

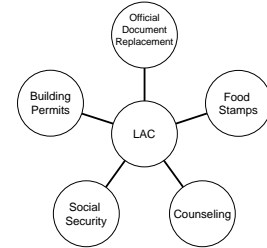
Local Assistance Center (LAC)

LAC Manager Training

LAC Just-In-Time Training

Mission

- LACs provide a centralized location for services and resource referrals for disaster-caused needs, assistance and guidance following a disaster or significant emergency.



LAC Manager Position Description

- **Oversee**
 - Oversee the LAC Team and participants functioning at the LAC.
 - Ensure the LAC is operating safely and that staff are following County, State and Federal rules, guidelines and regulations regarding LACs.
- **Coordinate**
 - Coordinate with the Oversight Team to staff the LAC and to communicate needs/trends.
 - Conduct daily and weekly meetings for staff and tenants providing updates on events and emphasizing areas for improvement.

LAC Manager Position Description

- **Liaison**
 - Decide which agencies are allowed into the LAC and liaison with their representatives, including government and voluntary organizations.
- **Document**
 - Document statistics with Administrative Support and submit reports to LAC Oversight Team.
 - Review Customer Satisfaction Surveys for issues that could be quickly resolved.

Quick Tips

- Sign in
- Obtain LAC Manager Vest
- Coordinate with Oversight Team Manager
- Know the LAC Organization and utilize the staff available

Good Luck

- Remember, the LAC Manager oversees and coordinates all activities related to providing services to residents and relief facility operations.
- Encourage safety.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.