



LAKE COUNTY
FLORIDA

Comprehensive Emergency Management Plan

Annex I

Recovery

I. INTRODUCTION

Following a disaster, many critical post-disaster concerns will have to be addressed. Resolution of these issues will require a coordinated local, state and federal effort. The recovery section establishes a detailed framework of federal and state government support for local government efforts to restore essential public and social services following a disaster. Much of this support involves the coordination and administration of federal disaster assistance. This section will outline the process for assessing the need for and administration of local, state and federal disaster assistance.

Disaster recovery operations highlight the importance of the recovery period. Public officials must be prepared to lead the community to recovery (survivors and their families, emergency workers and volunteers), restore utilities, repair roads, and plan for future development, without losing sight of the less visible damage caused by emergencies and disasters.

II. GENERAL

In the post impact phase of a disaster the Emergency Operations Centers will be sustained to coordinate and facilitate the response and recovery efforts. The EOC will serve as the coordination point for establishing the Rapid Impact Assessment Teams (RIATs), staging areas and other sites for coordinated assistance. The EOC will be staffed by representatives from each Emergency Support Function or ESF and other agencies involved in the recovery process. The EOC will be organized along the same lines of responsibility as the state and federal response and recovery systems.

Direction, control and coordination during the immediate recovery phase focuses on the following types of activities:

- Establishment of an inter-county recovery network designed to provide the support for movement of response actions, relief supplies and services into the county.
- Acquisition, allocation and administration of the distribution of emergency supplies including food, water, medications, etc.
- Managing post-event sheltering operations.
- Initiating preliminary damage assessment (airborne and ground), debris removal and the restoration of utilities.

The primary local coordinating agency for requesting resources and relief supplies and support within the county is the Emergency Management Division. This function will be performed from the EOC under the direction of the Emergency Management Division Manager. If necessary, the EOC may be moved to an alternate EOC facility identified during the impact assessment to provide access to functional equipment or meet space requirements. This transfer to an alternate EOC will only take place when there is sufficient evidence that sustainment of operation is achievable and immediate danger has passed allowing recovery efforts to be initiated safely.

- A. The Lake County Emergency Management Division has primary responsibility for coordinating recovery efforts. The Emergency Management Division Manager will appoint a liaison to the Disaster Field Office (DFO) and state recovery staff, upon activation of the DFO.

The Emergency Management Division Manager will request the State to participate in establishing a Disaster Recovery Center (DRC) and will appoint a liaison to the State Recovery Staff. Individual ESFs in the EOC will coordinate with their state counterparts during response and recovery operations. In order to assure the flow of accurate and timely recovery information, and to coordinate relief and recovery efforts, state and federal agencies will coordinate with the Liaison Officer in the EOC.

1. The Emergency Management Division Manager will appoint the liaison to coordinate recovery activities with the municipalities. Individual ESFs in the EOC will coordinate with their municipal counterparts during response and recovery operations. In order to assure the flow of accurate and timely recovery information, and to coordinate relief and recovery efforts, municipalities will be encouraged to have liaisons in the County EOC.
2. All recovery activities are coordinated through the Emergency Management Division Manager and begin during the response phase with an evaluation of:

- Situation reports;
- Mission assignments logged and tracked;
- Municipal status update reports received from local governments;
- EOC briefings;
- Local conference calls;
- Impact assessment data, as well as other impact information received from other sources; and
- Damage reports received from citizens.

These information sources are reviewed and monitored to start the identification of areas that should receive priority for damage assessment and human needs assessment. This gathering of intelligence sets the stage for the operational transition from response to recovery activities, which takes place after the event. Recovery is recognized as two phases: short term recovery and long term recovery.

The short-term recovery phase starts immediately after the disaster impact and includes: restoration of essential services, damage assessment, preliminary impact assessment, identification of immediate and unmet needs, and begins to address these humanitarian and governmental impacts.

The long-term recovery phase will essentially begin at the outset of a disaster and typically accelerates following the short-term recovery phase. Long-term recovery can last for years and will address issues related to economic redevelopment, long-term housing solutions, community values, quality of life issues and the incorporation of mitigation measures into long-term recovery programs.

The Coordinator for ESF 14 (Public Information) is the Public Information Officer (PIO) and is responsible for providing public information and educational programs regarding the recovery effort and available local, state and federal assistance. The PIO will follow procedures established in ESF 14 for the dissemination of information. Should the event escalate and require NIMS and NRF response, the PIO will participate in the Joint Information System (JIS). (See ESF 14)

A basis for this effort is outlined in the CEMP, Section III (Concept of Operations), Subsection D.

Public information programs will use all the resources outlined above in reaching the population in Lake County. Special efforts will be made to reach the hearing/sight impaired; non-English speaking or those not in touch with traditional communications outlets.

The Emergency Management Division Manager is responsible for the overall coordination and establishment of a Disaster Recovery Center for the affected area. The Division Manager or designee will serve as the Special Projects Coordinator/County Recovery Center Coordinator to coordinate with state and federal individual assistance officers in the establishment of a Disaster Field Office.

The Emergency Management Division Manager is responsible for the following items in support of the State of Florida Rapid Impact Assessment Teams (RIATs).

Pre-designation of helicopter landing zones for RIAT aviation support. Landing zone locations (GPS coordinates) are listed in the Critical Facilities Inventory and have been transmitted to State of Florida, Division of Emergency Management.

Pre-designation of staging areas and sites for RIAT operations. Staging area locations (GPS coordinates) have been transmitted to State of Florida Division of Emergency Management.

The county utilizes the established process under the Stafford Act as amended by the Disaster Mitigation Act 2002, for obtaining and administering state and federal disaster assistance. When the President issues a disaster declaration that includes Lake County, the County will receive notice from the State directly as well as through the media coverage. The Emergency Management Division Manager will ensure this information is transmitted to the Executive Policy Group, EOC Command and General Staff, all ESFs, municipal liaisons and supporting agencies for coordination of financial reimbursement with county agencies while maintaining compliance procedures for financial transaction, accurate accounting, grants management, document tracking and payroll procedures. Each County agency is responsible for the collection and documentation of reimbursement information, identification of public assistance projects, and submission to the Lake County Fiscal and Administrative Services, Budget Division for countywide consolidation and submission to FEMA. It is the responsibility of the Lake County Fiscal and Administrative Services Department to

acquire additional staffing to implement the public assistance program.

The Emergency Management Division Manager will transmit the disaster declaration, recovery assistance information and technical assistance resources to the municipalities, special taxing districts and not-for-profit organizations, who perform essential governmental type services, as described in FEMA regulations via fax, conference calls, internet e-mail and web page, media outlets and other communications mechanisms.

Each municipal government is responsible for identifying public assistance projects. The recovery staff for the municipal government(s) will coordinate with the State (through the Lake County Emergency Management Division) regarding implementing the appropriate programs authorized by the declaration.

