Local Assistance Center (LAC) Oversight Positions

Children's Area Manager Training

Oversight Team Purpose

- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Children's Area Manager Position Description

- Coordinate with YMCA CRS
  - Work with YMCA Childcare Resources Service (CRS) to initiate Children’s Area at each LAC.
  - Coordinate with YMCA CRS’ Emergency Operation Center.
  - Work with YMCA CRS to create work schedules for Children’s Area Workers and request additional staff if needed.

- Communicate
  - Maintain communication with Children's Area Supervisor.
  - Establish communication with Save the Children for additional resources.

Quick Tips

- Check in with Oversight Manager
- Coordinate with YMCA CRS and LAC Children’s Area Supervisors
- Review Children's Area Manager Checklist

Good Luck

- Remember, the Children's Area Manager is responsible for coordinating with the YMCA CRS to ensure the safety of the children at the LACs.
- Thank you for your commitment.
Local Assistance Center (LAC)
Oversight Positions
Community Liaison Training

Oversight Team Purpose
- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Community Liaison Position Description
- Coordinate
  - Coordinate with County departments to activate their participation at LAC.
  - Work with the LAC Team Ombudsman on community issues.
  - Direct donations requests and inquiries to the pre-identified agencies listed in the EOC Binder (Donations are not accepted at LACs).
- Establish Community Contacts
  - Attend community meetings and provide County updates.
  - Establish contact with local community leader in the affected areas to establish communication regarding County and LAC services.

Quick Tips
- Check in with Oversight Manager
- Coordinate with Ombudsman
- Keep the contact information of participants so writing “Letters of Appreciation” is easier
- Review Community Liaison Checklist

Good Luck
- Remember, the Community Liaison is responsible for establishing communication between the local communities and the County services.
- Thank you for your commitment.
Local Assistance Center (LAC)
Oversight Positions

Facilities Project Manager Training

Oversight Team Purpose
- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Facilities Project Manager Position Description
- Coordinate
  - Coordinate with Oversight Team Purchasing Representative for the set up of needed services and equipment.
  - Consult with Oversight Team Finance Representative on cost documentation.
  - Work with the Department of Public Works (DPW) Carto Services team for signs, banners, name badges, and wall signs for identifying LACs.
  - Coordinate transportation services of equipment and human resources to and from LACs.
  - Work with onsite Facilities personnel.
  - Coordinate the return of all rentals and equipment.
  - Serve as a Point of Contact for contracted services.

Quick Tips
- Check in with Oversight Manager
- Reference the LAC Checklist Template to assist with LAC site set up
- Coordinate with the LAC Team Facilities Operations Representative to maintain daily operations
- Review Facilities Project Manager Checklist

Facilities Project Manager Position Description
- Manage
  - Oversee the planning, design, construction, remodeling and renovation of the facilities.
  - Ensure the facilities are compliant with the Americans with Disabilities Act (ADA).
- Reference
  - Reference the LAC Checklist Template to help organize and establish services for LAC sites.

Good Luck
- Remember, the Facilities Project Manager is responsible overseeing the planning, design, construction, remodeling, and renovation of the facilities.
- Thank you for your commitment.
Local Assistance Center (LAC)
Oversight Positions
Finance Representative Training

Oversight Team Purpose
- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Finance Representative Position Description
- Communicate
  - Report to the Finance Section Chief in the EOC to fully understand the requirement for documenting cost for possible reimbursement.
  - Negotiate contracts for additions/changes to services in accordance with County policy or in coordination with the Oversight Team Purchasing Representative.
- Manage
  - Provide supervision and guidance to the LAC Team Accounting Specialists.

Finance Representative Position Description
- Document
  - Communicate and document POETA information to employees and to the Finance and Human Resources staff of County departments.
  - Enter and update channeled requests in WebEOC (if available).
  - Channel big ticket requests through EOC Logistics or Finance to obtain appropriate POETA request or Emergency Response Purchase Order (ERPO) number.

Quick Tips
- Check in with Oversight Manager
- Consult with the Finance Section Chief
- Oversee LAC Team Accounting Specialists
- Review Finance Representative Checklist

Good Luck
- Remember, the Finance Representative is responsible for managing and documenting all financial elements for the procurement and operations of the LAC facilities.
- Thank you for your commitment.
**Oversight Team Purpose**

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

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**HHSA Resource Coordinator Position Description**

- **Coordinate**
  - Coordinate the distribution of all HHSA LAC Operations.
  - Coordinate contractor support for HHSA staff.
  - Coordinate with HHSA staff, contractors or other agencies for LAC if needed.

