San Diego County Office of Emergency Services

Establishing

Local Assistance Centers

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UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES ORGANIZATION

ESTABLISHING LOCAL ASSISTANCE CENTERS

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Office of Emergency Services

The information presented in these guidelines is believed to be accurate and of practical value in establishing and operating Local Assistance Centers. However, these are guidelines only and are not directive in nature. They have been developed from Cal EMA guidelines and adapted for local use. They do not constitute a legal opinion on Local Assistance Center operations, responsibilities or liabilities, and are expressly not intended to accept or imply acceptance of any legal liability on the part of County of San Diego, the San Diego County Office of Emergency Services, the Unified San Diego County Emergency Services Organization, the Unified Disaster Council and/or each organization's officers, employers, and agents.

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Purpose

This guide was developed with the cooperation of California Emergency Management Agency (Cal EMA) Individual Assistance Section with input from our local partners. It is provided as a reference to assist in the development of one or more resource center facilities known as 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 planning activities such as exercises, drills, and training. It is also a guide for designing functional assistance centers for government and non-governmental agencies.

For consistency and clarity, this guide is designed to elaborate on the Recovery Phase of the Incident Command System (ICS); a subcomponent of the National Incident Management System (NIMS). It will focus on function-specific operations of Local Assistance Centers (LACs), to include:

- Deployment Phase
- Oversight Team
- Local Assistance Center (LAC) Team

This approach assumes common terminology, unity of command, and integrated communications in accordance with National Incident Management System.

Local Assistance Center Overview

Mission

To assist San Diego County communities by providing a centralized location for services and resource referrals for unmet needs, assistance and guidance following a disaster or significant emergency.

Description

The LAC is typically staffed and supported by local, state, and federal agencies, as well as 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.

LACs have proven to significantly contribute to a streamlined recovery process and have been field-tested in numerous disasters and emergency events.

Entities providing disaster-related services and assistance shall strive to ensure that all victims receive the assistance that they need and for which they are eligible. **Public employees shall assist evacuees and other individuals in securing disaster-related assistance and services without eliciting any information or document that is not strictly necessary to determine eligibility under state and federal laws.** Nothing in this subdivision shall prevent public employees from taking reasonable steps to protect the health or safety of evacuees and other individuals during an emergency. *California Government Code* ***§ 8596 (c)***

Local Assistance Center Participation

Introduction

An effective LAC requires the coordination, cooperation, and participation of local, state, and federal agencies, as well as non-government agencies, businesses such as communication agencies/companies, and voluntary organizations (see Attachment A-Potential Resources for LAC Participation). Although private vendors can be beneficial to a community's recovery, vendor participation is not conducted at a LAC.

Local Government

City and/or county government officials are responsible for assessing the need for and the establishment of a LAC. If local government seeks state financial support of the center, implementation of a LAC should be in coordination with the California Emergency Management Agency (Cal EMA), as appropriate. The city and/or county is also responsible for coordinating the participation of local government, volunteers, non-government organizations (NGOs), community-based organizations (CBOs) and private nonprofit (PNPs) organizations.

California Emergency Management Agency (Cal EMA)

Cal EMA is responsible for coordinating the participation of state and federal agencies in a LAC. Cal EMA will coordinate with the city/county on an appropriate number of LACs to be established based on disaster-specific criteria such as:

- Number of people in the general impacted area.
- Number of impacted areas in the jurisdiction.
- Estimated number of impacted households, infrastructure, and services.
- Distance between impacted areas to limit traveling time between assistance centers.

At the jurisdiction's request, and when deemed appropriate, Cal EMA will coordinate establishing a Disaster Recovery Center (DRC) in lieu of a LAC.

Cal EMA 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 jurisdiction(s).

Federal Agencies

Cal EMA will coordinate the participation of any federal agency at a LAC or DRC. Examples of federal agency participation may include the Federal Emergency Management Agency (FEMA), Internal Revenue Service (IRS), and U.S. Small Business Administration (SBA). (See Attachment A-Potential Resources for LAC Participation)

Non-Governmental Organizations, Private Nonprofits, Community - Based Organizations, and Volunteer Organizations

Non-Governmental Organizations (NGOs), Private Nonprofits (PNPs), Community-Based Organizations (CBOs) and Voluntary Organizations provide a myriad of services to individuals and families and often "bridge" the unmet needs of disaster victims. The primary benefit of co-locating these organizations with governmental agencies is the convenience to individuals and families.

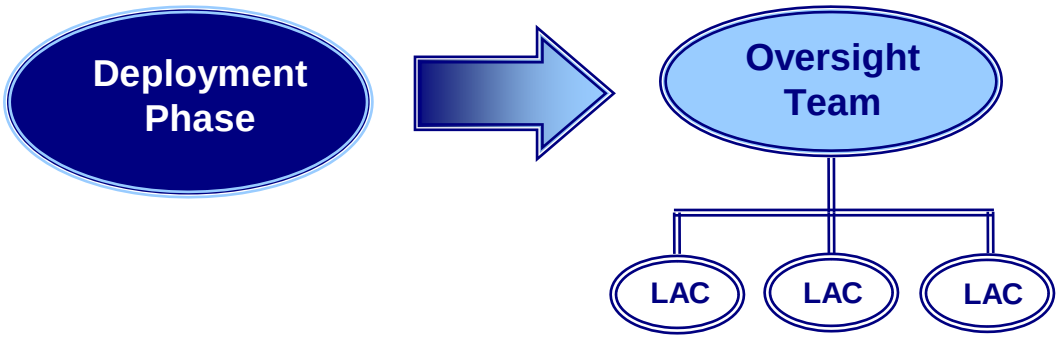
Many of these organizations may be active members of the local chapter of Voluntary Organizations Active in Disasters (VOAD), refer to Attachment S– Voluntary Organizations Active in Disasters for a sample of their services. The local VOAD Chapter will be notified to contact its members to assist the community in its time of need. The LAC can be a source of community outreach during and after a local disaster. A community may find it necessary to extend their contacts beyond the VOAD network.

Other Organizations, Entities

LAC Managers should use caution when permitting other 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.

Local Assistance Center Organizational Structure

LACs are established, organized and operated by local government employees. These employees 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. Employees are mobilized during the Deployment Phase.



Attachment K – Recovery Organizational Structure demonstrates the incorporation of the LAC into ICS; it is rooted into the Recovery Branch Section. The following sections describe the Deployment Phase, the Oversight Team, and the LAC Team. Roles and responsibilities for each team and its members are identified and explained.

Deployment Phase Subject Matter Experts

General Overview

As soon as the Emergency Operations Center (EOC) determines that one or more LACs are needed, the County enters the Deployment Phase. During the Deployment Phase, all activities required to secure a LAC facility and operate a LAC are initiated. If multiple LACs are opened, multiple LAC teams should be activated. 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 72-96 hours from the time the decision to open a LAC is made.

During the Deployment Phase a team of Subject Matter Experts, made up 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. A list of facility requirements is located in Attachment P – LAC Checklist Template. Some of these individuals may continue as experts on the Oversight Team.

After a LAC site is identified and secured, Subject Matter Experts coordinate with the County Emergency Operations Center recovery branch, the Oversight Team, and LAC Team(s) 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 Oversight and LAC Team(s) are fully functioning.

> After identifying Local Assistance Center locations, Subject Matter Experts may be used to locate a site for the Recovery Operations Center. The Recovery Operations Center serves as a centralized management center where recovery decisions are made. The Recovery Operations Center includes the LAC Oversight Team and any federal, State, and County staff.

During the Deployment Phase Subject Matter Experts may be needed in the following areas:

- Facility Operations
- Real Estate Services (RES)
- Information Technology (IT)
- Finance
- Purchasing

Facility Operations

The responsibilities of the Facility Operations Subject Matter Expert may include:

- ✓ Assume the role of Project Manager
- ✓ Conduct field survey(s) to find a public facility suitable for LAC operations using Attachment P-LAC Checklist Template as a guide
- ✓ Assess floor plan, infrastructure, exterior area(s) suitable for expansion (e.g. tents, canopies), parking capacity, security, layout effectiveness, and available equipment (e.g. generator, etc.) and furniture (e.g. tables / chairs)
- ✓ Coordinate with Finance, IT and Purchasing to procure or contract services required to activate the LAC
- ✓ Communicate pending items to the Facilities Project Manager on the Oversight Team

Real Estate Services (RES)

RES is only required when procuring a private facility.

The responsibilities of the Real Estate Services (RES) Subject Matter Expert may include:

- ✓ Conduct field survey(s) to find a facility that can be used for LAC operations as well as for the U.S. Small Business Administration Disaster Loan Outreach Center (DLOC), until a public facility has been secured.
- ✓ Explore possibility of securing donated space
- ✓ Negotiate and prepare legal agreements with property owners/agents for facility acquisition or leasing
- ✓ Communicate pending items to the Facilities Project Manager on the Oversight Team

NOTE: FEMA and SBA **will not** pay for a space to operate from, however, space **must** be provided for them.

Information Technology

The responsibilities of the Information Technology Subject Matter Expert may include:

- ✓ Coordinate with the Department of General Services Facility Operations/RES to ensure adequacy in communication capabilities, planning for wireless and hardwired uses, and power sources
- ✓ Coordinate with County Technology Office to initiate equipment requests.
- ✓ Coordinate with Facility Operations/RES for communication and network capabilities and requirements
    1. Data connectivity requirements
    2. Voice requirements
    3. Laptops, computers, printers, fax, and scanning services

- ✓ Strategize and direct the implementation of Voice/Data systems in the selected facility(ies)
- ✓ Review and approve proposals and contractual agreements for IT services and resources

Finance

The responsibilities of the Finance Subject Matter Expert may include:

- ✓ Manage and document all financial elements for the procurement and operation of a LAC facility
- ✓ Consult with and report to the Finance Section Chief in the EOC to fully understand the requirements for documenting costs for possible reimbursement
- ✓ Collaborate with all Subject Matter Experts to provide guidance on the importance of adhering to previously established County procurement policies, possible funding sources, and cost of documentation requirements
- ✓ Ensure all finance requests have the authorized POETA (Project Organization Expenditure Task Award) codes and are within expense authorizations
- ✓ Ensure fiscal matters are in accordance with accounting standards and the County's policies and procedures

Purchasing

The responsibilities of the Purchasing Subject Matter Expert may include:

- ✓ Provide guidance on previously established County procurement principles and policies in an emergency and in ongoing operations relating to the procurement of goods and services for LAC set-up and operation
- ✓ Advise on availability of existing Blanket Purchase Agreements and options of entering new agreements
- ✓ Coordinate with the Oversight Team Procurement Specialist concerning ongoing issues and needs
- ✓ Consult with the Finance Subject Matter Expert to fully understand the requirements for documenting compliance with previously established County procurement principles and policies
- ✓ Identify patterns or types of products or services purchased and differentiate between those that were not used or necessary
- ✓ In accordance with FEMA requirements, provide guidance on determining and documenting how prices paid are found to be "fair and reasonable"

Oversight Team Roles and Responsibilities

General Overview

The Oversight Team is responsible for the initial planning activities of the LAC and ongoing decision-making. 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 EOC Logistics and/or the Recovery Branch, and between the LACs and the Deployment Phase Subject Matter Experts. See Attachment K to review the Recovery Organizational Structure.

> The Oversight Manager as well as the other positions will be selected by County representatives.

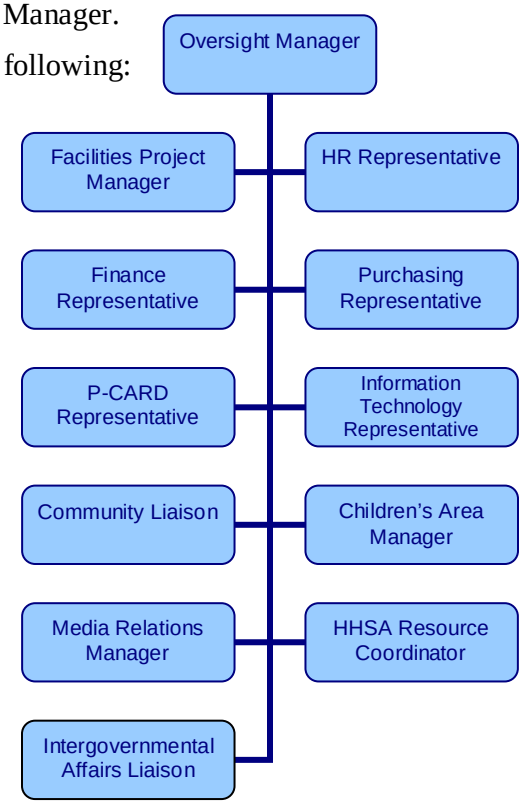
During a disaster or major event the Oversight Manager will be notified by the EOC and will begin initiating contact with the Oversight Team Members. The Oversight Team will continue the work of the Subject Matter Experts progressing toward the LAC opening. The Oversight Team will begin initiating plans to staff LACs. These functions should be conducted concurrently while Deployment Phase Subject Matter Experts identify sites.

One of the first steps of the Oversight Team will be contacting the LAC Teams and activating them. The Oversight Team will coordinate with the LAC Teams, directing them to report to the site as soon as it is secured.

Upon activation of the LACs the Oversight Manager will coordinate with the Recovery Coordinator and/or Recovery Manager.

