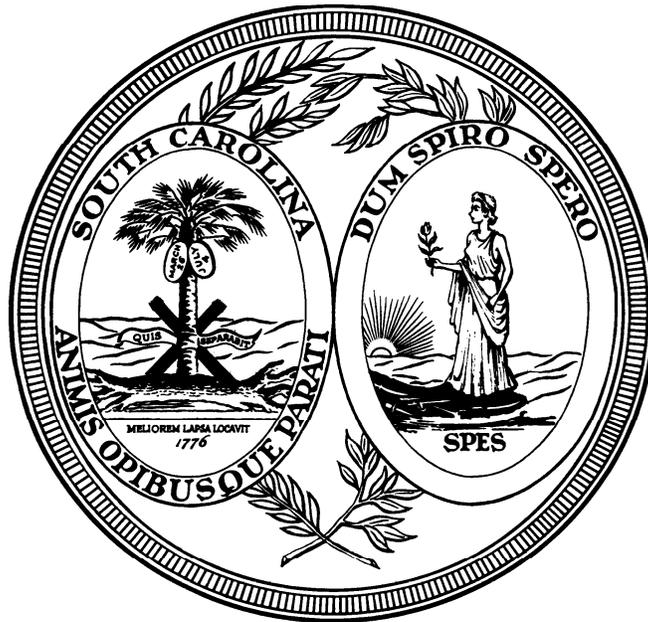


South Carolina Recovery Plan

Appendix 6 South Carolina Emergency Operations Plan



*South Carolina
Emergency Management Division
October 2013*

The State of South Carolina Military Department



OFFICE OF THE ADJUTANT GENERAL

ROBERT E. LIVINGSTON, JR.
MAJOR GENERAL
THE ADJUTANT GENERAL

6 November 2013

APPROVAL, IMPLEMENTATION, AND PROMULGATION SOUTH CAROLINA RECOVERY PLAN

The 2013 South Carolina Recovery Plan was developed for use by State government officials to ensure appropriate, timely and coordinated recovery assistance to the citizens of South Carolina in response to the effects of hazards that may affect the State. The intent of this plan is to return the State to pre-disaster conditions as soon as possible.

This plan is predicated upon the concept that emergency operations will begin at the lowest level of government most appropriate to provide effective response.

This publication, dated October 2013, supersedes the South Carolina Recovery Plan dated January 2007 which should be discarded.

I delegate authority to the following SCEMD personnel to make specific modifications to the plan and without my signature.

1. Elizabeth Ryan, Chief of Recovery
2. Steven Batson, Chief of Staff

The South Carolina Recovery Operations Plan has been reviewed and updated in accordance with the provisions of State Regulation 58-101. This plan is effective upon receipt and will be activated by the Director, South Carolina Emergency Management Division, when directed by the Governor of South Carolina.

A handwritten signature in black ink, appearing to read 'K. Stenson'.

Kim Stenson
Director

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RECORD OF CHANGES

South Carolina Recovery Plan

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DISTRIBUTION

The South Carolina Recovery Plan is digitally published at the following website:

<http://www.scemd.org/>

The South Carolina Recovery Plan is distributed in accordance with the Distribution listing in the South Carolina Emergency Operations Plan.

APPENDIX 6
(SOUTH CAROLINA RECOVERY PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

I. INTRODUCTION

- A. The South Carolina Recovery Plan was developed by the State in coordination with local governments and volunteer organizations to ensure timely recovery from emergencies affecting the State of South Carolina. This plan identifies actions and assistance available to support the citizens of South Carolina and to return the State to normal conditions.
- B. This plan is predicated upon the concept that response and recovery operations begins and ends at the local government level.
- C. State agencies, local governments, and volunteer organizations will use this plan to develop Standard Operating Procedures and recovery annexes to emergency operations plans.
- D. The State of South Carolina Recovery Plan is designed to supplement the South Carolina Emergency Operations Plan (SCEOP), and identify State agencies to provide assistance to disaster survivors in conjunction with local governments and coordinate emergency recovery activities.

II. PURPOSE

- A. Provide a framework for recovery operations in South Carolina and outline coordination of recovery resources before, during, and after an event affecting the State.
- B. Provides State and local emergency management personnel with operational guidance in order to effectively manage recovery activities in the aftermath of a disaster or emergency.

III. ASSUMPTIONS

- A. Actual measures taken by the State to provide assistance to disaster survivors and support impacted local governments will be tailored to each emergency.
- B. Local jurisdictions' staff and resources may not be sufficient to meet the needs of the community during a sustained recovery operation. It is possible the local jurisdictions will look to the State for assistance.
- C. State assistance will be provided upon request when the needs exceed the capability of local governments.

- D. Federal assistance is supplemental to the State and local governments, and is available upon approval of a request by the Governor to the appropriate federal agency or to the President of the United States.
- E. Some deviation in the implementation of the operational concepts identified in this plan may be necessary.
- F. Preparations to implement this plan will begin as soon as feasible and, in cases when there is sufficient warning, prior to the event.
- G. The State and local government will implement recovery actions quickly and efficiently.
- H. Damage to entire regions or throughout South Carolina may be limited or extensive. These damages may cause the loss of normal life support systems and the loss of regional economic, physical, and social infrastructures.

IV. SITUATION

- A. Multiple natural and man-made hazards exist that may cause major or catastrophic disasters in South Carolina. In terms of probability, major hurricanes, major floods, tornadoes, and earthquakes provide the greatest risk and vulnerability. Numerous man-made hazards will exist that can create major or catastrophic consequences.
- B. A catastrophic emergency or disaster will overwhelm the capabilities of the State and its political subdivisions to provide prompt and effective relief and recovery measures.
- C. Homes, public buildings, and critical facilities and equipment may be severely damaged or destroyed. Debris may make streets and highways impassable. The movement of emergency relief supplies and resources may be seriously impeded. Public utilities may be damaged and rendered partially or fully inoperable.
- D. Many state and local emergency personnel may be survivors of the emergency, preventing them from performing assigned emergency duties.
- E. Thousands of disaster survivors may be forced from their homes, and large numbers of deaths and injuries could occur. Many survivors may be in life-threatening situations requiring immediate rescue and medical care. There may be shortages of many supplies necessary for emergency survival.
- F. Hospitals, nursing homes, pharmacies, and other health/medical facilities may be damaged or destroyed. Medical and health care facilities that remain operable may be overwhelmed by the number of survivors requiring attention.

- G. Recovery operations will begin while response operations are ongoing. This may lead to shortages in personnel and other resources.

V. CONCEPT OF OPERATIONS

- A. This plan is designed to be scalable to any size event that requires recovery operations.
- B. All disaster recovery will begin and end locally. The federal and State programs that address recovery may or may not be available to affected local communities.
- C. Where outside recovery programs are not available, recovery operations will be the responsibility of the local community.
- D. Disaster recovery phases and priority of effort
1. Initial Recovery
 - Rapidly conducting an impact assessment to identify, quantify, and provide for immediate emergency needs
 - Providing emergency shelter for displaced citizens
 - Locating, securing, and distributing food, water, clothing, medical supplies, and other critical commodities
 - Providing law enforcement, security, fire suppression, search and rescue, public health, and emergency medical assistance to impacted areas
 - Coordinating and disseminating emergency information and instructions to the public
 - Providing initial and ongoing outreach efforts to ensure that all survivors have been identified and that their emergency needs are met
 - Conducting detailed damage assessments to determine the need for supplemental State, federal, and other forms of outside assistance
 - Requesting appropriate private and federal disaster assistance programs
 - Standing up ESF-14 (Recovery and Mitigation) initial recovery
 - Convening a meeting of the South Carolina Recovery Task Force (SCRTF)

2. Intermediate Recovery

- Relaxing protective actions and coordinating access and re-entry into evacuated areas
- Restoring essential public facilities and services
- Coordinating federal disaster assistance with special emphasis on the provision of emergency and temporary housing
- Coordinating the identification, procurement, and distribution of an array of emergency resources and materials
- Coordinating and supporting volunteer organizations delivering disaster assistance
- Coordinating the dissemination of disaster relief information and instructions to the public
- Identifying post-disaster hazard mitigation strategies and activities to reduce the risk and magnitude of future disaster impacts on communities and critical infrastructure

3. Sustained Recovery

- a. Focuses on redeveloping communities and restoring economic viability to the disaster area(s).
- b. Requires a substantial commitment of time and resources from both governmental and non-governmental organizations.
- c. These efforts may include activities such as:
 - Restoring public infrastructure and facilities damaged by the emergency
 - Working with local governments to determine their recovery priorities
 - Assisting local governments and citizens in determining recovery resources and programs available to them
 - Providing an adequate supply of housing to replace that which was destroyed
 - Restoring lost jobs
 - Restoring the economic base within the disaster area(s)
 - Identifying and implementing mitigation measures (e.g., land use and building codes to reduce the risk and magnitude of future disaster impacts on communities and critical infrastructure)

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. The Governor

1. The Governor, as the State's elected Chief Executive, shall be responsible for the safety, security, and welfare of the State when an emergency has been declared.
2. To discharge this responsibility, the Governor is empowered by the South Carolina Code of Laws, 1976, Revised 1989, Title 25-1-440.

B. Structure

1. The Governor of South Carolina issued Executive Order Number 2005-12 adopting the standards of the National Incident Management System (NIMS).
2. In concurrence with the NIMS, all disaster recovery actions will operate within a unified command structure.
3. A SCRTF was established to ensure current recovery functions comply with the whole community ideals of a unified command, the NIMS, and the National Response Framework (NRF).
4. Specific State-level positions associated with disaster assistance are as follows:
 - a. Governor's Authorized Representative (GAR)
 - (1) The GAR is the person named by the Governor in the Federal/State Agreement to execute, on behalf of the State, all necessary legal and administrative documents for the provision of federal disaster assistance following the declaration of an emergency or a major disaster by the President of the United States, including certification of applications and vouchers for public assistance.
 - (2) The Governor may also appoint an Alternate to serve as the Governor's Authorized Representative in the absence of the GAR. The Alternate GAR will retain all powers and authorities of the GAR.

- b. State Coordinating Officer (SCO)
 - (1) The SCO is the State official designated by the Governor to act as his/her principal assistant in the coordination, management, and supervision of the State disaster assistance program, and to act in cooperation with the Federal Coordinating Officer (FCO).
 - (2) The SCO serves as the focal point for political subdivisions of the State in obtaining needed federal assistance.
- c. State Disaster Recovery Coordinator (SDRC)
 - (1) In the preparedness phase, the SDRC serves as primary point of contact for recovery preparedness, coordinates the development, training and exercise of the South Carolina Recovery Plan.
 - (2) During recovery operations, the SDRC leads the State in recovery including working closely with local and federal partners, underserved populations, business and voluntary agencies.
- d. Public Assistance Officer (PAO). The PAO manages the Public Assistance Program under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (hereinafter referred to as the Stafford Act).
- e. Individual Assistance Officer (IAO). The IAO manages Federal Assistance Programs under the Stafford Act to individuals, families, and businesses, including disaster housing assistance, unemployment assistance, grants, loans, legal services, crisis counseling, tax relief, and other services or relief programs.
- f. State Hazard Mitigation Officer (SHMO). The SHMO is appointed by the Governor or his designee to manage the Hazard Mitigation Grant Program under the Stafford Act.
- g. Public Information Officer (PIO)
 - (1) The PIO reports to the SCO, and is responsible for coordinating the release of information and instructions to the media and public.

- (2) The PIO may also serve as Legislative Liaison and Congressional Liaison.
- (3) The Legislative Liaison reports to the SCO, and is responsible for establishing liaison with the South Carolina Legislature and South Carolina congressional delegation to keep members apprised of the status of emergency operations and administration of disaster relief.

C. State Emergency Operations Center (SEOC)

1. See the SC Emergency Operations Plan (SCEOP).
2. The SEOC will activate upon the direction of the Governor or his/her authorized representative.
3. Upon their arrival, members of the Federal Emergency Response Agency (FEMA) Recovery Programs Divisions will be provided space at the SEOC or other alternate locations.
4. For Incidents of National Significance, as defined in the NRF, the Secretary of the U.S. Department of Homeland Security may appoint a PFO to represent him in the Joint Field Office (JFO) with overall responsibilities for coordinating federal agency activities with State and local government incident management personnel.
5. In the event of a catastrophic emergency resulting in a Presidential Disaster Declaration, the Governor or SCO may relocate elements of the SEOC to a JFO to improve daily coordination of recovery efforts between county, State, and federal agencies.

VII. INITIAL RECOVERY ACTIVITIES

A. General

1. While local governments are implementing local emergency response actions, recovery planners in ESF-14 (Recovery and Mitigation) will work with the ESFs and the SCRTF to prepare for the rapid deployment of resources necessary to implement initial recovery actions.
2. Resource requests for recovery that exceed the capability of State agencies are coordinated with federal ESFs upon activation of the NRF using the Action Request Form (ARF) process outlined in the SC Logistics Plan (See Attachment A (SC Logistics Plan) to the SCEOP).
3. Initial planning for disaster-specific recovery will begin before the disaster occurs for incidents providing advance warning. At that time, the SEOC

is staffed according to SEOC procedures and necessary actions are implemented to protect the public.

4. For no-warning disasters, disaster-specific planning for recovery begins as soon as the response efforts permit.
5. The SEOC Chief of Operations will maintain contact with proper authorities to monitor the details of the disaster. Once details are coordinated, initial recovery activities will begin.

B. Damage Assessment

1. Damage assessment is the first step in recovery activities.
2. The SEOC will gather damage assessment information from local, state and federal sources. The data will come through ESF-14 (Recovery and Mitigation) following an event.
3. ESF-14 (Recovery and Mitigation) will collect damage assessment data from local, state, and federal sources and will compile the data to give an ongoing picture of damage throughout an impacted area.
4. Damage assessments will seek to determine the need for assistance beyond local resources, and gauge the need for a Presidential disaster declaration.
5. For damage assessment procedures see the SCEMD Damage Assessment and Declaration Standard Operating Procedures.

C. Hazardous Materials (HAZMAT)

1. See Annex 10 (Hazardous Materials) of the SCEOP.
2. SCDHEC, Division of Waste Assessment and Emergency Response, will receive information on any type of HAZMAT release or spill. They will determine if the State is able to handle the event or will need further assistance.
3. If further assistance is needed, the Environmental Protection Agency (EPA) may be called in to coordinate the clean-up, oversee the clean-up, or advise the State on procedures.
4. The role of HAZMAT response should always fall under the responding local/State fire authority unless the response is directly concerning private industry or establishments that contain their own SOPs or response operations.
5. In those incidents in which the SCDHEC State On-Scene Coordinator (SOSC) finds reasonable motive to contact or enforce administrative

action, a State response team which shall be responsible for creating and maintaining a contingency plan of response, organization, and equipment for handling emergency cleanup operations within their jurisdiction.

6. If there is a spill or release in a navigable waterway, the National Response Center (NRC) of the U.S. Coast Guard may be contacted. The NRC will then contact the U.S. Coast Guard Pollution Investigation and Response Team based in Charleston, SC. The Coast Guard team will investigate the incident and determine responsible parties and methods of clean-up. They will also determine if a violation will be written at that point.

D. Occupational Safety and Health Administration (OSHA)

1. OSHA may be requested through their federal administration to provide technical assistance after a disaster declaration.
2. OSHA can relinquish their normal operations of enforcement to provide assistance in order to assist in safety measures for an area.
3. OSHA is able to provide inspectors for monitoring of safety issues.

VIII. FEDERAL DISASTER ASSISTANCE

A. Request for Federal Disaster Assistance

1. The steps and timing for requesting federal disaster assistance vary depending on the scope and magnitude of the disaster.
2. Damage assessment teams will rapidly analyze the public and private damage data and provide the results to the SCEMD Director and the Governor. This data will be reviewed to determine if the damage and overall impact are of such magnitude to warrant a request by the Governor for an expedited declaration of an emergency or major disaster under the authorities of the Stafford Act by the President. This information will also be reviewed to determine if a Joint Preliminary Damage Assessment is warranted.
3. Other factors and criteria are considered by FEMA and the White House in determining the need for a declaration of Major Disaster by the President of the United States under the authority of the Stafford Act. All federal assistance authorized under the Stafford Act is discretionary.
4. The Governor's request for a Major Disaster Declaration under the authorities of the Stafford Act may result in an approved Major Disaster Declaration for Individual Assistance only; Public Assistance only (for

any or all categories of assistance); or both Individual and Public Assistance programs. Hazard Mitigation funding may be authorized for all Major declarations.

5. An Emergency Declaration may also be granted by the President. This type of declaration authorizes direct federal agency assistance and/or financial assistance up to \$5 million initially, but could be increased if necessary.
6. Forwarding of Requests
 - a. Requests for a Presidential declaration under the Stafford Act are forwarded through the FEMA Region IV Administrator to the President.
 - b. Requests for SBA Declarations are sent directly to the SBA Area office in Atlanta, Georgia.
7. Evaluation of Requests
 - a. All requests for Presidential disaster declarations will be evaluated according to criteria outlined within the Code of Federal Regulations (CFR).
 - b. Specific factors that are outlined within 44 CFR 206.48 include the following:
 - (1) Public Assistance
 - (a) Estimated Cost of the Assistance.
 - [1] This cost is calculated by dividing the total population of a state by the uninsured estimated damages to establish a per capita impact.
 - [2] This indicator is adjusted annually based upon the Consumer Price Index and published within the Federal Register.
 - (b) Localized Impact
 - [1] This impact is defined as those damages identified within a particular county.
 - [2] These damages may be so severe that a state may not need to establish a statewide impact of damages.

- (c) Insurance Coverage in Force
 - [1] All damages within a jurisdiction must be researched for insurance coverage.
 - [2] Only non-insured losses will be calculated against a state's per capita impact.
- (d) Hazard Mitigation. Each state should demonstrate their active participation within the Hazard Mitigation program and any successes of this program at reducing the impacts of that particular disaster.
- (e) Recent Multiple Disasters. FEMA will evaluate the impact of each disaster compared to a state's history of recent federally declared disasters.
- (f) Programs of other Federal Assistance. FEMA will evaluate impacted areas to ensure those damages are not funded by other federal agencies and, as such, should be referred back to that sponsoring agency.

(2) Individual Assistance

- (a) Concentration of damages. FEMA will evaluate the concentration of damages within the impacted area to evaluate the possibility of a greater need of assistance.
- (b) Trauma
 - [1] FEMA will evaluate the disruption of services and resulting strain placed on an area following a disaster impact.
 - [2] Includes:
 - Large number of injuries and deaths
 - Large-scale disruption of normal community services or functions
 - Emergency needs to include water and power

- (c) Special Populations. FEMA will evaluate the impacts to special populations within a disaster area to determine if there is a greater need for federal assistance.
- (d) Voluntary Agency Assistance
 - [1] FEMA will examine the amount of voluntary assistance being provided to disaster survivors within the disaster area.
 - [2] A larger presence of voluntary assistance is an indicator of greater federal assistance need.
- (3) Insurance. As with Public Assistance, FEMA will evaluate the extent of insurance coverage within an area to determine a need for federal assistance.
- (4) Average Amount of Individual Assistance by State
 - (a) FEMA will compare the impacts of each disaster to previous assistance provided to states of similar size.
 - (b) South Carolina has been determined to be a state of medium size and, as such, potential assistance and damages will be compared to the national average of assistance provided to medium- sized states nationwide.
 - (c) The average amount of assistance per disaster reference can be found within 44 CFR 206.48 (b) (6).
- 8. Request for Disaster Declaration
 - a. The Governor's request for a Presidential Disaster or Emergency Declaration under the authorities of the Stafford Act must be submitted within 30 days of the occurrence, but should be submitted as quickly as possible after impacts and damages are assessed.
 - b. The Governor's request for federal assistance must:

- Demonstrate that the situation is of such severity and magnitude that effective response is beyond the capability of the State and affected local governments
- Demonstrate that supplemental federal assistance is necessary to save lives and to protect property, public health and safety, or to lessen or avert the threat of a disaster
- Furnish information on the extent and nature of State and local resources which have been or will be used to alleviate the impact of the disaster
- Specify all counties in need of federal disaster assistance, and certify they and/or the State will bear their non-federal share of the costs to implement federal disaster assistance programs
- Include an estimate of the extent and nature of federal assistance required for each of the impacted counties and the State
- Confirm that appropriate actions have been taken under State law including the execution of the SCEOP
- Designate the SCO

9. Imminent Or Actual Catastrophic Emergency

- a. In the event of an imminent or actual catastrophic emergency, where the magnitude and severity of damage is expected to be extreme and there is an immediate or anticipated need for supplemental federal emergency assistance, the Governor may make an expedited request for a Presidential Major Disaster or Emergency Declaration under the Stafford Act authorities in advance of actual impacts or before damage assessments are complete.
- b. This request will likely not include specific damage estimates or the amount of federal assistance needed, but should outline the anticipated impacts and categories of needs resulting from the emergency.

B. Notification

1. Federal Disaster Declaration

- a. When the President authorizes federal disaster assistance under the Stafford Act, FEMA will immediately notify the Governor,

appropriate members of Congress representing South Carolina, and appropriate federal agencies.

- b. The SCEMD Director will notify county officials within the declared counties.
- c. Notification to cities and other possible applicants for federal assistance will be a coordinated effort by county, state, and Federal officials.
- d. The State PIO will notify the media and public through regular briefings and press releases.

2. SBA Disaster Declaration

- a. The SBA will notify the Governor.
- b. The SCEMD Director will notify the declared county officials.
- c. Counties contiguous to declared counties are also eligible for SBA disaster assistance.

C. Principal Federal Official (PFO)

1. Regardless of a declaration of Major Disaster or Emergency by the President, the Secretary of the U.S. Department of Homeland Security may determine the emergency is an “Incident of National Significance,” and appoint a PFO.
2. The PFO serves as the senior federal official for coordinating all emergency assistance.

D. Federal Coordinating Officer (FCO)

1. The President of the United States will appoint a FCO who will be responsible for coordinating all supplemental federal disaster assistance available under the President's declaration.
2. The responsibilities of the FCO include public information coordination, Congressional liaison, community liaison, outreach activities, and establishment of a JFO.

E. Federal Disaster Recovery Coordinator (FDRC)

1. Depending on the scope and magnitude of the recovery operation, the FEMA Regional Administrator may appoint a FDRC to be responsible for the federal coordination of a recovery operation.

2. The FDRC is responsible for the field implementation of programs under the Stafford Act, handles the day-to-day operations of FEMA at the JFO, and acts as an advocate for principles of the NDRF.
3. The FDRC, when appointed, works as a deputy to the FCO.
4. If the magnitude of the event does not warrant the appointment of an FDRC, the FCO will manage recovery operations.

F. Federal/State Agreement

1. After the President's declaration of a Major Disaster or Emergency, the Governor and the FEMA Region IV Director will negotiate and execute a Federal/State Agreement which will describe how federal disaster assistance will be made available.
2. The Agreement:
 - Identifies those areas which are eligible for assistance
 - Stipulates the federal and non-federal cost shares
 - Specifies the time period in which assistance will be made available
 - Identifies any other conditions for receiving assistance, including procedures for adding counties to the disaster declaration

G. Joint Field Office (JFO)

1. The FCO and SCO will establish a JFO to coordinate the disaster relief and recovery effort. The JFO will be staffed with representatives from appropriate Federal, State and local agencies.
2. The general location for the JFO will be determined jointly by the FCO and the SCO, and will consider disaster logistics (travel times, housing, and other support systems, etc.).
3. FEMA and the SCEMD will provide training for all personnel involved in administering disaster programs in the JFO and Disaster Recovery Centers (DRC). The training provided will cover the process of applying for assistance and specific information on each of the programs that will be offered to disaster survivors.
4. Detailed information about the SCEMD's transition to staffing a JFO can be found in the SEOC SOPs.