- **Manage**
  - Oversee, troubleshoot and provide support for HHSA services at LAC locations.
  - Collect updates on equipment malfunctions and service complaints.
  - Coordinate additional staff support for LAC sites with the HHSA Human Resources representative.

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**Quick Tips**

- Check in with Oversight Manager
- Communicate with HHSA Liaisons to determine support, supplies, and resources
- Review HHSA Resource Coordinator Checklist

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**Good Luck**

- Remember, the HHSA Resource Coordinator is responsible for overseeing HHSA Liaisons and monitoring the HHSA service levels at the LAC sites.
- Thank you for your commitment.
Oversight Team Purpose

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Human Resources (HR) Representative Position Description

- **Coordinate**
  - The HR Representative coordinates with the Oversight Manager to identify positions needed at LACs.
  - You will coordinate with County departments to get positions staffed and help dispatch personnel.
  - If the LAC Manager determines special needs, such as language translation, exist you will help get the appropriate people to the LAC to fill the need.

- **Monitor**
  - Once LACs open, the HR Representative will monitor staffing patterns to ensure personnel receive appropriate days off.
  - Check in with LAC Managers to verify staff schedules and respond to any deficiencies or overages in coverage.
  - Help the LAC Managers assess the need for stress debriefing of LAC Personnel.

Quick Tips

- Check in with Oversight Manager
- Review Human Resources Representative Checklist
- Review Human Resources policies as they relate to Disaster Service Workers
- Thank you for your commitment
Local Assistance Center (LAC)
Oversight Positions

Intergovernmental Affairs Liaison Training

Oversight Team Purpose

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Intergovernmental Affairs Liaison Position Description

- Compile
  - Research and communicate with County technical staff and program administrators to find out answers to questions.
  - Compile issue documents and white papers.
  - Organize and facilitate briefings for elected officials and their staff.

- Coordinate
  - Work with elected state and federal officials' presence at LACs with the LAC Manager.

Intergovernmental Affairs Liaison Position Description

- Report
  - Respond to elected officials’ requests for information and questions with accuracy and political awareness.
  - Refer to County policies, procedures, and practices to explain actions.
  - Provide updates to the Oversight Manager
  - Report to the Director of the Office of Strategy and Intergovernmental Affairs (OSIA) on intergovernmental liaison activities.

Quick Tips

- Check in with Oversight Manager
- Provide updates to the Director of Office of Strategy and Intergovernmental Affairs (OSIA)
- Review Intergovernmental Affairs Liaison Checklist

Good Luck

- Remember, the Intergovernmental Affairs Liaison is responsible for organizing and facilitating briefings for elected officials and their staff.
- Thank you for your commitment.
Local Assistance Center (LAC)

Oversight Positions

Information Technology (IT)
Representative Training

Oversight Team Purpose

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Information Technology (IT)
Representative Position Description

▶ Coordinate
- Communicate with Deployment Phase Subject Matter Expert over IT to finalize IT projects at the LAC sites.
- Work with the LAC Managers and Information Technology Technicians for needed services and resources for the LACs.
- Coordinate with IT personnel for services at all LACs.
- Work with IT resources to accommodate FEMA equipment and personnel if needed.

▶ Manage
- Provide direction to technicians to ensure overall efficiency of services.

IT Representative Position Description

▶ Consult
- Consult with the Finance Representative on cost documentation requirements.
- Discuss procurement decisions with the Purchasing Representative.
- Consult with the Finance Representative and work with the Vendor Representatives for additional changes to contract agreements.

Quick Tips

▶ Check in with Oversight Manager
▶ Talk with Deployment Phase Subject Matter Expert over IT to finish IT projects at the LAC
▶ Review IT Representative Checklist

Good Luck

▶ Remember, the IT Representative is responsible for coordinating with IT Technicians to maintain communication and network capabilities.
▶ Thank you for your commitment.
Local Assistance Center (LAC)

Oversight Positions

Media Relations Manager

Training

Oversight Team Purpose

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Oversight Team

LAC Team

Media Relations Manager Position Description

- Coordinate
  - Coordinate media updates received from the LAC Team Communication Specialist to the Oversight Manager and Cal EMA LAC Coordinator.
  - Coordinate LAC Media press releases.
  - Coordinate with the County's Web Content Manager for the re-launch and continuous updating of the County's Recovery Website: sdcountyrecovery.com

- Manage
  - Direct LAC Team Communications Specialist to provide regular updates to media.
  - Work with LAC Team Communications Specialist to accommodate all requests for interviews.
  - Ensure a media representative is present to handle media questions.