The Oversight Team may consist of the following:

- Oversight Manager
- Facilities Project Manager
- Human Resources Representative
- Finance Representative
- Purchasing Representative
- P-CARD (Purchasing Card) Representative
- Information Technology Representative
- Community Liaison
- Children's Area Manager
- Media Relations Manager
- Health and Human Services Agency (HHSA) Resource Coordinator
- Intergovernmental Affairs Liaison



Oversight Manager

The responsibilities of the Oversight Manager may include:

- ✓ Oversee the activation and operations of the Oversight Team
- ✓ Communicate with EOC Director and/or Recovery Coordinator 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 Human Resources to develop a schedule for LAC Managers and staff
- ✓ Be a conduit of information to and from LACs
- ✓ Collect daily information from LAC Managers for decision-making and advanced planning
- ✓ Resolve issues beyond the control of LAC Managers
- ✓ Compile daily reports
- ✓ Coordinate with the Recovery Coordinator and/or Recovery Manager
- ✓ Discuss procurement related decisions with the Purchasing Representative
- ✓ Discuss financial documentation requirements with the Finance Representative
- ✓ Attend LAC staff meetings when appropriate
- ✓ Serve as the representative for the Deployment Phase Subject Matter Experts' communications
- ✓ Develop, initiate and oversee the Demobilization Plan

Facilities Project Manager

The responsibilities of the Facilities Project Manager may include:

- ✓ Oversee the planning, design, construction, remodeling and/or renovation of the selected facility(ies)
- ✓ Ensure the facilities are compliant with the Americans with Disabilities Act (ADA)
- ✓ Coordinate with Purchasing Representative for the initiation and set up of needed services and equipment, to include those identified in Attachment P-LAC Checklist Template:
    1. Modulars
    2. Sanitation/Port-a-Potties
    3. Emergency power/lighting
    4. Office furniture
    5. Tents, furnishings, etc.
    6. Security services through the Department of General Services (DGS) Security Manager
    7. Custodial services, trash collection services
    8. Services provided by Red Cross and other national/ regional/local organizations
    9. Building system functions such as HVAC, plumbing, lighting, etc.
    10. Alarms (fire, security, data services)
    11. Parking locations (lighting, mark-off, striping)
- ✓ Consult with Finance Representative on cost documentation requirements

- ✓ Coordinate with Department of Public Works (DPW) Carto Services team for free-standing signs, banners, name badges, A-frame signs, and wall signs identifying LACs
- ✓ Serve as Point of Contact for contracted services
- ✓ Coordinate transportation services of equipment and human resources to and from LACs
- ✓ Coordinate with onsite Facility Operations Representative
- ✓ Coordinate return of rentals and equipment
- ✓ Participate in the Demobilization Plan ensuring facility is restored to original status

NOTE: Contracted security personnel should be utilized to allow law enforcement to concentrate on regular duties. Communication should be established between security personnel and local law enforcement.

Finance Representative

The responsibilities of the Finance Representative may include:

- ✓ Consult with and report to the Finance Section Chief in the EOC to fully understand the requirements for documenting costs for possible reimbursement. (Cal EMA Public Assistance Officer may assist with reimbursable costs under California Disaster Assistance Act.)
- ✓ Provide supervision and guidance to Accounting Specialists at LACs
    1. Ensure Accounting Specialists properly maintain and document sign-in sheets/work logs in hard and soft copies
    2. Review expenditure reports submitted by LACs
    3. Handle requests for big-ticket purchases, rentals or leases
- ✓ Document and communicate POETA information to employees and to the Finance and Human Resource staff of County departments for paid County Disaster Service Workers (DSWs) at LACs
- ✓ Communicate, negotiate or facilitate contracts for additions/changes to services in accordance with County policy or in coordination with Purchasing Representative:
    1. Ensure contracts specify "scope of work" and "not to exceed" limitations
    2. Query all technical service and resource requests that may affect existing contracts
- ✓ Channel big-ticket requests through EOC Logistics and/or Finance to obtain:
    1. The appropriate Emergency Response Purchase Order (ERPO) numbers
    2. The appropriate POETA for resource/service requests
- ✓ Enter and update channeled requests in WebEOC (if available)
- ✓ Participate in the Demobilization Plan

NOTE: Some extraordinary LAC costs may be reimbursed through state or federal disaster assistance programs. Accordingly, Finance Representative on Oversight Team will work with LAC representatives to ensure that all cost data are properly documented and maintained in accordance to local, state and federal requirements and general accounting principles.

Purchasing Representative

The responsibilities of the Purchasing Representative may include:

- ✓ Give guidance on previously established County practices and policies relating to the procurement of goods and services for the LAC
- ✓ Advise on availability of existing Blanket Purchase Agreements and options of entering new agreements
- ✓ Coordinate with Facilities Project Manager and Purchasing and Contracting to fulfill requested equipment and supplies list, including rentals
- ✓ Reviews large requests requiring signature authority
- ✓ Responsible for procuring a wide variety and/or large quantity of supplies, services, and equipment while abiding by established procurement policies
- ✓ Record and document all requests, bids, explanations for lack of bids, and purchases using the Emergency Purchase Log and Requisition Form
- ✓ Document how prices paid were determined to be "fair and reasonable" by following guidance on the Emergency Requisition Form
- ✓ Arrange for delivery or pick-up of requests, as requested
- ✓ Participate in the Demobilization Plan

> **NOTE: ALL** purchasing activity **MUST** comply with previously established County practices and policies relating to the procurement of goods and services in an emergency or for ongoing operations. **ALL** LAC representatives and County departments are responsible for ensuring that all actions comply with these requirements.

P-CARD Representative

The responsibilities of the P-CARD Representative may include:

- ✓ Give guidance on County established methods relating to the use of P-CARDs
- ✓ Monitor P-CARD purchases at LACs for proper usage

Information Technology Representative

The responsibilities of the Information Technology (IT) Representative may include:

- ✓ Coordinate with Deployment Phase IT Subject Matter Expert to finalize IT projects at LAC sites
- ✓ Coordinate with LAC Managers and/or IT Technicians for needed resources and services
- ✓ Coordinate IT personnel for services at all LAC(s)
- ✓ Coordinate IT resources to accommodate FEMA personnel and equipment (if applicable)
- ✓ Provide direction to technicians to ensure overall efficiency of services provided by contract service providers
- ✓ Discuss procurement related decisions with the Purchasing Representative

- ✓ Consult with the Finance Representative and work with Vendor Representatives for additions/changes to service contract agreements
- ✓ Consult with the Finance Representative on cost documentation requirements
- ✓ Participate in the Demobilization Plan

Human Resources Representative

The responsibilities of the Human Resources Representative may include:

- ✓ Coordinate with departments for staffing needs at LACs
- ✓ Dispatch personnel into LAC team positions (if not already assigned)
- ✓ Monitor staffing patterns (rotational days-off)
- ✓ Coordinate with LAC Manager to accommodate additional or special language needs
- ✓ Provide advice, direction and information to the LAC Manager on human resources/personnel-related matters
- ✓ Participate in the Demobilization Plan

Community Liaison

The responsibilities of the Community Liaison may include:

- ✓ Coordinate with County departments to activate their participation at LACs
- ✓ Track established agreements with local/national organizations and/or businesses to bring in additional resources
- ✓ Establish contact with local community leaders in affected areas to establish communication regarding County and LAC services
- ✓ Stay apprised of recovery efforts
- ✓ Attend community meetings and provide County updates to attendees
- ✓ Coordinate with Community Ombudsman on community issues
- ✓ Direct donation requests and inquiries to referrals provided by EOC Logistics/Care and Shelter/or Public Information Officer (Donations are not accepted at LACs)
- ✓ Participate in the Demobilization Plan

Children's Area Manager

The responsibilities of the Children's Area Manager may include:

- ✓ Address Children's Area issues
- ✓ Coordinate personnel and resources with YMCA Childcare Resource Service (CRS) to initiate Children's Area at each LAC
- ✓ Coordinate with YMCA CRS' Emergency Operation Center
- ✓ Coordinate with YMCA CRS to get list of cleared volunteers
- ✓ Work with YMCA CRS to request additional staff
- ✓ Work with YMCA CRS to develop and disseminate work schedules for Children's Area Workers
- ✓ Oversee Children's Area Supervisors and assist with issues beyond their control
- ✓ Coordinate with Oversight Manager and YMCA CRS to ensure replenishment of child care services and supplies if needed

- ✓ Maintain communications with Children's Area Supervisors
- ✓ Coordinate with Save the Children for additional resources
- ✓ Participate in the Demobilization Plan

Media Relations Manager

The responsibilities of the Media Relations Manager may include:

- ✓ Coordinate, maintain, and communicate media updates received from the LAC Communications Specialist to the Oversight Manager and Cal EMA LAC Coordinator
- ✓ Know all requests for interviews and work with LAC Communications Specialist to accommodate
- ✓ Coordinate LAC Media press releases
- ✓ Direct LAC Communications Specialist to provide regular updates to media
- ✓ Keep the Oversight Manager aware of all interviews
- ✓ Provide guidance for handling media requests to Oversight Manager

Health and Human Services Agency Resource Coordinator

The responsibilities of the Health and Human Services Agency (HHSA) Resource Coordinator may include:

- ✓ Oversee and respond to all HHSA issues
- ✓ Troubleshoot and provide support for HHSA services at LAC locations
- ✓ Coordinate distribution of all HHSA services
- ✓ Provide support to HHSA LAC Operations
- ✓ Coordinate contractor support for HHSA staff at LACs
- ✓ Project and coordinate additional staff support for LAC sites with the HHSA HR Representative
- ✓ Maintain communication channels with HHSA Liaison(s) at LAC location(s) and assist with their requests
- ✓ Collect updates on equipment malfunctions and service complaints
- ✓ Coordinate with HHSA staff, contractors or other agencies for LACs if needed
- ✓ Communicate with LAC HHSA Liaison(s) to determine adequacy of supplies and resources
- ✓ Participate in the Demobilization Plan

Intergovernmental Affairs Liaison

The responsibilities of the Intergovernmental Affairs Liaison may include:

- ✓ Respond to elected officials' requests for information and questions with accuracy and political awareness
- ✓ Refer to County policies, procedures, and practices to explain actions
- ✓ Research and communicate with County technical staff and program administrators to find out answers to questions
- ✓ Compile issue documents and white papers
- ✓ Draft correspondence to residents and other communication received either as a Chief Administrative Office Referral or via other means (FEMA/SBA/Cal EMA).

- ✓ Organize and facilitate briefings for elected officials and their staff
- ✓ Provide updates to the Oversight Manager
- ✓ Continue to report to regular supervisor the Director of the Office of Strategy and Intergovernmental Affairs (OSIA) on intergovernmental liaison activities associated with the Oversight Team function
- ✓ Coordinate with elected state and federal officials' participation/presence at LAC with LAC Managers

Document continues on next page.

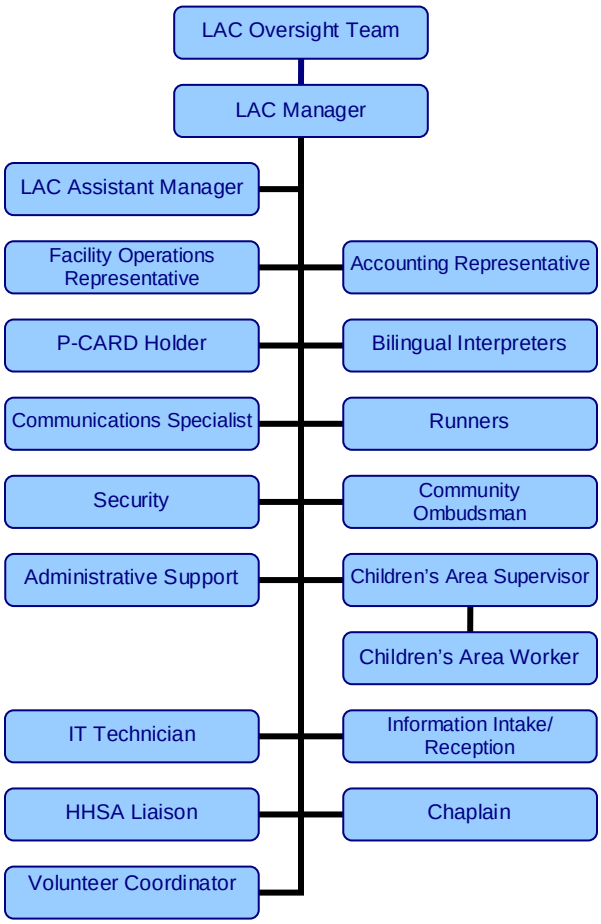
LAC Team Roles and Responsibilities

General Overview

The LAC Team's role is to facilitate in the day-to-day operations and provide support to LAC participants. Descriptions of each team member and the roles and responsibilities are discussed below.

LAC Managers will be notified by the Oversight Team of their activation. If teams have been determined, the manager will notify his or her team members. If teams have not been pre-identified, members will be selected during the site location period.

Once notified that a location has been secured, the LAC Manager should meet with staff to brief them on the expectations, location, planning activities, issues involving furnishing the site, and when the site will open to the public. Sites will open only when residents are allowed back into the community and when the area is deemed safe. The Oversight Manager will brief the LAC Manager and provide the keys to the location.