During a disaster event the county recovery activities outlined in this section are the same for declared and non-declared disasters with the exception of available federal and/or state resources. Without a federal disaster declaration, financial assistance for survivors is limited and heavy reliance is placed on the American Red Cross, The Salvation Army, charitable agencies, volunteer donations and insurance coverage. Businesses must depend on insurance coverage or obtain loans/refinancing for recovery. The County and municipal governments must meet infrastructure recovery needs through existing operating funds and insurance or resort to bond issues to fund disaster recovery. The unmet needs committee may be an additional source of recovery resources and will be convened to identify survivors' needs and possible recovery assistance.

The primary departments and agencies that have support roles and will be involved in recovery operations are the following:

- a) American Red Cross
- b) Board of County Commissioners
- c) Growth Management Department, Building Services Division
- d) Economic Development and Tourism Department
- e) Community Services Department
- f) Public Works Department
- g) **Public Safety Department, Emergency Management Division - Primary**

- h) Public Safety Department, Fire Rescue Division
- i) Information Technology Department, GIS Division
- j) Florida Department of Health, Lake County
- k) Lake County Schools
- l) Lake And Sumter Emergency Recovery (LASER)
- m) Municipal Governments
- n) Property Appraiser
- o) Sheriff's Office
- p) The Salvation Army

III. RECOVERY FUNCTION

Damage Assessment Function

Damage assessment is the first and one of the most important steps in the recovery process. It is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery and mitigation. An initial impact assessment is conducted during the response and immediate recovery phase to support a request for a gubernatorial proclamation and for the state to request a presidential declaration.

Damage assessment has a two-fold mission:

- To identify the immediate needs and resources required to assist disaster survivors.
- To substantiate requests for supplemental assistance.

Lake County's capability to conduct its own assessment may be limited due to the extensive damage associated with a catastrophic event.

A. General

Once emergency conditions subside, rapid and thorough assessments must be conducted to assess the overall damage to homes and businesses within the affected areas; to assess the overall damage to critical public facilities and services; and to determine whether those damages are sufficient to warrant supplemental federal disaster assistance.

Recovery response to an emergency will be based upon the assessment of lives impacted, public and private property losses, the reports of actions taken to alleviate the situation and the expenditures committed to that effort. In order to determine the magnitude of the emergency and the degree of assistance necessary, the recovery team at the EOC must have information concerning property damage and operational costs as soon as

practicable after the emergency occurrence. Initial assessments may indicate the necessity for outside assistance, including possible requests for Presidential Disaster Declaration.

In a catastrophic disaster when damage assessment has been waived, information and data on damages must still be compiled for briefings, planning for additional recovery resources and prioritizing recovery efforts.

B. Responsibilities

1. Emergency Management

- a) Provides damage assessment training as described in the Basic Plan.
- b) Collects and consolidates initial damage assessment reports.
- c) Transmits damage assessment information to the Florida State Division of Emergency Management Bureau of Recovery through one or more of the following methods, EM Constellation, FDEM Regional Coordinator and any other approved method by FDEM.
- d) Requests technical assistance if damage assessment is beyond county capabilities.
- e) Coordinates with state, federal and other damage assessment teams.
- f) Contacts Damage Assessment Coordinator to report to EOC.
- g) Develops public/private damage assessment standard operating guidelines and checklists.

2. Emergency Support Function19 (Impact Assessment)

Lake County of Growth Management Department, Building Services Division – in conjunction with the Lake County Property Appraiser's office will act as lead in conducting damage assessment of private property and businesses as well as public property and infrastructure.

- a) Ensures damage assessment teams are properly trained and equipped.
- b) Contacts Damage Assessment Team members to report to Staging Area for deployment.
- c) Coordinates damage assessment information received from private property and businesses.
- d) Assigns damage assessment teams to impact areas.

- e) Monitors threshold amounts for minor, major and destroyed properties.
- f) Provides residents with information regarding recovery assistance, informing residents of available services, location of the Disaster Recovery Center.
- g) Obtains property assessment information for team members.
- h) The Property Appraiser's Office determines damage assessment values for private property.

C. Initial Safety and Damage Assessment

In the immediate aftermath of the disaster, Lake County will conduct a countywide local impact assessment. The goal of this assessment is to determine the magnitude and severity of damage to structures and infrastructure; and, in the event of a severe rainfall event, determine the level of flooding damage.

All impact assessment team members must report impact assessment results through their designated chain of command to ESF 19 (Impact Assessment) in the EOC within hours of disaster impact.

The impact assessment data provides a countywide general overview of the most significantly impacted areas and, therefore establishes a prioritization mechanism for damage assessment team deployment, resource allocation, and disaster assistance.

If outside assistance will be required, the initial damage assessment will be used as the basis for a local declaration of emergency.

D. County Damage Assessment and Preliminary Damage Assessment

A damage assessment is needed to quickly assess the life safety needs, magnitude of the disaster and eligibility for state and federal aid. Damage assessment is accomplished in phases. The initial assessment scans the affected area to determine the breadth of damage, looking at critical facilities to determine the immediate and life safety needs.

ESF 19 is the county's single point for receiving damage assessment reports and determining the disaster magnitude. The Lake County Property Appraiser's Office provides analysis support for damage assessment.

The information provided by the Lake County Property Appraiser's Office can assist in completing a damage analysis. The Lake County Damage Assessment Coordinator assigns teams, backed-up with out-of-county

mutual aid, to perform a “structure by structure” damage assessment. A knowledgeable member of the local Disaster Assessment Team (DAT) will be deployed with the Joint Preliminary Disaster Assistance Team.

ESF 5 (Information & Planning) produces a preliminary damage assessment for the state EOC Situation Report and other government agencies.

The initial damage assessment begins immediately after the incident occurs and is performed by first responders. This damage assessment determines whether more detailed damage assessments are necessary and identifies those areas where further efforts should be concentrated. The damage assessment data is reported to the Lake County EOC within twelve hours of the emergency occurrence by all County departments, municipalities and eligible private nonprofit agencies. The Town of Astatula, City of Clermont, City of Eustis, City of Fruitland Park, City of Groveland, Town of Howey-in-the-Hills, Town of Lady Lake, City of Leesburg, City of Mascotte, City of Minneola, Town of Montverde, City of Mount Dora, City of Tavares and City of Umatilla are responsible for the damage assessments within their jurisdiction.