H. SBA Disaster Loan Outreach Center

1. For a disaster declaration by the SBA, Disaster Loan Outreach Center(s) will be opened in the affected area(s) where disaster survivors can receive disaster loan applications and general information concerning SBA assistance.
2. For small SBA-declared disasters, assistance may be provided via a toll-free telephone number in lieu of a Disaster Loan Outreach Center.

I. Planning

1. An Incident Action Plan (IAP) will be developed and maintained which identifies, prioritizes, and tracks the achievement of critical operational goals, and objectives.
2. The county EOCs and the State EOC will establish operational priorities, goals, and objectives.
3. Prioritization of issues having immediate concern may include, but will not be limited to:
 - Securing the disaster area
 - Conducting search and rescue and other public safety protective actions
 - Restoring or establishing emergency communications systems
 - Providing emergency medical services
 - Assessing the immediate unmet emergency needs of those impacted by the disaster (shelter, food, water, clothing), and executing appropriate measures to meet those needs
 - Identifying and eliminating public health hazards
 - Assessing damages to essential public facilities and services (health and medical, energy production and distribution, telecommunications, transportation systems, etc.)
 - Executing appropriate measures to restore essential facilities and services
 - Disaster Recovery Centers (DRC)

IX. COORDINATION OF RESOURCES

A. Coordination of County, State and Federal Resources

1. The coordination of intergovernmental and interagency (county, State, federal and private organization) resources will be maximized if decision

makers and their support staff are co-located (or meet regularly) within the JFO.

2. Every effort will be made to secure sufficient space to allow for the relocation of recovery program personnel to the JFO. Space may be provided at the JFO for county liaison officers as warranted.
3. The SCRTF will be convened by the SCEMD Director, and is comprised primarily of senior State agency and statewide private organizational representatives.
 - a. The SCRTF may also include representatives from county unmet needs committees.
 - b. The missions of the SCRTF are to:
 - Monitor impact and damage assessment data and reports
 - Provide ongoing identification and tracking of regional and Statewide disaster assistance trends and unmet needs
 - Coordinate the delivery of available programs providing emergency assistance, including discretionary State programs and services
 - Meet regularly with federal officials to coordinate recovery efforts, and to identify and implement improvements to service delivery
 - Evaluate the effectiveness of all disaster relief programs in meeting disaster-caused needs
 - Provide programmatic and policy recommendations to expedite the delivery of critical humanitarian assistance
 - Provide recommendations to the SCEMD Director and the Governor on programmatic and policy issues and the need for additional assistance
 - c. The SCRTF may play an important role in developing and supporting the Governor's requests for additional assistance and appropriations from the South Carolina Legislature, the President of the United States, and the United States Congress.
4. The SCEMD Director may convene the SC Emergency Planning Committee for People with Functional Needs (EPCPFN) in order to address concerns for the functional needs populations in South Carolina.
 - a. See Attachment 6 for a list of member of the SC EPCPFN.

- b. The mission of the SC EPCPFN would be to make recommendations to State agencies, local service providers, and local emergency management organizations about planning and responding to the requirements of special needs populations before, during, and after disasters.
 - c. The functions of the SC EPCPFN would be:
 - Advocate for the functional needs populations in South Carolina
 - Develop public and private resources to address the needs of the functional needs populations
 - Make policy recommendations to the appropriate entities to improve planning for, and response to, the functional needs community
 - Advise State leadership in planning for and responding to functional needs
 - Meet regularly to promote communication, coordination, and cooperation among State agencies and other functional needs population service providers
 - Encourage communication and coordination locally with service providers, facility managers and representative constituents
 - Coordinate the activities of agencies and organizations who serve the functional needs population at the State, county and local levels
5. Local authorities should establish County Unmet Needs Committees to:
- Identify, evaluate, and track local disaster needs
 - Monitor and coordinate the delivery of all local assistance efforts
 - Evaluate the effectiveness of program delivery in meeting local needs
 - Identify unmet needs for assistance, including types and quantity
 - Provide recommendations and reports to the Long-Term Recovery Committee for improving program delivery effectiveness and measuring overall recovery success

B. Coordination of Mutual Aid

1. Mutual aid agreements are written documents between governments for providing cooperation and emergency assistance across jurisdictional lines or Statewide.
2. Mutual aid agreements should address the legal authorities for providing the assistance, the protocols and procedures for requesting and utilizing the assistance, and the terms for management of liability and compensation.
3. Requests for assistance in the form of mutual aid may be referred from the ESFs to the SEOC Chief of Logistics, or may come directly from communities within the disaster area(s).
4. To reduce confusion and duplication of effort, mutual aid should be coordinated and delivered in close coordination between the ESFs and the jurisdictions, associations, and organizations delivering the mutual aid.
5. The Governor or his designated representative may request assistance under the auspices of the national Emergency Management Assistance Compact (EMAC).

C. Coordination of Security Resources and Personnel

1. See Annex 13 (Law Enforcement) to the SCEOP.
2. Requests by State or county officials for additional law enforcement/security resources for recovery missions will be coordinated through the SEOC.
3. Once threatening conditions subside, State law enforcement and SCNG personnel may be deployed within the disaster area to:
 - Secure homes and businesses and deter looting
 - Direct/control traffic
 - Enforce curfews
 - Provide other forms of humanitarian assistance
4. Numerous requests for security are anticipated as additional shelters, PODs, DRCs, fixed and mobile feeding sites, and other facilities providing humanitarian relief services are established.
5. To make the most efficient use of limited security resources, State and local decision makers should make every effort to concentrate humanitarian relief services into specific areas, and to establish new humanitarian relief facilities in areas where security is restored.

6. Law enforcement officers from outside the disaster area(s) may be used to supplement or relieve local law enforcement officers who may themselves be survivors of the disaster.

D. Coordination of Health and Medical Services

1. See Annex 8 (Health and Medical Services) to the SCEOP.
2. Health and Medical Services
 - a. ESF-8 (Health and Medical Services), through SCDHEC, will coordinate the deployment of teams of clinical health and medical care personnel (including volunteers) to assist in providing care for disaster survivors. SCDHEC may establish an operations support center to support execution of this mission.
 - b. ESF-8 (Health and Medical Services) will coordinate the establishment of mobile field units as needed through the recovery process, and will coordinate with its federal counterpart to utilize the National Disaster Medical System (NDMS).
 - c. ESF-8 (Health and Medical Services) is responsible for coordinating medical equipment and supplies (e.g., pharmaceutical, biological products, etc.) to support and restock health and medical care facilities within the disaster area(s).
 - d. Epidemiological teams may be deployed as needed to monitor the general population and special high-risk groups. These teams will carry out field studies to assess health and medical needs, potable water, waste water, and solid waste disposal issues, as well as the threat of vector-borne diseases.
 - e. ESF-8 (Health and Medical Services) will coordinate with local public health officials to conduct bacteria tests of all potable water systems and well fields to determine whether it is safe to drink the water or whether boiling water first is necessary.
 - f. ESF-8 (Health and Medical Services) will coordinate with local public health officials in the issuance and lifting of “boiled water orders”.
 - g. Disaster Medical Assistance Teams (DMAT)
 - (1) ESF-8 (Health and Medical Services) will work directly with DMATs to support medical needs.

- (2) A DMAT is a group of professional and paraprofessional medical personnel (supported by a cadre of logistical and administrative staff) designed to provide medical care during a disaster or other event.

3. Behavioral Health

- a. The South Carolina Department of Mental Health (SCDMH) will determine the behavioral health needs and provide assistance as appropriate to individuals, families, and communities affected by the disaster and the emergency workers responding to the crisis.
- b. SCDMH will work closely with its Federal counterparts, SCDHEC, SCEMD and other appropriate state, local and non-profit agencies to provide behavioral health materials, guidance, and other training and assistance as needed to disaster workers.
- c. SCDMH will collaborate with local, state and Federal entities to prepare Crisis Counseling Grants under the Immediate Services Program (ISP), in the event of an applicable Presidential Declaration of a Major Disaster, or assist local entities requesting Substance Abuse and Mental Health Services Administration (SAMHSA) Emergency Response Grant (SERG) when there is no such declaration.
- d. Should behavior health needs appear to be necessary beyond the 90-day limit of an ISP, SCDMH will continue to work Federal, state, and local partners to gather information and prepare an application for a Crisis Counseling Regular Services Program (RSP) to maintain these services in affected areas for an additional nine-month period.

4. Mortuary Services

- a. ESF-8 (Health and Medical Services) will work with local coroners to assist in establishing temporary survivor identification and mortuary services.
- b. Disaster Mortuary Operational Response Teams (DMORT)
 - (1) ESF-8 (Health and Medical Services) will work closely with its federal counterpart to secure assistance from DMORTs.
 - (2) The DMORTs have capabilities for survivor identification using forensic dental and pathology methods and for the processing, preparation, and disposition of remains.

- E. Coordination of Donations and Volunteer Resources. See Annex 18 (Donated Goods and Volunteer Services) of the SCEOP.

X. RESTORATION OF ESSENTIAL SERVICES

A. Debris Removal

1. ESF-3 (Public Works & Engineering) is responsible for the overall coordination of State and local debris removal efforts to include securing necessary environmental permits and legal authorities for debris clearance and disposal.
2. A significant numbers of personnel with engineering and construction skills, along with construction equipment and materials, will be required from federal agencies and from sources outside the disaster area.
3. ESF-3 (Public Works & Engineering) will coordinate the acquisition and deployment of additional resources.
4. Debris assessments may be provided by contracted support, local governments, and/or SCDOT districts.
5. Debris removal operations are generally conducted in multiple phases:
 - Debris clearance or “push” to open major transportation routes in order to allow for the strategic movement of emergency vehicles, traffic, and emergency resources and supplies
 - Debris clearance or “push” to open regional and all other local transportation routes to provide access by emergency vehicles, relief workers, and the general public
 - Debris clearance or “push” to open secondary roadways, residential/local roadways, and public facilities and parks
 - Debris removal by governmental and private contractors to local or regional temporary reduction sites, where debris types may be further separated and volumes reduced through compacting and chipping/grinding
 - Final disposal and disposition of all debris
6. To minimize the impacts on remaining landfill capacity, alternative means of disposal will be used whenever possible.
 - a. Vegetative debris should be burned or chipped where possible.

- b. Burning often provides the most expedient method of vegetative debris disposal; however, the public health hazards should be considered.
 - c. Burn disposal sites may be identified (preferably in rural areas away from population concentrations) by State and local officials and must be appropriately permitted.
 7. Construction and demolition debris should be separated and disposed of accordingly.
 - a. Appliances and electronic waste, for example, should be stockpiled (rather than taken to a landfill) until necessary arrangements can be made for disposal.
 - b. To the extent possible, recycling should be utilized.
 - c. Household garbage should be taken to permitted sanitary landfills.
 - d. Household hazardous waste must be segregated and disposed of by properly trained and licensed personnel.
- B. Transportation Systems
 1. See Annex 1 (Transportation) to the SCEOP.
 2. Damage to transportation systems will influence the accessibility of disaster relief services and supplies. Restoration of transportation systems is designed to ensure those systems have the capacity (service, equipment, facilities, etc.) to facilitate the movement of emergency personnel, vehicles, equipment, and supplies.
 3. Damage assessments may be provided by local governments and/or SCDOT districts.
 4. ESF-1 (Transportation) is responsible for the coordination of transportation assistance to State and local governments as well as voluntary organizations requiring transportation resources to move relief supplies and personnel effectively.
 5. ESF-1 will coordinate with local officials to establish an inventory of available State and local transportation services and resources. ESF-1 (Transportation) will then prioritize and allocate transportation resources and services to support disaster assistance missions.
 6. ESF-1 will also coordinate air, rail, and marine traffic into the disaster area(s).

7. The SCDOT will coordinate with the U.S. Department of Transportation (USDOT) on the repair or replacement of roads and bridges on the Federal Aid System routes. This assistance is provided by the USDOT Federal Highway Administration (FHWA) under their Emergency Relief Program.

C. Electricity and Fuel

1. See Annex 12 (Energy) of the SC Emergency Operations Plan.
2. Restoration of electrical service will begin as soon as major transportation routes are cleared of debris to allow emergency vehicles and crews to enter the disaster area(s)
3. As soon as possible, ESF-12 (Energy) will analyze damage assessments of electric power and fuel systems. Damage assessments may be provided by the local governments and/or South Carolina energy providers.
4. ESF-12 will coordinate with local and utility officials to establish priorities for the repair of damaged energy systems and the provision of emergency sources of fuel and power.

D. Telecommunications

1. See Annex 2 (Communications) of the SC Emergency Operations Plan.
2. Immediately after emergency conditions subside, ESF-2 (Communications) will determine the extent of damage to existing telecommunications systems.
3. ESF-2 will establish communications restoration priorities and needs. ESF-2 will then review inventories of communications equipment and resources available to support recovery efforts and make necessary arrangements to deploy them to the disaster area(s).
4. Requests for telecommunications equipment and resources will be processed through ESF-2.
5. Until normal telecommunications can be restored, ESF-2 will implement a temporary emergency telecommunications system for use by emergency personnel.
6. Emergency communications vehicles, which may be pre-deployed to staging areas outside the disaster area, will move into the disaster area to establish emergency communications links between State and local officials. Placement of these vehicles will be coordinated with county EOCs.

7. ESF-2 will coordinate the deployment of trained communications operators and technicians to support this effort.
 8. Through existing agreements with commercial vendors, additional pre-programmed hand-held radios (with common frequencies and channels) and cellular phones may be made available to emergency personnel and agencies.
 9. Additional equipment, such as transportable switchboards, portable satellite uplinks, microwave systems, and towers, may be made available as needed either through State and federal agencies or through commercial vendors.
- E. Water and Waste Water Systems
1. See Annex 3 (Public Works and Engineering) of the SCEOP.
 2. ESF-3 (Public Works and Engineering) will coordinate with ESF-8 (Health and Medical Services) and SCDHEC in assisting local officials with determining the suitability of potable water and identifying potential hazards to drinking water supplies. Local governments are normally responsible for the repair or replacement of their own systems.
 3. If potable water systems are found to be contaminated, ESF-8 and SCDHEC will be notified to determine the appropriate protective actions (e.g., advising the public to drink bottled water, to boil water before drinking, etc.).
 4. Public works and engineering support necessary to repair or restore damaged water and waste water systems will be coordinated by ESF-3.
 5. Additional equipment (such as generators, pumps, etc.) may be necessary for wells supplying water, operating lift stations, and repairing broken water mains. Office of Regulatory Staff (ORS) maintains a listing of assets and consumers.

XI. PUBLIC INFORMATION

- A. See Annex 15 (Public Information) to the SCEOP.
- B. Instructions to the Public
1. After emergency conditions subside, normal broadcast, social, and print media in the disaster area(s) may be severely incapacitated. State and local PIOs must develop or coordinate alternate means to disseminate information and instructions to the public.

2. Federal, State, and local PIOs will prepare periodic newsletters to advise the public of the status of emergency recovery efforts, to pass along emergency instructions, and to advise the public of the availability of services and other types of assistance. In a major disaster, FEMA and the SCEMD will publish the "Recovery Times," a newsletter designed to provide information to disaster survivors and the impacted communities. The Lead State PIO will coordinate with the FEMA PIO to include State/local information in this newsletter.
3. The Lead State PIO will coordinate with ESF-6 (Mass Care) and the Human Services Officer to ensure the distribution of the newsletters at all mass care facilities and at all other State and federal disaster assistance facilities. Copies of the newsletters will be given to community relations teams from FEMA for distribution within the disaster area(s).
4. As part of the outreach effort, other innovative techniques may be required to inform disaster survivors of the availability of services. Examples include use of vehicles with public address systems, aircraft and balloons with signs, temporary variable message boards along highways, and temporary low-wattage radio broadcast stations.

XII. HUMAN SERVICES ASSISTANCE

A. Individual Assistance Officer (IAO)

1. When the President declares a Major Disaster, the State IAO will be responsible for the overall coordination and delivery of State assistance to individual disaster survivors.
2. The State IAO coordinates the implementation of individual assistance programs with those agencies responsible for administering the programs.
3. The State IAO will work with the Federal IAO on all human services matters, including assistance programs available through established DRCs as well as other assistance programs not traditionally available through the DRCs.
4. The State IAO is also responsible for coordinating with local and federal officials to establish and operate DRCs in the impacted area, and reducing duplication of efforts by State and federal agencies and private disaster relief organizations.
5. The State IAO will maintain and provide daily reports of assistance to the SCO and GAR.

B. Individual Assistance Programs

1. Individual Assistance (IA) programs provide services that may be made available to eligible applicants through the DRCs and FEMA telephone registration.
2. The IA Programs include:
 - a. SBA Disaster Loans
 - (1) SBA Disaster Loans are designed to supply low-interest loans to owners of homes or businesses and renters who have experienced uninsured physical or financial loss as a result of a disaster.
 - (2) The SBA disaster loan program is automatically included with a Stafford Act Major Disaster declaration authorizing Individual Assistance, or may also be provided independently under a SBA-only declared disaster.
 - (3) A determination of qualification for an SBA loan is the basic eligibility criteria for all other individual assistance grants authorized under the Stafford Act, and referrals are automatic between FEMA and the SBA.
 - (4) The SBA can provide:
 - (a) Home Disaster Loans
 - [1] Loans to homeowners or renters to repair or replace disaster damaged real estate (up to \$200,000) or personal property (up to \$40,000) owned by the survivor.
 - [2] Renters are eligible for their personal property losses, including automobiles.
 - [3] Homeowners may also be eligible for refinancing of existing liens or mortgages on homes.
 - (b) Business Physical Disaster Loans
 - [1] Loans to businesses to repair or replace disaster-damaged property (up to \$1,500,000 statutory limit for business loans and Economic Injury Disaster Loans (EIDL)) owned by the business, including real estate,

inventories, supplies, machinery, and equipment.

[2] Nonprofit organizations are also eligible.

[3] Refinancing may also be available for existing mortgages or liens on real estate, machinery, and equipment.

(c) Economic Injury Disaster Loans

[1] EIDL for working capital to small businesses and small agricultural cooperatives (up to \$1,500,000 statutory limit for EIDL and business loans) in order to assist them through the disaster recovery period.

[2] EIDL assistance is only available to applicants and their owners who cannot provide for their own recovery from non-government sources.

[3] Farmers, ranchers, nurseries, religious, and non-profit organizations are not eligible for an EIDL.

(d) Mitigation loans, up to 20% of the approved loan amount, to cover the cost of improvements that will protect private property against future damage.

b. FEMA Assistance to Individuals and Households Program (IHP)

(1) Provides grants (adjusted annually according to the Consumer Price Index) to disaster survivors to meet disaster-related necessary expenses or serious needs.

(2) The housing portion of the program is administered by FEMA and is 100% federally funded.

(3) The Other Needs Assistance portion of the program is administered by FEMA, in coordination with SCEMD and is provided on a 75/25 federal/State cost share.

(4) Assistance provided under the IHP program may include:

- (a) Housing Needs. See Annex C (Disaster Housing Plan)
- (b) Other Needs Assistance
 - Replacement of essential personal property including appliances, furniture, clothing, work tools, etc.
 - Fuels for primary heat source
 - Clean-up items
 - Repair or replacement of disaster damaged vehicle(s)
 - Disaster-related medical and dental expenses
 - Disaster-related funeral and burial expenses
 - Moving and storage of essential goods related to the disaster
 - Other necessary expenses or serious needs as determined by FEMA and the State of South Carolina

C. Other IA State and Federal Assistance Programs

1. Crisis Counseling

- a. Crisis counseling programs may be implemented to assist individuals and communities recovering from effects of disasters.
- b. These services are designed to reach large numbers of people affected by the disaster, assess emotional needs of survivors and make appropriate referrals when necessary.
- c. These activities are funded by FEMA through SAMHSA and administered by the South Carolina Department of Mental Health (SCDMH).

2. Disaster Unemployment Assistance (DUA)

- a. The Disaster Unemployment Assistance (DUA) program aids those individuals who have become unemployed as a result of a disaster.
- b. The program is administered by the South Carolina Department of Labor, Licensing, and Regulation (SCLLR) and South Carolina Department of Employment of Workforce (SCDEW).

3. Tax Relief
 - a. Tax relief provided through the Internal Revenue Service and SC Department of Revenue will help survivors identify ways in which the disaster affects their income tax.
 - b. Casualty loss credits, early tax refunds, and information on lost documentation are some services available to disaster survivors.
4. Emergency Food Stamps
 - a. The US Department of Agriculture (USDA) Emergency Food Stamps program may be made available to survivors whose nutritional needs are affected because of a disaster.
 - b. The Disaster Supplemental Nutritional Assistance Program (DSNAP) is administered by the SCDSS at the State level.
5. USDA Loans
 - a. The USDA Farm Service Agency may make low interest disaster loans available to farmers, ranchers, and agricultural operators for physical or production losses.
 - b. Loans may be made to assist individuals who experience losses, and are also available without a Presidential Declaration.
6. For disasters not meeting the criteria for a Presidential declaration, the ARC, Salvation Army, and faith-based organizations are prepared to meet the short-term needs of disaster survivors.
7. The South Carolina Department of Insurance (SCDOI) maintains a list of contact information for insurance providers in the State of South Carolina for all types of insurance as well as a consumer complaint form.
8. The SCDOI also provides information on insurance protection and other links for additional information regarding consumer services, alerts, guides, and publications on their website at www.doi.sc.gov and www.scsafehome.com. Information on mitigation, pre-disaster planning and what to do after a disaster is also available on the website.

D. Registration for Disaster Assistance

1. FEMA maintains a permanent network of National Processing Service Centers (NPSC) that provide toll-free tele-registration and processing services for disaster survivors.