The LAC Team may consist of the following:

- LAC Manager
- LAC Assistant Manager
- Facility Operations Representative
- Accounting Representative
- P-CARD Holder
- Bilingual Interpreters (2)
- Communications Specialist (for the first 2 weeks), then as needed
- Runners (4)
- Security
- Community Ombudsman
- Administrative Support
- Children's Area Supervisor
- Children's Area Worker (6)
- Information Technology Technicians (for the first 2 weeks), then as needed
- Information Intake/Reception (6)
- Health and Human Services Agency (HHSA) Liaison
- Chaplain
- Volunteer Coordinator

LAC Manager

The responsibilities of the Manager may include:

- ✓ Manage, direct and coordinate daily LAC activities
- ✓ Coordinate with Oversight Team Human Resources to accommodate staffing needs
- ✓ Provide adequate training to LAC staff, as needed, enabling them to know and function in the desired capacity
- ✓ Discuss evacuation plan, including relocation area for Children's Area, with tenants, Facility Operations, Security, and Children's Area
- ✓ Monitor, analyze and implement operating procedures
- ✓ Organize and facilitate daily and weekly meetings with LAC staff and tenants
- ✓ Monitor participation of local and non-profit representatives
- ✓ Maintain communications and handle requests with Non-Government Organizations (NGOs), Private Non Profits (PNPs), Community-Based Organizations (CBOs), voluntary organizations and FEMA/State government representatives
- ✓ Communicate needs, trends and concerns to Oversight Team
- ✓ Collect statistical information to report to Oversight Manager
- ✓ Enforce County, State and Federal rules, guidelines, and regulations regarding LAC operations
- ✓ Coordinate with Oversight Manager for Demobilization Plan

LAC Assistant Manager

The responsibilities of the Assistant Manager may include:

- ✓ Assume management of operations in absence of the LAC Manager
- ✓ Provide assistance to LAC Manager
- ✓ Supervise LAC operations
- ✓ Oversee problem areas, including crowd control
- ✓ Address long wait times by requesting additional resources.
- ✓ Inspect operations and processes to identify and improve processes
- ✓ Enforce County, State and Federal rules, guidelines, and regulations regarding LAC operations and documentation
- ✓ Prepare reports, forms, etc. as required
- ✓ Participate in the Demobilization Plan

Facility Operations Representative

The responsibilities of the Facility Operations Representative may include:

- ✓ Maintain daily operations of the facility, contracted services and security operations
- ✓ Establish communications with Oversight Team Facilities Project Manager
- ✓ Submit Field Status Reports
- ✓ Monitor traffic control and parking issues
- ✓ Ensure exterior lighting is sufficient
- ✓ Monitor pending/recurring issues and establish action plan
- ✓ Coordinate with LAC Manager and Security to establish restricted areas, determine security points, and facilitate security operations

- ✓ Maintain an inventory listing of all supplies and equipment delivered from Property Disposal or suppliers and annotate as items are removed or transferred
- ✓ Ensure all County-Owned equipment is clearly marked, including new purchases
- ✓ Arrange for return of rental equipment as soon as practical, documenting date and time of pick-up
- ✓ Participate in the Demobilization Plan

Accounting Representative

The responsibilities of the Accounting Representative may include:

- ✓ Coordinate all purchases upon approval by LAC Manager
- ✓ Document requisitions for supplies, equipment, or services in WebEOC, if available, and in "MyRequests" for technical services
- ✓ Access the County's Oracle financial systems and use AP (Accounts Payable) Inquiry, PUR (Purchase) Inquiry, and PNG (Project and Grant) Inquiry to confirm the payment of invoices
- ✓ Compile and document all receipts for statements and reports
- ✓ Maintain separate records and documentation of employee work hours
- ✓ Consult with the Finance Representative on the Oversight Team regarding cost documentation and other documentation requirements
- ✓ Draft and submit a weekly expenditure report to the Finance Representative on the Oversight Team

P-CARD Holder

The responsibilities of the P-CARD Holder may include:

- ✓ Address purchasing policy issues
- ✓ Get approval for purchases
- ✓ Obtain and document quotes over $1000
- ✓ Access Oracle to enter descriptions, POETA, and verify each transaction before sending transactions to approving official

Bilingual Interpreter

The responsibilities of the Bilingual Interpreter may include:

- ✓ Provide and/or coordinate language translation assistance for participating agencies and/or LAC attendees in need of assistance
- ✓ Assist the LAC Manager in communicating information to the public at the LAC
- ✓ Coordinate with the Oversight Team Human Resources Representative as additional needs develop
- ✓ Assist the LAC team with day-to-day operations if translation service duties are scarce

NOTE: Sign language interpreters are available through the County's Blanket Purchase Agreements (BPA) for Interpretative Services for Hearing Impaired BPA #517406 and 517292. The County currently utilizes contracts with Deaf Community Services, but verification must be completed before contacting the contractor.

Communications Specialist

The responsibilities of the Communications Specialist may include:

- ✓ Maintain and communicate media updates to the Joint Information Center (JIC)
- ✓ Communicate with JIC about LAC hours of operation, services provided, etc.
- ✓ Inform LAC Manager and JIC personnel of all positive or negative situations that could become newsworthy – including public feedback about LAC services
- ✓ Coordinate with the LAC Manager to conduct all media interviews
- ✓ Write talking points for appropriate County representatives
- ✓ Escort media during LAC visits
- ✓ Provide assistance to the LAC Manager during VIP visits; report VIP visits to JIC personnel
- ✓ Provide guidance for handling media requests to LAC Manager
- ✓ Provide LAC press release to JIC as directed by JIC Manager (All press releases will be disseminated by JIC personnel)

NOTE: If the JIC is no longer active, the above noted approvals and communications should be coordinated with the County Communications Office representative within the Recovery Operation Center.

Runner(s)

The responsibilities of a Runner may include:

- ✓ Provide assistance to LAC staff
- ✓ Assist in the set up and/or breakdown of LAC Reception, Registration areas and departmental areas if needed.
- ✓ Facilitate in information distribution and message delivery between agencies
- ✓ Assist with reception, as needed
- ✓ Assist in the set-up of equipment, supplies, technology, services
- ✓ Provide visitor guidance
- ✓ Distribute and collect Customer Surveys
- ✓ Participate in the Demobilization Plan

Security

The responsibilities of Security may include:

- ✓ Coordinate with Facility Operations to set up and maintain security operations
- ✓ Maintain physical security of the LAC
- ✓ Coordinate with local law enforcement
- ✓ Maintain crowd control
- ✓ Report changes/updates to Facility Operations and LAC Manager

NOTE: FEMA provides security for their own operations but they **will not** assist in security for the site.

United States Custom and Border Patrol Agents **should not be used** in areas where individuals are seeking services to sustain life and safety.

Community Ombudsman

The responsibilities of the Community Ombudsman may include:

- ✓ Receive, investigate, and resolve client issues
- ✓ Be aware and inquire from clients if they are being served in a professional manner
- ✓ Provide updates at staff and tenant meetings
- ✓ Inform staff and tenants of findings
- ✓ Maintain quality assurance by roving throughout the LAC and interacting with the public
- ✓ Update LAC Manager of findings
- ✓ Coordinate with Community Liaison to address community issues at LACs

Administrative Support

The responsibilities of Administrative Support may include:

- ✓ Provide assistance to the LAC Manager/Assistant Manager
- ✓ Answer phone calls and take messages for LAC staff
- ✓ Maintain contact lists and contact information for tenants and support services
- ✓ Manage a current list of agency representation at the LACs (Update weekly and provide to Communications Specialist)
- ✓ Collect time records for staff and site volunteers
- ✓ Maintain accurate records of all LAC expenses
- ✓ Maintain any significant historical data collected during LAC operations:
    1. Staff and volunteer sign-in and sign-out sheets
    2. Activity Logs and Incidents
- ✓ Storing Customer Surveys (if applicable)
- ✓ Participate in the Demobilization Plan

Children's Area Supervisor

The responsibility of the Children's Area Supervisor may include:

- ✓ Oversee Children's Area Workers
- ✓ Coordinate with Children's Area Manager for supplies, resources and additional assistance
- ✓ Supervise and account for children
- ✓ Oversee daily operations and coordinate with LAC Manager regarding issues
- ✓ Engage children in appropriate activities
- ✓ Implement facility policies, procedures, and techniques to ensure the safety of children
- ✓ Observe and document high risk needs in children
- ✓ Prepare incident and other written reports
- ✓ Consult and communicate with shift leaders and Children's Area Workers concerning the needs of children
- ✓ Perform light housekeeping duties to ensure a neat, clean and orderly environment
- ✓ Assist in the intake and release of children
- ✓ Assess security and hazardous situations or activities
- ✓ Participate in the Demobilization Plan

Children's Area Worker

The responsibility of the Children's Area Worker may include:

- ✓ Supervise and account for children
- ✓ Engage children in appropriate activities
- ✓ Implement facility policies, procedures, and techniques to ensure the safety of children
- ✓ Observe and document high risk needs in children
- ✓ Prepare incident and other written reports
- ✓ Consult and communicate with Children's Area Supervisor concerning behavior issues and needs of children
- ✓ Perform light housekeeping duties to ensure a neat, clean, and orderly environment, such as sanitizing toys and surfaces
- ✓ Give verbal and physical reassurance and provide guidance to children in distress
- ✓ Assist in intake and release of children
- ✓ 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/scanning machines and wireless devices for connectivity to the County's P: Drive for County Staff
- ✓ Assist participating agencies/organizations with internet connectivity
- ✓ Monitor IT needs
- ✓ Direct contractors as needed
- ✓ Provide and establish access to a centralized shared folder on the County network P: Drive for County Staff
- ✓ Troubleshoot network configuration issues for LAC Participants
- ✓ Maintain communications with Oversight Team Information Technology
- ✓ Participate in the Demobilization Plan

Information Intake/Reception

The responsibilities of Information Intake/Reception may include:

- ✓ Process application information into Intake Web site
- ✓ Assist in the development/updates of maps, bulletin boards, information brochures and resource inventory
- ✓ Provide direction and assistance to customers
- ✓ Facilitate in crowd control
- ✓ Provide assistance to LAC staff as needed
- ✓ Alert LAC Manager of any emerging trends, issues or concerns that could be addressed to make service smoother
- ✓ Participate in the Demobilization Plan

HHSA Liaison

The responsibilities of the HHSA Liaison may include:

- ✓ Support HHSA Services at LAC site
- ✓ Assist HHSA Services by proactively determining additional staffing needs
- ✓ Assist with troubleshooting HHSA Services
- ✓ Assist with providing services to clients

- ✓ Coordinate with LAC Manager about HHSA Services
- ✓ Direct HHSA Services when the need arises
- ✓ Coordinate with HHSA Oversight Team Resource Coordinator about site plans, services, wait times, issues, additional resources and staff
- ✓ Participate in the Demobilization Plan

Chaplain

The responsibilities of the Chaplain may include:

- ✓ Provide emotional support by invitation of LAC clients
- ✓ Provide support to site staff if requested
- ✓ Provide observations to LAC Manager if needed
- ✓ Coordinate with Ombudsman for support of clients if the need arises or support is needed

People filling the chaplain position must be certified Chaplains.

Volunteer Coordinator

The responsibilities of the Volunteer Coordinator may include:

- ✓ Direct community volunteers/residents who converge to help to Volunteer San Diego to register, if not bearing a DSW card
- ✓ Identify volunteer opportunities with tenants
- ✓ Conduit of volunteer service with LAC staff
- ✓ Direct volunteers from Volunteer San Diego to service areas needing help
- ✓ Maintain a list of current volunteers with contact information and hours of service
- ✓ Participate in the Demobilization Plan

Functioning Activities

Activation

The Oversight Manager with the assistance of the Recovery Coordinator/Manager, and/or the Operational Area Policy Group, and the EOC Director will determine the quantity, location, and standard operating hours of LACs based on the following factors:

- The number of people in the general 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 request by jurisdictions for assistance with selection, oversight, day-to-day management, and demobilization

The EOC will utilize AlertSanDiego to initiate the Deployment Phase. Alerts will be sent to the Deployment Phase Subject Matter Experts, LAC Oversight Manager, and the appropriate number of LAC Team Managers. The LAC Managers will then notify their teams, if pre-identified. If team has not been pre-identified position fulfillment will be conducted by Human Resources Representative on the Oversight Team.

Meetings

Meetings should be conducted frequently to ensure that 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 <u>daily</u> meetings either before or after LAC operating hours to report and discuss ongoing issues, pending items, corrective actions, operational issues and daily communication.
- ✓ <u>Daily or weekly</u> meetings should be held between the LAC Management and participating agencies to communicate and address concerns, operational issues and provide statistical updates.
- ✓ All LAC participants should strive to adhere to the following principles:
    1. Mission-Focused: The day-to-day operations should be consistent with the LAC mission.
    2. Scalability: develop LACs that can rapidly and effectively size up or down to meet requirements of the local community.
    3. Standardization: LACs should be consistently structured and operated throughout the County.
    4. Accountability: LACs receiving federal and/or state funding may be subject to audit.
    5. Interoperability: Technical systems and tools must be able to operate on different platforms by different agencies represented in the LAC.

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.

- ✓ Compile and analyze data on a daily basis in order to determine service statistics. Information should be collected in cooperation with Cal EMA, FEMA and program providers (i.e., how many people served, what programs were provided, etc.) whenever possible.
- ✓ Submit daily LAC service statistics reports to LAC Manager and Oversight Team for decision-making and advance planning.
- ✓ Submit daily LAC service statistics reports to Communications Specialist for use in increasing community awareness of the LAC.
- ✓ Electronic forms and documents should be saved on the County share drive, P:\\LAC.

Use the forms provided for specific LAC needs. These examples contain the elements that have been found useful for data collection purposes:

FORMS

- ✓ **Client Sign-in Sheet** (Attachment B). This form is to be used at the reception area. Information collected is used for client triage and incorporated into the Daily Client Summary. One form should be completed for each household.
- ✓ **Daily Client Summary** (Attachment D). This form assists in determining trends in client flow, hours of operation and necessary schedule changes. The information for this form is obtained from the Client Sign-in Sheet.
- ✓ **Station Tally** (Attachment E). 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.
- ✓ **Weekly Station Summary** (Attachment F). This form assists in determining trends in client flow. The information for this form is obtained from the Station Tally forms.
- ✓ **LAC Intake Form** (Attachment N). This form collects preliminary statistics on the number of households and businesses affected which are given to the Oversight Team Manager and LAC Manager to identify target areas for additional outreach activities. It is collected, preferably, by computer by Information Intake.

NOTE: These forms can be found at http://www.sdcounty.ca.gov/oes.

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 may be used for future planning. Please see Attachment L for English and Attachment M for Spanish.