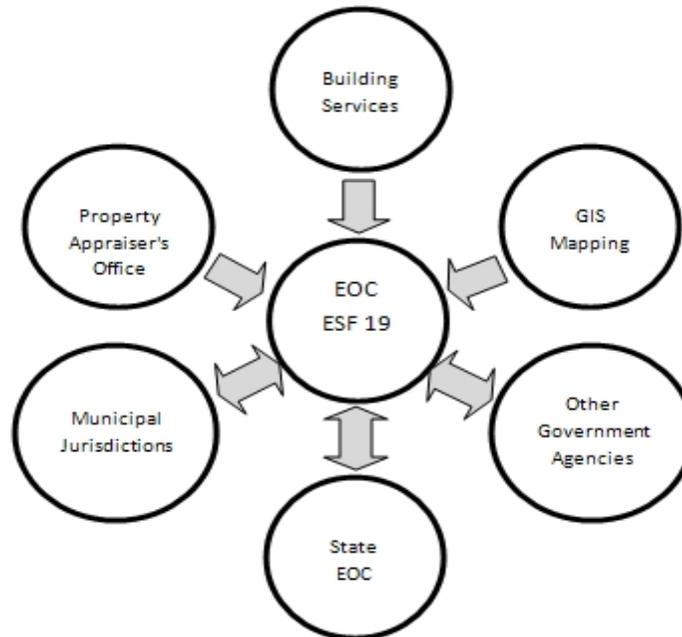
From the damage assessments, a "quick dollar estimate" of the damages will be derived based on certain presumptions and assumptions predetermined by the recovery team in the Lake County EOC. The team will also use damage estimates from an integrated and modular numerical storm hazard modeling platform called The Arbitrator of Storms or TAOS, the Memphis website, property values from the Property Appraiser's files and standard rates for labor and equipment.

In order to confirm the impact from disasters meets disaster assistance thresholds, a Preliminary Damage Assessment (PDA) is requested by the County Emergency Management Division Manager as soon as possible after damage assessment data is compiled, or if the magnitude of the event overwhelms the ability of the county to conduct its own damage assessment.

An important part of the Damage Assessment process is for the municipalities to report damage within their boundaries to the County EOC as soon as possible.

The PDA team, in coordination with the County EOC, will inspect impacted areas in unincorporated County area as well as municipal jurisdictions.

Damage Assessment Information Flow



If the preliminary damage assessment indicates the damage is severe and widespread, a declaration of a State of Emergency may be possible without a detailed written damage assessment. In that case state and federal teams may be dispatched to assist in completing the damage assessment.

Information is collected and evaluated, using State Damage Assessment Forms, Situation Reports, Essential Elements of Information (EEI) and other means and is shared with state and federal officials as needed. This prevents duplication of effort and verifies incomplete information.

ESF 5 (Information and Planning) is the single point to consolidate and evaluate damage assessment information. This assessment is formatted using State Damage Assessment Forms to facilitate rapid dissemination of information.

E. State of Florida Rapid Impact Assessment Team (RIAT)

Following any major or catastrophic disaster, a rapid assessment of local damage and survivor needs is essential in determining the critical resources needed to support disaster survivors. To accomplish this, the State will deploy a Rapid Impact Assessment Team(s) (RIAT) immediately following a catastrophic emergency or disaster in Lake County which requires immediate damage assessment to provide local officials full understanding as to the extent and impact of the emergency or disaster.

1. RIAT Composition and Support

Objective: To augment and assist Lake County officials with an accurate assessment of damage to local infrastructure (particularly roads and communications) and determine the immediate needs of the survivor population in the affected area through coordinated use of the RIAT resources.

Team Composition: The RIAT is a small group of civilian and military personnel experienced in conducting rapid assessment surveys following a catastrophic emergency or disaster. The RIAT will conduct assessments in coordination with officials from Lake County and affected municipalities. If required organizations are unable to assist the RIAT in this operation due to the level of disaster damage, the RIAT is prepared to conduct assessments independently.

Deployment: Florida Division of Emergency Management will initiate RIAT deployment following procedures specified in FLNG-RIAT. The RIAT team leader will coordinate assessment activity with the Lake County Emergency Management Division Manager or designee. Lake County officials required to assist RIAT operations will immediately report to the EOC when advised of RIAT arrival in Lake County.

2. Key Assumptions

RIAT will be available for deployment immediately following a catastrophic emergency or disaster in Lake County. Local road systems or helicopter landing zones will permit timely arrival and operation of RIAT.

3. Logistic Appraisal

The RIAT is organized and equipped to be self-sustaining if necessary. Logistical support from Lake County will be situation dependent. RIAT landing/staging zones will be determined through the Lake County Emergency Management Division or the appropriate party at this time.

Primary Logistical Staging Area:

Name: Florida Natural Growers
Address: 38851 State Road 19
Umatilla, FL 32784
Lat/Long: 28°57'04.40" N
81°39'24.42" W

Emergency Helicopter Landing Zones for Rapid Impact Assessment Teams include:

Primary: Lake County Sheriff's Office Helicopter Hanger at the Leesburg International Airport
Address: 501 West Meadow Street
Leesburg, FL 34749
Lat/Long: 28° 49' 23.1" N
81° 48' 31.4" W

4. Lake County Support Agencies

- a) Emergency Management
Coordinate RIAT activity and support requirements with local support agencies and organizations. Serve as Public Assistance Officer (PAO).
- b) Emergency Support Function 19 (Impact Assessment)
Coordinate assessment of damage to county buildings, facilities and recreational sites. Coordinate overall damage assessment operations; determine eligibility of public and

private damage. Provide field officers to conduct all (homes, businesses and public buildings) damage assessments.

- c) Lake County Public Works Department, Road Operations Division
Assist in evaluating the damage to utilities and traffic control systems; roads and bridges; and flood control facilities; and transportation resources.
- d) Lake County Public Works Department
Assist in evaluating the damage to water and wastewater systems control facilities.
- e) Property Appraiser's Office
Provide field officers from the Appraiser's Office to assist in facility (homes, businesses and public buildings) damage assessment.
- f) Lake County Public Resources Department, Library Services Division & Parks and Trails Division
Assess damage to libraries, parks and associated property.
- g) Florida Department of Health, Lake County – Environmental Health and Epidemiology Strike Teams
Assess and respond to resulting public health threats to affected populations.
- h) American Red Cross
Identification of immediate personal, disaster relief needs for individuals affected by the event. Survivor mass care requirements - food, water, clothing, shelter/housing, medical needs, etc.
- i) Lake County Schools
Assess damage to school buildings and property.

5. Municipal Support Organizations

The Town of Astatula, City of Clermont, City of Eustis, City of Fruitland Park, City of Groveland, Town of Howey-in-the-Hills, Town of Lady Lake, City of Leesburg, City of Mascotte, City of Minneola, Town of Montverde, City of Mount Dora, City of Tavares, City of Umatilla, and Villages Community Development District, are responsible for the preliminary damage assessment within their jurisdiction. If unable to perform the function due to impact of the

disaster, a decision will be made by the Executive Policy Group to conduct the damage assessment within that jurisdiction by other jurisdictional teams. The Lake County Building Services Division will coordinate the appropriate team.

