

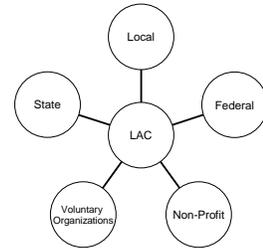
# Local Assistance Center (LAC) Training

## Accounting Representative

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.



## Accounting Representative Position Description

- Recordkeeping
  - Document requisitions for all supplies, equipment or services in webEOC, if available, and in "MyRequests".
  - Document and Compile all receipts for statements and reports.
  - Maintain records of employees' and volunteers' work hours.
- Purchases
  - Coordinate all purchases with the LAC Team P-Card Holder, with approval by the LAC Manager.
  - Confirm the payment of invoices through the County's Oracle financial system, AP (Accounts Payable) Inquiry, PUR (Purchase) Inquiry and PNG (Project and Grant) Inquiry.

## Accounting Representative Position Description

- Consult with Finance Representative
  - The Accounting Representative consults with the Finance Representative on the Oversight Team.
  - Speak with the Finance Representative regarding cost documentation and requirements.
  - Submit a weekly expenditure report to the Finance Representative.

## Quick Tips

- Sign in
- Obtain Accounting Representative Vest
- Check in with LAC Manager
- Check in with Oversight Team Finance Representative
- Review Accounting Representative Checklist

## Good Luck

- Remember, the Accounting Representative is responsible for all document recordkeeping, working with the P-Card holder for all purchases, and coordinating actions and requests with the LAC Manager and the Finance Representative on the LAC Oversight Team.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

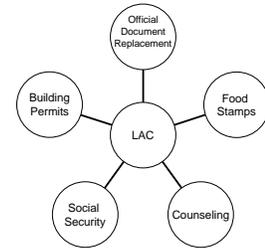
## Local Assistance Center (LAC)

### Administrative Support 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.



## Administrative Support Position Description

- Support
  - Supports the LAC Manager/Assistant Manager and LAC Staff
- Administrative Duties
  - Maintain lists with contact information for tenants and support services. They will also create and update a list of agencies represented at the LAC.

## Administrative Support Position Description

- Clerical Duties
  - Collect time records for staff and volunteers. They also enter Customer Surveys into a database.
  - Collect and file all other LAC documents from clients and agencies.
  - Takes calls and messages using the Runners to deliver them.

## Quick Tips

- Sign in
- Obtain Administrative Support Vest
- Check in with LAC Manager
- Review Administrative Support Checklist

## Good Luck

- Remember, Administrative Support is responsible for clerical and administrative duties that help the LAC run.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

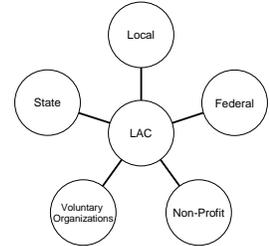
# Local Assistance Center (LAC)

## Bilingual Interpreter 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.



## Bilingual Interpreter Position Description

- Provide
  - Provide translation assistance for participating agencies and LAC attendees if needed.
- Assist
  - Assist the LAC Manager in communicating information to the public at the LAC.
  - Help non-English speakers by translating their needs and concerns to the appropriate agency.
  - Assist the LAC Team in day-to-day operations if translation service duties are scarce.
  - Interpret information for hearing impaired individuals.
  - Coordinate with the Oversight Team Human Resources Representative if needs develop.

## Bilingual Interpreter Position Description

- Communicate
  - Knowledge of one or more of the following:
    - Spanish, Vietnamese, Tagalog, Farsi, or American Sign Language.
  - Effectively communicate in oral and written forms.
  - Communicate effectively with a variety of individuals representing diverse cultures and backgrounds.
- Confidentiality
  - Maintain confidentiality of sensitive information.
  - Function calmly in situations that require a high degree of sensitivity, tact, and diplomacy.