- ✓ Surveys should be distributed to clients upon completion of their services at the LACs.
- ✓ The runner or designated volunteer should collect and return surveys to Administrative Support.
- ✓ The LAC Manager should review the surveys to identify and correct issues and concerns. Major issues or frequent issues should be discussed with the Oversight Manager.
- ✓ Information derived from the surveys that can improve or benefit all LACs should be submitted to the appropriate authority to be considered in the After Action Report.
- ✓ People desiring to mail their survey should be reminded that mail service can be negatively impacted during an emergency. If they persist, surveys may be mailed to the address on the form or to the Office of Emergency Services (5555 Overland Avenue, Suite 1911, San Diego, CA 92123) for forwarding to the appropriate LAC Manager.

Children's Area

LACs may include a Children's Area which provides supportive, temporary respite care for children while their parents, guardians, or caregivers seek LAC services. A Children's Area must incorporate appropriate security and safety measures and be supervised by appropriately qualified and licensed staff. A Children's Area is intended for use by parents, guardians or caregivers only while they are at the LAC.

LAC Transition

In most cases, LACs will transition to FEMA operated Disaster Recovery Centers (DRCs) or Small Business Administration (SBA) operated Disaster Loan Outreach Centers (DLOCs). 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 at the DLOC.

- ✓ The 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/DLOC is open and resources are needed.
- ✓ State agencies may leave material and contact information in lieu of staffing the site.
- ✓ Some onsite LAC Team members will continue to operate at the site.
- ✓ Some County staff will be demobilized after the transition is complete.

Demobilization

The Oversight Team is responsible for planning and activating the Demobilization Plan. Upon notification from FEMA or SBA, the Oversight Team will alert the Facilities and Information Technology representatives to cease operations. Functional activities to be considered:

- ✓ Returning all contracted supplies, furniture and equipment to appropriate agencies
- ✓ Initiate facility clean-up
- ✓ Inventory equipment
- ✓ Cancel contracts
- ✓ Coordinate walk through with property manager to return site.
- ✓ Ensure facility owner is satisfied with condition of facility post-LAC operation through written agreement
- ✓ Final debriefing session with all LAC participants, including a review of operational pros and cons
- ✓ Preparing and distributing a report to all participating agencies documenting successful operational procedures and any issues requiring resolution before a future LAC operation

Demobilization occurs when the Small Business Administration no longer operates from the LAC location or upon relocation. At this time, the facility is restored, returned, and the transaction completed.

Attachment A—Potential Resources for LAC Participation

Local Governmental Resources	Description of Services
Agriculture, Weights and Measures	Provides USDA financial assistance program information.
Animal Services	Distributes animal feed, provides information on lost pets, and dead animal disposal.
Assessor/Recorder/County Clerk	Property tax relief and vital records replacement.
Department of Child Support Services	Provides child and medical support orders.
Department of Environmental Health (DEH)	Provides information regarding septic systems, food and drinking water safety, hazardous materials, and private wells.
District Attorney's Office	Deputy district attorneys, paralegals, and investigators provided information warning clients of potential consumer fraud.
Elected Officials	Constituent Advocacy.
Health and Human Services Agency Food Stamps/ Supplemental Nutritional Assistance Program (SNAP)	Food Stamps Program applications.
Health and Human Services Agency Mental Health Services	Referral services and crisis counseling.
Office of Housing and Community Development	Short-term housing referrals, apartment directory.
Health and Human Services Agency Aging and Independence Services (AIS)	Assistance, support and outreach services to older adults, people with disabilities and their families.
Department of Planning and Land Use	Provides information regarding civil engineering services, site conditions, easements, land stability, right-of-ways, parcel maps, permits for sidewalks, sewers, safety assessments, rebuilding, etc. Issues Temporary Occupancy Permits.
Health and Human Services Agency Public Health Nursing	Provides Basic First Aid and possibly a Mobile Medical Clinic.
Public Works Department	Assists with debris removal, road clearing, and erosion control.

The resources listed are examples and should only be used as guidance.

State Resources	Description of Services
California Emergency Management Agency (Cal EMA)	Coordinates the implementation of state and federal assistance programs throughout the state as well as coordinates and provides mitigation and planning efforts.
California Veterans Affairs (CAL VET)	Provides assistance to CAL VET loan holders that have suffered damages.
Contractors State License Board	Verifies contractor licenses, investigates complaints, and provides information about hiring a licensed contractor.
Department of Consumer Affairs (DCA)	Provides referral services for a variety of programs to assist California consumers.
California Department of Insurance (CDI)	Provides assistance on claim handling delays, additional living experiences, disputes, etc.
Department of Mental Health (DMH)	Coordinates the implementation of crisis counseling programs through the local mental health offices.
Department of Motor Vehicles (DMV)	Document replacement – driver's license, vehicle registration, titles.
Department of Social Services (DSS)	Administers the State Supplemental Grant Program (SSGP), which provides grant funds to individuals and households unable to meet disaster related necessary expenses and serious needs.
Elected Officials	Constituent Advocacy.
Employment Development Department (EDD)	Administers the federal Disaster Unemployment Assistance Program when implemented and regular unemployment assistance. Also provides job services through EDD one-stop centers and EDD workforce services.
Franchise Tax Board (FTB)	Provides guidance in obtaining tax relief for casualty losses.
Housing & Community Development	Assistance with mobile home registration and titling.

Federal Resources	Description of Services
Federal Emergency Management Agency (FEMA)	Provides grants to individuals and households for housing or other uninsured needs such as personal property, medical, dental, and transportation expenses.
U.S. Small Business Administration (SBA)	Provides low-interest loans to individuals for personal and or real estate property damaged or destroyed. Also provides low-interest loans to businesses and private non-profit organizations to repair or replace damaged or destroyed real estate, machinery or equipment, inventory, other business assets or economic injury disaster loans to help meet working capital needs caused by the disaster.
U.S. Department of Agriculture (USDA)	USDA Emergency Loans – Helps producers recover from farm production losses. Food Commodities - USDA may also provide food commodities based on identified needs of the community.
Internal Revenue Service (IRS)	Provides information on casualty, disaster, and theft loss and other questions regarding federal income and payroll taxes.
Veterans Affairs (VA)	Provides guidance in obtaining VA death benefits, pensions, insurance settlements and adjustments to VA-insured home mortgage owners.
Social Security Administration (SSA)	Social security card/records replacement, and provides assistance with disability, death and survivor benefits.
Elected Officials	Constituent Advocacy.
Legal Services	Provides legal counseling that may include replacing legal documents, transferring titles, resolving contracting disputes, etc.
Department of Housing and Urban Development (HUD)	Identifies transitional HUD housing for displaced families.
United States Post Office	Assistance receiving and re-routing mail.

Voluntary Organizations	Description of Services
Volunteer Organizations Active in Disasters (VOAD): American Red Cross, Salvation Army, Mennonites, Church World Services, Seventh Day Adventist, Tzu Chi, etc. (See Attachment S for more organizations and specific services.)	May provide the following services: • Immediate food, clothing, shelter, medical and dental assistance, prescription medicines, eyeglasses, etc. • Financial assistance for emergency home repair or replacement of essential household items, etc. • Labor for debris removal and/or home repair, etc.
Local Food Distribution Centers	Provide emergency food through voluntary resources as well as through organized agencies.
Animal Rescues: Society for the Prevention of Cruelty to Animals (SPCA), California Animal Response Emergency System (CARES)	Locates and/or provides shelters for animals, lost and found for pets, etc.
Community Recovery Team, Inc.	Coordinates and collaborates services of non-profit, community-based organizations, faith-based organizations and governmental agencies active in disaster recovery, operating in San Diego.

Non-Governmental Local Resources	Description of Services
Chamber of Commerce	Provides information regarding consumer fraud awareness, legal assistance, insurance, and financial institutions.
Community Development Council	Provides information regarding planned construction, rebuilding, clean-up and selection of design professionals.
Apartment Associations	Provide listings of available apartments.
Information and Referral Service Agencies	Provide information regarding housing, replacement of personal property, financial assistance for rental expenses, and listings of short- and long-term rentals.
Board of Realtors	Provides listings of available rentals and other housing resources.
Housing Authority	Provides assistance to low-income families, referrals for students and apartment dwellers.
Insurance companies	Insurance claims assistance.
Wireless Vendors	Wireless carriers will set up area for phone and internet connections, as well as, charging stations.
Jewish Family Services	Emergency food bags, hygiene products, gift voucher cards, and gasoline cards.
American Red Cross	Emergency food, clothing, temporary housing assistance (not available when FEMA Individuals and Household Program is available), and other immediate needs.
Salvation Army	Emergency needs assistance.
San Diego Gas & Electric (SDGE)	Provides assistance closing accounts, billing, transferring service, establishing new service, and referrals.
Cox Communications	Provides assistance closing accounts, billing, transferring service, establishing new service, and referrals.
AT&T	Provides assistance closing accounts, billing, transferring service, establishing new service, and referrals.
Time Warner	Provides assistance closing accounts, billing, transferring service, establishing new service, and referrals.
Various other charitable organizations	Emergency needs and labor assistance.

Attachment B—Client Sign In/Out Sheet

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
CLIENT SIGN IN/OUT SHEET

CONDADO DE SAN DIEGO
CENTRO DE ASISTENCIA LOCAL
HOJA DE REGISTRO/ SALIDA DEL CLIENTE

Local Assistance Center / :
Centro de Asistencia Local

Date/ Fecha
Page___of___

Client Sign-In Sheet (Please Print) /
Hoja de Registro del Cliente (Favor de usar letra de molde)

	Name / Nombre	**Time /** Hora
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

Attachment C—Staff Sign In/Out Sheet

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
STAFF SIGN IN/OUT SHEET

Local Assistance Center: **Date:**

Name (please print)	**Department/ or Agency**	**LAC Position**	**Time In**	**Vest Issued (Color)**	**Time Out**	**Vest Returned**

Attachment D—Client Count Summary

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
CLIENT COUNT SUMMARY

Local Assistance Center:

Page ___ of ___

Day of Operation	Date (MM/DD/YY)	Day (M/T/W/Th/ F/S/Su)	Time Open	Time Closed	Total Hours of Operation	Client Count Daily Total

Attachment E—Station Tally

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
STATION TALLY

Page ___ of ___

Local Assistance Center:

Station Number: _____

Dept/Agency: _____

Date	Clients Served (tally mark)	Daily Total

Attachment F—Weekly Station Summary

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
WEEKLY STATION SUMMARY

Week of:
Page ___ of ___

Local Assistance Center:

Station Number	LAC Organization	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Weekly Total

Attachment G—Deployment Phase Checklist

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
DEPLOYMENT PHASE CHECKLIST

FACILITY OPERATIONS

- ☐ Once notified via AlertSanDiego, check in to the OA EOC (Recovery Branch). Establish communications with Deployment Phase Subject Matter Experts. Among Deployment Phase Subject Matter Experts, determine Team Lead.
- ☐ Verify Children's Area and HHSA Food Stamp requirements are met in the selection of the facility.
- ☐ Facility is not in the disaster impacted area, but close to residents who are impacted.
- ☐ Facility can allocate space for all participating agencies.
- ☐ Facility can do without regularly scheduled activities for at least three months and that facility will not be shared.
- ☐ Ensure compliance with all safety regulations, codes and building requirements.
- ☐ Ensure that field survey takes into consideration the requirements outlined in the LAC Checklist Template, paying particular attention to the Children's Area requirements and the HHSA Requirements. See Attachment P.
- ☐ Coordinate continued efforts with the Oversight Team Project Manager.

REAL ESTATE SERVICES

- ☐ Once notified via AlertSanDiego, check in with the OA EOC (Recovery Branch). Establish communications with Deployment Phase Subject Matter Experts. Among Deployment Phase Subject Matter Experts, determine Team Lead.
- ☐ Review LAC facility requirements. Discuss LAC site specifications for Information Technology, Children's Area, Food Stamps and FEMA requirements.
- ☐ Coordinate with Finance to ensure compliance with expense authorizations.
- ☐ Verify facility is not in the disaster impacted area and is in close proximity to individuals and families affected by the disaster.
- ☐ Verify that the facility can allocate space for all participating agencies.
- ☐ Ensure that facility can do without regularly scheduled activities for at least three months and that facility will not be shared.
- ☐ Ensure that facility allows convenient access to public transportation (e.g., highways, main thoroughfares, mass transit), if possible.
- ☐ Establish communication with LAC Oversight Manager and provide information regarding the selected sites when available.
- ☐ Establish contracts with property managers.

INFORMATION TECHNOLOGY

- ☐ Once notified via AlertSanDiego, check in with the OA EOC (Recovery Branch). Establish communications with Deployment Phase Subject Matter Experts. Among Deployment Phase Subject Matter Experts, determine Team Lead.
- ☐ Provide Data and Communication requirements outlined in the County Technology Office (CTO) Continuity of Operations Plan (COOP). Share information pertinent to LAC facility selection.
- ☐ Communicate with Oversight Team IT representative regarding site location and needs.
- ☐ Coordinate continued efforts with the Oversight Team IT.

FINANCE

- ☐ Once notified via AlertSanDiego, check in with the OA EOC (Recovery Branch). Establish communications with Deployment Phase Subject Matter Experts. Among Deployment Phase Subject Matter Experts Subject Matter Experts, determine Team Lead.
- ☐ Coordinate with Subject Matter Experts to ensure expenditures are within authorization.
- ☐ All financial elements for procurement of the LAC facility are properly documented and have the correct POETA codes.
- ☐ Fiscal matters are in accordance with accounting standards and the County's policies and procedures.
- ☐ Coordinate pending financial issues with the Oversight Team Finance Representative.

PURCHASING

- ☐ Once notified via AlertSanDiego, check in with the OA EOC (Recovery Branch). Establish communications with Deployment Phase Subject Matter Experts. Among Deployment Phase Subject Matter Experts, determine Team Lead.
- ☐ Advise and provide guidance on existing Blanket Purchase Agreements and County established procurement principles and practices relating to the procurement of goods and services for LAC set-up.
- ☐ Coordinate with Oversight Team Purchasing Representative concerning ongoing issues and needs.
- ☐ Consider and abide by FEMA Guidelines for future reimbursement, which may include documenting competitive bids or explanations detailing the purchasing process, and documenting how prices paid were determined to be "fair and reasonable".