2. Upon activation following a Presidential Disaster Declaration, disaster survivors may register for individual disaster assistance through a NPSC by calling 1-800-621-FEMA (3362) or 1-800-462-7585 (TTY). The NPSC also has interpreters for Spanish-speaking persons.
 3. State and federal IAOs will assist the PIOs to prepare coordinated press releases advising the public of the availability of the toll-free numbers for the general public and for the hearing-impaired.
 4. FEMA also offers disaster assistance registration via the Internet. Applicants may apply through the Online Individual Assistance Center at www.fema.gov.
- E. Disaster Recovery Centers (DRC)
1. A DRC is the FEMA/State community-level facility for delivering assistance to disaster survivors.
 2. At a DRC, survivors can meet with representatives of federal, State, local, and volunteer agencies to:
 - Discuss disaster related needs for all programs
 - Ask questions about available assistance through federal, State, local, and volunteer agencies
 - Tele-register for disaster assistance using the phone bank to call FEMA's toll-free telephone number
 - Receive updated information on their registration for disaster assistance
 - Receive instructions on completing the SBA Loan Application
 - Receive mitigation information
 - Submit paper applications (Disaster Assistance Application, FEMA Form 90-69) in the event that telecommunications are disrupted for extended periods. These applications will be sent to the National Tele-registration Center
 3. To make it easier for individuals to get information and assistance, the federal and State IAOs will coordinate with the county's emergency management director to establish one or more DRCs in the disaster area.
 4. FEMA has established the following guidelines for determining whether a building is suitable for use as a DRC. The facility must have:
 - Tables and chairs to accommodate staff and applicants

- Adequate parking
 - Access for the handicapped
 - Adequate restrooms
 - Adequate utilities
 - Also preferred: telephone, Internet and cable
5. Management and Operations
- a. FEMA will appoint a DRC manager for each DRC.
 - b. The DRC manager will be responsible for the establishment and daily operations of the DRC, making sure that the DRC is properly staffed, and that the DRC staff is properly trained in DRC operations.
 - c. The operating hours of the DRCs will be determined by the size of the disaster.
 - d. Any decision to scale down or reduce the hours of DRC operation will be made jointly by the SCO and FCO.
6. Staffing
- a. DRCs will be staffed with representatives from appropriate federal, State, and local agencies, private relief organizations, and other organizations capable of providing disaster-related assistance to individuals.
 - b. Minimal staffing of the DRCs for a major disaster will consist of representatives from the following, but may be modified for small disasters:
 - DRC manager and support staff - Manages and is responsible for the overall operation of the DRC
 - SCDEW - Provides assistance and information to disaster survivors relative to unemployment compensation and disaster unemployment assistance
 - U.S. Farm Service Agency SCDA - Provides assistance and information to disaster survivors relative to low-interest disaster loans to cover agricultural and farm losses
 - U.S. SBA - Provides assistance and information to disaster survivors relative to low-interest disaster loans to cover residential and business losses

- ARC - Provides, if requested, a representative who will provide information about assistance available through the ARC
- The Salvation Army (SA) - Provides assistance and information about assistance available through SA
- Crisis counselors - SCDMH and the SCDHEC provide counseling services to help relieve behavioral health problems caused or aggravated by the disaster
- SCDOI - Provides assistance and information about resolving insurance claims and problems
- South Carolina Department of Social Services (SCDSS) - Provides assistance and information on the availability of Disaster Supplemental Nutritional Assistance Program (DSNAP)
- National Flood Insurance Program (NFIP) - Assists in determining whether damaged properties are located within designated floodplains
- South Carolina Department of Natural Resources (SCDNR) – Assists in flood mitigation efforts
- Internal Revenue Service - Provides assistance and service in tax and revenue administration to individuals and families affected by disasters
- SCDOR – Provides assistance and service in tax and revenue administration to businesses affected by disasters

7. Additional agencies which may be located at the DRCs as needed:

- Banks
- Loan Companies
- Insurance Companies
- Faith-based Organizations
- Volunteer Organizations
- Service Organizations
- Realty Organizations
- Local Motel Associations
- Local Housing Authorities

- South Carolina State Housing Finance and Development Authority.
8. Community Outreach
 - a. The disruption in normal communications systems will expectedly result in areas where disaster survivors are unaware of the availability of disaster assistance programs.
 - b. FEMA, State, and local officials will conduct outreach efforts to inform survivors of available disaster assistance programs.
 9. Closing
 - a. Decisions to close DRCs will be made jointly by the FCO and SCO.
 - b. The State and Federal IAOs will work with the PIOs to prepare a press release to advise the public that a DRC site will close.
 - c. The effective date of the DRC closing, as well as a listing of remaining open DRC sites, will be included in the release.
- F. Evacuee Assistance Centers (EAC)
1. See Annex A (Evacuee Assistance Centers).
 2. In extenuating circumstances, SCEMD is able to organize EACs in order to assist other states' disaster survivors who are in South Carolina.
 3. EACs are equipped to provide human services normally be provided in the evacuee's home state such as assistance with housing, food, medical needs, and FEMA applications.
 4. The SCEMD is prepared to provide coordination of services if South Carolina citizens are moved within or outside of the State due to disaster.

XIII. PUBLIC ASSISTANCE PROGRAM

- A. State Public Assistance Officer (PAO)
1. The State PAO will be responsible for working closely with the Federal Infrastructure Branch Chief and PAO to coordinate all infrastructure matters with specific emphasis on the PA program.
 2. The State PAO will be responsible for establishing and staffing a PA Office within the JFO.

B. Public Assistance (PA) Program

1. When authorized by the President's Major Disaster declaration, the Stafford Act Public Assistance Program will provide reimbursement for a portion of eligible costs incurred as a result of a Presidentially declared disaster through a disaster grant program.
2. Eligible applicants include State and local governments, Indian tribes and certain Private Non-Profit (PNP) organizations.
3. Eligible PNP facilities must be open to the public and perform essential services of a governmental nature. Eligible PNP facilities generally include:
 - Medical facilities such as hospitals, outpatient and rehabilitation facilities
 - Custodial care facilities that provide institutional care for persons who require close supervision and some physical constraints in their daily activities
 - Educational facilities such as primary and secondary schools, colleges and universities
 - Emergency facilities such as fire departments, rescue squads and ambulance services
 - Utilities such as water, sewer, and electrical power systems
 - Museums, zoos, community centers, libraries, homeless shelters, senior citizen centers, shelter workshops, and facilities which provide health and safety services of a governmental nature
4. Categories of Work
 - a. A Presidential Major Disaster declaration will provide for the reimbursement of a portion of costs for certain services, structural repairs, and replacement of eligible facilities.
 - b. Reimbursement for this work falls into one of two major types of work and seven subsequent categories of work.
 - (1) Emergency Work (must be completed within 6 months of the disaster declaration, subject to extensions of up to 6 months being granted by the GAR):
 - Category A (Debris Removal) - Removal of debris from publicly owned lands or waters; only under very dire situations, and with FEMA pre-approval,

has the federal government paid for debris removal from private property

- Category B (Emergency Protective Measures) - Measures undertaken to preserve public health and safety and to eliminate threats to public or private property (includes search and rescue, demolition of unsafe structures, public information on health and safety issues, and actions necessary to remove or reduce immediate threats to public health and safety and property)
- (2) Permanent Work (must be completed within 18 months of the disaster declaration, subject to extensions of up to 30 months being granted by the GAR):
- Category C (Roads, Signs, and Bridges) - Repair or replacement of existing public signs, roads, streets, and bridges
 - Category D (Water Control Facilities) - Repair, restoration, or replacement of flood control, drainage, irrigation works, and facilities which are operated and maintained by an eligible applicant, and which do not come under the provisions of another statutory authority
 - Category E (Buildings and Equipment) - Repair or replacement of existing buildings, except for those which are inactive or abandoned
 - Category F (Utilities) - Repair, restoration, or replacement of water, power, and sewage facilities
 - Category G (Parks, Recreational, and Other Facilities) - Repair, restoration, or replacement of parks and other recreational facilities, district roads and access facilities, costs associated with temporary facilities, and other costs approved by the FCO

5. Reimbursement

- a. The terms of reimbursement are defined within the declaration document issued by the President of the United States.

- b. Under normal circumstances, FEMA will reimburse not less than 75% of the eligible damages to public facilities and services.
 - c. Remaining costs will be borne by the State, local governments, or other eligible applicants, as determined by the Governor and South Carolina Legislature.
 - d. The Governor may request a cost share adjustment when the disaster is of such widespread severity and magnitude that the per capita impact to the State as a whole becomes too burdensome for the State or applicants to bear.
6. Public Assistance Office
- a. The State PAO will establish the State Public Assistance Office within the JFO.
 - b. The organization of the office will be flexible and capable of expanding or contracting as needed.
 - c. The typical staffing of the PAO is as follows:
 - State PAO- responsible for the overall management of the Public Assistance Office and coordination of all activities related to federal reimbursement of eligible applicants
 - Grants Manager - assists the State PAO in the management of the Office and coordinating federal reimbursement to eligible applicants
 - State Liaison Officer - serves as the State point of contact with one or more applicants, and will work closely with the FEMA Public Assistance Coordinator (PAC)
 - State Specialists - provide technical assistance to eligible applicants in the preparation and review of Project Worksheets (PW)
 - Flood Insurance Coordinator (provided by SCDNR) - provides technical assistance to eligible applicants on NFIP other insurance requirements, and reviews completed PWs for compliance with insurance requirements
 - Administrative Staff - process payments to eligible applicants, manage sub-grants with eligible applicants, and maintain accurate accounting of all financial transactions

- Support Staff - prepare routine correspondence and applications, maintain files, and perform necessary clerical work
- Legal Staff - review public assistance policies and procedures for compliance with applicable State, local and federal regulations and requirements

7. Supplemental Staffing

- a. In the event of a significant event, the existing staff of the SCEMD will be insufficient to staff the Public Assistance Office.
- b. The State PAO should immediately contact the following sources for assignment of staff:
 - Contractors with pre-approved contracts for staffing support of PA program
 - SCDEW for temporary public assistance specialists (planners, engineers, architects, etc.), administrative staff, and support staff
 - Professional Engineering Associations for temporary public assistance specialists
 - State agencies for temporary public assistance specialists, administrative staff, and support staff

8. Notification

- a. The State PAO will coordinate with the State PIO to notify State and local officials and eligible PNP organizations of the availability of federal public assistance funds.
- b. Notification may occur through written correspondence and telephone contacts, public notices in local newspapers, and broadcasts on local radio stations.
- c. Potential eligible applicants will be notified of the date, time, and location of the scheduled applicant's briefing.
- d. Co-ops may also be eligible applicants especially in terms of dams and electricity. A few utilities and dams are owned by State agencies or co-ops. In this case, these owners would be eligible to gain federal and state assistance if it is available. However, any utility or dam that is privately owned by a business or corporation is responsible for their own losses.

9. Public Assistance Grant Agreement
 - a. The GAR will develop a Public Assistance Grant Agreement (commonly referred to as the State/Applicant Agreement).
 - b. The Agreement defines and governs the request for and use of federal Public Assistance funds in a specific disaster.
 - c. The Agreement is signed by the GAR and designated applicant's agent.

10. Appeals
 - a. Any applicant, through the GAR, can appeal any FEMA determination on or denial of federal public disaster assistance.
 - b. This appeal must be made in writing within 60 days from the date of notification of FEMA's determination.
 - c. The applicant must provide sufficient information to allow the GAR to determine the facts and assess the validity of the appeal.
 - d. There are two levels of appeal. The first level appeal is to the Regional Director, and the second level is to the Director of Recovery at FEMA Headquarters.

11. Program Administration and Management
 - a. The Public Assistance Office will administer all public assistance grants, agreements, and contracts. When a PW is approved for an applicant, the applicant then becomes a sub grantee.
 - b. Public Assistance staff will be responsible for providing technical assistance to eligible applicants and sub grantees.
 - c. The Public Assistance staff will also be responsible for maintaining and submitting all documents and paperwork necessary to obligate and disburse Public Assistance funds including establishing and maintaining accounting records for each payment draw down by the State and each payment to sub grantees.
 - d. The MB3 system and the Emergency Management Mission Integrated Environment (EMMIE) will be used to manage current program data and reporting. The National Emergency Management Information System will be used to track historical program data.

XIV. HAZARD MITIGATION

- A. State Hazard Mitigation Officer (SHMO)
 - 1. The Governor will appoint a SHMO who will be responsible for coordinating, updating, and implementing the State Hazard Mitigation Program (pursuant to Section 322 of the Stafford Act).
 - 2. The SHMO will be responsible for implementation and management of the Hazard Mitigation Grant Program (HMGP) (pursuant to Section 404 of the Stafford Act).
- B. Federal Hazard Mitigation Officer (FHMO).
 - 1. The FCO will appoint a FHMO, who will be responsible for managing the HMGP for the specific disaster declaration.
 - 2. The FHMO serves as the SHMO's federal counterpart.
- C. Hazard Mitigation Programs. Information on mitigation programs and South Carolina mitigation actions can be found in the 2010 South Carolina Hazard Mitigation Plan.

XV. SUSTAINED RECOVERY

- A. Purpose
 - 1. People, communities, and governments can take years to recover from catastrophic disasters and the complexities of reestablishing critical infrastructure, providing basic humanitarian support, and ensuring the viable economic re-growth of a community cannot be borne by one agency alone.
 - 2. The talents of public and private entities must be brought together as true partners to ensure the most effective sustained recovery programs are developed.
 - 3. Immediately following any catastrophic event, the South Carolina Recovery Task Force (SCRTF) will work with governments to allow them planning assistance as well as provide information and ideas to better assist local jurisdictions in developing sustained recovery strategies.
 - 4. The decisions and implementation strategies in support of sustained recovery will continue to lie at the local government level.
- B. Sustained Recovery Structure

1. The SCRTF will bring together public and private entities to set priorities, share information and help facilitate a successful recovery operation for the state.
2. SCRTF participants will work with the SCRTF as a whole and may participate in several committees. Committees will be designed to transition response into recovery and will also be known as Recovery Support Functions (RSF). The RSFs will be broken down as follows:
 - a. Community Planning and Capacity Building
 - b. Economic
 - c. Health and Social Services
 - d. Housing
 - e. Infrastructure
 - f. Natural and Cultural Resources

C. Sustained Recovery Priorities

1. The SCRTF will establish statewide priorities for sustained recovery from each disaster.
2. While unique to each disaster, overall priorities will be established to meet the strategies and timeframes.
 - a. Emergency Work - Work is defined as those activities to save lives and protect property from further damage may include the following:
 - Debris Removal - Removal of debris from privately or publicly owned lands or waters
 - Emergency Protective Measures - Measures undertaken to preserve public health and safety and to eliminate threats to public or private property (includes search and rescue, demolition of unsafe structures, public information on health and safety issues, and actions necessary to remove or reduce immediate threats to public health and safety and property)
 - a. Permanent Work - Work defined as those activities to reestablish critical services to a community including:

- Roads and Bridges - Repair or replacement of existing public roads, streets, and bridges
- Water Control Facilities - Repair, restoration, or replacement of flood control, drainage, irrigation works, and facilities which are operated and maintained by a public or PNP entity
- Buildings and Equipment - Repair or replacement of existing buildings used for essential government-type services
- Utilities - Repair, restoration, or replacement of water, power, and sewage facilities
- Parks, Recreational, and Other Critical Facilities - Repair, restoration, or replacement of parks and other recreational facilities, district roads, and access facilities

3. Economic Recovery

a. Business Restoration, Repairs, and Recruitment.

- (1) Private businesses work towards bringing their facilities back to a safe and workable state.
- (2) The State and local government will work toward bringing employees back to allow the business to be at full capacity.

b. Business Losses

- (1) Businesses are primarily responsible for their own losses.
- (2) The SBA provides loans for Physical Disaster Business Loans and EIDL for businesses that have suffered damages from a disaster.
- (3) Physical Disaster Business Loans provides loans to replace and repair equipment, supplies, and buildings.
- (4) EIDL supplies businesses that suffered substantial economic loss with loans.
- (5) This funding allows businesses to meet the needs of the operating expenses to remain functional until their business is profitable again.

- c. The SCRTF and the SCEMD will maintain contact with the Chambers of Commerce to relay pertinent information to businesses concerning business restoration.
- d. Businesses and the Chambers may be able to gain guidance on economic restoration from the SCRTF. The SCRTF may be able to relay information as to if and when the critical infrastructure needed to support the population will be restored. The SCRTF would also be able to encourage businesses to rebuild once this infrastructure has been restored.
- e. Replacement of Lost Housing Stock
 - (1) Bringing in housing options for individuals allowing them to return to work.
 - (2) Initially, FEMA will provide temporary housing to assist disaster survivors through grant funding.
 - (3) The Housing Solutions Committee will coordinate with the various Chambers of Commerce and Homebuilders' Associations to encourage prompt repair and replacement of lost housing stock.

D. Sustained Recovery Timeframes

1. Timeframes for the reestablishment of those services defined as “vital” (listed above) will be established by the SCRTF as required.
2. All timeframes established in support of sustained recovery efforts will be tracked within a “Recovery Decision Matrix”. Although individual timeframes for completion may vary, the 44 CFR has established the following baseline for completion of vital recovery work within a disaster area:
 - Emergency Work (as defined above) - 6 months
 - Permanent Work (as defined above) - 18 months

E. Sustained Recovery Process

1. Once the SCRTF is fully operational, the SCRTF will coordinate the establishment of planning sessions across the impacted area. These planning sessions will bring together governments and private citizens in order to better understand the needs of the communities as they rebuild.
2. The results of these planning sessions will be distributed to the SCRTF to ensure proper coordination.

3. Once distributed, the SCRTF will work with federal, State, and local governments to maximize funding and coordination to local jurisdictions.
4. Resources will be identified and shared with local jurisdictions throughout the recovery process, and public-private partnerships will be developed to maximize the rebuilding of sustainable communities.

F. Sustained Recovery Procedures

1. Once the SCRTF has established disaster specific priorities and goals for a disaster, they will then focus on the development of long-term recovery procedures in support of the areas listed below.
2. Draft procedures will be submitted for review and concurrence to ensure established timeframes for recovery will be met in accordance with the priorities established by the SCRTF.

G. Restoration of Services

1. Restoration of services provided by state agencies or local governments is the responsibility of those entities.
2. For those services eligible under the PA program, Project Worksheets (PW) will be utilized to fund service restoration or replacement.
3. For ineligible services, responsible State agencies or local governments will develop their own restoration plans.

H. Restoration of Facilities

1. Restoration of facilities owned by state agencies or local governments is the responsibility of those governments.
2. For those facilities eligible under the PA program, PWs will be utilized to fund restoration or replacement.
3. For those non-government facilities ineligible under the PA program, the owners are solely responsible for the repair, replacement, or demolition, and may coordinate with the SCRTF as they deem appropriate.

I. Restoration of Infrastructure

1. Infrastructure may be owned by federal, State, or local government, PNP, or a for-profit company, and is the responsibility of the owner.
2. For the infrastructure eligible under the PA program, PWs will be utilized to fund restoration or replacement.

3. The Infrastructure Recovery Support Function of the SCRTF will coordinate with the USDOT and private utilities to assist in coordination of infrastructure restoration or replacement.

XVI. PLAN DEVELOPMENT AND MAINTENANCE

- A. The SCEMD Director has the overall responsibility for the development of this plan and for assuring the Governor that prompt and effective action can and will be taken to recover from the effects of a major or catastrophic emergency.
- B. This plan will be reviewed annually and updated as needed.
- C. Plan revisions will reflect changes in implementing programs and procedures, improvements in emergency management capabilities, corrections of deficiencies identified in exercises, etc.

XVII. ADMINISTRATION, LOGISTICS, AND FINANCE

- A. Administration and Finance
 1. See Annex 7 (Finance and Administration) to the SCEOP Basic Plan and the ESF-7 SOPs.
 2. The State will be the conduit for Federal funds, and will provide all eligible funding to applicants in accordance with program policy.
 3. Expenditures
 - a. A catastrophic emergency will require the expenditure of large sums of State and local funds.
 - b. Financial operations will be carried out under compressed schedules and intense political pressures which will require expeditious purchases that meet sound financial management and accountability requirements.
 4. Approvals
 - a. The approval to expend funds for response and recovery operations will be given by authorized officials from each agency and department.
 - b. Each agency should designate a responsible official to ensure that actions taken and costs incurred are consistent with identified missions.
 5. Recordkeeping

- a. All participating agencies must follow Office of Management and Budget (OMB) recordkeeping requirements.
- b. Each agency should maintain detailed records of the following types of expenditures, which may be incurred while providing requested assistance:
 - Wages (regular and overtime), travel, and per diem of permanent and temporary State agency personnel assigned solely to provide assistance
 - Costs of work, materials, and services procured under contract to support implementation of recovery efforts as well as bidding records
 - Costs of materials, equipment, and supplies (including transportation, maintenance, repair, etc.) from regular State agency stock
 - Costs incurred which are paid from trust, revolving, or other funds, and which reimbursement is required by law
 - Other costs incurred to provide assistance or otherwise facilitate recovery efforts, as directed by the SCO

B. Logistics - See Attachment A (South Carolina Logistics Plan) to the SCEOP.

XVIII. AUTHORITIES AND REFERENCES. See Attachment C (Authorities and References) to the SCEOP Basic Plan.

XIX. ACRONYMS AND GLOSSARY. See Attachment B (Acronyms and Glossary) to the SCEOP Basic Plan.

ANNEX A TO THE RECOVERY PLAN

EVACUEE ASSISTANCE CENTERS

I. INTRODUCTION

- A. A catastrophic disaster, natural or manmade, may displace a large number of citizens for an extended period of time. Evacuations may be necessary both pre- and post-event.
- B. If evacuations occur and the Federal Emergency Management Agency (FEMA) does not establish a Disaster Recovery Center (DRC) in the evacuation end-point area, the State will need to provide a variety of resources for evacuees. One of the resources the State may provide is a South Carolina Evacuee Assistance Center (SCEAC).
- C. This center will be a defined location which will provide evacuees a single point of entry to recovery services. The SCEAC will be staffed with appropriate resources to allow evacuees to get information concerning available services and assistance.
- D. The center will provide a place where evacuees/evacuee families can apply for and receive services. It will also be a place where they can get accurate, timely information on recovery efforts and activities. This information will allow them to make informed decisions on whether to remain in the relocation area or to return to the impacted/evacuated area.

II. PURPOSE

- A. Provide a physical location(s) where evacuees can obtain information concerning, applying for, and receiving services and assistance.
- B. Provide a central location where evacuees/evacuee families can receive information on recovery efforts and activities both where they are currently located and in the impacted area(s).

III. CONCEPT OF OPERATIONS

- A. The South Carolina Emergency Management Division (SCEMD) will determine if there is a need for the activation of one or more SCEAC(s).
- B. A SCEAC may be established when:
 - Citizens have been evacuated from other areas of the State or from other states
 - Evacuees will not be able to return to the impacted area within a timely manner
 - FEMA will not establish a DRC in the evacuation end-point area

- The number of evacuees surpasses the capability, capacity and resources of local agencies
- C. The number and location of these assistance centers will be determined by the nature and impact of the emergency situation and the number of evacuees to be served.
- D. The SCEAC will be a single point of access to services.
- E. Contract for Services
1. SCEMD, through ESF-14 (Recovery and Mitigation) will develop a contingency contract to provide for management oversight and logistic support functions related to center operations and case management of evacuees following procurement guidelines.
 2. The contract will be activated when the determination is made that a center is needed, that evacuees cannot return to their homes in a timely manner, and the number of evacuees surpasses the capabilities of local agencies to case manage them.
 3. The contract will be maintained and renewed or re-bid within State procurement guidelines.
 4. This contract will include staffing of the center and case management services to include, but not limited to:
 - Financial services
 - Economic services
 - Housing services
 - Transportation services
 - Social service referrals/services
 5. See Attachment 1 (Draft Contract) for a draft of the contract.
 6. The Scope of Work statements included in Attachment 2 (Scope of Work) outlines the general operations of the center(s).
- F. Activation.
1. As part of the recovery process, ESF-14 (Recovery and Mitigation) representatives will initially contact local service provider agencies and organizations, and advise them that a center(s) will be opening, approximate opening time, and location.

2. Upon the determination of the need for a center(s), SCEMD, through ESF-14 (Recovery and Mitigation) will initiate the contingency contract(s).
 3. Once plans are finalized, ESF-14 (Recovery and Mitigation) representatives will contact the provider agencies and organizations. Providers will deploy immediately and begin coordination of services.
 4. The type and number of service provider employees staffing the SCEAC will be determined by the nature and scope of the disaster.
 5. Provider services staffing will be reviewed regularly and adjustments made as necessary.
 6. See Attachment 3 (Potential Service Provider Listing) for a list of potential service providers.
- G. Center(s) location(s) and operations will be dictated by the nature and scope of the emergency. Operations will be subject to on-going review with appropriate adjustments being made as warranted.
- H. SCEMD Point of Contact (POC)
1. SCEMD will provide a SCEMD employee to serve as a POC with the contracted management organization.
 2. Each center will have at least one SCEMD employee as a POC.
 3. The primary responsibility of the POC is to facilitate center operations and to answer any questions or address any problems that may arise on an on-going basis. An additional responsibility will be to produce daily reports.
 4. See Attachment 4 (Employee Performance Evaluation Form) for a sample position description for the POC position.
- I. Additional Staffing
1. Additional staffing for the center(s) will be provided by the contractor and will include, but not be limited to:
 - Administrative Support
 - Case Managers
 - Communications Specialists
 - Evacuee Assistants
 - Security Officials
 - Site Managers

2. See Attachment 5 (Contractor Provided Staffing For SCEAC) for sample job descriptions.

J. Facility Requirements

1. The physical facility of the SCEAC may be co-located with sheltering operations or may be established at another location.
2. The facility will be of sufficient size to allow for a reception and waiting area and private and semi-private interview spaces.
3. The facility should be Americans with Disabilities Act (ADA) compliant with access to all areas and all amenities.
4. The facility would preferably be located on a bus route.
5. The facility should be equipped with a telephone bank and a computer bank sufficient to service the expected number of evacuees. These banks will allow evacuees to make initial notification to family and friends of their whereabouts, and to make application to FEMA and other providers for services and assistance.