## Quick Tips

- Sign in
- Obtain Bilingual Interpreter Vest
- Check in with LAC Manager
- Review Bilingual Interpreter Checklist

## Good Luck

- Remember, the Bilingual Interpreter is responsible for assisting non-English speakers and hearing impaired individuals obtain vital information and resources.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

# Local Assistance Center (LAC)

## Children's Area Supervisor 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.



## Children's Area Supervisor Position Description

- Supervise
  - Supervise staff and children and offer assistance as needed.
  - Contact the LAC Oversight Team Children's Area when additional inventory, such as diapers or wipes, are needed. Keep in mind it may take additional time to deliver the supplies.
  - Direct immediate issues, such as dealing with adults, to LAC Manager for handling.
  - Coordinate break schedules and cleaning assignments for Workers.
  - Attend LAC staff meetings and call brief Children's Area meetings to inform workers.

## Children's Area Supervisor Position Description

- Enforce
  - Implement facility policies, procedures, and techniques to ensure the safety of children, especially enforcing the Sign-In/Sign-Out procedures. Familiarize workers with these and help them to enforce them.
- Care
  - Care for children and be a shining example to workers.
  - Consult the Oversight Team Children's Area Manager or LAC Manager if support or additional guidance is needed.
- Document
  - Document the number of children using the area each day and submits this to Administrative Support.
  - Draft incident reports and other reports as needed or requested.

## Quick Tips

- Review the Children's Area Supervisor Checklist.
- Receive and wear your vest. It will say Children's Area Supervisor on it.
- The Children's Area should NEVER be left unattended.
- Do not do anything that could potentially create a threatening situation.

## Good Luck

- Remember, the Children's Area Supervisor oversees Children's Area Workers as they watch children in the Children's Area.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

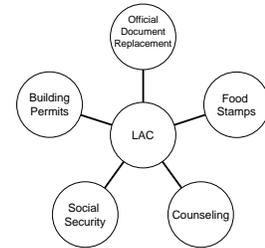
# Local Assistance Center (LAC)

## Children's Area Worker 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.



## Children's Area Worker Position Description

- Care
  - Care for children while parents or legal guardians are at the LAC receiving assistance. This is not daycare. Do not distribute any medication or meals.
  - Keep the area sanitized and assist in light cleaning.
- Enforce
  - Explain the rules of the area to the parent/legal guardian and child at check-in and issue both a matching numbered bracelet.
  - Enforce rules to keep the children safe, especially with check-out procedures where the child is only released to the person wearing the matching numbered bracelet and the two-adult bathroom escort.

## Children's Area Worker Position Description

- Support
  - Support children by giving them encouragement and reassurance.
  - Consult the Children's Area Supervisor if support or guidance is needed.
- Observe and Document
  - Observe and document behavior of children who have extreme trouble coping with the disaster. Please, share with the parent/guardian and offer referrals for assistance.

## Quick Tips

- Sign in
- Obtain Children's Area Worker Vest
- Check in with LAC Manager
- Review the Children's Area Worker Checklist
- Review the Children's Area Policies and Guidelines

## Good Luck

- Remember, children are not small adults. They have unique needs.
- If a child does not respond to you, try asking another Worker for help they might have better luck.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

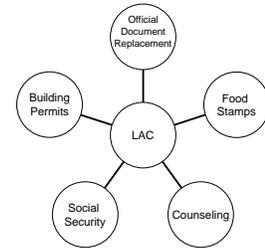
# Local Assistance Center (LAC)

## Communications Specialist 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.



## Communications Specialist Position Description

- Handle Media
  - Handle media requests and responses. If resources permit, be onsite during the first two weeks of opening. Following the initial two weeks, visits will be determined by media and VIP visits.
- Assist
  - Assist the LAC Manager with guidance on how to answer or respond to media requests. This might include writing talking points and conducting interviews.

## Communications Specialist Position Description

- Coordinate
  - Coordinate VIP visits and reports back to the Joint Information Center (JIC) or the Recovery Center Media Relations Manager.
  - Coordinate with the Joint Information Center LAC updates, such as services offered and hours operated, to keep the media informed with official releases. Be sure to include any positive or negative situations that could become newsworthy.
- Draft
  - Draft LAC press releases and submit to Joint Information Center for release. All press releases should be disseminated by Joint Information Center.

