the LAC Manager during VIP visits. The Media Specialist coordinates with the LAC Oversight Team LAC Media Relations Manager. The Media Specialist should be at the LAC during the first two weeks of operations and then as needed.

Responsibilities
The responsibilities of the Media Specialist may include:
• Maintain and communicate daily media updates to the LAC Media Relations Manager and LAC Manager.
• Ensure information reference LAC hours of operations and services provided is current.
• Provide guidance for handling media requests to the LAC Manager.
• Coordinate with the LAC Manger to conduct media interviews.
• Write talking points for appropriate county representatives.
• Escort media during LAC visits.
• Provide assistance to the LAC Manager during VIP visits, ensure LAC Oversight Team and Recovery Manager aware of all visits.
• Provide LAC press releases.

Activation Phase Actions
☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
☐ At the beginning of each shift, sign in.
☐ Check in with the LAC Manager and LAC Media Relations Manager.
☐ Obtain and wear your position's vest with official identification or badge.
☐ Set up workspace and verify contact information.

☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
☐ Review position responsibilities.
☐ Attend daily and weekly meetings with LAC staff.
☐ Provide guidance for handling media requests to the LAC Manager.
☐ Coordinate with the LAC Manager to conduct media interviews.
☐ Write talking points for appropriate county representatives.
☐ Escort media during LAC visits.
☐ Provide assistance to the LAC Manager during VIP visits, ensure LAC Oversight Team and Recovery Manager aware of all visits.
☐ Develop LAC specific press releases.
☐ Provide situational status to the LAC Manager and LAC Media Relations Manager.
☐ Identify and report potential issues with LAC Manager.
☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
☐ At the end of each shift, sign out.

Deactivation Phase Actions
☐ Participate in the Demobilization Plan.
☐ Demobilize when authorized by the LAC Manager.
☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.
☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.
☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
☐ Sign out and turn in vest.
☐ Participate in the LAC Corrective Action and After Action Report.

LAC Messengers
Messengers are utilized at the LAC to provide information, assistance and distribution services to the LAC participants.

Responsibilities
The responsibilities of the Messengers may include:
• Provide assistance to all LAC staff.
• Assist in the set up and/or breakdown of LAC areas.
• Facilitate in information distribution and message delivery between LAC agencies.
• Assist with reception, as needed.
• Provide visitor guidance.
• Distribute and collect Customer Surveys.

- Participate in the demobilization plan.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ At the beginning of each shift, sign in.
- ☐ Check in with the LAC Manager.
- ☐ Obtain and wear your position's vest with official identification or badge.
- ☐ Assist with LAC set-up.
- ☐ Set up workspace and verify contact information.
- ☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
- ☐ Review position responsibilities.
- ☐ Attend daily and weekly meetings with LAC staff.
- ☐ Refer all media to the Media Specialist.
- ☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
- ☐ At the end of each shift, sign out.

Deactivation Phase Actions
- ☐ Participate in the Demobilization Plan.
- ☐ Demobilize when authorized by the LAC Manager.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Sign out and turn in vest.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Security
Security will ensure a secure environment within and outside the LAC for both the LAC participants and visitors.

Responsibilities
The responsibilities of the Security may include:
- Coordinate with Facility Operations to set up and maintain security operations.
- Maintain physical security of the LAC site.

- Coordinate with local law enforcement.
- Maintain crowd and traffic control.
- Report changes and updates to Facility Operations and LAC Manager.
- Participate in the demobilization plan.

Activation Phase Actions
- ☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
- ☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
- ☐ At the beginning of each shift, sign in.
- ☐ Check in with the LAC Manager.
- ☐ Obtain and wear your position's vest with official identification or badge.
- ☐ Set up workspace and verify contact information.
- ☐ Coordinate with Facility Operations for the establishment of restricted areas and security points.
- ☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
- ☐ Review position responsibilities.
- ☐ Review LAC safety plan.
- ☐ Attend daily and weekly LAC staff meetings.
- ☐ Coordinate with Facility Operations on traffic control and parking issues.
- ☐ Provide LAC Manager and your home agency with weekly status report.
- ☐ Identify and report potential issues to LAC Manager.
- ☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
- ☐ At the end of each shift, sign out.

Deactivation Phase Actions
- ☐ Participate in the Demobilization Plan.
- ☐ Demobilize when authorized by the LAC Manager.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.
- ☐ Ensure all required forms and reports are completed, and appropriately stored.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Sign out and turn in vest.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Information Technology
The Information Technology position is assigned to the LAC to establish and support communications and electronic functions.