K. Mobile Service Center(s)

1. One to three mobile service center(s) will be available for deployment as determined by SCEMD.
2. If activated, SCEMD will determine the location site(s).
3. A mobile center should have sufficient space and privacy equivalent to a center at a fixed location.
4. Mobile centers will deliver the same general level of services as fixed locations, and will be subject to on-going review and evaluation.

L. Public Information

1. All publicity and public information related to a SCEAC and its operations, including the opening, closing, hours of operations, and any similar issues, will be coordinated through SCEMD Public Information Officer (PIO) or his designee.
2. See Annex 15 (Public Information) to the SCEOP.
3. See Attachment 6 (Public Information) for examples of news releases related to evacuees and the operations of a SCEAC.

M. Transportation.

1. Transportation needs will vary based on the location of the center(s) relative to shelter(s)/temporary housing and the proximity to service providers/resources.
2. The contractor will be responsible for providing transportation resources as required.

N. Temporary Housing Operations

1. The contractor will assist State and federal agencies with temporary housing operations.
2. This assistance can include, but is not limited to:
 - Identification of housing options
 - Assistance in negotiation of leases or agreements
 - Assistance with moving into and furnishing of housing
3. The contractor will coordinate with FEMA and other federal, State, local and volunteer agencies and organizations as necessary, and will not be expected to assist in more permanent housing options such as siting and approval of temporary trailer parks.

O. Evacuee Contact Requirement

1. Each evacuee/evacuee family will be requested to register with the State Emergency Notification System if they have a telephone.
2. The Emergency Notification System will be used to contact evacuees with general information (i.e. changes in hours of operation at the SCEAC).

P. Information for Evacuees

1. As part of the recovery process and to augment the information and services provided through the SCEAC, each evacuee/evacuee family will be given written information to answer frequently asked questions and identify services and options that may be appropriate for their circumstances.
2. These documents, provided by SCEMD, will include, but are not limited to:
 - A pamphlet of Frequently Asked Questions (FAQs)
 - A directory of telephone numbers and websites

- General information on the process for applying for services
 - Hot Lines and websites
 - Local maps and bus schedules
 - A map of the SCEAC and directions to it
 - Information on resources such as transportation and health care options
 - Information on FEMA programs and instructions regarding the use of FEMA monies
3. See Attachment 7 (Federal Housing Assistance Frequently Asked Questions) for a sample of information to be included. Answers to the questions and finalized information will be formulated at the time of evacuation since both the answers and the information will be situation driven.
 4. The Evacuee Assistants may need an expanded reference book for use. This document would have more in-depth information than the FAQs quick reference pamphlet.
- Q. All funding for a center(s) and operations, as well as the services provided, will be within State and federal guidelines, and the sources of funding will be SCEMD or other appropriate agencies or individuals.

IV. RESPONSIBILITIES

- A. SC Emergency Management Division (SCEMD)
1. Develop a contingency contract to provide for management and logistical services for the evacuee assistance center(s).
 2. After consultation with the Governor and local authorities, will determine the need to open an Assistance Center(s).
 3. Prior to June 1 of each year, coordinate with agencies and service providers to review staffing needs and ensure contact lists are up-to-date.
 4. Notify service providers when an initial determination is made to activate a center(s) and the location(s) of the center(s).
 5. Provide employees who will serve as the POCs for each assistance center. These POCs will be the interface with the contracted service provider.
 6. Determine how long the assistance center(s) will operate

7. Coordinate with the contractor and service provider agencies and organizations to review services and staffing needs as circumstances demand.
8. Determine deployment of any mobile operations.
9. Coordinate and oversee all public information announcements concerning activation, ongoing operations, and the closing of assistance center(s).
10. Coordinate and disseminate information concerning the location of center(s) and the services available to evacuees.

B. Contractor

1. Initiate actions to open a center, and ensure resources are available in compliance with contract parameters.
2. Provide adequate staffing to ensure evacuee case management needs are met in a timely manner.
3. Notify the SCEMD POC if any questions or issues arise and if they need additional guidance.
4. Ensure all financial and logistic issues are resolved in a timely manner, and the centers are opened, operated and closed in an efficient and effective manner.
5. Maintain all records and reports necessary to ensure accurate counts of evacuees, their location and services they receive.
6. Ensure all records, including financial records and management reports, are maintained in compliance with State and federal laws and regulations.
7. Provide mobile center(s) with appropriate equipment and staffing. SCEMD will determine the number of mobile centers and their location(s).
8. Provide transportation for evacuees to services including, but not limited to:
 - Necessary medical services
 - Transportation to and from the Assistance Center(s)
 - Transportation to and from locations where evacuees receive services of provider agencies
9. Assist with temporary housing for evacuees. This assistance may include, but is not limited to, the identification of housing resources.

10. Oversee tracking of evacuees/evacuee families
 11. Assist evacuees to move in and furnish housing
 12. Coordinate with FEMA and other State, federal and volunteer agencies and organizations as needed.
- C. Service Provider Agencies and Organizations
1. Provide adequate staff and any other necessary resources to ensure evacuees/evacuee families are able to access the service provider agency programs and services in a timely manner.
 2. Deploy employees to staff assistance centers in a timely manner following activation.
- D. SCEMD POC
1. Oversee the daily operations of the assistance centers.
 2. Prepare daily operations reports.
 3. Advise SCEMD and the contractor of any problems or concerns with the operation of the center(s).
 4. Notify SCEMD if they need assistance in addressing the operations of a center(s) or the services delivered by the contractor, their representatives/employees, or agency service providers and their associated staff.

V. ATTACHMENTS

1. Draft Contract
2. Scope Of Work
3. Potential Service Provider Listing
4. Employee Performance Evaluation Form
5. Contractor Provided Staffing For SCEAC
6. Public Information
7. Federal Housing Assistance Frequently Asked Questions

APPENDIX 1 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

DRAFT CONTRACT

Contract

Between

SOUTH CAROLINA EMERGENCY MANAGEMENT DIVISION

AND

This contract, effective _____, by and between the South Carolina Emergency Management Division (hereinafter referred to as SCEMD) and _____, (hereinafter referred to as Contractor) whereby they mutually agree to the following:

I. SCOPE OF SERVICES AND BUDGET

- A. The Contractor shall include but is not limited to providing management and logistic services for an assistance center operations and financial, economic, housing, transportation and social service referrals for up to 25,000 displaced citizens.
- B. Scope of Work and Budget provided as Attachment A.

II. TERMS AND CONDITIONS

It is understood the work to be performed, as submitted, shall commence on _____, and be fully completed by _____.

No funds shall be expended for any expenses other than those necessarily incurred in the performance of this contract, as determined by SCEMD; the purchase of real property or in capital equipment; or costs incurred before the effective date of this contract.

SCEMD may request changes in the scope of services of the Contractor to be performed under this contract. If deemed necessary the Contractor shall provide additional services, such changes may increase the amount of compensation based on expenses in Attachment A. Increases that are mutually agreed upon by and between the SCEMD and Contractor shall be incorporated in duly executed written amendments to this contract.

The Contractor agrees that during the period in which work required herein will be performed it will participate in an initial meeting to discuss the scope of this contract and the requirements and financial administration thereof.

The Contractor requests that early termination language include a __ calendar day notice and hold-harmless statement providing for payment of eligible costs that have not been reimbursed at that present time including, but not limited to; early lease terminations, Internet provider fees, equipment lease costs, subcontractor costs, etc. SCEMD guarantees the payment of any eligible costs that have not been reimbursed therein.

This agreement incorporates guidelines and restrictions imposed by OMB Circular A-110 and OMB A-21, Cost Principles for Educational Institutions, OMB A-133, "Audits of States, Local Governments, and Non-Profit Organizations." Specific emphasis should be given to the following:

A. Nondiscrimination

The Contractor agrees to comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et. seq.) prohibiting discrimination under federally assisted programs on the grounds of race, color, or national origin and Department of Commerce regulations implementing Title VI (15 CFR Part 8); Title IX of the Education Amendments of 1972, as amended, (20 U.S.C. 1681 et. seq.) prohibiting discrimination on the basis of sex in federally assisted education programs or activities; s 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) prohibiting discrimination under any program or activity receiving federal financial assistance on the basis of handicap; the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et. seq.) prohibiting discrimination on the basis of age in programs or activities receiving federal financial assistance; Part III of Executive Order 11246 (30 F.R. 12319, September 25, 1965) as amended by Executive Order 11375 (32 F.R. 14303, October 17, 1967) requiring federally assisted construction contracts to include the provisions of s 203 of the Executive Order and the regulations of the Department of Labor implementing the Executive Order with which the Department of Commerce and its recipients must comply (41 CFR 60-1.4(b)); any other regulations implementing these statutes and orders.

B. Prohibition of Private Gain

State and local government employees are prohibited from using their positions for a purpose that gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with whom they have family, business or other ties.

C. Access to Records and Right to Audit

1. The Contractor agrees that the Department of Homeland Security, Office of the Inspector General and the Comptroller General of the United States or any of his/her duly authorized representatives and the Secretary of Commerce or any of his/her duly authorized representatives and the State Auditor of South Carolina or any of his/her duly authorized representatives shall, until the expiration of three (3) years after expenditures of contract funds under this contract, have access to and the right to examine any directly pertinent books, documents, papers and records of the Contractor involving transactions related to this contract. The Contractor agrees to include the substance of this paragraph in all sub grants and contracts payable from contract funds in whole or in part.

2. The Contractor shall have an audit performed in accordance with OMB Circular A-133 for each fiscal year encompassed under this contract. Each sub-recipient of this contract shall have an audit performed in accordance with OMB Circular A-133 for each fiscal year encompassed under this contract. The Contractor shall have the responsibility of ensuring that SCEMD receives a copy of the audit of the Contractor and the audit of each sub-recipient.
3. The Contractor agrees that payment(s) made under this contract shall be subject to reduction for amounts charged thereto which are found on the basis of audit examination not to constitute allowable cost under this contract. The Contractor shall refund by check payable to SCEMD, the amount of such reduction of payments under completed or terminated contract.

D. Maintenance of Records

All required records shall be maintained until an audit is completed and all questions arising therefore are resolved, or three (3) years after completion of project and submission of the final "Financial Status Report," whichever is later. Any group that the Contractor sub-contracts with must maintain all records for three years after the completion of the project and submission of the final "Financial Status Report," whichever is later.

III. RESPONSIBILITY OF THE CONTRACTOR

The Contractor shall maintain time sheets or effort reports for personal services charged to this contract. It will also be the responsibility of the Contractor to establish and maintain a cost accounting system adequate for the determination of costs applicable to this contract. All applicable costs shall be specifically charged to an account, or accounts, established for this contract to assure a proper accounting of contract funds, both federal and non-federal. These records shall be made available for audit purposes to SCEMD, the State Auditor, or the appropriate federal-level funding agency, and will be retained for three (3) years after the final payment under this contract.

If, through any cause, the Contractor shall fail to fulfill or perform duties and obligations under this contract in a timely and proper manner or if the Contractor shall violate or breach any of the provisions of this contract, or where applicable, if the grant from the Federal Government, pursuant to which this contract is made is terminated or suspended by the Federal Government, SCEMD shall thereupon have the right to terminate or suspend this contract, by giving written notice to the Contractor of such termination or suspension and specifying the effective date thereof.

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The Contractor must certify to EMD that it will provide a drug-free work place by:

- a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the person's work place and specifying the actions that will be taken against employees for violations of the prohibition;
- b. Establishing a drug-free awareness program to inform employees about:
 - 1). The dangers of drug abuse in the work place;
 - 2). The person's policy of maintaining a drug-free work place;
 - 3). Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 4). The penalties that may be imposed upon employees for drug violations;
- c. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by item a;
- d. Notifying the employee in the statement required by item a., that as a condition of employment on the contract or grant, the employee will:
 - 1). Abide by the terms of the statement; and

- 2). Notify the employer of any criminal drug statute conviction for a violation occurring in the work place no later than 5 days after the conviction;
- e. Notifying the EMD within 10 days after receiving notice under item d.(2) from an employee or otherwise receiving actual notice of the conviction;
- f. Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee convicted, as required by Section 44-107-50 (SC Code of Laws); and
- g. Making a good faith effort to continue to maintain a drug-free work place through implementation of items a, b, c, d, e, and f.

IV. COMPENSATION

SCEMD agrees to pay the Contractor for the satisfactory performance of the work required. It is expressly agreed and understood that \$_____, as specified in the scope of work and budget attached as Attachment A, shall constitute compensation for the initial ___ days of the operation. The actual expenditures incurred shall not exceed \$_____ and shall be expended in ___ days. This contract can be extended in ___-day increments for a total period of_____. It is understood that this contract requires \$_____for initialization of the operation.

It is expressly agreed and understood that there shall be no obligation or liability on the part of SCEMD to make any payments for work performed under this contract unless and until SCEMD has received funds from the Federal Government.

Contractor will submit to SCEMD written weekly reports on work progress. The Contractor shall be required to submit copies of all invoices or adequate documentation for all requested reimbursement of expenditures. The final written request for reimbursement of funds shall be submitted no later than _____.

V. METHOD OF PAYMENT

The Contractor shall submit requests for payment of actual expenditures incurred through the operation's process. Request should be submitted to the SC Emergency Management Division, ATTN:_____, 2779 Fish Hatchery Road, West Columbia, SC 29172.

THE UNDERSIGNED do hereby agree to the provisions of this CONTRACT.

BY: _____ DATE: _____

Director
S.C. Emergency Management Division,
Office of the Adjutant General

BY: _____ DATE: _____

BY: _____ DATE: _____

APPENDIX 2 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

SCOPE OF WORK

I. Purpose

- A. The South Carolina Emergency Management Division (SCEMD) seeks a Contractor to provide management and logistical support to an evacuee assistance center operations and case management referrals/services for up to 25,000 citizens displaced as the result of a natural or manmade disaster in South Carolina or other state(s) where a disaster declaration has been made.
- B. Services will be provided at a single or multiple locations.
- C. The center services will be augmented by 1-3 mobile units to be deployed in areas of the state as determined by SCEMD.
- D. The Contractor, when notified of activation of the contract, shall be responsible for mobilizing all facilities, equipment, materials and other resources necessary to respond in a timely manner to an activation work order.
- E. SCEMD shall be responsible for initially mobilizing service providers to include some or all providers listed in Attachment 3.

II. Performance Period

The Contactor shall commence work immediately upon receiving an activation notice from SCEMD and complete all work within the prescribed time (usually a one (1) year contract period).

III. Background

- A. Current disaster modeling at State and local levels indicates that in certain catastrophic circumstances a substantial portion of the population will need to evacuate. These evacuations will be facilitated by local and state resources.
- B. Evacuees will either transport themselves to public lodging, private residents of family or friends or to designated public shelters. Evacuees without private transportation or means to evacuate themselves will be transported to public shelters.
- C. To meet the needs of the evacuees, the State will establish one or more centers to serve as a single point of entry to services if evacuees cannot return home in a timely manner.

IV. Scope of Work

- A. The Contractor will establish evacuee assistance operations at a single or at multiple locations.

- B. In the case of a single location the Contractor will provide a waiting area to accommodate 500 evacuees at any one time and accommodations for up to 40 different service providers. Each service provider will have ten (10) workstations.
- C. At multiple locations, the Contractor will establish operations to accommodate a minimum of 100 evacuees at any one time and 100 workstations at each location.
- D. If the provider and SCEMD determine that the provider does not need the number workstations initially established, the Contractor will be notified and will not be required to provide the full complement of workstations. Appropriate contract and budget changes will be instituted.
- E. Contractor services in the operation of evacuee assistance center(s) will be provided on a 60 hour a week basis with the center(s) operating 9 am to 6 pm Monday – Saturday and 1pm to 7 pm on Sunday. Hours of operation may be reduced as workload permits with the approval of SCEMD.
- F. At least one Point of Contact (POC), employed by SCEMD, will be assigned to a fixed and available to mobile center sites to facilitate efficient and effective site operations.
- G. The Contractor will maintain all necessary reporting and evacuee tracking.
- H. The Contractor will maintain a case management database accessible via the Internet and will make project-specific email addresses available.
- I. Case management will be consistent with Council on Accreditations standards.
- J. Additionally, the Contractor shall provide the following for both contract and service provider employees:
 - 1. All office furniture to include all furniture necessary to ensure privacy for designated workstations in the absence of adequate private facilities/offices.
 - 2. All necessary general office support equipment and all necessary desktop supplies.
 - 3. An in-bound 1-800 toll-free call center with a minimum of six (6) answering points.
 - a. The call center should have TTY and after hours answering capabilities.
 - b. Answering points may be added or decreased at SCEMD's discretion and with appropriate contract and budget modifications.

- c. Operators, provided by the Contractor, will provide basic South Carolina specific programmatic and service information to evacuees and when appropriate, will refer callers to a caseworker.
4. A telephone system to service each workstation with two (2) incoming and two (2) outgoing lines, voice mail and auto attendant.
5. Telephone Banks for Evacuee Assistance
 - a. In a single location center, a telephone bank of a minimum of twenty (20) dedicated outbound lines to FEMA and trained personnel to assist evacuees to register for programs and services. An additional twenty (20) telephone will be available for evacuees to place personal calls to family or friends to advise them of their whereabouts and circumstances and to make application for other services as appropriate
 - b. In multiple locations, the telephone bank would have a minimum of eight (8) dedicated lines to FEMA with trained personnel to assist evacuees and eight (8) lines for personal calls.
 - c. The telephone bank(s) should have TTY capabilities. Lines may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
6. All necessary information technology equipment to include a computer with full-size keyboard and monitor at each workstation with Internet access. Routers, dial-up accounts, MS Office, site setup, broadband connection setup, broadband connection, miscellaneous peripherals, router support and printers should be provided.
7. Computer Banks for Evacuee Assistance
 - a. In a single location center, a computer bank of a minimum of twenty (20) stations with trained personnel to assist evacuees in completing FEMA and related applications.
 - b. In multiple locations a computer bank of a minimum of eight (8) stations with trained personnel will be established.
 - c. Workstations may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
8. Appropriate directional and informational signage in English, Spanish and American Sign Language will be available and appropriately posted.

9. The contractor may be required to have staff available that is fluent in languages other than English, probably Spanish and American Sign Language.
 10. Appropriate staffing levels to include managers, administrative assistants, case workers, security and evacuee assistants. Staffing size and allocation will be subject to SCEMD approval.
 11. 1-3 mobile units with staff and equipment comparable to fixed site to be placed in various areas of the state to be determined by SCEMD. Units may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
- K. The Contractor will provide security in the form of uniformed, armed officers at the center site(s) and at each mobile site. The number of officers to be determined subject to SCEMD approval and with appropriate contract and budget modifications.
 - L. The Contractor will provide transportation adequate to ensure evacuees can receive services including necessary medical services in a timely manner. Additionally, the Contractor will provide transportation to and from assistance center(s) and to and from services provided by agencies as needed in a timely manner.
 - M. The Contractor will be responsible for assisting State and federal agencies with temporary housing for evacuees. The Contractor will be responsible for tracking evacuees and may assist in furnishing of acquired housing.
 - N. The Contractor will coordinate on a daily basis with SCEMD POCs to ensure the efficient and effective operations of the center(s) and mobile site(s).
 - O. The Contractor will coordinate all public information activities with the SCEMD Public Information Officer.

APPENDIX 3 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

POTENTIAL SERVICE PROVIDER LISTING

FEDERAL AGENCIES

- US Department of Housing and Urban Development
- Internal Revenue Service
- Small Business Administration
- Social Security Administration
- US Department of Agriculture
- US Postal Service

STATE AGENCIES

- Department of Disabilities And Special Needs
- Department of Education
- Department of Health and Environmental Control
- Department of Health And Human Services
- Department of Insurance
- Department of Labor, Licensing And Regulation
- Department of Mental Health
- Department of Motor Vehicles
- Department Of Revenue
- Department of Social Services
- Employment Security Commission
- Office of Veterans Affairs (Governor's Office)
- Office on Aging (Lt. Governor's Office)
- State Housing Authority

NON-PROFIT AND OTHER AGENCIES/ORGANIZATIONS

- American Red Cross
- City Housing Authority
- Cooperative Ministries
- Local Colleges/Universities
- Local Food Bank
- Project Pet

- Salvation Army
- SC Bankers Association
- SC Bar Association
- SC Dental Association
- SC Medical Association

APPENDIX 4 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

EMPLOYEE PERFORMANCE EVALUATION FORM

OHR COPY

OTAG COPY

**OFFICE OF THE ADJUTANT GENERAL
POSITION DESCRIPTION/EMPLOYEE PERFORMANCE EVALUATION FORM**

Agency Code Office of the Adjutant Pine Lexington
Agency Name City / County / Code

Employee Name Emergency Management
Division

Administrative
Current State Title Class Code Slot Band Position Number

Time Limited 40.0 _____ No
Full/Part Time Indicator Hrs Per Week Base Hrs Is Position in Central Office? FLSA

% State Funding 100% _____
% Federal Funding % Other Funding

Supervisor State Title Class Code Slot Band

(OFFICE OF HUMAN RESOURCES)

Agency Code Class Code Slot

Authorized Date

Delegated New Position Prototype
 State Title Changes Update Reclassification

Approved State Title

Approval Signature _____
Date Approved

THE FOLLOWING SECTION OF THE POSITION DESCRIPTION IS TO BE COMPLETED BY THE SUPERVISOR

1. What are the minimum requirements for the position (Minimum requirements must at least meet the state minimum requirements for classified classes but may include additional requirement A high school diploma and three years experience in business management, public administration and administrative services.
2. What knowledge, skills, and abilities are needed by an employee upon entry to this job including any special certification or license?
Employee must have a working knowledge of administrative processes and business practices. Must possess knowledge of computers and software, such as MS Office Suite Word, PowerPoint, Excel and Access. Must have considerable knowledge of grammar usage, spelling and sentence structure. Must have ability to coordinate other personnel to perform assigned tasks. Must be able to exercise judgment and discretion and to comprehend and execute written and oral instructions.
3. Describe the guidelines and supervision an employee receives to do this job, including the employee's independence and discretion.
Employee will perform duties under general supervision and is encouraged to use initiative in performing assigned duties while adhering to the policies of the agency and state and federal regulations
4. Indicate additional comments regarding this position (e.g., work environment, physical requirements, overnight travel).
Employee may be required to travel with overnight stays during the performance of duties.

Update Request Supervisor's Signature _____ Date _____

Employee's Signature _____ Date _____

Reclassification Request (Include Request for Salary Change Form) Other Required Signature _____ Date _____

Class Code _____

JOB PURPOSE

Job Purpose:

To serve as a liaison between SCEMD and the assistance center contractor(s). To provide administrative support in monitoring daily activities for compliance with contacted scopes of work.

JOB FUNCTIONS

Weight	Marginal Essential	% of Time
--------	-----------------------	--------------

1. Function:

Serves as a liaison between SCEMD and the assistance center contractor(s). Monitors assistance center contractor(s) compliance with contracted scope of work. Ensures client services are provided efficiently.

E 40%

Success Criteria:

Assistance centers successfully meet the needs of evacuees in accordance with the contracted scope of work.

Actual Performance:

Performance Rating: ER MR BELOW

Weight	Marginal Essential	% of Time
--------	-----------------------	--------------

2. Function:

Compiles and submits to SCEMD activities reports on assistance center activities daily, to include statistical data on number of evacuees and services provided.

E 30%

Success Criteria: Daily reports are submitted in a timely manner; data is accurate and complete in scope.

Actual Performance:

Performance Rating: ER MR BELOW

Weight	Marginal Essential	% of Time
--------	-----------------------	--------------

3. Function:

Monitors assistance center activities and recommends actions and procedures for providing more efficient and effective services.

E 30%

Success Criteria: Recommended changes are submitted outlining performance and efficiency outcomes.