## Quick Tips

- Sign in
- Obtain Communications Specialist Vest
- Check in with LAC Manager
- Be sure your message is unified with the overall response from the Joint Information Center
- Review the Communications Specialist Checklist

## Good Luck

- Remember, the Communications Specialist is responsible handling media contact and providing assistance to the LAC Manager during VIP visits.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

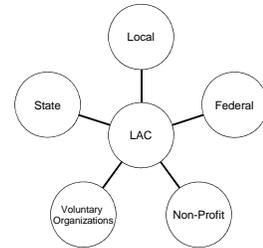
# Local Assistance Center (LAC)

## Community Ombudsman 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 Just-In-Time Training

## Community Ombudsman Position Description

- Inquire Information
  - Be aware and inquire from clients if they were being served in a professional manner.
  - Maintain quality assurances by moving throughout the LAC and interacting with the public.
  - Watch for unmet needs of those waiting, such as shade, water, or chairs, and communicate those needs to the LAC Facilities Manager.
- Assist
  - Coordinate with the Community Liaison to address community issues at the LAC.
  - Receive, investigate, and resolve resident issues.

LAC Just-In-Time Training

## Community Ombudsman Position Description

- Provide Information
  - Provide updates at staff and tenant meetings.
  - Inform staff and tenants of findings.
  - Update LAC Manager of findings.

LAC Just-In-Time Training

## Quick Tips

- Sign in
- Obtain Community Ombudsman Vest
- Check in with LAC Manager
- Through the LAC Manager, educate the staff to direct all issues of concern to the Community Ombudsman
- Review Community Ombudsman Checklist

LAC Just-In-Time Training

## Good Luck

- Remember, the Community Ombudsman is responsible for responding to questions and issues, and attempting to resolve situation to everyone's satisfaction.
- Try to be impartial and respect the interest and rights of all parties involved.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

LAC Just-In-Time Training

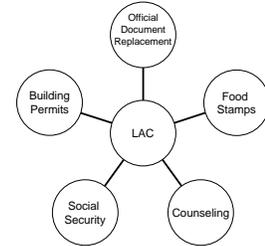
# Local Assistance Center (LAC)

## Facility Operations Representative 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.



## Facility Operations Representative Position Description

- **Coordinate**
  - Coordinate with the Oversight Team's Facilities Project Manager to determine which services or contracts have been initiated and which ones are still needed. These items can be found on the LAC Checklist Template.
  - Coordinate with the LAC Manager and Security to establish a safe, secure, and accessible LAC facility. Be sure to create an evacuation plan.
- **Maintain**
  - Maintain the facility and keep the inside and outside functions operating smoothly.
  - Bring in accommodations to make the visit more pleasant in case of inclement weather, rain or extreme heat.
  - Be prepared to bring in additional seating or shift seats as demand for specific services fluctuate.

## Facility Operations Representative Position Description

- **Inventory**
  - Inventory and keep track of all equipment and furniture received at the LAC.
  - Ensure that all County-owned resources are clearly marked, including new purchases.
- **Update**
  - Provide updates to the LAC Manager and Oversight Facilities Project Manager on pending and recurring issues.

## Quick Tips

- Sign in
- Obtain Facility Operations Representative Vest
- All purchases and contracts must be made in accordance with existing purchasing and contract rules
- Review the Facility Operations Representative Checklist

## Good Luck

- Remember, the Facility Operations Representative maintains daily operations of the facility, contracted services and security operations.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

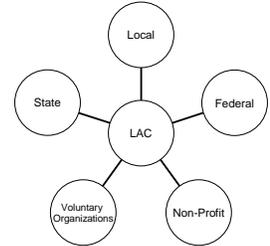
# Local Assistance Center (LAC)

## Health and Human Services Agency (HHSA) Liaison 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.



## HHSA Liaison Position Description

- Coordinate
  - Coordinates with the LAC Manager about HHSA Services.
  - Coordinates with the HHSA Oversight Team Resource Coordinator about site plans, services, wait times, issues, additional resources and staff.
- Assist
  - HHSA Liaisons assist HHSA Services by troubleshooting the problems and determining additional staffing needs.
  - Assist by providing services to clients.
  - Support HHSA Services at the LAC site and direct HHSA Services when the need arises.