Responsibilities
The responsibilities of Information Technology may include:
- Set up and configure network systems, printers, fax machines, copying and scanning machines and wireless devices for connectivity to county networks.
- Assist participating agencies and organizations with internet connectivity.
- Direct contractors as needed.
- Monitor IT needs.
- Troubleshoot network configuration issues for LAC participates.
- Provide status reports to the LAC Manager.
- Participate in the demobilization plan.

Activation Phase Actions
☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.
☐ Review position responsibilities and clarify any issues regarding your authority and assignment.
☐ At the beginning of each shift, sign in.
☐ Check in with the LAC Manager.
☐ Obtain and wear your position's vest with official identification or badge.
☐ Assist with the set-up of the LAC.
☐ Set up workspace and verify contact information.
☐ Assess the status of your available resources and the needs of LAC participants, coordinate with the LAC Information Technology Manager to address issues.
☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
☐ Review position responsibilities.
☐ Attend daily and weekly meetings with LAC staff.
☐ Support LAC participants with information technology issues.
☐ Provide situational status to the LAC Manager and LAC Media Relations Manager.
☐ Identify and report potential issues with LAC Manager.
☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
☐ At the end of each shift, sign out.

Deactivation Phase Actions
☐ Participate in the Demobilization Plan.
☐ Demobilize when authorized by the LAC Manager.

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.

☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.

☐ Sign out and turn in vest.

☐ Participate in the LAC Corrective Action and After Action Report.

LAC Volunteer Group

The Volunteer Group identifies and coordinates volunteer opportunities for assist the impact population.

Responsibilities

The responsibilities of the Volunteer Group may include:

- Conduit of volunteer services with LAC staff.
- Maintain a list of available volunteers with contact information.
- Participate in the identification of volunteer service opportunities to assist LAC clients.
- Coordinate with COAD-OC to direct available volunteers to areas needing help.
- Participate in the demobilization plan.

Activation Phase Actions

☐ Notify regular agency supervisor of LAC activation and LAC work schedule.

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ At the beginning of each shift, sign in.

☐ Check in with the LAC Manager.

☐ Obtain and wear your position's vest with official identification or badge.

☐ Assist with the set-up of the LAC.

☐ Set up workspace and verify contact information.

☐ Assess the status of your available resources

☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions

☐ Review position responsibilities.

☐ Attend daily and weekly meetings with LAC staff.

☐ Refer media to the Media Specialist.

☐ Coordinate the identification of volunteer resources with COAD-OC which could be used to assist the impacted population.

☐ Provide volunteer resource status to the LAC Manager.

☐ Identify and report potential issues with LAC Manager.

☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.

☐ At the end of each shift, sign out.

Deactivation Phase Actions

☐ Participate in the Demobilization Plan.

☐ Demobilize when authorized by the LAC Manager.

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.

☐ Contact your regular agency supervisor and notify them of the LAC deactivation.

☐ Sign out and turn in vest.

☐ Participate in the LAC Corrective Action and After Action Report.

LAC Health Services

Health Services position provides health and safety resources at the LAC.

Responsibilities

The responsibilities of the Health Services may include:

- Ensure LAC is staffed with personnel trained in CPR and first aid.
- Ensuring first aid kits and fire extinguishers are on site.
- Coordinating with Facility Operations to ensure facility has a completed fire inspection certification.
- Developing a site safety plan.
- Coordinating with LAC Manager on any workers compensation claims.
- Ensuring availability of crisis counseling and/or stress debriefing for LAC participants and clients, as needed.
- Participate in the demobilization plan.

Activation Phase Actions

☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ At the beginning of each shift, sign in.

☐ Check in with the LAC Manager.

☐ Obtain and wear your position's vest with official identification or badge.

☐ Set up workspace and verify contact information.

☐ Assess the status of your available resources

☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions
- ☐ Review position responsibilities.
- ☐ Develop the LAC Safety Plan in coordination with Facility Operations.
- ☐ Ensure staff trained in first aid and CPR are on site during the LAC hours of operation.
- ☐ Attend daily and weekly meetings with LAC staff.
- ☐ Refer media to the Media Specialist.
- ☐ Monitor and coordinate the need for crisis counseling and/or stress debriefing needs for LAC participants or clients.
- ☐ Assist the LAC Manager with any on site injuries reporting.
- ☐ Provide health and safety status to the LAC Manager.
- ☐ Identify and report potential issues to the LAC Manager.
- ☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.
- ☐ At the end of each shift, sign out.