Actual Performance:

Performance Rating: ER MR BELOW

APPENDIX 5 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

CONTRACTOR PROVIDED STAFFING FOR SCEAC

- Administrative Specialist/Receptionist
- Case Manager
- Communications Specialist
- Evacuee Assistant
- Security Official
- Site Manager

ADMINISTRATIVE SPECIALIST/RECEPTIONIST

General Nature of Work:

Performs administrative support or clerical duties with a limited level of individual accountability.

Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class follow detailed, procedural guidelines in the completion of well-defined duties. Some individual discretion is exercised in the performance of required duties.

Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Performs standard clerical duties following established methods and procedures; these duties may include a wide range of e-mailing, faxing, typing, copying and filing responsibilities.

May assist visitors and evacuees with registration; provide visitors with basic service information.

Edits or proofreads informational material such as brochures, pamphlets and reports.

Receives, reviews and processes documents from state, local and federal agencies.

Answers telephone in a courteous and professional manner. Takes messages and sets appointments as required.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of standard office practices and procedures, including typing and use of computer.

Ability to maintain a pleasant and cordial demeanor.

Ability to follow written and oral instructions.

Ability to exercise limited discretion in interpreting and applying office practices and procedures.

Ability to proofread written materials

Necessary Special Requirement:

Familiarity with and ability to use Microsoft Office Suite products (Word, Outlook, Excel)

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

High school or equivalent.

CASE MANAGER

General Nature of Work:

Provides case management coordination services to include assessment, planning, monitoring, advocacy and direct intervention and provides advisory and consultative services relating to the assigned program area.

Guidelines for Class Use/Distinguishing Characteristics:

N/A

Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Evaluates financial, medical, vocational and any other necessary information on evacuees.

Proactively locates evacuees and determines their housing status and service provision needs. Refers then to appropriate service providers. Determines the next steps required to return them to a more normal lifestyle.

Manages assigned caseload including maintaining case files and responding to correspondences and telephone inquiries.

Interviews evacuees and any service providers providing aid to the evacuee to assess the evacuee's level of necessary services.

Develops a comprehensive picture of the evacuees service needs.

Intercedes and advocates on behalf of evacuees, including housing, furnishing and utilities.

Informs public of services rendered and rights and benefits of potential evacuees.

Prepares record summary of evacuee assessments, including expenses incurred on behalf of the evacuee.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of casework practices and interviewing techniques.

Knowledge of legal principles and practices.

Knowledge of investigative techniques, principles and practices.

Knowledge of services available from the community and other public and private programs.

Knowledge of federal, state and local laws or regulations pertaining to target social service programs.

Ability to organize and maintain a caseload.

Ability to exercise discretion in interpreting and applying established objectives.

Ability to establish and maintain effective working relationships with officials, federal, state and local agencies, the private sector and the general public.

Ability to communicate effectively.

Necessary Special Requirement:

Ability to use Microsoft Office Suite products (Word, Outlook, Excel)

Valid SC Driver's license

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A bachelor's degree and professional experience in human services or social services programs.

COMMUNICATIONS SPECIALIST

General Nature of Work:

Operates telecommunications equipment to provide inbound operator services.

Guidelines for Class Use/Distinguishing Characteristics:

This class consists of entry and journey level positions.

Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Serves as inbound phone system attendant.

Provides general information to telephone inquiries from script(s) provided.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge and or the ability to learn procedures and practices associated with the operation of modern communications systems.

Ability to function effectively during periods of heavy communication traffic.

Ability to understand and follow instructions.

Ability to speak clearly and concisely.

Ability to learn general program parameters.

Ability to communicate information accurately and unambiguously.

Necessary Special Requirement:

None

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma

EVACUEE ASSISTANT

General Nature of Work:

Performs administrative support to assist evacuees in applying for FEMA and other assistance.

Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class follow detailed, procedural guidelines. Some individual discretion is exercised in the performance of required tasks.

Examples of work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Assist evacuees in applying for FEMA programs. Assist in completing information using on-line and telephone systems.

Answers questions for evacuees. Researches questions and issues to determine appropriate course of action.

Assist evacuees in contacting and locating family members.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Working knowledge of assistance programs.

Ability to read, understand and follow directions.

Ability to communicate effectively.

Ability to input data into automated systems.

Necessary Special Requirements:

Familiarity with and ability to use automated systems.

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

High School diploma or equivalent.

SECURITY OFFICIAL

General Nature of Work:

Perform general security duties to ensure the safety of individuals and the security of facilities related to the operations of an assistance center for evacuees.

Answers questions and assist in directing individuals.

Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class are of entry to journey level.

Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Under general supervision performs security duties designed to protect individuals and property against loss and/or injury due to disorderly acts, accidents, fires or other hazards.

Handles emergency situations until appropriate personnel are contacted and assume responsibility.

Enforces standards of conduct and adherence to appropriate laws and regulations.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of safety, security or fire protection.

Security experience in city, county, state or military police.

Good communication skills

Ability to deal effectively with emergency situations

Necessary Special Requirements:

Must be at least 21 years old and be able to successfully complete any required law enforcement training and certified to carry firearms.

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma and experience in fire protection, safety or security activities.

SITE MANAGER

General Nature of Work:

Plans, coordinates and/or performs administrative, program management and support services activities.

Guidelines for Class Use/Distinguishing Characteristics:

Positions assigned to this class are responsible for the administrative activities of a processing center facility. Position is responsible for supervising administrative, technical and support personnel.

Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Coordinates general administrative, business management and/or support activities.

Performs or supervises the performance of activities related to fiscal management, personnel management, procurement, supply services, auxiliary services, etc.

Consults with program personnel regarding the availability of services and preparation of service request.

Conducts special assignments; prepares and maintains specialized records and reports.

Establishes and provides consultation on administrative policies and procedures.

Coordinates personnel activities for the facility; serves as resource person on personnel policies and procedures.

Assures the timely and appropriate delivery of services for the target clientele.

Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of policies, procedures, rules and regulations related to the specific administrative function and services provided.

Knowledge of fiscal and personnel procedures, practices and policies.

Knowledge of modern office practices, procedures and equipment.

Ability to coordinate diverse administrative functions.

Ability to establish and maintain effective working relationships.

Ability to plan, organize and supervise the work of subordinate personnel.

Ability to communicate effectively.

Necessary Special Requirement:

Ability to use Microsoft Office Suite products (Word, Outlook, Excel)

Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma and relevant experience in business management, public administration or administrative services.

PUBLIC INFORMATION



Office of the Adjutant General
South Carolina Emergency Management Division
2779 Fish Hatchery Road
West Columbia, S.C. 29172
(803) 737-8500 Fax (803) 737-8570

Media Advisory

Not For Release

Contact: Joe Farmer, Public Information Director
Derrec Becker, Public Information Coordinator
(803) 737-8500

Briefing on Openings of South Carolina Evacuee Assistance Centers

COLUMBIA, S.C. (November 7)

What: News conference to discuss the opening of South Carolina Evacuee Assistance Centers statewide to assist victims of Hurricanes Katrina and Rita.

When: Monday November 7, 2:00 p.m.

Where: South Carolina Evacuee Assistance Center
Columbia Office
2638 Two Notch Road Suite 210
Columbia, SC 29204

The South Carolina Evacuee Assistance Centers are currently planned to be open at 1:00 p.m. November 7, for 90 days. The Centers will provide central locations where evacuees can meet with caseworkers to assist them with the administrative steps involved in state and federal assistance programs. Representatives from various assistance agencies and organizations will be available at the center, or by appointment Monday through Friday from 9 a.m. to 5 p.m., beginning November 8. All of the Centers will be closed on state and federal holidays.

These Centers will be located in areas with the highest identified populations of evacuees: Greenville, Columbia, Charleston, and Beaufort. In addition, one Mobile Assistance Center will travel the state to address needs of smaller concentrations of evacuees, and an 800 number will be established for those unable to travel to fixed Centers or the Mobile Center.

There will not be briefings at the other Centers on this date so media are encouraged to come to the Columbia office to obtain footage and interviews. A News Release with additional information on the South Carolina Evacuee Assistance Center program and their locations will follow.

-END-

South Carolina Mobile Evacuee Assistance Center Schedule

December 6 1:00 – 6:00 and December 7 9:00 – 5:00

Conway EOC
2560 Main Street #4
Conway, SC 29526

December 8 9:00 – 5:00

Georgetown EOC
2222 High Market Street
Georgetown, SC 29442

December 12 – December 13 9:00 – 5:00

National Guard Armory
320 Airport Road
Moncks Corner, SC 29461

December 14 – December 15 9:00 – 5:00

County Council Chambers
500 N. Main Street (78th/Main Street)
Summerville, SC 29483

December 16 9:00 – 5:00

Orangeburg American Red Cross Chapter
545 Louis Street (Across From the Library)
Orangeburg, SC 29115

December 19 – 9:00 – 5:00 and December 20 9:00 – 3:00

County Council Building
736 Richland Avenue (West) Corner of Richland and Morgan)
Aiken, SC 29801

December 28 and December 29 9:00 – 5:00

Greenwood Civic Center
1610 - Highway 221/72 (East) Building near the Tennis Court
Greenwood, SC 29649

January 4 9:00 - 5:00

Anderson County Civic Center
3027 Mall Rd. (Off of Mall /Camson Road.)
Anderson, SC 29621

January 5 and January 6 9:00 - 5:00

Oconee Emergency Operations Center
300 S. Church Street
Walhalla, SC 29691

January 10 and January 11 9:00 - 5:00

Chester Emergency Operations Center
156 Columbia Street
Chester, SC 29706

January 12 and January 13 9:00 - 5:00

Spartanburg County

Location to be determined

January 17, January 18 and January 19 9:00 – 5:00

York County American Red Cross Chapter

200 Piedmont Blvd. (Across from Piedmont Medical Center)

Rock Hill, SC 29732

Mobile South Carolina Evacuee Assistance Center Available in Your Area

Who should come to the center?

Evacuees from Hurricanes Katrina and Rita who have relocated to South Carolina who have questions or require assistance should visit the Mobile Center.

What services will be available?

Services at the Mobile Center will include case work, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases.

When and where will the Mobile Center be in my area?

November 29, 30 and December 1

9:00 - 5:00

Florence County Civic Center
3300 West Radio Drive
Florence, SC 29501

December 6 1:00 - 6:00 and December 7 9:00 - 5:00

Horry County EOC
2560 Main Street #4 (Near the U.S. Post Office)
Conway, SC 29526-3718

December 8 9:00 - 5:00

Georgetown EOC
2222 High Market Street
Georgetown, SC 29442

Individuals unable to get to one of the fixed South Carolina Evacuee Assistance Centers, or the Mobile Center or persons requiring more information can call 1-800-590-6395 from 9 a.m. to 5 p.m. Monday through Friday.



South Carolina Department of Insurance

300 Arbor Lake Drive, Suite 1200
Columbia, South Carolina 29223

Mailing Address:
P.O. Box 100105, Columbia, S.C. 29202-3105
Telephone: (803) 737-6160

MARK SANFORD
Governor

Eleanor Kitzman
Director

Press Release

September 7, 2005
For Immediate Release

Contact: Ann Roberson
Phone: 803-737-6207

South Carolina Department of Insurance Offers Assistance to Hurricane Katrina Evacuees

Columbia, S.C. - Eleanor Kitzman, Director of Insurance, announced today that residents of Mississippi, Louisiana and Alabama who have been displaced by Hurricane Katrina and are taking shelter in South Carolina may contact the South Carolina Department of Insurance for assistance with their insurance questions. The Department's toll-free number is 1-800-768-3467. The local telephone number is 803-737-6180 and the e-mail address is CnsmMail@doi.state.sc.us.

"Department staff will assist consumers in contacting their insurance companies to initiate the claims process. The more quickly these discussions take place the sooner evacuees will be able to file claims, receive assistance for living expenses and begin to recover from this devastating storm," stated Director Kitzman.

For additional information concerning this press release, please contact Ann Roberson, Public Information Officer at 803-737-6207.



Office of the Adjutant General
South Carolina Emergency Management Division
2779 Fish Hatchery Road
West Columbia, S.C. 29172
(803) 737-8500 Fax (803) 737-8570

Media Advisory

Not For Release

Contact: Joe Farmer, Public Information Director
Derrec Becker, Public Information Coordinator
(803) 737-8500

A representative from the South Carolina Emergency Management Division will be available at the Charleston Area office of the South Carolina Evacuee Assistance Center this afternoon for questions and interviews from the media. The center is located at 2231 Technical Parkway in North Charleston. Please call 803-737-8500 and ask for Derrec Becker to set a time for your interview.

-End-



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NEWS RELEASE

For Immediate Release

Contact: Joe Farmer, Public Information Director
Derrec Becker, Public Information Coordinator
(803) 737-8500

State Sponsored Evacuee Assistance Centers to Open November 7

COLUMBIA, SC (November 7, 2005) – The Federal Emergency Management Agency (FEMA) has asked sheltering states including South Carolina to open Evacuee Assistance Centers for victims of Katrina and Rita, a job that FEMA normally performs. Consequently, the South Carolina Emergency Management Division (SCEMD) will take on this unprecedented task, which will involve coordination with local communities, state agencies, and the federal government.

Beginning November 7 at 1:00 p.m., South Carolina will transition from local reception centers to four temporary South Carolina Evacuee Assistance Centers. These Centers will be located in areas with the highest identified populations of evacuees: Greenville, Columbia, Charleston, and Beaufort. In addition, one Mobile Assistance Center will travel the state to address needs of smaller concentrations of evacuees, and an 800 number will be established for those unable to travel to fixed Centers or the Mobile Center. The Centers will be established and managed through a contract with Lutheran Family Services in the Carolinas who has enlisted South Carolina Family Service Center to provide administration and case management at each location.

Services at the Centers will include case work, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases. Organizations with representation at the Centers will include the S.C. Employment Security Commission, the S.C. Department of Health and Human Services, the S.C. Office on Aging, the S.C. Department of Social Services and the S.C. Department of Mental Health. Federal representation will include the office of Housing and Urban Development, the Social Security Administration, the Veterans Administration, the Internal Revenue Service, the Federal Emergency Management Agency, and the Small Business Administration.

“The purpose of the South Carolina Evacuee Assistance Centers is to offer assistance and services comparable to what victims would receive in their home states. One of our primary focuses will be locating temporary housing for evacuees still staying in hotels,” said Ron Osborne director of SCEMD.

The Centers are currently planned to be open for 90 days, and will provide central locations where evacuees can meet with caseworkers to assist them with the administrative steps involved in state and federal assistance programs. Representatives from various assistance agencies and organizations will be available at the center, or by appointment Monday through Friday from 9 a.m. to 5 p.m., beginning November 8. All of the Centers will be closed on state and federal holidays.

The South Carolina Emergency Management Division has been working with housing assistance organizations at the state and federal levels, and plans to have representatives from these organizations or referral information at the South Carolina Evacuee Assistance Centers to transition evacuees into temporary housing or to help them return to their home state or a location where they have family and friends.

“This is the first time the Division has taken on the task of running a program similar to FEMA’s Disaster Recovery Centers,” Osborne said. “This program will provide a challenge for South Carolina, and I hope that we can count on the communities where the Centers are located to continue providing the high level of emotional support, generosity and compassion demonstrated so far.”

South Carolina Evacuee Assistance Centers will open in the following locations on November 7 at 1:00 p.m.:

Columbia

2638 Two Notch Road
Suite 210
Columbia, SC 29204

Beaufort

873 - B Robert Smalls Parkways
Beaufort, SC

Charleston

2231 Technical Parkway
Charleston, SC 29402
Greenville, SC 29607

Greenville

225 S. Pleasantburg Dr.
Unit D-2



Office of the Adjutant General
South Carolina Emergency Management Division
2779 Fish Hatchery Road
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(803) 737-8500 Fax (803) 737-8570

Media Advisory

Not For Release

What: News conference to discuss the opening of South Carolina Evacuee Assistance Centers statewide to assist victims of Hurricanes Katrina and Rita.

When: Monday November 7, 2:00 p.m.

Where: South Carolina Evacuee Assistance Center
Columbia Office
2638 Two Notch Road Suite 210
Columbia, SC 29204

-END-



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South Carolina Emergency Management Division
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NEWS RELEASE

For Immediate Release

Contact: Joe Farmer, Public Information Director
Derrec Becker, Public Information Coordinator
(803) 737-8500

Evacuee Assistance Centers in Charleston and Greenville to Close February 17

COLUMBIA, SC (February 16, 2006) - The South Carolina Evacuee Assistance Centers for Hurricane Katrina and Rita evacuees located in Charleston and Greenville will close on February 17 at 5 p.m. The Evacuee Assistance Center in Columbia will remain open until March 3. The Mobile Evacuee Assistance Center will remain in service until March 15 to provide additional assistance in these areas as necessary. The 800 number for referral services 800-590-6395 will also be available until March 15.

Evacuees are scheduled to transition to the Federal Emergency Management Agency's (FEMA) Individual Assistance Program no later than March 1. The Individual Assistance Program is designed to help evacuees with rental assistance and other needs. The FEMA assistance number for evacuees is 800-621-3362

"The purpose of the South Carolina Evacuee Assistance Centers was to offer assistance and services comparable to what victims would receive in their home states. Our primary focus was to locate and provide temporary housing for evacuees sheltered in hotels, and we are nearing completion of this mission" said Ron Osborne, director of SCEMD.

The Centers have provided essential services and guidance to evacuees in the area since they opened November 7. Services at the Centers included individual casework, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases.

-END-

FREQUENTLY ASKED QUESTIONS

- **ABOUT FEMA**

What services will FEMA provide to me?

How do I apply with FEMA?

How long will the registration process take?

What will I need to register?

How can I change or update my application?

If I receive money from FEMA, how can I use it?

- **ABOUT THE SMALL BUSINESS ADMINISTRATION (SBA)**

What services will SBA provide to me?

How do I apply with SBA?

What will I need to apply?

If I receive money from SBA, how can I use it?

- **ABOUT DRIVER'S LICENSE AND/OR ID CARD**

What will I need to bring with me to obtain a driver's license or ID card?

Where do I apply for a driver's license or ID card?

- **ABOUT WELFARE OR OTHER ASSISTANCE**

How do I find out if I qualify for welfare or other assistance?

I was on assistance before the disaster. How do I ensure that I will continue to receive benefits?

- **ABOUT MEDICAID**

I was receiving Medicaid benefits before the disaster. How do I ensure that I continue to receive benefits?

What benefits might I be eligible for under Medicaid?

How and where do I go to apply for Medicaid?

- ABOUT VETERANS' (VA) BENEFITS

I was receiving VA benefits before the disaster. How do I ensure that I keep receiving benefits?

How do I apply for VA benefits?

- ABOUT MEDICAL CARE AND PRESCRIPTIONS

I was taking medicine before the disaster but did not bring it with me. How do I get my medicine?

I do not have any health insurance but I am sick and need to see a doctor. What do I need to do to get medical care?

I wear glasses or hearing aids, etc and lost them during the evacuation. How do I get new glasses, hearing aids, etc?

- ABOUT EMPLOYMENT

How can I find local employment?

What if I cannot work or cannot find work? What benefits would be available to me?

How can I find out if my employer in the disaster affected area is open for business? How can I find out if I still have a job there?

How do I apply for unemployment benefits?

- ABOUT HOUSING AND CLOTHING

How do I find out if my home, apartment, condo, etc. in the disaster affected area is still there and livable?

If I do not have a place, how do I find a place to live? In the affected area? Here?

Am I eligible for any benefits to help me with paying rent, making a security deposit or finding furnishings?

I left the disaster area with only the clothes I have on. How can I get clothes?

- **ABOUT CONTACTING/LOCATING RELATIVES**

We were all evacuated but got split up. How can I find my parents, children or other relatives?

I don't know if my family evacuated. How can I locate them?

My Mother lives in Wisconsin. How can I get in touch with her to let her know where I am and that I am OK?

- **ABOUT LOCATING PETS**

I brought my pet with me to the evacuation point but they took it and said it couldn't ride with me. How can I locate my pet?

I couldn't bring my pet with me to the evacuation point. How can I find out if he/she is alright?

- **ABOUT TRANSPORTATION**

I need to look for a job and an apartment. What transportation is available to me?

Where can I get information on public transportation?

SUGGESTED TELEPHONE NUMBER AND WEBSITES

- Toll Free telephone number and websites for all organizations staffing the SCEAC
- Toll Free telephone numbers and website for FEMA
- Toll Free telephone number and website for SBA
- Toll Free telephone number and website for Medicaid
- Suicide and Crisis Hotline Toll Free telephone numbers and websites

ANNEX B TO THE RECOVERY PLAN
SOUTH CAROLINA RECOVERY TASK FORCE MEMBERSHIP ORGANIZATIONS

Adventist Community Services Disaster Response	Federal Emergency Management Agency
American Red Cross	Harvest Hope Food Bank
Army Corps of Engineers	Insurance News Service
Atlantic Prep Business Continuity Solutions	Lieutenant Governor's Office on Aging
Budget and Control Board	Materials Management Office
Clemson University Livestock-Poultry Health	Office of Regulatory Staff
Contingency Planning Association of the Carolinas	Santee Cooper
Department of Agriculture	SocialServe
Department of Commerce	South Carolina Forestry Commission
Department of Disabilities and Special Needs	South Carolina Highway Patrol
Department of Education	South Carolina Hospital Association
Department of Employment and Workforce	South Carolina Housing and Development Authority
Department of Health and Environmental Control	South Carolina Law Enforcement Division
Department of Health and Human Services	South Carolina National Guard
Department of Insurance	South Carolina Public Service Authority
Department of Labor, License, and Regulation	South Carolina Public Service Commission
Department of Mental Health	South Carolina Southern Baptist Convention
Department of Natural Resources	South Carolina Vocational Rehabilitation Department
Department of Parks, Recreation and Tourism	The Salvation Army
Department of Public Safety	The Small Business Administration
Department of Revenue	United Methodists
Department of Social Services	United States Department of Agriculture
Department of Transportation	University of South Carolina School of Medicine
Duke Energy	Wells Fargo

ANNEX C TO THE RECOVERY PLAN
DISASTER HOUSING PLAN

I. INTRODUCTION

- A. The State of South Carolina must be prepared to ensure housing for those whose homes are not safe and sanitary due to a natural or man-made disaster.
- B. The State and counties are responsible for coordinating post disaster resources to ensure their citizens are able to live in safe and sanitary conditions.
- C. It is incumbent upon the State of South Carolina, counties, and whole communities to facilitate the recovery of their citizens.
- D. Key to the recovery of the State is individuals returning to their jobs and communities as quickly as possible after an event.
- E. A vital part of this rapid recovery is ensuring people remain as close to their homes and communities as possible. To this end, it is imperative all levels of government work together with voluntary organizations and business industry to help people stay in or near their communities after a disaster.

II. PURPOSE

- A. Identify available resources for locating, securing, and funding housing for people affected by a disaster within the State. These resources include federal, State, and local entities and programs.
- B. Address the issues for populations who are unable to find, secure or pay for their own housing when they are displaced from their residences due to disaster.

III. ASSUMPTIONS

- A. There will be events impacting the State of South Carolina that will cause the displacement of individuals and families from their primary residences.
- B. The resources available to meet housing needs will vary greatly depending on the type and the magnitude of the event.
- C. The substantial majority of individuals displaced by disaster will not require logistical or financial assistance from the government, and will find and fund their housing needs.
- D. There will be individuals with functional needs who will require sheltering and housing assistance.
- E. There will be individuals with special medical needs who will require sheltering and assistance.

IV. SITUATION

- A. When the resources required for response to an event exceeds the capability of the local jurisdiction, the State will assist in responding to the event.
- B. If the requirements to respond to the event exceed the State’s capabilities, the State will request federal assistance.
- C. Once a Federal Disaster Declaration is granted for the State of South Carolina, federal dollars will provide the majority of the funding for disaster operations including housing.
- D. In the absence of federal assistance, the State and local jurisdictions are responsible for all recovery missions including housing, and will rely heavily on South Carolina Voluntary Organizations Active in Disaster (SCVOAD) (See Appendix 1 for information on housing assistance without a Federal Disaster Declaration).