## Quick Tips

- Sign in
- Obtain HHSA Liaison Vest
- Check in with LAC Manager
- Coordinate with the Oversight Team HHSA Resources Coordinator
- Review HHSA Liaison Checklist

## Good Luck

- Remember, the HHSA Liaison is responsible for the on-site management of Health and Human Services Agents, and also coordinating with the Oversight Team's HHSA Resource Coordinator.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

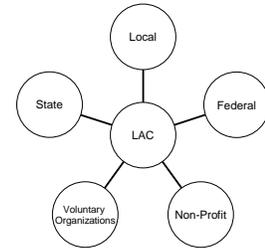
# Local Assistance Center (LAC)

## Information Intake/Reception 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.



## Information Intake/Reception Position Description

- Process Information
  - Process application information into Intake Website.
- Assist
  - Assist in the development/updates of maps, bulletin boards, information brochures and resource inventory.
  - Provide direction and assistance to customers.
  - Provide assistance to the LAC Staff if needed.
  - Facilitate in crowd control.

## Information Intake/Reception Position Description

- Alert
  - Alert LAC Manager of wait times.
  - Alert LAC Manager of emerging trends, issues, or concerns that could be addressed to make services smoother.

## Quick Tips

- Sign in
- Obtain Information Intake/Reception Vest
- Check in with LAC Manager
- Review Intake/Reception Checklist

## Good Luck

- Remember, the Information Intake/Reception is responsible for providing assistance and direction to customers, facilitating crowd control and processing application info into the Intake Website.
- Update bulletin boards often.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

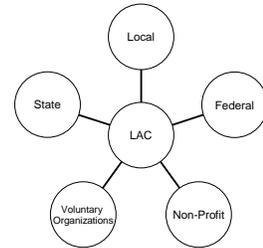
# Local Assistance Center (LAC)

## Information Technology (IT) Technician 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.



## Information Technology (IT) Technician Position Description

- Provide
  - Set up and configure network systems, printers, fax, machines, copying/scanning machines, and wireless devices for connectivity to the P: Drive for County Staff.
  - Provide and establish access to a centralized share folder on the County network P: Drive for County Staff.
- Assist
  - Help participating agencies/organizations with internet connectivity.
  - Maintain communication with the Oversight Team Information Technology Representative.

## Information Technology (IT) Technician Position Description

- Troubleshoot
  - Troubleshoot network configuration issues for LAC participants.
  - Monitor IT needs.

## Quick Tips

- Sign in
- Obtain IT Technician Vest
- Check in with LAC Manager
- Coordinate with the Oversight Team IT Representative
- Review IT Technician Checklist

## Good Luck

- Remember, the Information Technology Technician is responsible for the primary, back-up communication and information systems that are used in the LACs.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

# Local Assistance Center (LAC)

## LAC Assistant 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 Assistant Manager Position Description

- Supervise
  - Assume management of operations in absence of the LAC Manager.
  - Supervise the LAC operations.
  - Oversee problem areas, including crowd control.
  - Facilitate in the collection, drafting and submission of data and forms necessary to report to the Oversight Team Oversight Manager.
- Assist
  - Provide assistance to the LAC Manager.
  - Prepare reports, forms, etc. as required.

## LAC Assistant Manager Position Description

- Operations
  - Enforce County, State, and Federal rules, guidelines, and regulations regarding LAC operations and documentation.
  - Request additional resources to address long waiting times.
  - Inspect operations and processes to identify and improve processes.

## Quick Tips

- Sign in
- Obtain LAC Assistant Manager Vest
- Check in with LAC Manager
- Review LAC Assistant Manager Checklist

## Good Luck

- Remember, the LAC Assistant Manager is in charge of the LAC when the Manager is absent and should continue to enforce County, State, and Federal rules, guidelines and regulations for LAC operations.
- If problems arise prepare reports and forms necessary to report to the LAC Manager.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

# 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.

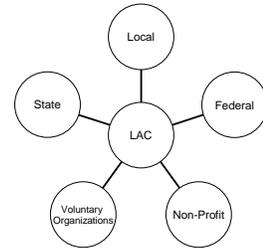
# Local Assistance Center (LAC)

## P-CARD Holder 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.



## P-CARD Holder Position Description

- Purchases
  - Ensure P-CARD purchases are made in accordance with P-CARD Training.
  - Address purchasing policy issues.
  - Get approval for purchases.
- Documentation
  - Obtain and document quotes over \$1000.
  - Access Oracle to enter descriptions, POETA, and verify each transaction before sending transactions to approving official.