Deactivation Phase Actions
- ☐ Participate in the Demobilization Plan.
- ☐ Demobilize when authorized by the LAC Manager.
- ☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.
- ☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.
- ☐ Contact your regular department or agency supervisor and notify them of the LAC deactivation.
- ☐ Sign out and turn in vest.
- ☐ Participate in the LAC Corrective Action and After Action Report.

LAC Bilingual Interpreters
Bilingual Interpreters are used at LACs to provide language translation assistance to non-English speakers and hearing impaired individuals to assist them in obtaining vital information and resources. Identification of the types of interpretation services to be provided should be coordinated with the impacted jurisdiction based upon the current demographics.

Responsibilities
The responsibilities of the Bilingual Interpreters may include:
- Provide and/or coordinate language translation assistance for participating agencies and LAC clients.
- Assist LAC Manager in communicating information to the public at the LAC.
- Coordinate with LAC Manager and Logistics Section as additional needs develop.
- Effectively communicate in oral and written form.
- Participate in the demobilization plan.

Activation Phase Actions

☐ Notify regular department or agency supervisor of LAC activation and LAC work schedule.

☐ Review position responsibilities and clarify any issues regarding your authority and assignment.

☐ At the beginning of each shift, sign in.

☐ Check in with the LAC Manager.

☐ Obtain and wear your position's vest with official identification or badge.

☐ Assist with the set-up of the LAC.

☐ Set up workspace and verify contact information.

☐ Assess the status of your available resources

☐ Identify potential issues and report to the LAC Manager.

Operational Phase Actions

☐ Review position responsibilities.

☐ Attend daily and weekly meetings with LAC staff.

☐ Refer media to the Media Specialist.

☐ Assist LAC Manager in communicating information to the public at the LAC.

☐ Coordinate with the LAC Manager and Logistics Section as additional needs develop.

☐ Assist non-English speakers by translating their needs and concerns to the appropriate agency.

☐ Interpret information for hearing impaired individuals.

☐ Maintain confidentiality of sensitive information.

☐ Assist the LAC Team with day-to-day operations if translation service duties are not required.

☐ Provide bilingual interpretation status to the LAC Manager.

☐ Identify and report potential issues with LAC Manager.

☐ Brief your relief at shift change (if applicable) to ensure ongoing activities are identified and follow-up requirements are known.

☐ At the end of each shift, sign out.

Deactivation Phase Actions

☐ Participate in the Demobilization Plan.

☐ Demobilize when authorized by the LAC Manager.

☐ Ensure any open actions are handled by appropriate person and/or section are transferred to other LAC or Recovery Organization elements as appropriate.

☐ Ensure all required forms and reports are completed, close out activity logs provide all documentation to the LAC Administrative Support prior to your departure.

☐ Contact your regular agency supervisor and notify them of the LAC deactivation.

☐ Sign out and turn in vest.

☐ Participate in the LAC Corrective Action and After Action Report.

Attachment 7   Assessment of Disaster Impacts

Rapid Impact Assessment (Windshield)
Initial Damage Assessment
       Initial Damage Assessment for Public Assistance
       Initial Damage Assessment for Individual Assistance
Preliminary Damage Assessment

Attachment 8   County of Orange Applicant Agent Resolution and Cal OES 130

The foregoing was passed and adopted by the following vote of the Orange County Board of Supervisors, on March 24, 2015, to wit:
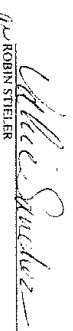
AYES: Supervisors:
NOES: Supervisor(s):
EXCUSED: Supervisor(s):
ABSTAINED: Supervisor(s):

SHAWN NELSON, LISA A. BARTLETT, ANDREW DO
MICHELLE STEEL, TODD SPITZER

CHAIRMAN

STATE OF CALIFORNIA   )
)
COUNTY OF ORANGE   )

I, ROBIN STIELER, Interim Clerk of the Board of Orange County, California, hereby certify that a copy of this document has been delivered to the Chairman of the Board and that the above and foregoing Resolution was duly and regularly adopted by the Orange County Board of Supervisors.

IN WITNESS WHEREOF, I have hereto set my hand and seal.