- a) Municipal Public Works
Assist in evaluating damage to water & waste water system control facilities; flood control facilities; utilities & traffic control systems; roads and bridges.
- b) Municipal Fire Rescue/Fire Prevention
Assist in providing windshield/fire response assessment information and assists in conducted damage assessments on non-residential structures.
- c) Municipal Building Departments
Provide field officers to assist in facility (homes, businesses and public buildings) damage assessment.
- d) Municipal Facilities Maintenance
Assist in evaluating damage to municipal facilities.

6. Damage Assessment Operations

Deployed when directed by the State EOC, the RIAT with supporting Ground Support Team (GST) will move to the Lake County EOC or designated landing zone to establish a base of operations. Following arrival of the RIAT, the Emergency Management Division Manager and the RIAT Team Leader will conduct a situation briefing to ensure both RIAT team members and local officials have the same initial assessment information. Following this briefing, team members and their local counterparts will conduct the assessments in accordance with the applicable state agency checklists (FLNG-RIAT located at the EOC).

State EOC will determine when RIAT assessments are completed and notify the team leader to terminate activity.

- a) Assessment Methods
Damage assessment can be conducted using several different methods depending on the availability of resources and extent of damage to local transportation system and facilities.

- b) Aerial Reconnaissance
Conducted when there may be no other way to enter an area; when the damaged area is so large that this method provides the best opportunity to identify specific areas to be surveyed by DATs; or when the damage is so extensive and catastrophic the need for detailed damage assessment may not be considered. Either the Lake County Sheriff's Office or the Civil Air Patrol will be utilized to complete the aerial reconnaissance. Aerial photographs are provided to the Property Appraiser's Office.
- c) Windshield Survey
Used to assess a large area in a relatively short period of time. It may be utilized when areas are inaccessible on foot and a general overview of the area is all that may be required. A windshield survey provides the opportunity for team members to exchange views as they assess the area together. This process allows for the team to quickly record the number of homes and businesses destroyed or damaged. The raw figures acquired by this method can be extrapolated to give a good overview of the extent of the disaster.
- d) Walk Through
The most effective, thorough, and time-consuming method for damage assessment. This method is most often used when the assessment needs to be very detailed and specific. In a marginal situation, detailed information needs to be gathered in order to assess the extent to which the jurisdiction is eligible for state or federal disaster assistance.

F. Individual and Business Preliminary Damage Assessment

Individual and business preliminary damage assessment is essential to gauge the overall effects of the emergency or disaster and the economic damage. When conducting a preliminary damage assessment of public facilities, information on the extent of damages will be essential in applying for and obtaining federal disaster assistance. Some of the information needed may not be readily available during the actual preliminary assessment, and may need to be collected in follow-up damage assessment and project worksheet processes. Preliminary damage impact assessment teams will assess and record damages to public facilities and services to determine the severity of the disaster and determine immediate public needs.

Disaster Assessment Teams: Teams composed of local, County and/or municipal, officials working individually or with a RIAT member to conduct the assessment of a specified area or location. The Lake Building Services Division Manager is the overall coordinator of the Damage Assessment and all teams will report Damage Assessment to the Damage Assessment Coordinator who will report to the Emergency Operations Center. Teams should make the following determinations.

1. **Private Residences and Businesses**

- a) Primary versus Secondary Residences
Secondary homes are not eligible for disaster assistance.
- b) Primary Residence or Rental Property
A primary residence is eligible for assistance for losses to both property and contents, whereas renters may only be eligible for losses to contents.
- c) Extent of Damage
Damage less than 10% of the fair market value is considered minimal; major damage (structural damage to foundations, walls, roofs, etc.) falls within the range of 11 - 74% of fair market value; and structures damaged in excess of 74% of the fair market value are considered to be destroyed.
- d) Insured versus Uninsured Damage
Insured damages and losses are not eligible for disaster assistance.
- e) Tenant versus Owner
Homeowners may be eligible for assistance in repairing or replacing losses to property and contents; whereas renters may be eligible for assistance to cover content losses only.
- f) Estimated Days Out of Operation
This information is needed to estimate the total dollar loss to a business.
- g) Number of Employees
Used to estimate the amount of disaster unemployment for a business.
- h) Replacement Costs
Replacement costs of structures and content are eligible for disaster assistance.

- i) Number of Uninhabitable Structures
May indicate the need for temporary housing.

2. Assessment Criteria

a) Destroyed

- (1) **Definition:** Structure is a total loss. Not economically feasible to rebuild. Permanently uninhabitable.
- (2) **General Description:** Complete failure of major structural components (complete collapse of wall or roof). Structure leveled above the foundation or second floor is gone. Foundation or basement is significantly damaged.
- (3) **Things to Look For:** Structure leveled or has major shifting off its foundation. Only the foundation remains. Roof is gone. Noticeable distortion to walls. For mobile homes, significant damage to the roof covering, sheathing and framing.

Note: A structure can also be considered destroyed if it is red-tagged or condemned.

b) Major

- (1) **Definition:** Building has sustained structural or significant damage and is currently uninhabitable. Extensive repairs are necessary therefore the structure cannot be made habitable in a short period of time.
- (2) **General Description:** Substantial failures to structural elements of the residents. Walls partially collapsed. Exterior frame damaged. Roof off or partially collapsed. Major damage to utilities: furnace, water heater, well, septic system. Shifting or settling of the foundation.
- (3) **Things to Look For:** Portions of the roof missing. Roof clearly lifted. Single family—twisted, bowed, cracked or collapsed walls. Structure penetrated by large foreign object, such as a tree. Damaged foundation. Flooring structurally unsound. Mobile

home displaced from foundation. Mobile home structural components damaged— windows, doors, wall coverings, roof, bottom board insulation, duct work and/or utility hook up. Can rafters be seen? Any shifts or cracks in structural elements?

Note: The difference between major and minor is about the level of uninhabitability. Both major and minor are uninhabitable, but major damage will keep residents out of the structure.

c) Minor

- (1) **Definition:** Structure is damaged and uninhabitable. Minor repairs are necessary to make the structure habitable—but they can be completed in a short period of time. The dwelling has some damage, but can be used without significant repair.
- (2) **General Description:** Not safe to stay here—Interior flooring/exterior walls with minor damage. Tree(s) fallen on structure without penetrating. Smoke damage. Minor damage to structural elements.
- (3) **Things to Look For:** One wall or section of roof with unsafe but minor damage. Many broken windows. Buckled or broken window frames or doors (security issue). Minor damage to the septic system or other utilities. Mobile home structural elements sustained minor damage— windows, doors, wall coverings, roof, bottom board insulation, duct work and/or utility hook up.

Note: Ask yourself, “Is it safe to stay here tonight?” “Is this damage structural?” Are ALL entrances structurally weak or dangerous?

d) Affected

- (1) **Definition:** Structure has received minimal damage and is habitable without repairs.
- (2) **General Description:** Damage in which the home is safe to live in, but has been affected by the storm.