Attachment H—Oversight Team Checklist

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
OVERSIGHT TEAM CHECKLIST

OVERSIGHT MANAGER

- ☐ Check in with the lead Deployment Phase Subject Matter Expert. Establish communications with the LAC Manager(s).
- ☐ Establish hours of operation and communicate with Human Resources Representative and Community Liaison to notify departments and coordinate staff for LAC opening. Provide information to Media Relations Manager.
- ☐ Contact Oversight Team Members to report for duty. Initial site may be temporary until a long-term location can be established.
- ☐ Meet with Oversight Team Members to establish an operational plan for establishing the LACs.
- ☐ Attend daily and/or weekly LAC staff meetings when appropriate.
- ☐ Collect and review LAC statistics reports for decision-making and advanced planning.
- ☐ Prepare report for Recovery Manager/Coordinator using LAC daily statistics.
- ☐ Coordinate with Recovery Manager/Recovery Coordinator when issues arise.
- ☐ Develop and initiate the LAC Demobilization Plan.

FACILITIES PROJECT MANAGER

- ☐ Check in with the Oversight Manager.
- ☐ Coordinate with DGS Security Manager to arrange and allocate security resources for LACs.
- ☐ Coordinate services and contracts to meet requirements outlined in Attachment P-LAC Checklist Template.
- ☐ Coordinate with the Department of Public Works (DPW) to create LAC signs and banners.
- ☐ Coordinate the transportation and delivery of supplies and equipment to the site.
- ☐ Coordinate with LAC Facility Operations to ensure proper management and/or maintenance of contracted services and equipment.
- ☐ Coordinate with Oversight Manager to Participate in the LAC Demobilization Plan.

FINANCE REPRESENTATIVE

- ☐ Check in with the Oversight Manager.
- ☐ Confirm the understanding of all representatives that previously established policies for purchases of goods and services apply. Review disaster related expenditures and cost documentation requirements.
- ☐ Review all purchases, requests and P-CARD activity and verify they meet County protocols.
- ☐ Approve revised contracts to ensure compliance with County procedures and expense authorizations before submitting through WebEOC, if available. If not available, process through Oracle.
- ☐ Review expenditure reports submitted by LACs. Ensure conformance with documentation requirements.
- ☐ Verify and track Oversight Team hours, mileage and Sign In/Out Sheets.
- ☐ Participate in the Demobilization Plan.

PURCHASING REPRESENTATIVE

- ☐ Check in with the Oversight Manager.
- ☐ Advise and give guidance on availability or existing Blanket Purchase Agreements and County established procurement methods.
- ☐ Coordinate with Facilities Project Manager and Purchasing and Contracting to fulfill requested equipment and supplies list.
- ☐ Review large requests requiring signature authority.
- ☐ Record and document all requests, bids, explanations for lack of bids, and purchases using the Emergency Purchase Log and Requisition Form.
- ☐ Document how prices paid were determined to be “fair and reasonable” by following guidance on the Emergency Requisition Form.
- ☐ Arrange for delivery or pick-up of requests, as requested.
- ☐ Participate in the Demobilization Plan.

P-CARD REPRESENTATIVE

- ☐ Check in with the Oversight Manager.
- ☐ Give guidance on County established methods relating to the use of P-CARDs.
- ☐ Monitor P-CARD purchases at LACs for proper usage.
- ☐ Participate in the Demobilization Plan.

INFORMATION TECHNOLOGY REPRESENTATIVE

- ☐ Check in with the Oversight Manager.
- ☐ Communicate with Deployment Phase Subject Matter Expert over IT to finalize IT projects at LAC site.

- ☐ Collaborate with the Oversight Team Finance Representative, Facilities Project Manager and IT vendor representatives for additions/changes to IT service contract agreements when necessary and for cost documentation requirements.
- ☐ Participate in the Demobilization Plan.

HUMAN RESOURCES REPRESENTATIVE

- ☐ Check in with the Oversight Manager.
- ☐ Consult with Oversight Manager regarding staffing needs at the site(s).
- ☐ Work with LAC Manager to verify staff schedules at LACs.
- ☐ Coordinate with LAC Manager to determine the need for stress debriefing for LAC participants.
- ☐ Participate in the Demobilization Plan.

COMMUNITY LIAISON

- ☐ Check in with the Oversight Manager.
- ☐ Establish communications with participating agencies/organizations at the LACs.
- ☐ Attend community and LAC meetings to determine and coordinate community needs.
- ☐ Work with LAC Managers to collect County participant information for “Letters of Appreciation” for their service.
- ☐ Participate in the Demobilization Plan.

CHILDREN’S AREA MANAGER

- ☐ Check in with Oversight Manager.
- ☐ Coordinate with Facilities Project Manager to verify an appropriate Children’s Area location at LAC.
- ☐ Coordinate personnel and resources with YMCA Childcare Resource Service (CRS) to initiate children’s area services at each LAC.
- ☐ Develop and disseminate work schedule for Children’s Area Supervisors and Workers.
- ☐ Establish communication with Save the Children for additional resources.
- ☐ Request through the Oversight Manager to the Recovery Manager/Coordinator expedited Background Checks for additional support.
- ☐ Troubleshoot onsite issues that rise above the Children’s Area Supervisor.
- ☐ Participate in the Demobilization Plan.

MEDIA RELATIONS MANAGER

- ☐ Check in with the Oversight Manager.
- ☐ Develop and distribute procedures for handling media inquiries.
- ☐ Facilitate public awareness of the opening, closing and status of the LAC(s).
- ☐ Ensure Communications Specialist is present to handle media questions.

- ☐ Coordinate the re-launch and continuous updating of the County's Recovery Web site: sdcountyrecovery.com. Note: This is a different site than the San Diego County Emergency Homepage: www.sdcountyemergency.com.
- ☐ Coordinate emergency Web site updates with the County's Web Content Manager or designee.
- ☐ Facilitate LAC visits by elected officials and the press.
- ☐ Monitor media coverage of recovery-related issues.
- ☐ Report recovery-related media contacts to Oversight Manager and Recovery Manager/Coordinator.
- ☐ Evaluate public announcements and media releases.
- ☐ Participate in the Demobilization Plan.

HEALTH AND HUMAN SERVICES AGENCY (HHSA) RESOURCE COORDINATOR

- ☐ Check in with the Oversight Manager.
- ☐ Monitor HHSA service levels at LAC sites and coordinate with HHSA Liaison to provide additional support as needed.
- ☐ Oversee and respond to all HHSA issues.
- ☐ Communicate with HHSA Liaison(s) to determine adequacy of supplies and resources.
- ☐ Coordinate contractor support for HHSA staff at LACs.
- ☐ Assure there are no issues with the EBT (Electronic Benefit Transfer) Machines
- ☐ Collect updates on equipment malfunctions and service complaints.
- ☐ Participate in the Demobilization Plan.

INTERGOVERNMENTAL AFFAIRS LIAISON

- ☐ Check in with the Oversight Manager.
- ☐ Represent the County to elected officials of the state Legislature and United States Congress and their staff.
- ☐ Respond to policy related questions and inquiries with accuracy and crafted with political awareness.
- ☐ Compile issue documents, white papers and correspondence.
- ☐ Provide regular updates to the Oversight Manager, as well as the Director of the Office of Strategy and Intergovernmental Affairs (OSIA), on intergovernmental liaison activities associated with the Oversight Team function.
- ☐ Coordinate with elected state and federal officials' participation/presence at LAC with LAC Managers.
- ☐ Organize and facilitate briefings for elected official and their staff.

Attachment I—LAC Team Checklist

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
LAC TEAM CHECKLIST

All LAC Team members must wear identification and vests.

LAC MANAGER

- ☐ Check in with Oversight Manager.
- ☐ Obtain site background information and keys to site.
- ☐ Coordinate with Oversight Team about team members if not already assigned.
- ☐ Work with Oversight Team to develop staff schedules.
- ☐ Coordinate with Community Liaison to assure departmental, State and Federal and voluntary organizations participation.
- ☐ Establish communications with participating agency representatives, FEMA representatives and Cal EMA representatives.
- ☐ Set meeting with tenants and LAC staff before opening to share contact information, identified issues with the site, reporting processes, communication plan and contingency planning.
- ☐ Establish reasonable wait times for services before requiring additional action.
- ☐ Organize and facilitate daily and weekly meetings with LAC staff and tenants.
- ☐ Educate staff to direct all issues of concern to the Community Ombudsman.
- ☐ Collect, draft and submit statistical data and forms necessary to report to the Oversight Manager, when needed.
- ☐ Coordinate with the Oversight Manager for additional needed resources.
- ☐ Participate in the Demobilization Plan.

LAC ASSISTANT MANAGER

- ☐ Check in with LAC Manager.
- ☐ Assume management of operations in absence of LAC Manager.
- ☐ Facilitate in the collection, drafting and submission of statistical data and forms necessary to report to the Oversight Manager.
- ☐ Participate in the Demobilization Plan.

FACILITY OPERATIONS REPRESENTATIVE

- ☐ Check in with LAC Manager.
- ☐ Check in with Oversight Team Facilities Project Manager.
- ☐ Establish communications with Oversight Team Facilities Project Manager and assume or initiate Attachment P LAC Checklist Template requirements.

- ☐ Ensure exterior lighting is sufficient.
- ☐ Coordinate with LAC Manager and Security to establish restricted areas, determine security points, and facilitate security operations.
- ☐ Maintain daily operations of the facility, contracted services and security operations.
- ☐ Monitor traffic control and parking issues.
- ☐ Monitor pending and reoccurring issues and establish action plan.
- ☐ Ensure adequate seating is available for inside and outside lines.
- ☐ Make shade available for people waiting in lines outside of LAC if environmental conditions necessitate action.
- ☐ Keep a current detailed inventory of all rentals and equipments delivered.
- ☐ Submit Field Status Reports.
- ☐ Ensure all County-owned resources are clearly marked, including purchases.
- ☐ Participate in the Demobilization Plan.

ACCOUNTING REPRESENTATIVE

- ☐ Check in with LAC Manager.
- ☐ Check in with Oversight Team Finance Representative.
- ☐ Ensure that all purchases are being coordinated and approved by the LAC manager.
- ☐ Document the requisition for supplies, equipment, or services in WebEOC, if available, and in "MyRequests" for technical services.
- ☐ Ensure that all P-CARD purchases are being approved by the LAC manager.
- ☐ Compile and store <u>all</u> receipts. Properly document purchases for reports and reimbursement documentation.
- ☐ Maintain separate records and documentation of employee work hours.
- ☐ Ensure that employee records and volunteer work hours are being recorded and documented (for compensation purposes).
- ☐ Draft and submit weekly expenditure reports to Oversight Team Finance Representative.
- ☐ Participate in the Demobilization Plan.

P-CARD HOLDER

- ☐ Check in with LAC Manager.
- ☐ Check in with Oversight Team Purchasing Representative.
- ☐ Ensure P-CARD purchases are made in accordance with P-CARD Training.
- ☐ Obtain and document quotes for purchases over $1000.
- ☐ Forward verified transactions via Oracle to the approving official.
- ☐ Participate in the Demobilization Plan.

BILINGUAL INTERPRETER

- ☐ Check in with LAC Manager.
- ☐ Provide or coordinate translation assistance for participating agencies at the LAC.

- ☐ Assist the LAC Manager in communicating information to the public at the LAC.
- ☐ Coordinate with the Human Resources Representative to request additional assistances.
- ☐ Assist the LAC team with day-to-day operations if translation service duties are scarce.

COMMUNICATIONS SPECIALIST

- ☐ Check in with LAC Manager.
- ☐ Check in with Oversight Team Media Relations Manager.
- ☐ Inform LAC Manager and Joint Information Center (JIC) personnel of all positive or negative situations that could become newsworthy – including public feedback about LAC services.
- ☐ Maintain and communicate media updates to the JIC.
- ☐ Communicate with JIC about LAC hours of operation, services provided, etc.
- ☐ Assist the media in covering LAC activity.
- ☐ As requested by LAC Manager, assist in coordination of VIP visits to LAC.

RUNNER

- ☐ Check in with LAC Manager.
- ☐ Assist in the set-up and/or breakdown of LAC areas.
- ☐ Assist in the set-up of equipment, supplies, technology, and services.
- ☐ Provide assistance to LAC Manager and staff.
- ☐ Facilitate information distribution, including delivering messages.
- ☐ Provide visitor guidance and assist with information intake if needed.
- ☐ Participate in the Demobilization Plan.

SECURITY

- ☐ Coordinate with Facility Operations Representative to set up and maintain security operations.
- ☐ Maintain physical security of the LAC.
- ☐ Maintain crowd control.
- ☐ Coordinate with local law enforcement.
- ☐ Report changes and updates of LAC Security plan to LAC Facility Operations Representative and the LAC Manager.

COMMUNITY OMBUDSMAN

- ☐ Check in with LAC Manager.
- ☐ Via LAC Manager, educate staff to direct all issues of concern to the Community Ombudsman.
- ☐ Maintain quality assurance by roving throughout the LAC and interacting with the public.
- ☐ Receive and investigate complaints made by clients.
- ☐ Work to resolve issues from clients and/or provide an advocate position with the resident and the tenant agency. Not all issues will be resolved to the resident's satisfaction.
- ☐ Work closely with the Chaplain to provide service to the resident(s).

- ☐ Watch for unmet needs of those waiting and communicate those needs to the LAC Facilities Manager, such as shade, water, or chairs.
- ☐ Provide updates at staff and tenant meetings.

ADMINISTRATIVE SUPPORT

- ☐ Check in with LAC Manager.
- ☐ Provide assistance to the LAC Manager/Assistant Manager and staff.
- ☐ Provide office support to LAC Team.
- ☐ Store Customer Service Surveys (if applicable).
- ☐ Participate in the Demobilization Plan.