ROBIN STIELER
Interim Clerk of the Board
County of Orange, State of California

I certify that the foregoing is a true and correct copy of the
Resolution adopted by the Board of Supervisors, Orange County,
State of California

Robin Stieler, Interim Clerk of the Board of Supervisors

By: _____
    Deputy

Resolution No: 15-021
Agenda Date: 03/24/2015
Item No: 24

STATE OF CALIFORNIA
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES
Cal OES 130

Cal OES ID No: 059-00000

Attachment A

DESIGNATION OF APPLICANT'S AGENT RESOLUTION
Hazard Mitigation Grant Program and Pre-Disaster Mitigation Program

BE IT RESOLVED BY THE Board of Supervisors OF THE County of Orange
                      (Governing Body)   (Name of Applicant)

THAT THE   Director, OC Public Works or his designee,
             (Title of Authorized Agent)

is hereby authorized to execute for and on behalf of the County of Orange and Orange County Flood Control District, a public entity established under the laws of the State of California, this application and to file it with the California Governor's Office of Emergency Service for the purpose of obtaining certain federal financial assistance under Public Law 93-288 as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, and/or state financial assistance under the California Disaster Assistance Act.

THAT the County of Orange, a public entity established under the laws of the State of California,
             (Name of Applicant)

hereby authorizes its agent(s) to provide to the California Governor's Office of Emergency Service for all matters pertaining to such state disaster assistance the assurances and agreements required.

Please check the appropriate box below:

☒ This is a universal resolution and is effective for all open and future Disasters/Grants up to three (3) years following the date of approval below.

☐ This is a Disaster/Grant specific resolution and is effective for only Disaster/Grant name/number(s)

Passed and approved this 24th day of MARCH, 2015.

Todd Spitzer, Chairman, Board of Supervisors
(Name and Title of Governing Body Representative)

Lisa Bartlett, Vice Chair, Supervisor
(Name and Title of Governing Body Representative)

Andrew Do, Supervisor
(Name and Title of Governing Body Representative)

Michelle Steel, Supervisor
(Name and Title of Governing Body Representative)

Shawn Nelson, Supervisor
(Name and Title of Governing Body Representative)

CERTIFICATION

I, Robin Stieler,
   (Name)

duly appointed and Clerk of the Interim of THE BOARD
                   (Title)

Board of Supervisors of the County of Orange,
     (Name of Applicant)

do hereby certify that the above is a true and correct copy of a Resolution passed and approved by the Board of Supervisors of the County of Orange
                        (Governing Body)   (Name of Applicant)

on the 24th day of MARCH, 2015.

_____
(Signature)

Clerk of the Board
(Title)

Cal OES 130 (Rev. 7-13)   Page 1   Attachment A

PublicWorks

Integrity, Accountability, Service, Trust
Shane L. Silsby, Director

October 14, 2014

Mr. Michael Baldwin, State Public Assistance Officer
California Emergency Management Agency
3650 Schriever Avenue
Mather, CA 95655

Subject: OES Universal Form 130; Update of County of Orange Designated Applicant Agent(s)

Dear Mr. Baldwin:

Effective immediately, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (P.L. 93-288) and/or state financial assistance under the California Disaster Assistance Act concerning the Universal Form 130, Designation of Applicant, this notification will document that the new County of Orange Emergency Management/FEMA Coordinator is Ms. Sue Stoffel.

Also note that along with Ms. Sue Stoffel, Mr. Craig Herrick and Mr. Khalid Bazmi are Authorized Agents to provide for all matters pertaining to all past, present, and future events relating to federal and state disaster assistance, assurances, and agreements per County Resolution No 98-35.

The contact information pertaining to these representatives is as follows:

Mr. Khalid Bazmi, Deputy Director, Operations and Maintenance
Office (714) 245-4575

Mr. Craig Herrick, Manager, City Contracts
Office (714) 955-0208

Ms. Sue Stoffel, Emergency Management/FEMA Coordinator
Office (714) 955-0241

Mailing Address:
County of Orange/OC Public Works/OC Operations and Maintenance
2301 N. Glassell Street
Orange, CA 92867

For Hazard Mitigation Grant Program, Stafford Act, Section 404 projects, the Authorized Applicant Agent will be Mr. Shane Silsby, Director of OC Public Works and the Orange County Flood Control District per Resolution No. 06-120.

OES Universal Form 130; Update of County Designated Application Agent(s)
Page 2 of 2

Please contact Sue Stoffel at (714) 955-0241 if you have any questions regarding this matter.

Sincerely,

Khalid Bazmi, Deputy Director
County of Orange/OC Public Works/Operations and Maintenance

cc: Shane Silsby, OC Public Works
     Craig Herrick, OC Public Works
     Sue Stoffel, OC Public Works
     Donna Boston, OCSD, EMB

300 N. Flower Street, Santa Ana, CA 92703
P.O. Box 4048, Santa Ana, CA 92702-4048

714.667.8800 | info@OCPW.ocgov.com
www.ocpublicworks.com