Damage that is affected may occur to outside but connected structures (garage, porch, carport, etc).

- (3) **Things to Look For:** Chimney or porch damaged. Carpet on first floor soaked. A broken window. Damage to cars. Few missing shingles, loose, missing siding. Damage to air conditioning exterior unit. Some minor basement flooding.

Note: Remember, the difference between affected and minor is about **habitability**. Can I stay here safely tonight? If the damage is cosmetic only, the structure is affected.

2. Public Facilities and Services

- a) Resources needed to accomplish emergency debris removal to clear major roadways.
- b) Damage to roads, streets and bridges.
- c) Damage to water control facilities (i.e. - drainage systems, dikes, levees).
- d) Damage to public buildings and equipment.
- e) Damage to private and public utilities (i.e. - water and wastewater systems, electric and phone services, natural gas delivery systems, etc.).
- f) Damage to parks and recreational sites.
- g) Boundaries of the disaster area(s).
- h) Status of transportation systems.
- i) Access points to the disaster area(s).
- j) Status of communications systems.
- k) Status of medical systems.
- l) Disaster casualty information.
- m) Shelter/mass care information.

- n) Status of critical facilities.
- o) Major resource needs/shortfalls.

3. **Assessing Economic Injury**

Two methods exist to assess economic injury. The first extrapolates actual damage against existing studies. An actual survey of recovered business and receipts is the second. Extensive studies have been completed using hypothetical disasters. The Model Community Post-Disaster Economic Redevelopment Plan notes that economic activity virtually ceased in the immediate area of Hurricane Andrew. Businesses destroyed or damaged numbered 82,000. Jobs lost were approximately 85,000. Damage to Lake County could easily top 20 million dollars of structural damage. If damage levels parallel those of the study, accurate economic injury estimates are possible.

4. **Preservation of Historic Properties**

In the event of a disaster involving known historic properties in Lake County, the Emergency Management Division will request the assistance of the State Historical Preservation Officer (SHPO) and the local Historic Preservation Organizations or technical experts for post-impact coordination. The Emergency Management Division will work with historic property owners on preparedness public education year round.

G. **Survivor Services**

1. **Disaster Recovery Center (DRC)**

Tele-registration is the planned primary mechanism for the registration of affected citizens and persons impacted by a disaster. A Disaster Recovery Center may be established in the immediate area to provide “one-stop shopping” for information and tele-registration. The Emergency Management Division Manager will work closely with the ESFs to ensure the selected facilities or locations are capable of supporting DRC operations for extended periods. It is anticipated the Center will be located close to the impacted area. The concept is to have only one center open. The Emergency Management Division has a list of preferred, pre-identified locations that are primarily county property. However, the Emergency Management Division will coordinate with other parties

as necessary for locations that are the most optimal for affected citizens.

The location will be determined depending on the disaster. The DRC Coordinator will provide the state and federal agencies with a list of locations identified in the pre-event planning stage and that have been inspected by officials (including FEMA) and found safe. The DRC Coordinator will ensure Memoranda of Understanding are completed for each facility selected for use as a DRC. Once DRC sites have been confirmed, the locations will be released to the PIO at the JIC, where a coordinated press release will be provided to all available media sources indicating the DRC location(s). FEMA has established the following guidelines for determining if a building is suitable for use as a Recovery Center.

- Minimum of 5,000 sq. ft. of floor space.
- Waiting area capable of accommodating 100 persons
- Access for the disabled.
- Separate parking areas for child care, crisis counseling, and first aid.
- Adequate parking.
- Adequate utilities and communications.
- Adequate rest rooms and janitorial services.

Note: All efforts to match the above requirements will be made. However, available locations in the affected area may not meet the above specifications. In those situations, available buildings will need to suffice for a Recovery Center.

Workers for the DRC will be contacted via telephones, pagers and cell phones if available. A pre-event briefing if possible will include directions to DRC workers as anticipated. If normal contact methods are unavailable or in risk of interruption, back up measures will be automatically implemented. Request is made through the Florida Division of Emergency Management.

2. The County Recovery Center Coordinator

Will work closely with ESF 2 (Communications), ESF 3 (Public Works), ESF 6 (Mass Care), ESF 7 (Resources) and ESF 16 (Law Enforcement) to ensure each DRC has the necessary utilities, supplies and materials to conduct operations. Once DRC sites and locations have been confirmed, county, state and federal PIOs will prepare a coordinated press release to advise persons affected by the disaster of the location of DRCs, assistance available through

the DRCs, and any documentation they may require to support their claims for assistance.

- a) Lake and Sumter Emergency Recovery (LASER)
Provides assistance to individuals who may not be eligible for Federal assistance, or require unique attention to their case/needs.
- b) Lake County Community Services Department
Liaisons with the Department of Elder Affairs and Children and Families and other agencies to provide assistance to county residents.
- c) FEMA/State Recovery Center Manager and Support Staff
Responsible for the overall management of the DRC.
- d) Florida Agency for Workforce Innovation
Provides assistance and information to disaster survivors about unemployment compensation and disaster unemployment assistance.
- e) U.S. Farmers Home Administration and Florida Department Of Agriculture and Consumer Services
Provides assistance and information to disaster survivors about low interest disaster loans that cover agricultural and farm losses.
- f) U.S. Small Business Administration
Provides assistance and information to disaster survivors about low interest disaster loans for homeowners and business owners.

- g) LifeStream Behavioral Center
Provides disaster mental health services.
- h) American Red Cross
Provides assistance and information about resources available through the American Red Cross.
- i) The Salvation Army
Provides assistance and information about assistance available through The Salvation Army.
- j) Crisis Counselors
Provides professional counseling services to help relieve mental health problems caused or aggravated by the disaster event.
- k) Florida Department Of Financial Services
Provides assistance and information about resolving insurance claims and banking problems.
- l) Florida Department of Children & Families
Provides assistance and information on the availability of regular and emergency food stamps and individual/family grants.
- m) National Flood Insurance Program
Assists in determining whether damaged properties are located within designated flood plains.
- n) Temporary housing staff (FEMA)
Provides assistance and information about the availability of rental and mortgage assistance, and other housing programs.
- o) Internal Revenue Services
Provides assistance and information about how the disaster will affect their taxes.
- p) All other agencies deemed appropriate.

3. Feeding Distribution Sites and Temporary Living Areas

The Emergency Management Division serves as the primary coordinating agency for ESF 6 (Mass Care). The Lake County Public Resources Department, Parks and Trails Division serves as the lead for ESF 11 (Food and Water). The Public Resources Department, Parks and Trails Division will coordinate with the Emergency Management Division for the placement of feeding, distribution and temporary living sites. ESF 11 will provide ESF 5 (Information and Planning) with copies of any Memoranda of Understanding for any site utilized that does not appear in the county database as a pre-approved location.