V. CONCEPT OF OPERATIONS

- A. This South Carolina Disaster Housing Plan is designed to be scalable in order to address the housing needs an event of any size or magnitude.
- B. The South Carolina Emergency Management Division (SCEMD) is responsible for coordinating the resources to ensure the post-disaster housing needs of the State’s impacted individuals are met.
- C. When a disaster affecting the State is not of sufficient magnitude to warrant a Presidential Disaster Declaration, SCEMD will assist local governments in identifying and locating temporary disaster housing for disaster victims.
- D. In the event of a Presidential Disaster Declaration, SCEMD will coordinate with federal entities to assist State and local agencies in providing housing solutions most appropriate to the situation.
- E. Once a Presidential Disaster Declaration is issued and housing needs have been assessed, the Federal Emergency Management Agency (FEMA) will implement their Housing Assistance (HA) program.
- F. While sheltering is open to all individuals regardless of eligibility for FEMA assistance and regardless of United States citizenship status, only those who qualify for FEMA Individuals and Households Program (IHP) will be eligible for further aid from FEMA. See Appendix 2 for information on IHP and HA eligibility.
- G. The federal policy and guidance on disaster housing changes frequently. Therefore, the State will maintain ongoing communication with FEMA regarding

any changes in the State's roles and responsibilities related to housing displaced individuals after a disaster.

H. South Carolina Housing Solutions Task Force (SCHSTF).

1. The SCHSTF, in conjunction with its partners, acts as an advisory group on disaster housing issues.
2. The SCHSTF is a committee of the South Carolina Recovery Task Force (SCRTF), and will plan and assist in the provision of emergency and transitional sheltering, and the interim and permanent housing needs of affected displaced individuals and families in the aftermath of a disaster in South Carolina.
3. Goals and Objectives
 - a. Goals.
 - (1) Identify the roles and responsibilities of South Carolina's state agencies, voluntary organizations and local governments in providing disaster housing within South Carolina.
 - (2) Assist in execution of housing missions after an event.
 - b. Objectives
 - (1) Identify the types of disasters requiring the SCHSTF to become operational.
 - (2) Develop and deliver shelter and housing options that have the potential to meet the needs of displaced individuals and families.
 - (3) Forecast pre-and post-event housing needs and options.
 - (4) Ensure displaced citizens receive accurate housing information.
 - (5) Plan for and implement the disaster housing mission.
 - (6) Adjust agency duties and responsibilities as needed.
4. Triggers for the SCHSTF activation:
 - A disaster or impending disaster likely to require a housing component
 - Pre-event mass evacuation and compliance with orders

- Potential for severe and wide spread housing damage
- Potential for large numbers of evacuees
- Potential for harmful contaminants to linger in the impacted area

I. Functional Needs

1. People with Functional Needs

- a. People with functional needs are individuals who, under usual circumstances, are able to function independently or with a support system. However during an emergency, their level of independence may be challenged when interruptions occur affecting their normal support structures.
- b. This definition includes, but is not limited to, such groups as senior citizens, newborns, pregnant women, those who are non-English speakers in addition to those with autism, cognitive disabilities, mental health issues, deafness, visual impairment, or mobility impairments as well as those who require "service animals" and/or those suffering from medical conditions requiring ongoing support.
- c. Each of these groups typically includes individual citizens representing a wide variation in their own degree or level of need. Moreover, many individuals in each group face multiple challenges that span across two or more of the needs categories mentioned but usually, if not always, can still function reasonably well if the proper provisions are made for their care.

2. Functional Needs Support Services (FNSS)

- a. FNSS are defined as services that enable children and adults to maintain their usual level of independence in a general population shelter.
- b. FNSS includes reasonable modifications to policies, practices, and procedures, durable medical equipment (DME), consumable medical supplies (CMS), personal assistance services (PAS), and other goods and services as needed.
- c. Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others who may benefit from FNSS include women in late stages of pregnancy, elders, and those needing bariatric equipment.

3. For non-declared events, State, local, and VOAD agencies are responsible for identifying individuals with functional needs and housing units that can accommodate them.
4. After a Presidential Disaster Declaration, the federal government will identify those individuals who would be best suited for an accessible housing unit, and will provide housing units considered accessible as needed and upon the State's request (see Appendix 8).
5. In either case, the State and local jurisdictions are responsible for identifying potential accessible hotels and rental units, and to ensure those populations requiring special accommodations in housing units are matched with units that best meet their needs.
6. Identifying available accessible rental units will be accomplished through the accessible filter on the State Housing Finance and Development Authority's housing search website.

J. Sheltering.

1. In the event of a disaster requiring evacuation, the State will encourage individuals to find their own sheltering in the initial recovery phase
2. In the event individuals are not capable or able to find their own sheltering, the State has plans to provide sheltering as required.
3. Emergency Sheltering
 - a. General Population Shelters
 - (1) The American Red Cross (ARC), under the authority of the South Carolina Department of Social Services (SCDSS), manages General Population Emergency Sheltering in the State of South Carolina.
 - (2) ARC shelters are located in every county.
 - (3) ARC shelter guidelines are specific and designate special considerations for Non-Hurricane Shelters and Hurricane Shelters.
 - (4) Emergency shelters are designed for short-term mass care and will remain open as required post-disaster.
 - (5) ARC will make the decision to open and/or close general population shelters in conjunction with SCEMD, SCDSS, and County Emergency Management.

- b. Special Medical Needs Shelters (SMNS).
 - (1) For those with specific medical conditions, the South Carolina Department of Health and Environmental Control (SC DHEC) manages SMNS in the State of South Carolina.
 - (2) A SMNS is an emergency shelter offering limited support for people with special medical needs and their adult caregivers. These shelters are for people with medical conditions not severe enough to require hospitalization but who require care not available at ARC shelters.
 - (3) If someone has special medical needs and is able to live at home with assistance from a family member or adult care giver, they may seek shelter at a SMNS.
 - (4) Admission to the shelter will be based on an individual's medical needs and the shelter's capacity to meet those needs.

4. Transitional Sheltering

- a. Transitional sheltering consists of lodging that is not an emergency mass care situation, where each individual has their own access to the housing unit.
- b. Provision of this assistance is dependent on a Presidential Disaster Declaration for the affected area.
- c. Transitional Shelter Assistance (TSA).
 - (1) If Emergency Shelters are overwhelmed or FEMA determines shelter residents and evacuees cannot return to their homes for an extended period of time, the State may request FEMA authorize eligible disaster survivors to receive TSA.
 - (2) If TSA is authorized, FEMA will approve, fund and administer the use of hotels and motels as transitional shelters. This will be done through an agreement between FEMA and a contractor to provide direct payment to the lodging provider for those eligible applicants who utilize the provider.
 - (3) TSA is funded under the Public Assistance Program, Section 403, Category B, Emergency Protective Measures, and includes a 25% State cost share.

- (4) The FEMA established initial period of Transitional Shelter Assistance may be 5-14 days and can be extended in 30 day increments by the FEMA Assistant Administrator for Disaster Assistance when warranted by the situation and requested by the State (see Appendix 3 for information about transitional sheltering and eligibility).

d. Sheltering Assistance

- (1) FEMA will set up Disaster Recovery Centers (DRC) where representatives will provide information to individuals about types of assistance available, including housing, and help locate transitional housing resources.
- (2) Various local chambers of commerce websites can be utilized to find information about available transitional sheltering options in the local area.
- (3) County Emergency Management should maintain lists of hotels and motels within the area, including contact information and numbers of units.
- (4) Local tourism boards or housing offices may maintain such listings as well.
- (5) Voluntary agencies may assist with transitional sheltering on an as needed basis.

5. Intermediate Housing

- a. Intermediate Housing consists of providing safe, sanitary, and functional conditions for individuals within a reasonable distance to schools, businesses, and services.
- b. Provision of this assistance is dependent on a Presidential Disaster Declaration for the affected area.
- c. Under this category, housing can take two forms:
 - Rental units within or close to the area affected by the disaster
 - FEMA-provided direct housing.
- d. Whenever possible, affected individuals will be placed in available rental units within or near the disaster area. The units must be safe, sanitary, functional, and within a reasonable proximity (generally 30 miles) to available jobs and services.

- e. Rental Location Assistance.
 - (1) FEMA, State, and contracted employees will be available to assist individuals in locating available rental units.
 - (2) County Emergency Management agencies should maintain listings of larger rental properties within the county, such as large apartment complexes, including contact information.
 - (3) Commercial websites can help identify units and local apartment complexes that may have vacancies.
 - (4) The State Housing Finance and Development Authority maintain a website for affordable housing that can be formatted by the website administrator for disaster housing (see Appendix 9).
 - (5) The Federal Department of Housing and Urban Development (HUD) and FEMA each has a database of housing that can be activated after an event.
 - f. Individuals and Households Program (IHP) Grants.
 - (1) Where rental units are not furnished and individuals require replacement of household goods to make their temporary homes functional, voluntary agencies and the FEMA IHP grant funds may be used to replace the household goods.
 - (2) An individual may qualify for certain household good replacement under the Other Needs Assistance (ONA) portion of the IHP.
 - (3) Household goods may also be provided by voluntary agencies through their casework process.
6. Direct Housing.
- a. If FEMA, in conjunction with the State, determines there may not be a sufficient supply of available rental units to meet disaster housing needs, FEMA will survey those applying for Housing Assistance to determine if a Direct Housing mission is appropriate.
 - b. Direct Housing can take several forms, and will depend on the needs of the communities and the resources available.
 - c. The only type of currently approved FEMA direct housing is factory made housing including mobile homes (See Appendix 4 for specifications for housing units).

- d. Method of Providing Direct Housing.
 - (1) The preferred method is to place housing units in locations where services and utilities are already established. This includes the placement of units on land owned by eligible applicants, and can also include utilizing existing manufactured housing parks and filling in vacant areas with disaster housing units given the appropriate infrastructure. This can be accomplished in as few as 24 hours and can remain operational for months.
 - (2) When those options are not available, or will not meet the needs of all affected people, FEMA may expand an existing mobile home park or create one to accommodate disaster housing.
 - (3) If this is the case, FEMA will contract the creation of a new park or the expansion of an existing park, will work with local jurisdictions and contractors to ensure appropriate zoning and permitting requirements are in place, and help expedite any actions on such requirements.
- e. FEMA will conduct a Pre-Placement Interview (PPI) with every person seeking housing to determine the eligibility of applicants for Direct Housing (see Appendix 5 for sample PPI).
- f. Those who are denied housing assistance can appeal through the FEMA appeals process (see Appendix 6 for the appeals process).

7. Permanent Housing

- a. FEMA Housing Assistance (HA) is available to eligible applicants for a maximum of 18 months. After the 18 months of HA eligibility has passed, applicants are expected to provide for their own housing.
- b. Once FEMA secures a Direct Housing unit for an applicant, the applicant is encouraged to buy the unit from FEMA using the funds for which they are eligible under the IHP program. FEMA will determine the value of the unit based on the age and quality of the unit (see Appendix 7 for guidance on purchase of temporary housing units).
- c. For those individuals for whom purchase of Direct Housing unit is not feasible, voluntary organizations such as the ARC and The Salvation Army, as well as the SC DSS and SC Housing and Development Authority (SCHDA), may be able to provide assistance.

- d. Housing beyond 18 Months.
 - (1) FEMA and the State recognizes the possibility people may be required to live in temporary housing units longer than the 18-month HA guidance.
 - (2) As such situations, FEMA and HUD will make efforts to provide individuals with more permanent accommodations during the initial period of HA.
 - (3) FEMA and HUD are exploring options such as using more manufactured housing units instead of temporary solutions.
- e. Planning for transitioning applicants out of FEMA housing will begin within three (3) months of the beginning of the housing mission. Weekly meetings are likely necessary to identify any potential issues with a timely and efficient movement of applicants into their own housing (see Appendix 10 for the housing flow chart).

K. Sheltering and Housing Activities by Phases

- 1. Preparedness
 - a. SCEMD, DSS, ARC, and other agencies will initiate sheltering and housing actions in consultation with other partner or support entities.
 - b. SCHSTF will conduct on-going meetings, assessment, and, as necessary, adjustment to membership of the SCHSTF.
 - c. Local Emergency Managers conduct ongoing assessment of potential housing phase requirements, available housing solution options and SCHSTF options for each phase, and housing phase provider capability, capacity, and staffing requirements.
 - d. SCHSTF will participate in periodic exercises, workshops, and/or training to assess and improve disaster housing readiness.
 - e. SCDSS and ARC, along with local emergency management agencies, local authorities, local school boards and health departments, will conduct shelter inspections in compliance with sheltering guidelines.
 - f. SCDSS, SCEMD, and the ARC will plan collaboratively to ensure smooth transitions from sheltering to housing options (i.e. from sheltering to interim housing). This collaboration will ensure the

State has planned for accurate sheltering/housing information collection for federal reimbursement.

- g. VOAD organizations, schools of higher education and others should engage in the planning process to access non-transitional sheltering options, such as state parks, church camps, conference centers, and other facilities.
- h. Local Emergency Managers conduct assessments of the predefined locations of potential Disaster Recovery Centers and their proximate location to shelters.
- i. Local Emergency Managers along with DHEC, conduct assessments to identify the location of Special Medical Needs Shelters. DHEC will ensure the information is shared and coordinated with the appropriate ESFs and support agencies.
- j. Local Emergency Managers conduct assessments to identify pet shelters to support the sheltering plan.
- k. SCEMD PIO will develop a housing information template for survivors will be developed, which provides information for the process of moving from emergency sheltering through transitional sheltering to interim housing and on to permanent housing.
- l. SCEMD Recovery Section, in collaboration with SCHSTF, DSS, and the ARC, will conduct emergency and transitional shelter meetings, training workshops, and exercises with state/local support agencies, VOAD, and others to improve preparedness in South Carolina.
- m. SCEMD Recovery Section will conduct interim and permanent disaster housing workshops and exercises.
- n. Prior to each hurricane season, the SCHSTF will meet to assess the upcoming hurricane season's potential shelter and housing demands. This session will gauge the SCHSTF's preparedness and the State's ability to meet the season's requirements.

2. Response

- a. Local Emergency Management agencies, along with the State, will assess the situation and develop an estimate of the number of individuals requiring sheltering, and then conduct a needs determination of the expected number of individuals who may seek Transitional Sheltering.

- b. Local Emergency Management agencies, SCEMD, DSS, and the ARC, in conjunction with appropriate agencies and organizations, will ensure local, county-level structures are in place to manage shelters and provide sheltering support resources such as shelter managers, health service support, feeding, first aid and comfort kits.
- c. Local Emergency Management agencies, along with the ARC will monitor and track housing using daily shelter activity reports. These reports will be submitted to appropriate state agencies in an agreed-upon reporting schedule. Reports will include the number of evacuees in shelters, meals/snacks served, and mental-physical health interventions. Additional but separate reports such as security, health and safety information may be requested.
- d. ESF-6 and ESF-8 provide (DHEC) mental and physical health services will report any transfer for cause from shelters to Special Medical Needs facilities, such as long-term care facilities, nursing homes, or others. Any information released will meet the Health Insurance Portability and Accountability Act (HIPAA) privacy guidance.

3. Recovery

- a. The SCHSTF will be activated by the organization's core team based upon pre-identified incident characteristics and will determine the capacity, type, quality, and likely duration of the housing mission.
- b. Based upon the shelter activity reports and the duration of the Recovery phase, ARC will make a determination as to whether individuals will likely be returning immediately to their homes. If not, the individuals and households will be moved into the housing process.
- c. The initial transitional sheltering need requirements will be re-evaluated against the emergency shelter activity reports by ARC and the compiled data, noting the number of evacuees who will be immediately returning home. Based upon this information, the SCHSTF will revise transitional sheltering capacity requirements, assess transitional sheltering options, and selected options will be implemented.
- d. If applicable, FEMA will open and FEMA, state, and local personnel will staff Disaster Recovery Centers (DRC) to assist survivors with a variety of social service support (i.e. essential services). In collaboration with FEMA and SCEMD, the DRCs

will be located in proximity to emergency/transitional sheltering facilities. If this is not feasible, scheduled transportation should be provided to the centers.

- e. FEMA will initiate applicant registration via telephones and the internet.
- f. To help quantify the incident characteristics, FEMA, in coordination with the State, will begin evaluating damage assessment, survivor reporting, and housing inspection information to identify disaster housing requirements. At a minimum, disaster housing requirements must outline the number and locations of households requiring interim housing assistance and establish projections for the types and numbers of housing that will be required.
- g. An initial housing resource needs assessment will be made by the SCHSTF based upon the federal evaluation activities, the estimated number of individuals requiring emergency care and sheltering, and the subsequent transitional sheltering needs.
- h. HUD will coordinate housing activities with various state/local housing authorities and voluntary agencies. HUD will continue to provide staff support to the DRCs as needed.
- i. Permanent housing options will be developed in partnership with SCHSTF, FEMA, HUD, local housing authorities and other local, State and federal agencies. The permanent housing offerings to individuals include various South Carolina housing search engines for rental properties and the SCHFDA Housing Trust Fund program for the homeless- transitional housing.
- j. Once each housing phase is complete, each phase should be officially decommissioned. SCEMD and FEMA should receive written verification that all facilities and properties have been closed and returned to their pre-disaster conditions. Requests for federal reimbursement should include the documentation needed to expedite the reimbursement process in a timely manner.

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. County/Local

1. County Emergency Management

- a. Report housing resource needs, including anticipated shortfalls, to SCEMD.

- b. In the absence of federal assistance, assume responsibility for housing.
- c. Work with State and federal resources, and voluntary organizations to place individuals into safe, sanitary and functional housing.
- d. Work closely with FEMA and contractors to ensure appropriate zoning and permitting requirements are in place, and to help expedite any actions on such requirements.
- e. Identify potential accessible hotels and rental units and work to ensure those populations requiring functional accommodations in housing units are provided units that best meet their needs.
- f. Maintain lists of hotels and motels within the county, including contact information and numbers of units.
- g. Maintain listings of larger rental properties within the county, such as large apartment complexes, including contact information.
- h. Identify process for validating possible housing locations after event.
- i. Coordinate with local jurisdictions to determine potential sites for FEMA's temporary housing units within jurisdictional boundaries.

2. Local Housing Authorities.

As requested, provide direct support to evacuees within their jurisdictions to identify and secure housing solutions that match evacuee needs.

B. State

1. South Carolina Emergency Management Division (SCEMD)

- a. Coordinate the resources to ensure the citizens of the post-disaster housing needs of the State's impacted individuals are met.
- b. Work with the ARC and SCDSS to determine if, when and how to transition from sheltering to housing missions.
- c. Assist the SCHSTF in maintaining the Disaster Housing Plan, and update it as information changes or as new information becomes available.
- d. Request a Presidential Disaster Declaration if the event exceeds the State's capability to respond.

- e. In the absence of federal assistance, coordinate resources with State and local jurisdictions, voluntary organizations and SCVOAD to assist in housing displaced individuals.
 - f. Partner with FEMA in decision-making and strategizing regarding the types of housing that will be utilized for the citizens of South Carolina.
 - g. Maintain ongoing dialogue with FEMA and HUD about any changes affecting the roles and responsibilities of the State and local jurisdictions on housing displaced individuals after a disaster.
 - h. In coordination with FEMA and local agencies, seek resources to place individuals directly into temporary or interim housing.
2. South Carolina Housing Solutions Task Force (SCHSTF)
- a. Facilitate the delivery and management of shelter and housing accommodation programs necessary to support displaced disaster victims for anything from small, localized events to large, catastrophic events.
 - b. Identify a set of triggers or measurements to determine the circumstances that would require the activation of the Task Force.
 - c. Represent the State and local governments in defining requirements and resources for housing programs.
 - d. Establish and monitor housing strategies, goals, objectives and progress on behalf of State and local governments.
3. South Carolina Department of Commerce
- Along with public and private foundations, support the sheltering/housing initiatives by providing in-kind donations and financial support.
4. South Carolina Department of Education and Local School Districts
- a. As appropriate, provide information and assistance to displaced families with issues about school enrollment and attendance.
 - b. As available, provide transportation from shelters to temporary housing.
5. South Carolina Department of Health and Environmental Control

- a. Coordinate with SCDMH to provide crisis counseling and mental health services.
 - b. Manage Special Medical Needs Shelters.
 - c. Coordinate with delivery agencies to inspect and approve residential septic systems
6. South Carolina Department of Insurance
- a. Coordinate the activities of private sector insurance disaster specialists working within the area of operations.
 - b. Coordinate the licensing of emergency adjusters according to their current processes.
 - c. Share emergency management information as necessary and helpful to major carriers, and their adjuster staff.
 - d. Assist with, receive reports of, and analyze private sector damage assessment information from the insurance industry.
 - e. Monitor insurance companies and coordinate adjusters' entry into disaster areas for initial assessment and expedite the claim process.
7. South Carolina Department of Labor, Licensing, and Regulation
- a. Coordinate licensing requirements for housing.
 - b. Identify and assign personnel to maintain contact with and coordinate missions in support of disaster housing
 - c. Provide code and regulation requirements for disaster housing.
8. South Carolina Department of Social Services
- a. Assist the ARC with staffing of shelters.
 - b. Assist the ARC, SCEMD, and County Emergency Management in determining when shelters should be opened and closed.
 - c. As necessary, assist individuals in the transition from FEMA Housing Assistance to living independently.
9. South Carolina Department of Transportation
- a. Identify transportation needs to support housing missions.

- b. Assist local governments in determining the most viable, available transportation networks for moving housing resources
 - c. Assess ongoing need for suspension of oversize or overweight truck restrictions
10. South Carolina State Housing and Finance Development Authority
- a. As deemed appropriate by the Board of Directors, provide assistance to individuals through the Housing Trust Fund programs.
 - b. Convene the South Carolina Housing Solutions Task Force to discuss housing options and provide recommendations to SCEMD.
 - c. Assist FEMA, SCDSS and SCEMD in determining available resources for temporary and permanent housing.
 - d. As needed, provide housing liaison to the Emergency Operations Center, Joint Field Office.
 - e. As appropriate, configure the SC Housing Search website to report on available units for disaster survivors.
 - f. Help facilitate the flow of information regarding interim and permanent housing resources in South Carolina.
- C. Non-Governmental Organizations
1. American Red Cross (ARC)
- a. Manage general population shelters with assistance from SCDSS.
 - b. Determine shelter openings and closings in conjunction with SCEMD, SCDSS and County Emergency Management.
 - c. Work closely with SCEMD in planning for housing missions with the State.
 - d. Ensure shelters are inspected, meet National ARC standards, and are re-inspected on a regular basis.
 - e. Verify the shelter listings in the National Shelter System are correct.
 - f. Coordinate the status of population issues/concerns, and unmet needs via WebEOC and other conduits as available or applicable.
2. The Salvation Army

- a. Open temporary and/or overflow shelters as needed to provide emergency housing to evacuees.
 - b. As appropriate, provide additional resources to assist disaster survivors with housing needs.
3. South Carolina Voluntary Organizations Active in Disaster (SCVOAD)
 - a. Assist in coordination of resources to assist in housing missions.
 - b. Coordinate with SCEMD in all phases of emergency management, and participate in meetings and conference calls after a disaster to ensure collaboration and cooperation among all entities.
 - c. After an event that does not qualify for a Presidential Disaster Declaration, serve as coordination point for the housing mission in South Carolina.
- D. Federal
1. Federal Emergency Management Agency (FEMA)
 - a. Upon a Federal Disaster Declaration, become the ultimate decision-making authority in the funding of housing options.
 - b. Make every effort to accommodate priorities and needs of the State of South Carolina and partner with the State in decision-making and strategizing.
 - c. Host housing conference calls before an event.
 - d. Implement Housing Assistance (HA) within 14 days of a disaster when the population is projected to be displaced for greater than 30 days.
 - e. Provide funding for transitional housing under the IHP program.
 - f. Set up and operate DRCs where individuals can find information about many types of assistance including housing.
 - g. Have representatives at the DRCs who may be available to help locate transitional housing resources.
 - h. In consultation with the State, make decision on undertaking a transitional housing mission.
 - i. As appropriate, and only when absolutely necessary, provide direct housing including manufactured homes.