CHILDREN'S AREA SUPERVISOR

- ☐ Check in with LAC Manager and Oversight Team Children's Area Manager.
- ☐ Oversee Children's Area Workers and children.
- ☐ Implements facility policies, procedures, and techniques to ensure safety of staff and children.
- ☐ Schedules meetings with workers to communicate issues and changes.
- ☐ Prepares incident and other written reports.
- ☐ Coordinate with LAC Manager regarding concerns in the Children's Area.
- ☐ Coordinate with the Oversight Team Children's Area Manager.
- ☐ Facilitates communication with area workers and updates them regularly on changes.
- ☐ Observes and documents high risk needs in children.
- ☐ Gives verbal and physical reassurance and provides guidance to children in distress.
- ☐ Assists in the intake and release of children.
- ☐ Assesses security and hazardous situations or activities.
- ☐ Oversees and verifies staff procedures in reuniting parents or guardian with children.
- ☐ Participate in the Demobilization Plan.

CHILDREN'S AREA WORKER

- ☐ Check in with LAC Manager.
- ☐ Check in with Children's Area Supervisor.
- ☐ Supervises and accounts for children.
- ☐ Engage children in appropriate activities.
- ☐ Implements facility policies, procedures, and techniques to ensure the safety of children.
- ☐ Observes and documents high risk needs in children.
- ☐ Prepares incident and other written reports.
- ☐ Consults and communicates with shift leaders and supervisors concerning behavior issues and needs.
- ☐ Performs light housekeeping duties, such as sanitizing toys and surfaces.
- ☐ Provides verbal and physical reassurance and provides guidance to distressed children.

- ☐ Assists in the intake and release of children.
- ☐ Participate in the Demobilization Plan.

INFORMATION TECHNOLOGY TECHNICIAN

- ☐ Check in with LAC Manager.
- ☐ Set up and verify operation of network systems, printers, facsimile, wireless devices, and other miscellaneous equipment.
- ☐ Verify connection to the County's P-Drive for County Staff.
- ☐ Maintain communications with Oversight Team IT Representative.
- ☐ Assist participating agencies with internet connectivity.
- ☐ Direct contractors as needed.
- ☐ Troubleshoot network configuration issues for LAC participants.
- ☐ Monitor IT Needs.
- ☐ Participate in the Demobilization Plan.

INFORMATION INTAKE/RECEPTION

- ☐ Check in with LAC Manager.
- ☐ Develop and update LAC layout maps, bulletin boards and information brochures to give to customers.
- ☐ Process application information into Intake Web site.
- ☐ Provide direction and assistance to clients.
- ☐ Assist with crowd control and ask for assistance when needed.
- ☐ Alert LAC Manager of wait times.
- ☐ Provide assistance to the LAC Manager as needed.
- ☐ Participate in the Demobilization Plan.

HHSA LIAISON

- ☐ Check in with LAC Manager.
- ☐ Support HHSA Services.
- ☐ Assist HHSA Services with determining additional staffing patterns.
- ☐ Assist with troubleshooting HHSA Services.
- ☐ Assist with providing services to clients.
- ☐ Coordinate with LAC Manager about HHSA Services.
- ☐ Direct HHSA Services when the need arises.

CHAPLAIN

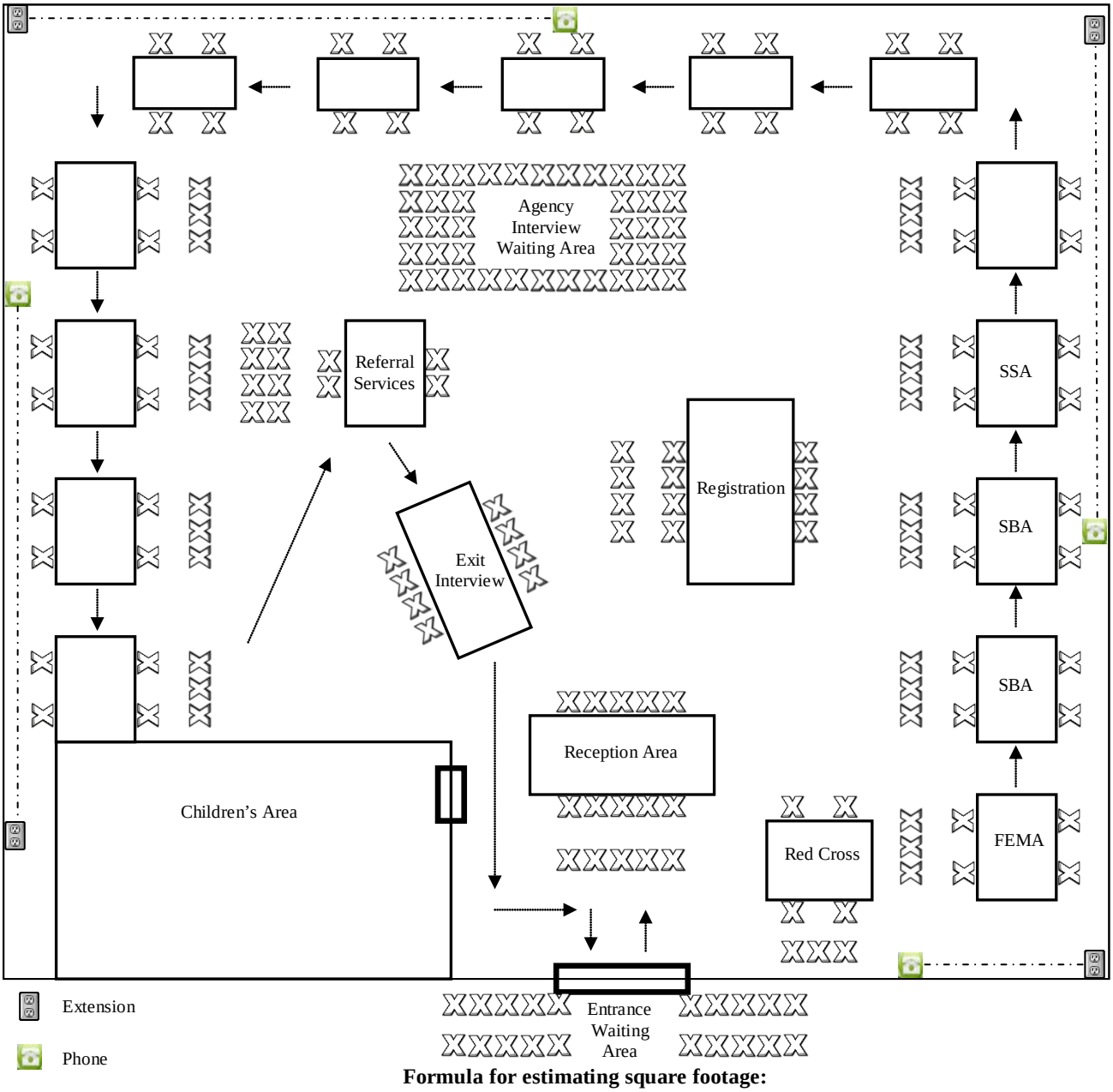
- ☐ Check in with LAC Manager.
- ☐ Provide emotional support by invitation of LAC clients.
- ☐ Contribute with Ombudsman for support of clients if the need arises or support is needed.
- ☐ Participate in the Demobilization Plan.

VOLUNTEER COORDINATOR

- ☐ Check in with LAC Manager.
- ☐ Register unsolicited community volunteers/residents desiring to assist at LAC.
- ☐ Identify volunteer opportunities with tenants.
- ☐ Conduit of volunteer service with LAC staff.
- ☐ Maintains current list of volunteers with contact information and hours served.
- ☐ Participate in the Demobilization Plan.

Attachment J—Sample Floor Plan

The diagram below is a sample floor plan and traffic flow at a LAC. Blank tables are for additional services.



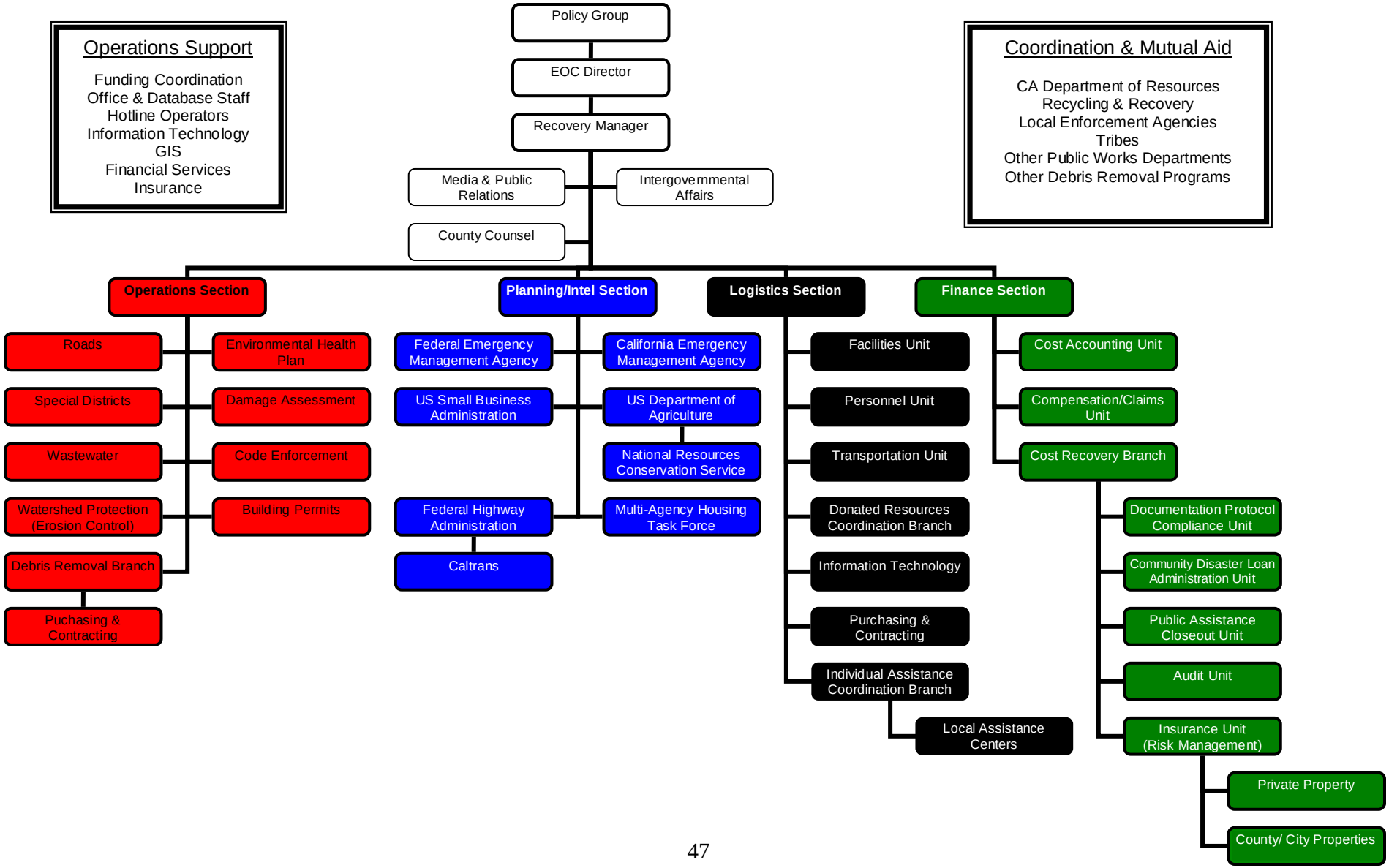
Formula for estimating square footage:

150 ft^2 for each LAC participant PLUS 50 ft^2 for each client that could be in the LAC at a given time PLUS a minimum of 1000 ft^2 for the Children's Area.

Example: A center to accommodate 10 LAC participants and 30 clients at any given time would require a minimum of 4,000 ft^2: (150 ft^2 x 10 LAC participants) + (50 ft^2 x 30 clients) + 1000 ft^2

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.

Attachment K—Recovery Organizational Structure



Attachment L—Customer Survey

COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER
CUSTOMER SURVEY

Date: **Location:**

In this difficult time, we are redoubling our efforts to ensure that you receive the services you need. Please take a moment to answer the following questions based on your level of satisfaction.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
How satisfied were you with the staff's courteousness?	O	O	O	O
How satisfied were you with the timeliness of the services?	O	O	O	O
How satisfied were you with the services you received today?	O	O	O	O

	Yes	No
Were you able to identify staff onsite?	O	O
Were you contacted on the grounds by a staff member?	O	O
If yes, were you asked if you needed assistance?	O	O
Are the hours convenient?	O	O
Did you experience any problems during your visit?	O	O

If yes, please explain:

_____

_____

What other services would you have liked to see here today (if any)?

_____

_____

Comments:

_____

_____

Please drop survey in collection boxes near the exit or mail to 5555 Overland Avenue, MS 025, San Diego, CA 92123.

Attachment M—Customer Survey (Spanish)

CONDADO DE SAN DIEGO
CENTRO DE ASISTENCIA LOCAL
ESTUDIO DE CLIENT

Fecha: **Ubicación:**

En estos tiempos difíciles, estamos redoblando nuestros esfuerzos para asegurar que reciban los servicios que necesitan. Por favor toma un momento para contestar las preguntas que siguen basándose en su nivel de satisfacción.

	Muy Satisfecho	Satisfecho	Desastisfecho	Muy Desatisfecho
¿Esta usted satisfecho con la cortesia de nuestro personal?	O	O	O	O
¿Esta satisfecho con la puntualidad de nuestro servicios?	O	O	O	O
¿Esta usted satisfecho con los servicios que recibió hoy?	O	O	O	O

	Si	No
¿Fue usted contactado por un miembro de nuestro personal?	O	O
¿A un miembro del personal le entró en contacto con en los argumentos?	O	O
¿Si es asi, le preguntaron si requería ayuda?	O	O
¿Son las horas convenientes?	O	O
¿Experimento problemas durante su visita?	O	O

Si su respuesta es si, por favor explique:

_____

_____

¿Que otros recursos le serian útiles y les gustaría verlos visto aquí? (si alguno)?