Report

- Keep the Oversight Manager aware of all interviews.
- Provide guidance for handling media request to the Oversight Manager.
- Facilitate public awareness of the opening, closing, and status of the LACs.

Quick Tips

- Check in with Oversight Manager
- Communicate with LAC Team Communications Specialist
- Review Media Relations Manager Checklist

Good Luck

- Remember, the Media Relations Manager is responsible for providing guidance for handling media to create and distribute a unified message.
- Thank you for your commitment.
Local Assistance Center (LAC) Oversight Positions

Oversight Team Purpose
- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Oversight Team

Oversight Manager Position

Description
- Oversee
  - Serve as the representative for the Development Phase Subject Matter Experts.
  - Oversee the operations of the Oversight Team.
  - Develop and initiate the Demobilization Plan.
  - Resolve daily issues beyond the control of the LAC Managers.
- Coordinate
  - Communicate with EOC Director and Recovery Coordinator to determine locations and standard operating hours for all sights.
  - Coordinate with State and Federal representatives to secure their presence at the LACs.
  - Work with Human Resources to develop a schedule for LAC Managers and staff.
  - Coordinate with the Recovery Coordinator and Recovery Manager.

Information
- Be a conduit of information to and from the LACs.
- Collect daily information from the LAC Managers.
- Compile daily reports.
- Attend LAC staff meetings when appropriate.
- Discuss
  - Discuss procurement related decisions with the Purchasing Representative.
  - Discuss financial documentation requirements with the Finance Representative.

Quick Tips
- Check in with the Lead Deployment Phase Subject Matter Expert
- Establish communications with LAC Managers
- Contact Oversight Team Members to report for duty
- Meet with Oversight Team Members to establish an operational plan for establishing the LACs
- Review Oversight Manager Checklist

Good Luck
- Remember, the Oversight Manager is responsible for overseeing all activities related to providing disaster relief efforts in a standardized and consistent manner throughout all LAC operations.
- Thank you for your commitment.
Oversight Team Purpose

- The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

P-CARD Representative Position Description

- **Monitor**
  - Monitor P-CARD purchases at the LACs for proper usage.

- **Guidance**
  - Give guidance on County established methods relating to the use of P-CARDs.

Quick Tips

- Check in with Oversight Manager
- Remind P-CARD Holders to follow existing procedures for P-Card purchases
- Review P-CARD Representative Checklist

Good Luck

- Remember, the P-CARD Representative is responsible for giving guidance on County established methods relating to the use of P-CARDs and monitoring P-CARD purchases at LACs for proper usage. During an emergency, the same rules apply.
- Thank you for your commitment.
Oversight Team Purpose

The Oversight Team is responsible for the initial planning activities of the LAC(s) and ongoing decisions. The 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.

Purchasing Representative Position Description

Guide
- Advise the Oversight Team and LAC Team P-Card Holder on previously established County purchasing practices and policies. Even though this is in response to an emergency, existing procurement procedures must be followed.
- Provide guidance on existing Blanket Purchase Agreements and options of entering into new agreement.

Procurement
- Coordinate with the Oversight Team Facilities Project Manager and Purchasing and Contracting to procure resources and services for LAC sites.
- Review large requests requiring signature authority.

Purchasing Representative Position Description

Document
- Record and document all requests, bids (explanations of lack of bids), and purchases on the Emergency Purchases Log and Requisition Form.
- Document exactly how prices paid were determined to be “fair and reasonable”.
- Document and let the appropriate site people know of items requested for delivery or pick-up.

Quick Tips

- Check in with Oversight Manager
- Consult with the Procurement/Supply Unit at the EOC
- Oversee LAC Team P-Card Holders at each site
- Review guidelines for Emergency Requisition Form
- Review Purchasing Representative Checklist

Good Luck

- Remember, your actions and answers will help guide individual LAC sites and they need to be correct. If you don’t know, please, ask.
- Thank you for your commitment.