- j. FEMA may provide financial assistance, but will not be responsible for finding the rental units for individuals nor will they take responsibility for paperwork associated with the rental of the unit.
 - k. Activate their housing database when an event is of such magnitude it requires housing assistance.
 - l. Survey those applying for housing assistance to determine if a direct housing mission is appropriate.
 - m. If necessary, expand an existing mobile home park or to create one to accommodate disaster housing, and if so, will contract for the creation of the new community sites or the expansion of an existing mobile home park.
 - n. Make the determination as to whether an applicant will receive some type of direct housing.
 - o. Make efforts to provide individuals with more permanent accommodations during the initial period of Housing Assistance.
2. United States Department of Agriculture
- a. Provide housing related support to the SCHSTF as requested
 - b. Determine the damage and housing needs to USDA property and report to USDA or FEMA as appropriate
 - c. Work to assist the SCHSTF in finding housing solutions within USDA authorities and programs
3. United States Department of Veteran Affairs (VA)
- a. Through the VA county officers, assist emergency management personnel in coordination of veteran services.
 - b. Identify, train and assign SC Office of Veteran Affairs personnel to maintain contact with and prepare to execute missions in support of displaced veterans.

VII. APPENDICES

Appendix 1	Housing Assistance without a Federal Disaster Declaration
Appendix 2	IHP and HA Eligibility
Appendix 3	Transitional Sheltering
Appendix 4	Housing Unit Specifications

Appendix 5	Sample PPI
Appendix 6	FEMA Appeal Process
Appendix 7	Purchase of Temporary Housing Units
Appendix 8	FEMA Accessible Housing
Appendix 9	External Resources
Appendix 10	Housing Options Chart
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APPENDIX 1 TO ANNEX C (DISASTER HOUSING PLAN)

HOUSING ASSISTANCE WITHOUT A FEDERAL DISASTER DECLARATION

When a disaster is not of such magnitude that it qualifies for a Presidential Disaster Declaration, a survivor is left with limited options for home repair or replacement. Insurance proceeds may make up some of the losses for those individuals whose losses are covered by their insurance policies.

The Small Business Administration has a disaster loan program they administer, and when the damages from the event reach their designated thresholds, they offer low interest loans to homeowners and renters who meet their eligibility criteria. Information on this process and the loans available can be found at: <http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans>.

Voluntary agencies can help with home repair, personal property loss, and a variety of other needs people may have after they are affected by a disaster. Voluntary agencies willing and able to assist survivors can be found on both the local and state levels, and are often the only source of disaster assistance a survivor may receive. State level resources of the voluntary agencies can be identified and accessed through the South Carolina Voluntary Organizations Active in Disaster (SCVOAD) which meets regularly during preparedness, response, and recovery. Local voluntary organization resources can be accessed through a local organization of voluntary agencies or through an individual agency.

APPENDIX 2 TO ANNEX C (DISASTER HOUSING PLAN)

IHP AND HA ELIGIBILITY

Federal Assistance to Individual and Households Program (IHP):

The IHP is a federal/state program administered by FEMA and the South Carolina Department of Health and Human Services. The program is available to all people who qualify regardless of race, sex, religion, color, or national origin. If property has been lost or damaged because of a major disaster, an individual may be able to receive a grant of up to \$31,900.00 (FY2013). The grants consist of federal dollars and do not have to be repaid. If individuals qualify, they may not get the money immediately, but a check will be sent as quickly as possible. The federal Assistance to Individuals and Households Program (IHP) has two provisions of assistance:

- Housing Assistance (HA) - Administered and 100% funded by FEMA. This assistance provides funds up to the max grant amount for repairs to a registered homeowners home or rental assistance for homeowners and renters
- Other Needs Assistance (ONA) - For certain personal property and related disaster costs. This grant is a federal/state cost share and is funded 75% federal and 25% state

Conditions

- The President of the United States must declare the county a major disaster area
- Applicants must be a U.S. Citizen, a non-citizen national or a qualified alien in the U.S. If you or your spouse do not meet any of these conditions, but your minor child does, then you may apply on his or her behalf.
- Applicants must first use all insurance benefits and any other help available from federal, state and local agencies.
- SBA provides disaster loans to individuals and businesses who can afford to repay the loans. Not all applicants can qualify for a SBA loan. However to be eligible for other federal assistance, all applicants must apply for a Small Business Administration (SBA) loan even if they do not own a business. If the applicant does not qualify for a loan, SBA will forward their names to FEMA and they may qualify for additional federal assistance.
- If expenses were only disaster-related medical, dental, or funeral bills, you do not have to apply for an SBA loan.
- Applicants may not qualify for other federal assistance if you refuse other assistance (such as an SBA loan).
- Applicants, who have home, health, flood, or car insurance, must apply for settlements of losses and keep records of the settlements. If applicant's settlements are going to take a long time contact the FEMA 800 number and advise them of the problem.

Eligibility

Any head of a household in the declared area may apply for a grant. Both homeowners and renters may apply. Household members not classified as dependents by the Internal Revenue Service must apply separately. People visiting or passing through the area who had damages when the disaster occurred may be eligible.

What Is Covered?

The grant covers only disaster-related necessary expenses and serious needs, such as transportation, personal property, and medical, dental, and funeral expenses. For example, it covers repair or replacement of:

- your furniture, clothing, and some appliances
- your automobile

What Is Not Covered?

The grant does not cover:

- Business losses, including farm businesses or vehicles and tools used for self-employment
- Outbuildings or improvements to property
- Landscaping
- Debts that existed before the disaster
- Anything that is a luxury or not essential

Applying for Assistance

Apply for assistance by calling the toll-free number provided by FEMA (1-800-621-3362). Applications are accepted for 60 days after the date of the presidential declaration, although a 30-day extension may be granted in unusual circumstances.

Validation Process

A few days after applying for a grant, a federal damage inspector will visit the applicants home to assess the damage. Be prepared to provide;

- Proof of primary residence (by showing current utility bills in your name, for example)
- The deed to your home or other proof of ownership (if you are a homeowner)

- The title to your car (in your name)
- Estimates for car repairs
- Information about insurance settlements
- Disaster-related medical, dental or funeral bills

If the applicant does not have the required information when the inspector comes, they will be able to mail it later. Applications and damage inspection reports will be reviewed for grant eligibility. Applicants will be notified in writing of the grant decision and their right to appeal.

APPENDIX 3 TO ANNEX C (DISASTER HOUSING PLAN)

TRANSITIONAL SHELTERING

The Federal Emergency Management Agency (FEMA), at the request of the state, can activate its Transitional Sheltering Assistance (TSA) program. This program allows eligible survivors who are in shelters and cannot return to their homes due to damages caused by a Hurricane to stay in participating hotels or motels until more suitable housing accommodations are available. The Transitional Sheltering Assistance program provides survivors staying in shelters with the chance to find a hotel or motel while recovery continues.

The first step to receiving assistance is by registering with FEMA. Individuals who sustained losses in disaster areas must apply for assistance by calling 1-800-621-FEMA (3362) or by registering using a web enabled mobile device at m.fema.gov, or online at www.disasterassistance.gov for those with internet access. Disaster assistance applicants, who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.

Individuals and households may be eligible for TSA, if:

- they register with FEMA for assistance
- they pass identity verification
- their pre-disaster primary residence is located in a geographic area that is designated for TSA and occupancy is verified
- as a result of the disaster, they are displaced from their pre-disaster residence and are currently staying in a shelter

This federal assistance is intended to provide a place to stay for a specific period of time for eligible survivors who are displaced from their pre-disaster residence and are currently staying in a shelter. This federal program will not reimburse applicants for previously incurred hotel expenses and applicants are responsible for their own meals and for any lodging costs above the authorized allowance.

APPENDIX 4 TO ANNEX C (DISASTER HOUSING PLAN)
HOUSING UNIT SPECIFICATIONS

The Federal Emergency Management Agency (FEMA) provides Manufactured Homes, referred to herein as Temporary Housing Units (THUs), that meet the Housing and Urban Development standards as set forth in 24 CFR 3280 (Manufactured Home Construction Safety Standards “HUD Code”) to eligible disaster assistance applicants, as one of a number of tools used to provide assistance to individuals and households under the Robert T Stafford Disaster Relief and Emergency Assistance Act (42 USC 5121 et seq. and related authorities).

Section 408 of the Stafford Act, Federal Assistance to Individuals and Households (42 U.S.C. 5174) States the President may provide financial, or other assistance to respond to the disaster-related housing needs of individuals and households who are displaced from their pre-disaster primary residences or whose pre-disaster primary residences are rendered uninhabitable.

FEMA procures and provides THUs directly to individuals or households who, because of a lack of available housing resources, would be unable to make use of the financial assistance.

In order to meet this mission requirement, FEMA procures and stores THUs at Temporary Housing Storage Sites (THSS). To meet the needs of disaster survivors, FEMA procures one (1), two (2) and three (3) bedroom temporary housing units built in accordance with the HUD Code.

As part of FEMA’s procurement, some units will be acquired to support those with access and functional needs. As such, some of the THUs procured under this contract will be produced to meet the Uniform Federal Accessibility Standards (UFAS).

Temporary Housing Units (TPU) maybe manufacturing housing, RVs, existing temporary structures converted to temporary dwellings units or membrane structures such as yurts or tents. FEMA has a wide variety of Temporary Housing Units that can be installed within safety zones of a disaster area, which means several scenarios come into play prior to a unit being installed.

Geographic location of the unit is probably one of the biggest scenarios along with family size, availability of land to support the unit, just to name a few.

For information on THU specifics, go to www.fema.gov.

APPENDIX 5 TO ANNEX C (DISASTER HOUSING PLAN)

SAMPLE PPI

PPI SCRIPT HOUSING NEEDS ASSESSMENT

DATE: _____

Reviewer Name: _____

App Name _____ **Reg #** _____

Phone # _____ **Alt #** _____

Hello, my name is _____ with FEMA, this is a courtesy call. I just wanted to check and see how you are doing? Do you have time to answer a few questions?

App Comment: (*What was there major concern?*) _____

- Where are you currently staying? **FF**__ **DD**__ **Hotel**__ **Found Resource**__ **Other** _____
- How long are you able to stay there? **Days**__ **1 month**__ **2 months**__ **Indefinite**__
- Were you section 8 or HUD at the time of the disaster? **YES**_____ **NO** _____
- What is your long term Housing Plan? **Rent**__ **Purchase**__ **Rebuild**__ **Repair**__
Relocate__ **Other**__ **List other** _____

If available please provide Rental Resources to survivor within FMR. (*Rental Resources Provided*)? **YES** _____ **NO** _____.

- Was your Home Insured? **YES** _____ **NO** _____
(**If YES** have you filed an Ins. claim? **YES**__ **NO**__ Did your Insurance cover Additional Living Expenses (ALE) or Loss of Use? **YES**__ **NO**__
Have you submitted Ins documents to FEMA? **YES** _____ **NO** _____
(*If Insurance settlement documents have not been provided advise app to provide with an appeal letter*).
- Current SBA Status: **FIT** _____ **HAPP (advise app to send in SBA packet)** _____
Other: (*list*) _____

Please visit the DRC in your *area* or call **FEMA 1-800-621-3362** if you need further assistance.

Note: DRC

Again this was a courtesy call to check and see how you are doing. Thank you for your time.

NEMIS Summary Line JFO CC HOUSING NEEDS ASSESSMENT

Enter Contact:

State: Courtesy Call to Applicant to check on housing situation.

Give: Summary of answers captured above.

APPENDIX 6 TO ANNEX C (DISASTER HOUSING PLAN)

FEMA APPEAL PROCESS

Federal Emergency Management Agency (FEMA) recovery staff is working to make sure survivors affected by disasters receive every dollar of assistance for which they are eligible. If a disaster survivor is not satisfied with the outcome of his or her individual case, an appeal can be filed. An appeal is a written request to have a disaster assistance application reviewed again. Appeals may relate to your eligibility for disaster assistance, the amount and type of help provided, and may answer questions about continuing assistance. A range of issues may affect FEMA's decision on a disaster survivor's current eligibility for disaster grants or low-interest loans. For example, you still might need to:

- provide information to prove occupancy or ownership of the damaged property
- provide proof of identity
- provide documentation to prove disaster damage
- complete and return a U.S. Small Business Administration (SBA) loan application. While no one is obligated to take out a loan, completing and returning an SBA application is an essential part of the recovery process

Or you may have:

- missed an appointment with an inspector and need to reschedule
- insufficient storm damage
- adequate insurance coverage
- a pending settlement with an insurance company

Federal disaster assistance is designed to help with uninsured or under-insured damages caused by the disasters, but is not designed to make disaster victims whole. By law, the maximum amount of grant assistance available to eligible individuals is \$31,900. If you have questions about the appeal process, you can call **FEMA's Helpline at 800-621-3362 (FEMA)** or **(TTY) 800-462-7585** for those with speech and hearing disabilities. The helpline operates seven days a week from 7 a.m. to 10 p.m. and assistance is available in all languages.

FEMA urges disaster survivors to appeal *within 60 days from the date of their notification letter* if they are unsatisfied with FEMA's determination of assistance. Guidelines on how to do this can be found in the Applicant's Handbook provided to everyone who registers for assistance, and also online at www.fema.gov/i-want-have-my-case-reviewed-again. Applicants can also call the helpline above for this information.

APPENDIX 7 TO ANNEX C (DISASTER HOUSING PLAN)
PURCHASE OF TEMPORARY HOUSING UNITS

1. Acquisition.
 - A. The Assistant Administrator for the Disaster Assistance Directorate may purchase mobile homes or other manufactured housing units for those who require temporary housing.
 - B. After such temporary housing is vacated, it shall be returned to one of the FEMA-operated Strategic Storage Centers for refurbishment and storage until needed in a subsequent major disaster or emergency.
 - C. When returning the unit to a Strategic Storage Center is not feasible or cost effective, the Assistant Administrator for the Disaster Assistance Directorate may prescribe a different method of disposition in accordance with applicable federal statutes and regulations.

2. Sales
 - A. Eligibility. When adequate alternate housing is not available, the Regional Administrator shall make available for sale directly to a temporary housing occupant(s) any mobile home or manufactured housing unit acquired by purchase, in accordance with the following:
 - The unit is to be used as a primary residence
 - The purchaser has a site that complies with local codes and ordinances as well as FEMA's floodplain management regulations at 44 CFR part [9](#) (in particular § [9.13\(e\)](#))
 - The purchaser has sufficient funds to purchase and, if necessary, relocate the unit
 - B. The Assistant Administrator for the Disaster Assistance Directorate may approve the sale of a mobile home or manufactured housing unit to a temporary housing occupant when adequate alternate housing is available but only when such sales are clearly in the best interest of the Government.
 - C. Sales price.
 - (1) Units shall be sold at prices that are fair and equitable to the purchaser and to the Government, as determined by the Assistant Administrator for the Disaster Assistance Directorate.
 - (2) The purchaser shall pay the total sales price at the time of sale.
 - D. Adjustment to the sales price. Adjustments to the sales price may be provided only when both of the following conditions are met:

- (1) There is a need to purchase the unit for use as the purchaser's primary residence because other adequate alternate housing is unavailable. Adequate alternate housing must meet the criteria in paragraph (c)(i) of this section, and may consist of:
- Existing housing;
 - Additional resources such as disaster-damaged rental accommodations which can reasonably be expected to be repaired and become available in the near future;
 - New housing construction or housing to be made available through Government subsidy which is included in the immediate recovery plans for the area; and
 - Residences which can be repaired by the pre-disaster owner/occupant through funds available from insurance, other disaster assistance programs, or through their own resources.
- (2) In addition to his/her resources, the purchaser cannot obtain sufficient funds through insurance proceeds, disaster loans, grants, and commercial lending institutions to cover the sales price.

APPENDIX 8 TO ANNEX C (DISASTER HOUSING PLAN)

FEMA ACCESSIBLE HOUSING

All federally assisted new construction housing developments with five or more units must design and construct five percent of the dwelling units, or at least one unit, whichever is greater, to be accessible for persons with functional needs.

These units must be constructed in accordance with the Uniform Federal Accessibility Standards (UFAS) or a standard that is equivalent or stricter. An additional two percent of the dwelling units, or at least one unit, whichever is greater, must be accessible for persons with hearing or visual disabilities.

For more information on the accessibility requirements for federally assisted new construction and substantial alterations of existing federally assisted housing, see Section 504: Disability Rights in HUD Programs.

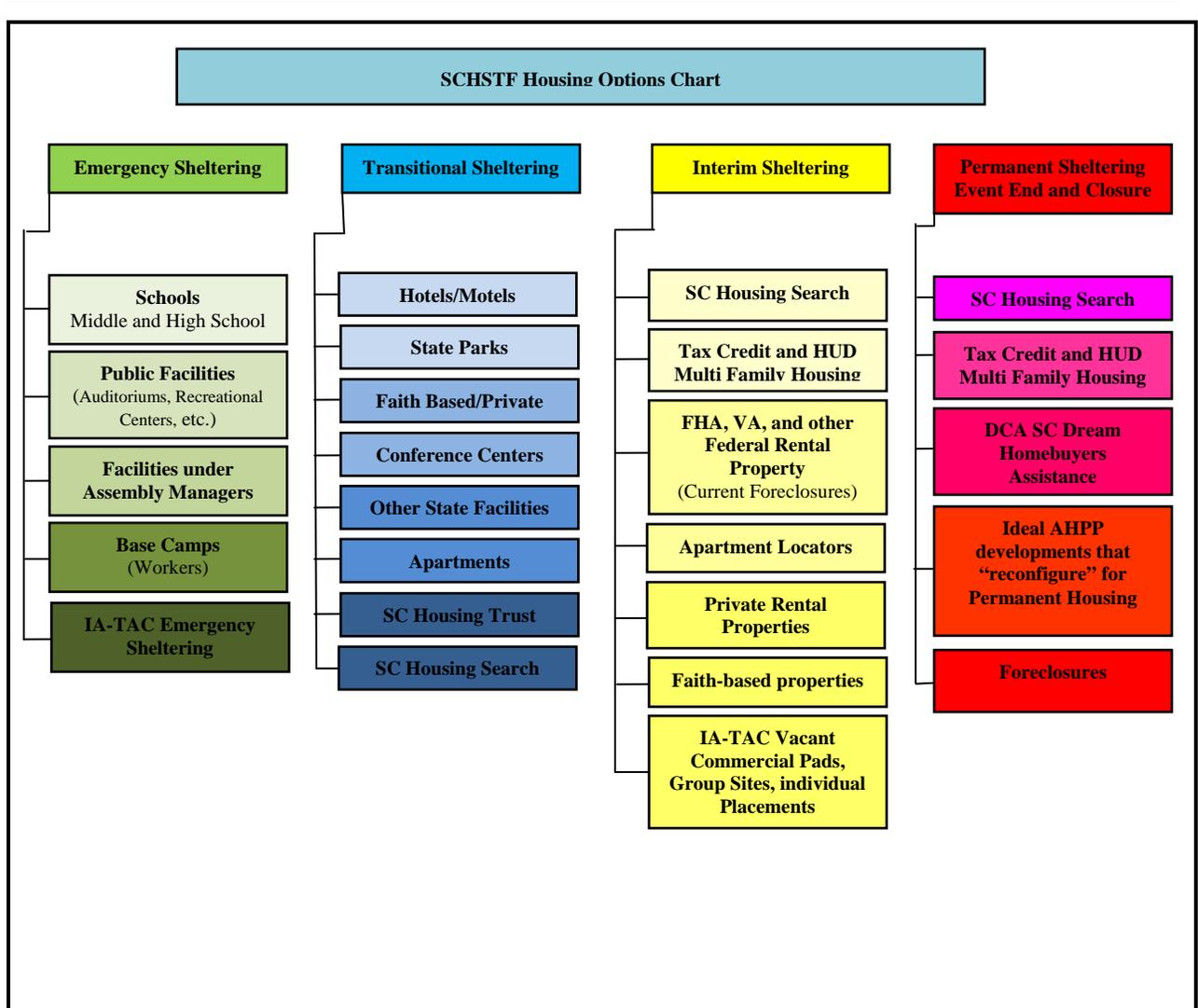
APPENDIX 9 TO ANNEX C (DISASTER HOUSING PLAN)

EXTERNAL RESOURCES

1. National Council of State Housing Agencies Disaster Relief Resource Center - <http://www.ncsha.org/resource-center/disaster-relief-resource-center>
2. Disaster Assistance - www.disasterassistance.gov/
3. USDA Rural Development - www.rurdev.usda.gov
4. SC State Housing Authority – www.schousing.com
5. US Department of Housing and Urban Development – www.hud.gov
6. Social Serve – www.socialserve.com
7. Manufactured Housing Association - www.mhvillage.com
8. SC Housing Search – www.schousingsearch.com
9. Small Business Administration Disaster Loans - <http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans>

APPENDIX 10 TO ANNEX C (DISASTER HOUSING PLAN)

HOUSING OPTIONS CHART



APPENDIX 11 TO ANNEX C (DISASTER HOUSING PLAN)

FEDERAL HOUSING ASSISTANCE

Upon determination of a declared disaster, the FEMA Individual Assistance Branch Director (IABD), in conjunction with the State IA Coordinator, is required to complete a housing analysis to determine the housing needs for the disaster. From the analysis a disaster housing strategy or action plan is developed. This strategy is developed through information gathered through the SCHSTF efforts, disaster intelligence, and filed reports through the various Preliminary Damage Assessments conducted.

This strategy is usually created in the first seven days after the declaration and defines the number of immediate, transitional, and long term housing needs along with recommended methods of meeting the housing needs. Partners and resources are also identified. The strategy forms a foundation, and as recovery continues the plan can be modified and updated to ongoing needs.

The strategy must gain concurrence of the State and Federal Coordinating Officers assigned to the disaster and when FEMA direct housing resources are identified the strategy must have FEMA Headquarters approval.

While waiting on the Direct Housing portion of the strategy to be approved, FEMA and the SCHSTF are working through available partners and resources in reducing the housing need through all available resources and preparing for implementation of the housing plan.

Listed below are the types of disaster housing assistance that may be available in any given disaster along with key factors surrounding their use, based on need and availability of the resource. Not every option will be available for every disaster and FEMA Headquarters approval will be needed.