_____

_____

Comentarios:

_____

_____

Por favor deja el cuestionario en la caja de coleccion cerca de la salida o manda lo por el correo a 5555 Overland Avenue, MS 025, San Diego, CA 92123.

Attachment N—LAC Intake Form

LAC INTAKE FORM
COUNTY OF SAN DIEGO
LOCAL ASSISTANCE CENTER

Today's Date:	Evacuation Date:

Is this your initial visit? □**Yes** □ **No**

First Name:_____

Last Name:_____

Street Address:_____(No PO Boxes)

City:_____

Zip Code:_____ Phone:_____

Email:_____

Do you rent or own your home? □ Renter □ Owner

Was your home destroyed/damaged? □**No** □**Destroyed** □**Damaged** □**I Don't Know**

If your home and/or business was destroyed or damaged, do you have a rough estimate of your uninsured or under-insured property loss? *Circle one*

Uninsured losses: 0 - 20% 21% - 40% 41% - 60% 61% - 80% 81% - 100% Unknown

Are you self-employed? □**Yes** □**No**
If self-employed, was your business destroyed/damaged?
□**No** □**Destroyed** □**Damaged** □**I Don't Know**

Business Name:_____

Business Address: (□ Same as above)_____

Business City:_____

Zip Code:_____

How did you find out about this Local Assistance Center?
□**TV** □**Radio** □**Newspaper** □**Sign** □**Community Group**
□**Word of Mouth** □**Social Media** □**Other:**_____ _____

Attachment O—LAC Intake Form (Spanish)

FORMULARIO DE INGRESO
CONDADO DE SAN DIEGO
CENTRO DE ASISTENCIA LOCAL

Fecha de Hoy:	Fecha de Evacuación:

¿Esta es su primera visita? □**Sí** □ **No**

Nombre:_____

Apellido:_____

Dirección Residencial:_____ (No PO Box)

Ciudad:_____

Código Postal:_____ Teléfono:_____

Correo Electrónico:_____

¿Usted Alquila o es dueño de su hogar? □ Inquilino □ Dueño

¿Su hogar fue destruido o sufrió daños? □ **No** □ **Fue Destruido** □ **Fue Dañado** □ **No Sé**

Si su hogar y/o negocio fue destruida o dañada, ¿Tiene una estimación aproximada de las pérdidas de la propiedad sin seguro o con seguro insuficiente? *Marque su selección con un círculo a continuación.*

Pérdidas sin seguro: 0 - 20% 21% - 40% 41% - 60% 61% - 80% 81% - 100% Desconocido

¿Eres trabajador autónomo? □**Sí** □**No**

Si eres trabajador autónomo, ¿Sufrió daños su negocio?
□ **No** □ **Fue Destruido** □ **Fue Dañado** □ **No Sé**

Nombre de su Negocio:_____

Dirección de su Negocio (□ Igual que el anterior) :_____

Ciudad de su Negocio:_____

Código Postal:_____

¿Cómo se enteró de este Centro de Asistencia Local?
□**Televisión** □**Radio** □**Periódico** □**Letrero** □**Grupo Comunitario**
□**Verbalmente** □**Redes de Comunicación Social** □**Otro:**_____

Attachment P—FEMA Assistance Facts

FEMA

Disaster Assistance for Individuals

http://www.fema.gov/media/fact_sheets/individual-assistance.shtm

When the President declares a disaster and authorizes providing Individual Assistance, FEMA's Individuals and Households Program (IHP) can help homeowners and renters affected by the disaster with housing needs and necessary expenses.

To be considered for IHP housing assistance, the affected home must be the individual's primary residence and it must be located in the disaster area designated for Individual Assistance. To be considered for IHP assistance for necessary expenses or serious needs, the loss must have occurred in the disaster area designated for Individual Assistance. An individual or a pre-disaster member of the household must be a United States citizen, a non-citizen national or a qualified alien.

When a disaster is declared and Individual Assistance is authorized, affected individuals are directed to register with FEMA and to make sure that the information they provide is complete and correct.

Registration can be done in the following ways:

- **Telephone**. Call the toll-free number 1-800-621-FEMA (3362)
  Speech- or hearing-impaired callers can use the TTY number 1-800-462-7585
- **Internet**. Go to www.DisasterAssistance.gov
- **At a shelter or Disaster Recovery Center, via a telephone**. This year, FEMA will begin using mobile registration intake units to will travel to areas where telephone service is not available.

When registering, applicants will need to provide the following information:

- Name and Social Security number
- Address of the damaged property
- Current address and telephone number
- Insurance information
- Total household annual income
- A bank routing and account number for direct deposit
- A description of your losses caused by the disaster

Once the registration is complete, a copy of the registration/application will be sent to the applicant and if a need is identified, an inspector will be assigned to view the damaged property.

Individuals And Households Program

Housing Assistance

- **Temporary housing (rent and lodging expense)**: Money to rent a different place to live or a temporary housing unit, such as a FEMA-provided travel trailer or mobile home, when rental properties are not available.

- **Repair**: Money for homeowners to repair damage from the disaster that is not covered by insurance. The goal is to repair the home to a safe and sanitary living or functioning condition. A flood insurance purchase and maintenance requirement may be place on the home if the home is in a Special Flood Hazard Area. NOTE: FEMA's repair assistance will not pay to return a home to its condition before the disaster.
    - Repairs can include:
        - Structural parts of a home (foundation, outside walls, roof)
        - Windows, doors, floors, walls, ceilings, cabinetry
        - Septic or sewage system
        - Well or other water system
        - Heating, ventilating and air-conditioning system
        - Utilities (electrical, plumbing and gas system)
        - Entrance and exit ways from the home, including privately owned access roads
        - Blocking, leveling and anchoring of a mobile home and reconnecting or resetting its sewer, water, electrical and fuel lines and tanks

- **Replacement**: Money is available to homeowners to replace their home destroyed in the disaster that is not covered by insurance. The goal is to help the homeowner with the cost of replacing their destroyed home. A flood insurance purchase and maintenance requirement may be place on the home if the home is in a Special Flood Hazard Area.

- **Permanent Housing Construction**: Money is available for the construction of a home or FEMA will provide direct assistance with the construction. This type of help only occurs in insular areas or remote locations specified by FEMA, where no other type of housing assistance is possible. . Construction shall follow current minimal local building codes and standards where they exist, or minimal acceptable construction industry standards in the area. Construction will aim toward average quality, size and capacity, taking into consideration the needs of the occupant. A flood insurance purchase and maintenance requirement may be place on the home if the home is in a Special Flood Hazard Area.

Other Needs Assistance (ONA)

Money is available for necessary expenses and serious needs caused by the disaster. This includes medical, dental, funeral, personal property, transportation, moving and storage, and other expenses that are authorized by law. Assistance from ONA is cost-shared, between FEMA (75 percent) and the State (25 percent).

An applicant does not apply for ONA, but is referred for assistance based on their ability to secure loan from the U.S. Small Business Administration. If SBA determines that an applicant cannot afford a loan, SBA will automatically refer the applicant back to ONA for additional help.

ONA can be provided for disaster-related serious needs in five categories:

- **Repair or Replacement of Personal Property**: Money may be available to repair or replace items damaged or destroyed as a result of the disaster that are not covered by insurance. FEMA will not pay for all damaged or destroyed personal property. A flood insurance purchase and maintenance requirement may be place on the personal property if the property is in a Special Flood Hazard Area.
    - Repair and replacement may include:
        - Clothing
        - Household items (room furnishings, appliances)
        - Specialized tools or job-related protective clothing and equipment
        - Necessary educational materials (such as school books)
        - Clean-up items (such as wet/dry vacuum, air purifier, dehumidifier)

- **Transportation**: Money to address the cost of repairing and/or replacing a vehicle that is no longer usable because of disaster-related damage.

- **Medical and Dental Expenses**: Money to address the cost of medical treatment or the purchase of medical equipment required because of physical injuries received as a result of the disaster.

- **Funeral and Burial Costs**: Money to address the cost of funeral services, burial or cremation and other funeral expenses related to a death caused by the disaster.

- **Other Items**: The state and FEMA can agree to pay for specific disaster-related costs that are not listed above. Some examples are generators, moving and storage expenses, and the cost of a National Flood Insurance Program Group Flood Insurance Certificate.

Conditions and Limitations of FEMA IHP Assistance

- **Non-discrimination**. All forms of FEMA disaster assistance are available to any affected household that meets the conditions of disaster eligibility. No Federal entity or official (or their agent) may discriminate against any individual on the basis of race, color, religion, sex, age, national origin, disability, or economic status.

- **Residency status in the United States and its Territories**. To be considered for disaster assistance, the individual or an adult household member must provide proof of identity and sign a declaration stating that he/she is a United States citizen, a non-citizen national, or a qualified alien.

- **Supplemental Assistance**. Disaster Assistance is not intended to substitute for private recovery efforts, but to complement those efforts when needed. FEMA expects minor housing damage or the need for short-term shelter to be addressed by homeowners or tenants. Furthermore, IHP is not a loss indemnification program and does not ensure that applicants are returned to their pre-disaster living conditions.

- **Household Composition**. People living together in one residence before the disaster are expected to continue to live together after the disaster. Generally, assistance is provided to the pre-disaster household as a unit. If, however, the assistance provided to the household is not shared, or if the new residence is too small or causes the individual undue hardship, the individual may request assistance separate from their pre-disaster household.

- **Type of Assistance**. Generally, more than one type of IHP assistance may be provided to the household. Only FEMA has the authority to determine which type of assistance is most appropriate for the household and the period of assistance to be covered.

- **Proper Use of Assistance**. All financial assistance provided by FEMA should be used as specified in writing: To rent another place to live, to make the home repairs identified by FEMA. Failure to use the money as specified may make the individual ineligible for additional assistance. All FEMA disaster assistance money is tax-free.

- **Documentation**. It is the individuals' responsibility to provide all documentation necessary for FEMA to evaluate their eligibility. An applicant may need to provide proof of occupancy, ownership, income, loss, and/or information concerning their housing situation prior to the disaster. The individual should keep all receipts and records for any housing expenses incurred as a result of the disaster. This includes receipts for repair supplies and labor, and rent payments.

- **Insurance**. If the individual has insurance, any assistance provided by FEMA should be considered an advance and must be repaid to FEMA when the insurance settlement is received. If the settlement is less than FEMA's estimated cost to make the home habitable, the individual may qualify for funds to supplement the settlement, but only for repairs relating to the home's habitability. FEMA does not provide replacement value amounts or assistance with non-essential items.

- **Duration of Assistance**. Repair Assistance is provided as a one-time payment. Temporary Housing (rental assistance or a FEMA-supplied mobile home or travel trailer) is provided for an initial period of one, two or three months. To be considered for additional assistance, eligible applicants must demonstrate that they have used any previous assistance from FEMA as instructed, and they must demonstrate their efforts to re-establish permanent housing. Additional assistance is generally provided for one, two or three months at a time. The maximum period for IHP assistance is up to 18 months from the date of the disaster declaration.

- **Appeal Rights**. If applicants disagree with FEMA's determination of eligibility or the form of assistance provided, they have the right to appeal within 60 days of the date of the notification letter.

Applicants with questions about disaster assistance can call the Helpline: **1-800-621-FEMA**

Speech- or hearing-impaired callers can use the TTY number 1-800-462-7585

Attachment Q—LAC Checklist Template

LAC CHECKLIST TEMPLATE

Facility:_____Address: _____

LAC Manager:_____Cell phone:_____

Nearest DGS Maintenance Shop: _____

Building Maintenance Supervisor: _____

BUILDING INTERIOR

	✓	A. BUILDING SYSTEMS CHECK	NECESSARY ACTION	BY
		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 function		
7	☐	Circuits are labeled and easily identifiable on breaker panel		
		HVAC		
1	☐	Thermostat properly controls comfort air system		
2	☐	Adequate heating / cooling is being provided		
3	☐	Adequate CFM's from all supply air diffusers		
4	☐	Equipment in good condition, air filters changed, etc.		
		Doors		
1	☐	Entryway doors operate properly – including door closer(s)		
2	☐	Entryway door locks work and keys are provided		
3	☐	Interior passageway doors operate properly		
		Windows, Ceiling / Flooring		
1	☐	All windows in good condition, open / close properly		
2	☐	Flooring in good condition		
3	☐	All ceiling tiles in place and in good condition		

		Life Safety / Electronic Security		
1	☐	Fire extinguisher(s) adequately placed, current tags, fully charged		
2	☐	Fire detection and suppression systems functioning (if applicable)		
3	☐	Fire detection and suppression systems communicate with central dispatch		
4	☐	Intrusion alarm system functioning (if applicable)		
5	☐	Intrusion alarm system communicates with central dispatch		

B. CHILDREN'S AREA FACILITY GUIDELINES

	✓	CHILDREN'S AREA STANDARD SPECIFICATIONS	✓	CHILDREN'S AREA MINIMUM SPECIFICATIONS
1	☐	Area: At least 1750 sq ft	☐	Area: At least 1000 sq ft
2	☐	Security: Dedicated, secured room inside LAC that can be locked. Located near the LAC entrance but away from the Reception desk.	☐	Security: Blocked off section within LAC that can be locked.
3	☐	Location: Next to bathrooms.	☐	Location: Within close distance to bathrooms.
4	☐	Bathrooms/Sinks: Dedicated bathrooms connecting to Children's Area with at least 2 bathrooms or sinks.	☐	Bathroom/Sinks: Bathroom in facility. Sink for hand washing in the Children's Area.
5	☐	Clean carpeted floor.	☐	Clean floor.
6	☐	Safety: Free of unneeded and hazardous items		
7	☐	Infant/Toddler Space: Additional attached room for infants and toddlers.		
8	☐	Ventilation: Well ventilated room.		