In the event the Emergency Management Division cannot open a sufficient number of emergency shelters to house and accommodate the number of persons forced from their residences, ESF 6 (Mass Care) will coordinate the provision of additional emergency shelter for persons affected by the disaster with the aid of state and federal ESFs. ESF 11 will also coordinate provisions for feeding disaster survivors and emergency workers. They will work closely with their state and federal counterpart and other similar response organizations to establish fixed and mobile feeding kitchens and bulk distribution sites.

Requests for bulk food, water and ice will be processed through ESF 11. ESF 11 will coordinate with its state and federal counterparts to locate secure pre-packaged food and federal surplus commodities. ESF 11 will also locate and secure adequate supplies of water and purification units. ESF 11 will coordinate with ESF 7 (Resources) to locate and secure refrigerated trucks and boxcars for cold storage if required.

4. Infrastructure

a) Direction and Control of Recovery Operations

The Lake County Emergency Management Division Disaster Assistance Specialist will provide the services of or, recommend appointing a Public Assistance Officer (PAO). The PAO will be responsible for coordinating all activities related to federal reimbursement to local government and eligible private not-for-profit organizations, for their eligible costs incurred as a result of the event. The severity and scale of the emergency and/or disaster will determine if the

Disaster Assistance Specialist functions as the PAO or recommends to the Emergency Management Division Manager to appoint the position.

The Public Assistance Officer (PAO) will also be responsible for staffing a Public Assistance Section at the Disaster Recovery Center (DRC) or other location. Each municipality, special district or not-for-profit must have their own separate application with FEMA and will be required to file their own Request for Public Assistance (RPA). The PAO will work closely with ESF 14 (Public Information) to notify all eligible governments and private not-for-profit organizations of the availability of federal public assistance funds. Notification may occur through written correspondence and telephone contacts, notices in local newspapers, and broadcasts on local radio and television stations. Potential eligible applicants will be notified of the date, time and location of the scheduled applicants briefing. The State has the responsibility to conduct the Applicant's Briefing.

b) Support Agencies

- (1) **Lake County Fiscal and Administrative Services Department, Budget Division** – Responsible for overall coordination of the public assistance process for the affected Lake County Departments. This will be an enhanced role for the Department above what they normally manage on a day to day basis.
- (2) **Lake County Clerk of Courts Finance** – Will handle the financial components of the public assistance process for the affected departments in Lake County. All financial reporting for public assistance will be managed and tracked for subsequent reporting and reimbursement as applicable.
- (3) **Recovery Section Chief** – The representative in the Lake County EOC most familiar with recovery efforts in the county and will serve as an additional liaison for the County PAO in the public assistance process.
- (4) **Coordinator for ESF 14** – The Public Information Officer (PIO) is responsible for providing public information and educational programs regarding the recovery effort and available local, state and federal

assistance. The PIO will follow procedures established in ESF 14 Public Information for the dissemination of information.

c) Lake County Departments Affected

Each affected agency will maintain their public assistance worksheet throughout the entire process. Each agency will work with the Lake County Fiscal and Administrative Services Department, Budget Division, and Lake County Clerk of Court Finance throughout the public assistance process.

5. Debris Disposal Procedures

ESF 20 (has the responsibility for the overall coordination of debris removal efforts to include securing all required state and federal agency environmental permits. Emergency debris removal efforts will focus on clearing major transportation arteries in an effort to allow access to critical public facilities (as identified in the Lake County Critical Facilities List) and the movement of emergency vehicles, supplies, resources, and traffic. After the restoration of the major transportation arteries has been completed, debris will then be removed from collector roadways, residential/local roadways, and public parks. Depending on the size and or availability of the situation, Lake County will hire/contract a debris removal company to aid in removal, if necessary.

Procedures for handling household hazardous waste, white goods, and other special debris can be located within contracts that have been executed between Lake County and Crowder-Gulf Joint Venture, Inc. and between Lake County and Wood Resource Recovery, L.L.C.

Crowder-Gulf Joint Venture, Inc. and Wood Resource Recovery, L.L.C have been contracted to conduct debris collection, reduction and disposal process while Leidos, Inc. has been contracted to conduct the overall monitoring of debris collection. (Contract #13-0304, #13-0304B, #11-0802B)

The following five sites within Lake County have been pre-identified as Debris Management Sites (DMS) that would be used for collection and monitoring of debris after an event.

Pre-Identified Debris Management Sites (DMS)

- 1.) Lake County Central Solid Waste Management Facility, 13130 County Landfill Road, Tavares, Florida
- 2.) Paisley Convenience Center, 25014 Rancho Lane, Paisley, Florida
- 3.) Rock Springs Run State Preserve, located near Mt. Plymouth, Florida
- 4.) Log House Convenience Center, 10435 Log House Transfer Station Road, Clermont, Florida
- 5.) Lady Lake Convenience Center, 1200 Jackson Street, Lady Lake, Florida

In an effort to minimize the impacts on remaining landfill capacities, alternate means of debris disposal will be utilized whenever possible. Vegetative debris will be burned or chipped. Burning will not be used when it creates a public health hazard. Any burning would be completed in an air curtain incinerator and would be Florida Department of Environmental Protection (FDEP) approved.

It is anticipated that significant numbers of personnel with engineering and construction skills, along with construction equipment and materials, will be required from state and federal agencies and from sources located outside of the affected area(s). The acquisition and deployment of these resources will be coordinated with ESF 7 (Resources) and ESF 3 (Public Works).

The Lake County Emergency Management Division in conjunction with the County Attorney and Executive Policy Group will coordinate/develop entry procedures for debris removal from private property that is in accordance with FEMA requirements.

ESF 7 (Resources) staffed by the Lake County Fiscal and Administrative Services Department, Procurement Services Division is responsible for other emergency period contracts. ESF 20 (Debris Management) is responsible for working with the debris removal contractor.

All municipalities in Lake County are responsible for conducting operations within their jurisdiction to include debris clearance and removal, damage assessment and emergency restoration of critical public facilities. Municipalities unable to complete ESF 3 (Public Works) activities independently, should pre-identify (to the extent possible) areas in which they will need County and / or State assistance. Request for assistance will be relayed to the County

ESF 3 representative through the Municipal Liaison at the Lake County Emergency Operations Center.

All Lake County departments assigned with support responsibilities under the ESF 3 annex will coordinate with Public Works (ESF 3 Primary Agency) in determining priorities and allocating equipment and personnel. The primary and secondary agencies utilizing their normal record keeping procedures will maintain accurate records of all expenditures and obligations for all labor, equipment, materials, fuel and other financial resources used throughout the event.

