

Recovery

Community Response Standard Operations Guidance

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I. Introduction

Community Response (CR) is an information dissemination, collection, and public relations operation used to assist disaster affected communities and individuals in receiving assistance. This is accomplished by meeting with disaster survivors, local officials, and leaders of the community to provide and distribute information and assistance throughout the affected area.

II. Mission/Scope

The purpose of this Standard Operating Guide is to provide a description of Community Response Operations and offer a clear understanding of CR responsibilities.

III. Assumptions

- A. Counties and municipalities have constrained resources and the emergency may exceed their response capabilities
- B. Mutual aid may be required to support operations
- C. Impacts or restrictions on transportation assets may delay the response time
- D. No power in the impacted area
- E. Possible heavy debris
- F. Possible flooding
- G. Possible limited hotel accommodations in the impacted area
- H. Possible limited fuel supply in the impacted area

IV. Roles and Responsibilities

A. State

1. The Division of Emergency Management's Bureau of Recovery is responsible for managing CR Operations.
2. The State will work in partnership with the Federal Emergency Management Administration (FEMA) to conduct CR operations in the affected communities.

3. Additional staff will be required to support the CR effort. Depending on the size of the event, staff will be provided by, Disaster Reservists, local hires, State agencies and the Emergency Management Assistance Compact.
4. State agencies will provide relevant informational materials for CR to distribute to the population.

B. Federal

1. FEMA will provide federal counterparts to work jointly with State CR Members.
2. FEMA supplies all federal assistance informational material to be distributed by CR to the community.

C. Local

1. The County Emergency Director (EM) or designee will provide county demographics, key community contacts, and pertinent information to assist CR in outreach to the public.
2. If available, local Community Emergency Response Teams (CERT) or other volunteers will provide support to CR teams by contributing local information and points of contact so CR can better disseminate information to the community.

V. Concept of Operations

CR operates in a disaster affected county in three general phases:

Open County

During the Open County phase, the State CR Coordinator and the FEMA Community Relations Coordinator work together to deploy and manage CR. The number of CR workers assigned to any given territory will vary depending on such factors as the extent of damage, population density, and other demographics like special needs populations.

During this phase, the following actions will occur:

- Establish Chain-of-Command in accord with the Division of Emergency Management and Incident Command System principles and practices.
- CR teams are deploy to assigned locations.
- CR teams become knowledgeable of the community and make contact with key community leaders.
- CR teams canvas impacted communities daily to disseminate information regarding disaster relief, Disaster Recovery Center locations, and FEMA registration.
- CR coordinates recovery efforts with local public officials, nonprofit agencies, faith-based organizations, and Long-Term Recovery Committees.
- CR identifies unmet needs and vulnerable populations in the community.
- CR teams participate in special projects that assist survivors on the road to recovery.

County Maintenance

County Maintenance begins when there is no longer a need to have CR presence in the county on a daily basis. State CR and FEMA Community Relations Coordinators will advise the County Emergency Manager, when maintenance is recommended based on field activity. The county maintenance phase normally requires one to two weeks.

During this phase, the following actions will occur:

- The State, FEMA, and the county agree that maintenance is appropriate.
- An official CR maintenance meeting is scheduled with the County Emergency Manager or designee to determine how to conduct the maintenance. This meeting does not need to be in person.
- A CR Strike Team will be assigned to the county to provide support and follow up on any unmet needs. A Strike Team is comprised of two

to three people, who are already activated CR Team Members. The Strike Team works with the County EM to handle any specific problems in the county and works to wrap up any concerns before CR leaves.

- A projected closeout date and meeting will be established at the maintenance meeting.

County Closing

A county closes when CR does not need to have a physical presence in the county. This occurs when all known unmet needs have been addressed and the county is able to handle any additional concerns without outside assistance.

During this phase, the following actions will occur:

- The county, state and federal partners must all be in agreement on the closure dates.
- At the county closeout meeting the County EM or designee will review and sign the CR Closeout Checklist to officially close the county.
- The county is provided State contact information should they need any additional information or assistance.

VI. Reporting

State and FEMA will work jointly on all reporting. Every team in the field is required to submit a daily field report of their activities. These documents are located in section IX Forms and Reports. Each morning a CR Report will be published to summarize CR's activity in the field. This report will cover CR field actions including but not limited to:

- A. Number of teams in the field
- B. Areas canvassed
- C. Meetings
- D. Unmet Needs
- E. Special projects