EXTERIOR

A. SANITATION				
	✓	Description	Source/Vendor	Quantity
		Port-a-potties		
1	☐	Port-a-potties in suitable location		
2	☐	Water supply to lavatories		
3	☐	Sink drainage / drain lines		
		Trash Dumpsters		
4	☐	Dumpster(s) placed in suitable location		
5	☐	Dumpster(s) adequately sized		
6	☐	Dumpster(s) covered and in good condition		
		Waste receptacles		
7	☐	Adequate number of receptacles		
8	☐	Conveniently placed (e.g. in Red Cross food tent)		

B. BUILDING COMPONENTS				
	✓	Description	Source/Vendor	Quantity
1	☐	All exterior lighting affixed to building is working		
2	☐	Exterior lighting adequate in all areas		
3	☐	Handicapped ramps at entrance and exit (if trailer)		

C. SITE COMPONENTS				
	✓	Description	Source/Vendor	Quantity
1	☐	Parking lot and other exterior lighting is working		
2	☐	Lighting adequate in all areas		
3	☐	Parking lot(s) adequately identified, striped, etc		
4	☐	Site adequately secured (if perimeter fence w/ gate		
5	☐	Appropriate space is demarcated for Public Health Van		

D. SIGNAGE		
	✓	Description
1	☐	Roads leading to LAC
2	☐	Entrance to LAC
3	☐	Exterior of each trailer / building
4	☐	For each service provider / service table inside LAC
5	☐	Bulletin / message board outside for general use by / view of customers

E. SERVICE CONTRACTS					
	✓	Description		✓	Description
1	☐	**Port-a-potties**	5	☐	**Security guard** (coordinated with DGS Security Manager)
		Vendor:			Vendor:
		Responsibilities:			Responsibilities:
		Frequency of service:			Frequency of service:
		Contact person:			Contact person:
2	☐	**Trash**	6	☐	**Standby / emergency power**
		Vendor:			Includes re-fueling?
		Responsibilities:			Contact person:
		Frequency of service:	7	☐	**Building owner / property manager**
		Contact person:			Contact person:
3	☐	**Custodial**			Maintenance responsibilities:
		Vendor:	8	☐	**HVAC service**
		Responsibilities:			Contact person:
		Frequency of service:			Maintenance responsibilities:
		Contact person:	9	☐	**Electrical service**
4	☐	**Copy machines**			Contact person:
		Vendor:			Maintenance responsibilities:
		Responsibilities:			
		Contact person:			

Attachment R—Acronyms

Acronyms	Meaning	Acronyms	Meaning
AP	Accounts Payable	FEMA	Federal Emergency Management Agency
BPA	Blanket Purchase Agreement	HCD	Department of Housing and Community Development
Cal EMA	California Emergency Management Agency	HHSA	Health and Human Services Agency
		HUD	Department of Housing and Urban Development
CBO(s)	Community-Based Organization(s)	IRS	Internal Revenue Service
CALVET	California Veterans Affairs	IT	Information Technology
CARES	California Animal Response Emergency System	LAC(s)	Local Assistance Center(s)
CDAA	California Disaster Assistance Act	NGO(s)	Non-Government Organization(s)
CDI	California Department of Insurance	NIMS	National Incident Management System
COOP	Continuity of Operations Plan	POETA	Project Organization Expenditure Task Award
CTO	County Technology Office	P-CARD	Purchasing Card
DCA	Department of Consumer Affairs	PIO	Public Information Officer
DHS	Department of Environmental Health	PNG	Project and Grant
DLOC	Disaster Loan Outreach Center	PNP	Private Non Profit
DMH	Department of Mental Health	PUR	Purchase Inquiry
DMV	Department of Motor Vehicles	RES	Real Estate Services
DPW	Department of Public Works	SBA	United States Small Business Administration
DRC	Disaster Recovery Center	SEMS	Standardized Emergency Management System
DSS	Department of Social Services	SME	Subject Matter Experts
DSW(s)	Disaster Service Worker(s)	SPCA	Society for the Prevention of Cruelty to Animals
EBT	Electronic Benefits Card	SNAP	Supplemental Nutritional Assistance Program
EDD	Employment Development Department	SSA	Social Security Administration
EOC	Emergency Operations Center	USDA	United States Department of Agriculture
ERPO	Emergency Response Purchase Order	VOAD	Volunteer Organizations Active in Disasters
FTB	Franchise Tax Board	VA	Veterans Affairs

Attachment S—Purchasing Guidelines

FOR ALL PURCHASES AND PROCUREMENTS

For **all** purchases and procurements consult the purchasing or finance representative on the LAC Oversight Team to determine the applicable previously established emergency or ongoing operation policies and procedures.

SEC. 402. EMERGENCY PURCHASES.

In cases of emergency, as determined by department heads or elected officials, such officials may make emergency purchases when Purchasing and Contracting staff is not available to approve such emergency purchases or under circumstances where immediate action is necessary to contain and control the emergency condition. The Director of the Department of Purchasing and Contracting, as the County's Purchasing Agent, in cases of emergency, may extend existing (non-emergency) contracts in any amount if the original contract was awarded competitively. All officials making emergency purchases shall report such actions to the Purchasing Agent at the first available opportunity and shall submit sufficient and proper documentation, as required by County procurement procedures, for subsequent approval by the Purchasing Agent or ratification by four-fifths vote of the Board of Supervisors, as appropriate. For the purpose of this Section, an "emergency" means conditions that present an immediate danger or an immediate threat of danger to the public health, safety, and welfare.

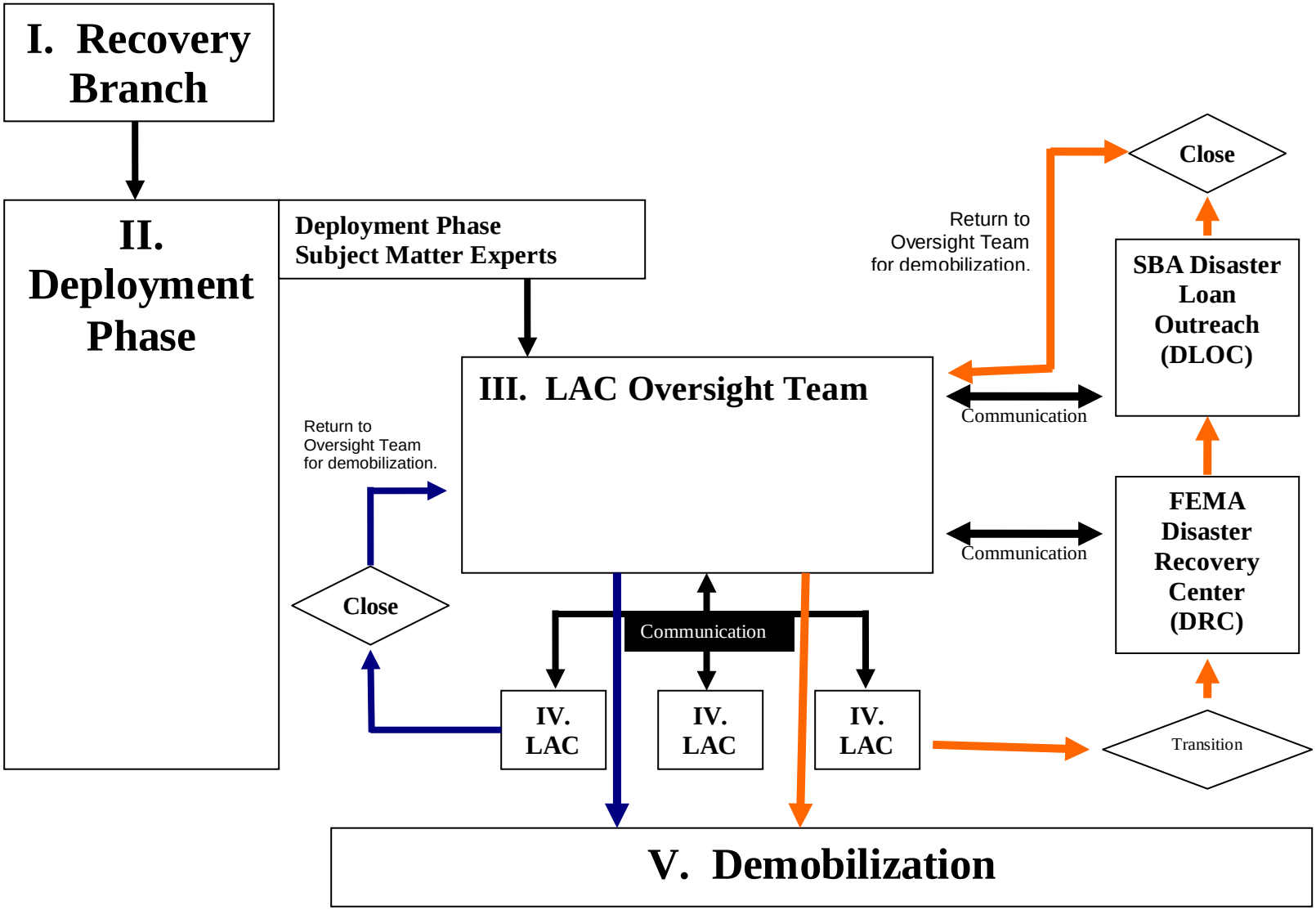
(Added by Ord. No. 9297 (N.S.), effective 2-22-01;
amended by Ord. No. 9836 (N.S.), effective 4-12-07)

Attachment T—Voluntary Organizations Active in Disasters

The listed organizations and services are for reference only.
LAC Managers in coordination with the Oversight Team should decide which services, if any, are needed at a LAC and extend invitations.

	Advocacy	Bulk Distribution	Case Management/Recovery	Childcare	Clean-Up and Rebuilding	Community Disaster Education	Community Outreach	Counseling	Damage Assessment	Debris Removal	Disaster Planning	Donations and Management	Elder Care	Emergency Repairs	Emergency Assistance	Financial Assistance	Financial Planning	Funeral Services	Health Care	Identification	International Services	Massage Therapy	Mass Care	Mental Health Services	Mitigation Planning	Mobile Feeding	Organizational mentoring	Pastoral Care	Pet Care	Radio Communications	Relocation Services	Resource Coordination	Sanitation Services	Special Needs	Technical Assistance	Training	Transportation Services	Voluntary Assistance	Voluntary Services	Warehousing
211							x								x																									
Amateur Radio Emergency Services																														x						x				
American Red Cross	x	x	x			x	x	x	x		x	x	x					x	x	x	x		x	x	x	x	x	x		x		x	x		x	x		x	x	
Council of Community Clinics						x					x					x			x																x	x				
Community Recovery Team	x		x				x																	x	x		x													
ElderHelp	x		x			x							x																x			x					x		x	
Feeding America		x													x																									x
HOPE Coalition America			x			x					x						x																							
Interfaith Community Services	x		x				x					x		x	x																							x	x	
International Relief Teams					x							x			x								x															x	x	
Jewish Family Services	x		x			x	x	x			x		x		x	x									x			x				x		x				x		
Lutheran Social Services			x			x		x			x				x	x												x												
Nazarene Disaster Response					x		x			x						x																						x		
North Coast Calvary Chapel															x													x												
PetCo Foundation						x					x	x			x											x				x				x				x	x	
Presbytery of San Diego				x	x							x																												
RB United Coalition	x						x																									x								
Rescue Task Force		x										x			x	x					x																	x		
ROARS											x																			x										
SDC HHSA, Behavior Health																								x																
Sheriff's Department															x																	x						x	x	
Save the Children	x					x					x												x	x										x		x				
Southwestern REACT																														x										
Salvation Army	x		x		x	x					x	x			x	x	x	x		x	x		x	x		x	x			x						x				x
TIP San Diego																																								
Tzu Chi Foundation		x					x				x	x			x	x			x				x																	x
United Jewish Federation						x	x				x														x		x					x			x					
United Way																																								
Volunteer San Diego	x															x																							x	

Attachment U—LAC Deployment to Demobilization



Attachment V—Code of Conduct

LOCAL ASSISTANCE CENTER (LAC) CODE OF CONDUCT

This code of conduct sets forth general guidelines to the ethical and legal standards applicable to the performance of Local Assistance Center (LAC) business and services. These standards are based upon the recognition that honesty and integrity are the cornerstones to ethical and legal conduct. All LAC workers share a mutual commitment to honesty and integrity at the site and dedicate themselves to upholding the highest standards of conduct in the performance of their duties.

LAC workers' commitment to the highest standards of ethical and legal conduct is in recognition of their mission to serve those impacted by proclaimed disasters. LAC workers are dedicated to creating an atmosphere that earns the support and respect of the public by being responsive and responsible. The clients of the LAC are our customers who deserve to be treated fairly and honestly, regardless of their race, religion, color, national origin, physical or mental disability, gender, sexual orientation, or age, in their dealings with the LAC.

Each LAC site is committed to the principle of treating each worker with respect, dignity and professionalism. It is important for workers to share knowledge and information and support one another, in order to be successful individually and as a team.

LAC workers recognize the County's name is at stake and its reputation is defined by the public and the quality of the services it receives from LAC workers. Practicing ethical and legal conduct is essential to the LAC's accomplishment of its mission and to the individual success of each LAC worker of the County of San Diego.

The guidelines outlined in this code of conduct are based on certain fundamental responsibilities of all LAC workers:

- Treat all members of the public fairly and honestly at all times.
- Ensure client confidentiality by refraining in discussions about client communications with third parties and refer all media issues to the site's Communications Specialist.
- Function calmly in situations requiring sensitivity, tact and diplomacy.
- Perform your LAC duties in compliance with federal, state and local laws, and in accordance with the highest standards of ethical and legal conduct, avoiding any involvement in conduct known to be illegal, unethical, or improper.
- Use LAC funds and property with extreme care, guided by the exercise of prudent judgment and good business practices.