6. Insurance Coordination Procedures

Most Public Assistance Grants will not be processed until insurance coordination with the appropriate carrier has been completed. County and local government Risk Managers must ensure early turn around of insurance documents and documentation. The State Public Assistance Office will administer all public assistance grants, agreements and contracts. Administrative staff will be responsible for providing technical assistance to eligible applicants and sub-grantees and for maintaining and submitting all documents and paperwork necessary to obligate and disburse public assistance funds. This includes establishing a system for the processing of payments to sub-grantees and to FEMA; and establishing and maintaining accounting records for each payment draw down by the State, and each payment to the sub-grantees.

7. Administrative Procedures

a) Financial Transactions

(1) Applicant Briefing

An applicant briefing will be scheduled by the state to advise potential eligible applicants (county agencies, municipalities, other government and private non-profit entities, Indian tribes) of the availability and requirements of federal assistance. The County Public Assistance Officer (PAO) or designee will be present to will represent Lake County. County agencies, municipalities, other governmental entities and private non-profits that have been impacted within Lake County will be identified after the disaster during damage assessment and the existing list of

contacts maintained by Emergency Management will be utilized to make contacts for PA.

Each potential applicant will be asked to complete and return a Request for Public Assistance (RPA) form. Damages suffered by each potential applicant are reported on the RPA and is used by the Federal Coordinating Officer (FCO) and PAO to determine the number of damage survey and inspection teams.

A completed RPA will be transmitted to the FCO for each potential applicant. If the RPA is denied by the FCO, the PAO will notify the potential applicant in writing, explaining the specific reason(s) for denial and providing information on appeal procedures.

(b) Kick-off meeting

A kickoff meeting is held with each applicant to assess the applicant's needs, discuss disaster related damage and set form a plan of action for repair of the applicant's facilities. This meeting usually includes the Public Assistance Coordinator (FEMA), the Liaison (State) and the applicant. The County Public Assistance Officer (PAO) or designee will be present to represent Lake County. Others that will be involved in working with repairing the damage and documentation would benefit from attending. Attendees will be determined at the time the kick-off meeting is scheduled between the PAC and applicant.

Potential applicants will be requested to complete and return a "Designation of Sub-grantee's Agent" form that designates the official authorized to sign the funding agreement and execute relevant public assistance documents. Before any public assistance funds are released, the State and Applicant must enter into a disaster relief funding agreement. Much of the information and materials needed to complete and track these transactions are available online at www.floridapa.org.

(c) List of Potential Projects and Project Worksheets

Each potential applicant must submit, within the designated application period, a “List of Projects” to be reviewed for public assistance. This list should identify, for each damage site and project; the disaster assistance category, site location, description of the damage and scope of work necessary to repair, replace or restore projects to pre-disaster conditions. Damage survey and inspection teams, comprised of county, state and federal engineers, planners and architects, will review each project and activity on the List of Projects.

The Public Assistance Officer will coordinate with each applicant to arrange the survey and inspection schedules, ensure participation by appropriate local officials and ensure necessary records and documentation are available. The inspection team will prepare Project Worksheets (PW) for each project, identifying activity descriptions, scopes of work and cost estimates. Each PW undergoes two levels of review before approval by the Federal Coordinating Officer (FCO). This approval must occur within 45 days of the date of first inspection. The first review, performed jointly by the state/federal damage survey and inspection team, is for concurrence on the PW. If state and federal inspectors concur, the PW goes to the FCO for approval. If there is a disagreement on the PW, it is returned to the applicant for resolution of the discrepancy. The second review, conducted by FEMA staff, is done before final approval of the FCO. If the PW is approved, it is forwarded to the FCO for approval. If there is a discrepancy, it is returned to the survey and inspection team for resolution of the discrepancy.

Any changes made to a PW during any stage of the review process will be returned to the applicant, who will then have an opportunity to review the change, concur or not concur and attach any additional documentation or statements to support their position.

The County Public Assistance Officer (PAO) will maintain a list of ongoing projects with their status

and will regularly update this list based on activities within the County. ESF 5 (Information & Planning) will be utilized to assist in maintaining this information. Contact information for key agencies and community partners along with means of contact is maintained in Emergency Management for use in a disaster.

(d) Appeals

The County, on behalf of a Sub-grantee, can petition the GAR to appeal any FEMA determination on, or denial of, federal public assistance. However, typically the Sub-grantee files the appeal and keeps the County informed. This appeal must be made in writing within 60 days from the date of notification of FEMA's determination. The Sub-grantee must provide sufficient information that permits the County to provide to the GAR the facts needed to assess the validity of the appeal. The Federal Coordinating Officer (FCO) will review the appeal and conduct the necessary investigation to determine the validity of the appeal. The FCO will, within 90 days following receipt of the appeal, notify the GAR in writing of the disposition of the appeal or if additional information is required. If additional information is requested, the FCO shall have an additional 90 days, from receipt of the information, to review the information and notify the GAR of the disposition of the appeal. If the FCO denies an appeal, the Sub-grantee may submit a second appeal to the FEMA Associate Director. This appeal must be in writing and submitted through the GAR and FCO within 60 days after receipt of the denial of the first appeal. The FEMA Associate Director has 90 days in which to make a decision on appeal or request additional information. If the Associate Director denies the appeal, a third and final appeal may be made to the FEMA Director within 60 days after receipt of the Associate Director's denial. The FEMA Director has 90 days in which to make a decision on the appeal or request additional information. The Director shall notify the GAR of the final disposition of the appeal.

(e) Program Assistance and Management

The Public Assistance Officer (PAO) will administer all public assistance grants, agreements and contracts. Administrative staff will be responsible for providing technical assistance to eligible applicants and sub-grantees, and maintaining and submitting all documents and paperwork necessary to obligate and disburse public assistance funds. This includes establishing a system for the processing of payments to sub-grantees and to FEMA; and establishing and maintaining accounting records for each payment draw down by the State and each payment to subgrantees. Public Assistance will be handled using the Public Assistance Manual and forms from the state.

(f) Final Inspections

When all PWs in any project application have been completed, a project summary must be submitted by the Sub-grantee to the PAO and Governor's Authorized Representative. State and federal inspectors will conduct a final inspection of the project to verify the project's completion. Final inspection documents will then be prepared and forwarded to the FCO for the preparation of any closing supplements.

b) Staff Support

The County Public Assistance Office, established by the PAO, will be flexible and capable of expanding and contracting as required by the event. Typical staffing of the Public Assistance Office and related duties are:

- (1) Public Assistance Officer
Responsible for the overall management of the Public Assistance Office and coordination of all activities related to federal reimbursement of eligible applicants;
- (2) Assistant Public Assistance Officer
Assists the Public Assistance Officer in the management of the office and coordinating reimbursement to eligible applicants;
- (3) Public Assistance Coordinator
Coordinates the scheduling of damage survey inspection teams and assists in the review of completed Project Worksheets (PWs);
- (4) Public Assistance Inspectors
Review public damage as part of state damage survey inspection teams and provides technical assistance to eligible applicants in the preparation and review of PWs;
- (5) Insurance Coordinator
Provides technical assistance to eligible applicants on National Flood Insurance Program (NFIP) and other insurance requirements and reviews completed PWs for compliance with insurance requirements;
- (6) Administrative Staff
Process payments to eligible applicants, manage sub-grants with eligible applicants and maintain accurate accounting of all financial transactions;
- (7) Support Staff
Prepare routine correspondence and applications, maintain files and perform necessary clerical work;

(8) Legal Staff

Review public assistance policies and procedures for compliance with applicable local, state and federal requirements and regulations.