## P-CARD Holder Position Description

- Coordinate
  - Work with the Accounting Representative and the LAC Manager to get approval of P-CARD purchases

## Quick Tips

- Sign in
- Obtain P-CARD Holder Vest
- Check in with LAC Manager
- Check in with Oversight Team Purchasing Representative
- Review P-CARD Holder Checklist

## Good Luck

- Remember, the P-CARD Holder is responsible for getting approval for purchases and verifying each transaction before sending transactions to approving official.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

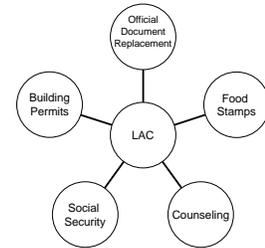
# Local Assistance Center (LAC)

## Runner 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.



## Runner Position Description

- Provide Information
  - Answer questions and deliver messages to intended recipients.
- Assist
  - Assist LAC Management.
  - Assist LAC staff with the setup/breakdown of their station and with backup support.

## Runner Position Description

- Distribute
  - Distribute and collect Customer Surveys and return them to Administrative Support.
  - Distribute updated maps, lists of agencies represented at the LAC, and bulletins to the public and LAC residents.

## Quick Tips

- Sign in
- Obtain Runner Vest
- Check in with LAC Manager
- Go the extra mile and practice good customer service
- Review Runner Checklist

## Good Luck

- Remember, Runners provide information, assistance, and distribution services at LACs.
- If Runners encounter a difficult situation, they should seek help from the Ombudsman or LAC Manager.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.

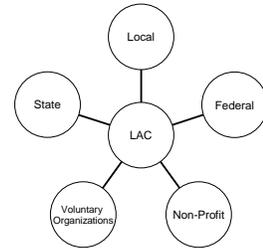
# Local Assistance Center (LAC)

## Security 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.



## Security Position Description

- Maintain
  - Maintain physical security of the LAC.
  - Maintain crowd control.
- Coordinate
  - Work with the LAC Facility Operations Representative to set up and maintain security operations.
  - Coordinate with local law enforcement.

## Security Position Description

- Provide Information
  - Report changes and updates to the LAC Manager and the Facility Operations Representative.
- Note
  - FEMA will provide security for their own operations but they will not help in security of site.
  - US Custom and Border Patrol Agents should not be used in areas where individuals are seeking services to sustain life and safety.

## Quick Tips

- Sign in
- Check in with LAC Manager
- Coordinate with local law enforcement
- Work with LAC Facility Operations Representative to set up security
- Review Security Checklist

## Good Luck

- Remember, the Security is responsible for ensuring a secure environment in and around the LAC area. As well as evaluating and advising the LAC Manager of any conditions that might compromise the security of the facility or personnel.
- At the end of the shift sign out.
- Thank you for your commitment.

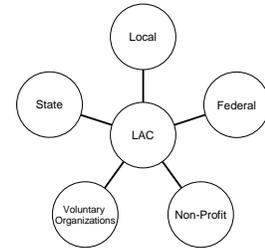
# Local Assistance Center (LAC)

## Volunteer Coordinator 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.



## Volunteer Coordinator Position Description

- Direct Volunteers
  - Direct community volunteers and residents who come to help to Volunteer San Diego to register, if they do not have a DSW (Disaster Service Worker) card.
  - Direct assigned volunteers from Volunteer San Diego to LAC service areas needing help.
- Volunteer Services
  - Provide a conduit for volunteer service at the LAC.
  - Identify volunteer opportunities with tenants.

## Volunteer Coordinator Position Description

- Coordinate Volunteers
  - Maintain list of current volunteers with contact information and hours of service.

## Quick Tips

- Sign in
- Obtain the Volunteer Coordinator Vest
- Check in with LAC Manager
- Establish communications with Volunteer San Diego
- Review Volunteer Coordinator Checklist

## Good Luck

- Remember, the Volunteer Coordinator is responsible for working closely with Volunteer San Diego and researching volunteer opportunities for convergent community volunteers.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.