Financial Assistance

- Maximum grant \$32,400 (adjusted up or down each year based on consumer price index)
- Repairs to owners homes
- Maximize available rental resources
- Additional Housing Options

Rapid Temporary Repair (RTR)

- Purpose
 - Depopulate emergency shelters
 - Reduce need for hotel/motel assistance
 - Reduce further damage to homes
 - Allow families to stay in own homes
- Minimal repair—doors, windows, access
- States must request (Paid under PA Category B 403/cost share)

- Repairs can be made safely in less than 24 labor hours, utilities must be operational, building must be structurally sound
- Utilize raw, unfinished materials to ensure repairs are clearly evident as temporary

Multi-Family Repair Program (MFRP)

- May be implemented with FEMA Headquarters approval when there are insufficient rental resources
- FEMA contracts with property owner to provide funds to repair multi-family housing
- Property owner agrees to complete repairs within 30-45 days of awarding contract
- Property owner agrees to make units available to eligible disaster survivors during the period of assistance

Disaster Housing Assistance Program (DHAP)

- Interagency agreement between FEMA and HUD
- Utilized following catastrophic event
- The State may request to implement DHAP
- Applicant eligibility determined by FEMA then referred to HUD
- Landlord must agree to participate in program
- Rental assistance is paid directly to landlord
- Lease is between the household and the landlord
- Public Housing Agency (PHA) provides counseling services
- Once a household is served under DHAP they are ineligible for FEMA housing assistance

Direct Rental Assistance Payment Agreements

- Landlord direct payment plan
- Nationwide network of hotel partners
- Secure communication and processing system accessible by FEMA and lodging providers
- Provides timely and accurate payments to lodging providers
- Contract with Corporate Lodging consultants (CLC), a federal government contractor

Determining Factors for Direct Housing Mission

- Resources within a 50 mile radius
- Availability of Building Products-Survey Done

- Voluntary Agencies/rebuild group activities
- Review of Max Grant Awards/DES/INS
- Manage Expectations/allow financial awards to work
- Direct Housing Operations Program
- All units will be to HUD Standards
- No- Park Models/Travel Trailer-RV's
- If site is within 100 year floodplain

ANNEX D TO THE RECOVERY PLAN
RECOVERY DECISION MATRIX

SC Recovery Decision Matrix (Sample)

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
1.1	Review land use ordinances to include mixed alternatives which promote walkability.	Local Governments	Completed	D+30	D+90
1.2	Review residential and mixed-use developments to encourage a specified percentage of affordable housing which is compliant with building standards.	Local Governments	Completed	D+30	D+90
1.3	Review land use and economic development decisions to accommodate and be sensitive to the protection of existing natural areas including watersheds, wetlands, urban forests, and natural habitats.	Local Governments	Completed	D+90	D+120
1.4	Consider the feasibility of shared or interconnected water, wastewater and storm-water systems and infrastructure to improve sustainability and mitigate future risk.	Local Governments	Completed	D+90	D+180
1.5	Evaluate and consider rebuilding highway corridors near coastal, downtown or near high density tourism and housing neighborhoods, with slower-moving, pedestrian friendly boulevards that allow safe pedestrian crossings; and, moving railroad traffic to less vulnerable and environmentally sensitive areas; and, converting railroad rights-of-way to tree-lined avenues with walking/biking trails or light rail connecting the impacted communities.	SCDOT and Local Governments			
1.6	Develop community design and architectural "Pattern Books" as a compliment to building codes and as a tool to build or renovate residences and commercial buildings in a manner that is sensitive to the architectural heritage of the communities.	County Building Inspectors, Building Codes Council, State Historic Preservation Office			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
1.7	For events involving flooding, develop and adopt Advisory Base Flood Elevation maps (ABFE). Local governments should begin assessment and revision of their flood zone management ordinances and building requirements.	FEMA, Local governments, DNR, USGS			
1.8	Consider adoption of the latest versions of the International Building Code (IBC) and International Residential Code (IRC) with appendices as a model code.	State legislature, Department of Insurance, Building Codes Council; State Building Codes Council			
1.9	Jurisdictions adjacent to transportation corridors should cooperate to develop ordinances for the transportation corridor which provide consistent development requirements, setbacks, architectural specifications, and building requirements.	Local Governments, Councils of Government (COG), SCDOT			
1.10	State and/or Regional Recovery and Advisory Councils should be created to facilitate access to key decision makers, provide a forum for local and State officials to address land-use decisions with federal and State government policy makers, prepare advisory standards for land-use, and orchestrate training and technical assistance for building and zoning offices of local governments.	SCEMD			
1.11	Establish "Design Centers" to provide local zoning and building officials, as well as private developers, with practical technical assistance from land use planners, code experts, architects, and engineers provided through government agencies, universities, and volunteer organizations.	Building Codes Council			
1.12	Consider establishing temporary, multi-disciplinary permitting authorities, or "Housing Resource Centers," to provide residents with "one stop shopping" for all necessary approvals for permitting, utilities, and licensing.	Labor, Licensing, & Regulation			
GOAL: Intermodal Transportation					

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
2.1	Consider restoring transportation corridors that traverse high-density neighborhoods, downtowns, and tourist areas, to pedestrian-friendly boulevards that reduce vehicular traffic and increase opportunities for bike paths, pedestrian walkways, and public transit. Consider development of bikeways that connect multiple communities.	SCDOT, Local Governments, COGs			
2.2	Review damaged transportation infrastructure to address traffic volumes and congestion that will be generated by any potential land use changes or infrastructure rebuilding.	SCDOT, Local Governments, COGs			
2.3	Consider redesign of strategic corridors to accommodate and support the conversion of impacted corridors to pedestrian-friendly boulevards and evolving economic/industrial development activities.	SCDOT, Federal Highway Administration, Local Governments, COGs			
2.4	Consider initiating a transportation and traffic engineering study to evaluate and produce a transportation master plan for the impacted region. Such plan should be designed to: (1) provide a pedestrian-friendly, multi-modal transportation network that improves traffic flow and provides for bikeways, jogging paths, pedestrian walkways and trolleys, and (2) improve strategic travel, including evacuation from future threats.	SCDOT, Federal Highway Administration, Local Governments, COGs			
2.5	All owners of transportation infrastructure and systems should seek and apply for all available federal funding to compensate for disaster-caused revenue shortfalls, and to repair and replace capital facilities and vehicles.	SCDOT, Transit Authorities and Providers, SCEMD, FEMA, FHW, FTA, Local Governments, COGs			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
2.6	Consider initiating development or updating of a comprehensive intermodal transportation plan, including public transportation elements. The plan should focus on providing public transportation that affords a pleasant and cost-effective means of traveling to work, visiting tourist attractions, sightseeing, and shopping for residents and tourists. It also should encourage less reliance on the car for daily use.	SCDOT, Local/Regional Transit Authorities and Providers, Local Governments, COGs			
2.7	Businesses, homeowners, and retail developers along transportation corridors should work and coordinate with the Department of Transportation and Transit Authorities in the design and development of rider pickup stations for public conveyances.	SCDOT, Transit Authorities, Local Governments, COGs			
2.8	Initiate a study and evaluation of the role and mission of ports of entry, and develop or update a master plan designed to maximize the growth potential of port facilities and minimize duplication of operations and services.	SCDOT, Port Authorities, Dept. of Commerce, Local Governments, COGs			
GOAL: Restore Tourism					
3.1	Restore beaches and adjacent waterways, including removal of debris visible at low tide or that impacts public use.	Local Governments, SCDHEC, SCEMD, FEMA, USCG, USACE, DNR, SCDHEC			
3.2	Capitalize on the “volunteerism” market, encouraging regional attractions to out-of-state and in-state markets.	SC Department of Parks, Recreation and Tourism, Chamber of Commerce, Dept. of Commerce			
3.3	Rebuild public and private piers, marinas, and other recreational facilities to stronger construction standards and best practices models.	Local Governments, NRCS, EMD			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
3.4	Research and test the Tier One Destination criteria, including validation of the assumptions and criteria (number of rooms, exhibition space, etc.) and determine the retail capacity needed to attain Tier One status through the SC Department of Commerce. Additionally, the Tourism Promotion Commission should quantify the benefits of Tier One status and the methods to effectively market the designation.	SC Dept. of Parks, Recreation and Tourism, Dept. of Commerce			
3.5	Local governments should review and improve roadside beautification standards.	SCDOT, Local Governments			
3.7	State and local tourism officials should provide regular updates to booking agents, airlines officials, and tourism industry groups, regarding the status of major attractions rebuilding and returning bigger and better than before.	SC Department of Parks, Recreation and Tourism, Dept. of Commerce			
3.8	Tourism, heritage, and cultural organizations should consider opportunities to share marketing resources.	Local Private Non-Profit organizations			
3.9	Planning meetings should be scheduled to develop specific strategies for heritage and cultural tourism, for retail businesses, and for other sub-sections of the tourism economy.	Local Government, PRT, Local Governments			
3.10	Tourism promotion organizations should create a clearinghouse and one-stop-shop to research and apply for grants, loans, and other support for existing tourism-based organizations.	SC Department of Parks, Recreation and Tourism, Community Foundations, Heritage Trust Fund, and the Dept. of Archives			
3.11	Develop new marketing plans and slogans for the impacted region. The plans should consider and support the goal to reach Tier One designation as identified by the SC Department of Commerce.	SC Department of Parks, Recreation and Tourism			
3.12	Events and festivals should continue as possible, or otherwise be rescheduled as soon as possible. Hotels should be assisted to open quickly and accommodate visitors to these events.	Department of Commerce, PRT, Local Governments			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
3.13	Efforts should be undertaken to attract regional golfers and place golfers with available rooms. Create and finance promotional material and distribute to golfing market. The hunting and charter boat industries also should be part of the State’s short-term tourism promotion efforts.	SC Department of Parks, Recreation and Tourism			
3.14	Private development should transition the Coast from a premier tourism market to a Tier One destination (as identified by the SC Department of Commerce). Activities required to support this goal include building additional hotel rooms, meeting and convention space; restoring and/or reconstructing museums/aquariums/learning and visitor’s centers; and launching a major nationwide marketing campaign.	SC Department of Parks, Recreation and Tourism			
3.15	Promote the restoration of at least one major attraction (i.e., NASCAR track, zoo, professional sports facility). A new educational experience regarding the disaster could be developed to teach residents and tourists about the disaster and about hazards (hurricanes, earthquakes, floods, etc.) in general. A tour of the areas of interest within the disaster area could be promoted (i.e., coast-wide “high water mark” tour, unique earthquake damages).	SC Department of Parks, Recreation and Tourism			
3.16	Transportation and transit officials work together to link attractions, accommodations, and convention and meeting facilities by trolley, rail, ferryboat, bike and pedestrian paths, and other multi-modal options.	SCDOT, Local Governments and local organizations			
3.18	Restructure tourism promotion programs and funding to support disaster recovery efforts.	SC Department of Parks, Recreation and Tourism			
3.19	Plan and use anniversaries of the disaster event to call attention to the renewal efforts.	SC Department of Parks, Recreation and Tourism			
GOAL: Preserve Defense And Government Contracting					

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
4.1	Consider placing larger impacted defense and government contractors in direct control of their immediate temporary housing demands for their own employees to expedite commercial and retail recovery.	FEMA			
4.3	Military base reduction efforts should be evaluated for expedited transfer to support the immediate, public/private redevelopment of the site and associated real property and facilities to support disaster recovery activities. If transfers/reversions occur, the State should immediately begin working with the Department of Homeland Security (DHS), the United States Coast Guard, and other federal/State agencies to develop suitable reuses for the facilities. The reuses may serve both national security missions and appropriate private-sector development.	Department of Defense			
4.4	Local, county, and State government entities should aggressively support the recovery of defense and government contracting industry.	Local Governments, Department of Commerce			
GOAL: Support Recovery Of Small Business					
5.1	Establish a fixed and/or mobile Small Business Recovery Center to provide information and assistance to aid small businesses in the recovery process.	Area Chambers of Commerce, SBA, Local Chambers of Commerce			
5.3	Population and business census data and projections should be updated.	U.S. Department of Commerce			
5.4	Historic downtowns should be preserved, rebuilt, and restored.	Local Governments, SBA, State Historic Preservation Commission			
5.5	A retail planning meeting should be conducted to develop more small retail opportunities.	Department of Commerce and area Chambers of Commerce			
GOAL: Restore Education Institutions					
6.1	Consider reallocation of Temporary Assistance for Needy Families (TANF) grant funds into Child Care Development Funds (CCDF) to support recovery efforts.	SC Department of Social Services			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
6.3	Consider waiving policies requiring parents to apply for child support or to establish paternity in order to obtain child care funded with CCDF funds.	SC Department of Social Services			
6.4	Seek funding to assist school districts to pay incentives to teachers who hold appropriate credentials in licensed early childhood programs.	SC Department of Education			
6.5	Private corporations should explore and support successful approaches to the provision of early childhood and childcare programs with flexible schedules to accommodate workers on all shifts.	United Way, Private Businesses			
6.6	Review school district impacts, and consider waivers of average daily attendance (ADA) requirements and economic impacts when considering financial allocations for the next two years.	SC Department of Education			
6.7	Local school districts should collaborate with FEMA to ensure new buildings are located and designed to mitigate future wind and water damage.	Local school districts			
6.8	Colleges, Universities, Community and Junior Colleges should consider using existing funds to create advanced partnerships designed to meet the educational and economic development needs of the impacted region.	State Boards for Universities, Community, Technical and Junior Colleges			
6.9	Assess need for special and supplemental appropriations to offset property tax and tuition revenue losses.	Community colleges			
6.10	Assess need for funding or supplemental appropriations to provide financial tuition assistance to homeless/displaced post-secondary students.	SC Department of Education			
6.11	Utilize high school and community college vocational centers as night-skilled construction labor training centers.	Local Governments			
6.12	Education institutions should collaborate with the U.S. Department of Labor to offer free tuition for students in courses of study in industry-identified areas of critical need.	U.S. Department of Education, Department of Labor, Community and Junior Colleges			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
6.13	Expand “English as a second language” community programs to integrate Hispanic citizens into the Coast community.	Statewide			
GOAL: Full Utilization Of Charitable And Community Organizations					
7.1	Grant writing assistance should be provided to assist with securing immediate and urgently needed funding.	Voluntary Organizations, SCANPO, SCEMD			
7.3	Non-Profits should cooperate to establish a Non-Profit Clearinghouse that creates lasting support for non-profit organizations in the area.	SCVOAD			
GOAL: Restore Housing					
8.1	Conduct a detailed housing needs assessment on a county-by-county and community-by-community basis to determine categories of impacts (i.e., insurance levels, economic conditions), and identify types of supplemental assistance required.	State Housing Finance and Development Authority, Local Governments, USDA, HUD, SCEMD			
8.3	Conduct an assessment of existing code and zoning provisions within individual counties and cities in the affected region in order to identify potential barriers to the creation of a sufficient supply of safe, efficient, and affordable housing.	Building Codes Council			
8.4	Damaged HUD housing sites impacted by the disaster should be evaluated for redevelopment into new higher density, mixed-use, affordable communities and housing projects.	Coordination between HUD, the State Housing Finance and Development Authority, local housing authority, one or more private developers, and one or more lending institutions.			
8.5	Pilot programs should be tested for incentives proposed to improve local building codes.	Dept. of Commerce, County Building Inspectors, Building Codes Council			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
8.6	FEMA temporary housing community projects should be designed, where appropriate, to transition efficiently to intermediate and permanent modular and other permanent replacement housing types.	State Government, FEMA, State Housing Finance and Development Authority, EMD, Red Cross, DSS, Local Governments, LLR			
8.7	Cities and counties should immediately adopt – and grant expedited permits under – temporary codes that incorporate FEMA's Advisory Base Flood Elevation (ABFE) maps, and other more stringent hazard resistant building standards.	SCEMD, SCDNR, County Governments			
8.8	Over the long term, cities and counties should establish stringent minimum building safety codes based on the latest International Building Code (IBC) and International Residential Code (IRC) as well as hurricane and flood resistance codes.	County Building Inspectors, Building Codes Council, Department of Insurance			
8.9	Cities and counties should consider reviewing their building codes to make sure that new modular and panelized housing technologies are permissible within their jurisdictions.	Local Governments and LLR			
8.10	Communities should ensure that their zoning codes allow for dense, mixed-use development, including ample multi-family housing.	Local Governments			
8.11	Areas near airports, shipping ports, and other heavy industrial sites should be zoned or rezoned for compatible industrial or commercial purposes.	Local Governments			
8.12	Local governments should be required to set and maintain permanent affordable housing goals.	Local Governments and the State Legislature			
8.13	Developers of new community development projects should be required to develop a minimum percentage of affordable housing during the permitting process.	Local Governments and the State Legislature, COGs			
8.14	Create incentives to encourage developers to incorporate a greater percentage of affordable housing within their projects, as well as to make their housing units safer and more efficient.	Local Governments, COGs			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
8.15	Federal and State funding should be appropriated and allocated to pay a portion of the lost property taxes of affected local governments for two subsequent years.	Congress, federal agencies such as HUD or FEMA, State Legislature			
8.16	Consider creation of new programs which address population segments with known difficulties in recovering their pre-disaster housing resources (i.e., uninsured, underinsured, damaged credit).	State Housing Finance and Development Authority, DNR			
8.17	CDBG disaster relief and HOME funds may be used to create incentives (i.e., forgivable second mortgages, down payment assistance) to increase home ownership and to help residents build equity.	State Housing Finance and Development Authority			
8.18	A percentage of units in all Low Income Housing Tax Credit projects should be dedicated to very low-income families.	State Housing Finance and Development Authority			
8.19	Provide training to HUD housing voucher holders regarding the process of qualifying for a mortgage loan.	Local and State Housing Authorities			
8.20	Educate businesses on the advantages of providing financial assistance to support affordable housing, and create the appropriate institutional mechanisms to funnel corporate housing assistance in the most efficient manner.	Department of Commerce, Local Governments, and private corporations			
8.21	Public and private funds should be used to create non-profit community land trusts (CLTs) that would maintain land for affordable housing.	State Housing Finance and Development Authority and Local Governments			
8.22	Fannie Mae should combine energy-efficient mortgage programs and location-efficient mortgage programs, along with a housing durability component, into a single housing efficiency mortgage product.	Fannie Mae, Department of Energy, and EPA			
8.23	Private mortgage companies should be encouraged to reduce their lending rates for affordable housing that is efficient with respect to long-term maintenance needs, water usage, energy usage, and location.	Private Companies, State Associations			

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
8.24	Insurance companies should be encouraged to reduce their risk premiums for housing that exceeds basic water and wind safety codes.	SC Department of Insurance			
8.25	The State and/or the federal government should consider directly subsidizing housing improvements designed to make affordable homes even more affordable by reducing energy and water expenses, maintenance costs, and transportation costs.	Federal agencies such as HUD, EPA, or DOE and the State Housing Finance and Development Authority, Office of Economic Opportunity			
8.26	Establish an entity to serve as a clearing house to identify, collect, prioritize, and disburse available funding for the development and renewal of affordable housing.	State Housing Finance and Development Authority			
8.27	Develop training program to assist with the creation of local qualified contractors to build quality affordable housing.	Labor, Licensing, & Regulation			
8.28	Expand personnel capacity of building code officials within the impacted areas.	Building Codes Council, County Building Inspectors, LLR			
GOAL: Restore Public Services					
9.1	Develop survivability standards for design and construction of new and replacement wireless communications equipment and systems, and enforce those standards.	SCCIO (Department of Regulatory Services)			
9.3	Evacuation maps should be updated for the impacted region.	SCEMD, FEMA, U.S. Army Corps of Engineers			
9.4	Inventory and evaluate the feasibility and effects of consolidation of school districts, law enforcement agencies, and fire departments in the impacted areas.	Local Government, COGs			
9.5	Create a unified communications system to connect all health care providers, State and local agencies, the law enforcement community, and first responders.	SCCIO, SCDHEC			
GOAL: Preserve And Restore Agricultural Business					

Tracker	Emergency Action or Strategy	Responsible Entities	Click on Cell and Select Option (Excel Version Only)	Begin	Date
10.1	Private non-industrial agricultural landowners should be required to meet certain qualifications for assistance under the Emergency Forestry Conservation Reserve Program.	SC Forestry Commission, Clemson University Cooperative Extension Service			
10.2	A reforestation program should be created.	SC Forestry Commission, Clemson University Cooperative Extension Service			
10.3	Establish an emergency program to assist loggers with fuel, housing, and the development of wet storage yards.	U.S. Department of Agriculture			
10.4	Consider legislation to exempt income derived from salvage cuts in the affected areas from federal income taxes for landowners who have filed reforestation plans.	Federal Government			
10.5	Casualty losses should be considered for landowners with no basis on timber, which would allow a loss to be taken on some percentage of market value prior to the disaster, rather than on basis. (Landowners should be able to file for their losses immediately following a disaster.)	SC Forestry Commission, Clemson University Cooperative Extension Service, Federal Government			
10.7	Direct compensation through USDA grant sources should offset the following categories: fuel, income interruption, and house damage and loss.	SC Department of Agriculture			
10.8	Expedite rebuilding of commercial components of the port facilities.	Ports Authority			
10.9	Seek funding to assist affected dairy and poultry producers with the cost of fuel utilized to sustain critical operations.	SBA			
10.10	Supplemental federal funding should be sought for the livestock assistance program.	USDA			
10.11	The Nursery and Tropical Fruit Producer Hurricane Relief Act (H.R. 4031) should be reviewed and considered to provide emergency relief to growers suffering losses from a hurricane.	USDA			

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10.12	Seafood infrastructure should be immediately rebuilt with funds from public and private sector sources, and temporary infrastructure should be provided while long-term rebuilding efforts are underway.	Private Entities, SCDNR, SBA			
10.13	Lead efforts to remove hurricane-related hazards to waterway navigation.	U.S. Coast Guard, FEMA, SCDNR			
10.15	Utilize funds to restore oyster reefs, shrimp nursery areas, coastal marshes, and other estuarine habitats.	SCDNR			
10.16	Riverine floodplains and near-shore resources should be restored and enhanced.	SCDNR			
10.17	Revitalize reefs through a combination of cultch deposition and turning over covered oysters to restore these reefs to their former productivity levels.	SCDNR			
10.18	Restore artificial reefs.	SCDNR			
10.19	Develop sustainable marine aquaculture technologies for marine finfish and molluscan aquaculture to provide job alternatives for the commercial fishing and other marine-related industries.	Sea Grant Consortium and SCDNR			
10.20	Acquire property and designate it for public access and for use by water-dependent industries, including docking and service facilities for commercial and charter fishing fleets.	County Government			
10.21	Smart growth practices and zoning ordinances should be adopted to foster mixed-use development.	Local Government			
10.22	Marinas should adopt best management practices, including a Clean Marina Program, which can improve water quality.	Private Marinas, DNR			
GOAL: Restore And Improve Delivery Of Health And Human Services					
11.1	Establish uniform protocols for types of patients to be transferred, the locations for the transfers, and the assistance available to facilitate the transfer.	SCDHEC, Hospitals, Department of Commerce			
11.2	Coordinate access to mental health providers that are currently and permanently maintained.	SC Department of Mental Health			

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11.3	Create a “one-stop shop” for human services delivery.	SCHHS, SCDSS, SCDEW, SCDHEC			
11.4	Aggressively market to healthcare providers nationwide to ensure that physicians fully realize the revitalization efforts underway and the accomplishments achieved.	Hospitals			
11.5	Submit a State plan amendment to the Center for Medicare and Medicaid Services (CMS) to establish a supplemental physician retention payment based upon average commercial payroll rates.	OSS			
11.6	Educational opportunities should be broadened for potential nursing students, including providing additional resources to community colleges and universities to increase capacity and to recruit students to their programs.	Colleges & Universities			
11.7	Consider the establishment of a State Insurance Pool for health care providers for business interruption coverage in the event of a disaster.	SC Department of Insurance			
11.8	Monitor malpractice premiums trends and insurance options to ensure the availability of affordable insurance for health care providers.	SC Department of Insurance			
11.9	Provide compensation to providers for increased costs and reduced revenues by establishing a “floor” for the wage index for providers in the affected areas.	Federal Government			
11.10	Services provided by all health care providers which are not covered in a Medicaid beneficiary’s home state should qualify for the uncompensated care pool.	Federal Government			
11.11	Develop measures to protect and strengthen the South Carolina Medicaid program, including the support of federal legislation to provide 100% federal funding for all Medicaid expenditures for individuals who are disaster survivors and for associated administrative costs.	SCHHS			

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11.14	Identify and evaluate potential incentives to encourage the private sector to develop child care facilities, or partner with existing providers, in order to make available the child care our workforce needs.	SCDHEC			
11.15	Case management should also focus on children under State custody, and ensure that displaced parents with child support obligations meet their responsibilities.	SC Department of Social Services			
11.16	Office on Aging should develop a resource center for the aged which would provide information and services including home-based services, volunteerism, physical activity and wellness programs, vocational training, housing options, long-term care planning, and information related to the Medicare and Medicaid programs.	Lt. Gov. Office on Aging			
11.17	Design senior wellness centers to serve as hubs of activity for the senior community.	Lt. Gov. Office on Aging in partnership with local governments			