(9) Employment of Temporary Staff

In the event of a catastrophic event, the existing staff of the County and municipal government(s) may be insufficient to staff the Public Assistance Office. The Public Assistance Officer (PAO) will contact the following sources for additional temporary staff:

(a) Professional engineering associations -- for temporary public assistance inspectors.

(b) Florida Chapter, American Planning Association – for temporary public assistance inspectors.

(c) State agencies -- for temporary public assistance inspectors, administrative and other support staff.

c) Habitability Certification

Once structures, buildings and homes have been severely damaged, and/or had power cut off in impacted areas, power cannot be restored until inspected by a certified electrician. The Lake County Building Official will notify utility suppliers in the County of reinstatement of electrical service. All buildings damaged must be permitted for rebuilding or restoration and all new work must be up to current codes. If building is more than 50% damaged, then it will be brought up to current codes. Condemnation of severely damaged buildings and structures will be accomplished when they become public safety issues. These are legal responsibilities of all jurisdictions within the county.

d) PW Information and Preparation Support

PW information and preparation support is the responsibility of the applicant agency, the state and Federal Emergency Management Agency.

8. National Flood Insurance Program

Lake County participates in the National Flood Insurance Program. Lake County participates in the Community Rating System, which allows communities to have an impact on the rates paid by their citizens for flood insurance. Communities are classified as Class 1 (most premium reduction allowed) through Class 10 (no reduction allowed). Communities not participating are classified as Class 10.

Community Name	Number of Policies	Date Joined Regular Program	Date Most Recent Rate Map	Community Rating System Rank
Unincorporated Lake	3,192	10/1/94	12/18/12	8

Lake County developed a Comprehensive Land Use Plan that limits building and rebuilding within the wetlands and flood plains. The Comprehensive Land Use Plan is the basis for rebuilding, building and planning within the flood plains. All recovery actions, both short and long term, must be addressed through the Comprehensive Plan.

Some communities have developed and submitted statewide mutual aid agreements within the county and state. Additionally, the Lake County Comprehensive Plan is an all-inclusive plan that accepts input from not only citizens but also technical advisory(s).

9. Emergency Housing

The Lake County SHIP Coordinator will serve as the coordinating agency with their State counterpart to provide site(s) (existing homeowners' property if available) for emergency housing. The County will rely heavily on state and federal assistance for temporary or emergency housing. The Emergency Management Division in partnership with local stakeholders is in the process of developing Lake County's Disaster Housing Plan.

10. Unmet Needs Coordination

During a long-term recovery phase all unmet needs will be forwarded to Lake And Sumter Emergency Recovery (LASER). With assistance from the volunteer groups, LASER will utilize existing lists of community service providers, local churches, community outreach programs and municipalities to fulfill all

requests. LASER will be responsible for assessing unmet needs at the local level and providing resources and volunteers to meet those needs from the available voluntary response.

Unmet needs will be identified by the following:

- a) Initial assessments will be from first responders, such as EMS crews, fire service and law enforcement patrols.
- b) Additional assessment will come from public contact. These include, but are not limited to:
 - (1) Public shelters and feeding sites
 - (2) Florida Department of Health, Lake County
 - (3) Lake County Schools
 - (4) Lake County Agriculture Extension Service
 - (5) LASER
 - (6) Public and/or municipal utilities
 - (7) Ministers and social service groups
 - (8) Chambers of Commerce
 - (9) The Salvation Army
- c) Additional information will come from
 - (1) Rapid Impact Assessment Teams
 - (2) Initial Assessment Teams
 - (3) Damage Assessment Teams
 - (4) Human Needs Assessment Teams
 - (5) Preliminary Assessment Teams

A Community Reception Center (CRC) will be established by the Emergency Management Division with LASER, ESF 15 (Volunteer and Donations) and in coordination with the municipalities within Lake County, and the State Liaison to serve as a location for resources and to properly disburse goods and materials to the affected areas with unmet needs.

The municipalities in Lake County will monitor their communities and continue coordination through their EOC liaison for any unmet needs for their jurisdiction.

ESF 22 (Survivor Services) will coordinate with the DRC. ESF 22 will partner with the different organizations identified to include LASER, American Red Cross, FDEM, FEMA, etc. If necessary, these organizations may establish a committee led by ESF 22 to

facilitate the unmet needs identified in Lake County and its municipalities.

Training for volunteer organizations and local community groups will be scheduled each fiscal year. Training may include emergency home repair, debris removal, donation warehouse management, processing centers, crisis counseling and other needed assistance.

11. Community Relations

The Lake County Emergency Management Division Manager or designee will act as the County Community Relations Coordinator. Trained volunteers will assist the Community Relations Coordinator in this capacity. This team will function as the liaison with the FEMA/State Team. The Community Relations Team in conjunction with the Damage Assessment Team will determine the most critically damaged or impacted areas for the FEMA/State Team to focus on. The various municipalities, Chamber of Commerce, ministerial associations and other civic organizations will be contacted to assist in assessing the community needs. In addition, ESF 8 (Health & Medical) lead and support agencies will be used to identify Special Needs or special concerns that need to be addressed. At this time, there are no special concerns that need to be addressed however; Lake County will continue to monitor the community should such needs arise. During the recovery phase, special effort will be made to reach impacted individuals that may need assistance with the assistance identified above.

The County Community Relations Coordinator will be responsible for the following actions:

- a) Sole contact/liaison with the State Community Relations Coordinator in Tallahassee or the DFO.
- b) Responsible for recruiting local participants in the Lake County area to be part of the FEMA/State/Local Community Relations Teams during a Presidential Declared Disaster in Lake County.
- c) Responsible for dissemination and collecting information vital to the disaster survivors in order for them to recover from the declared disaster. Flyers and applicant guides will be provided to the disaster survivors for them to teleregister on the 1-800-621-FEMA line for Disaster Assistance.

- d) Responsible to report any disaster survivors unmet needs to the appropriate agency.
- e) Responsible to provide the disaster survivors with an opportunity to tell their story to a responsive Community Relations Team member.
- f) Responsible to maintain a current contact list for the community leaders/organizations and local government officials regarding disaster issues and the disaster application process.
- g) Responsible to maintain on-going communications with community leaders/organizations and local government officials regarding disaster issues and the disaster application process.
- h) Perform other roles and responsibilities, which are outlined in the State's Community Relations SOP and Community Relations Field Guide.