

DISASTER RECOVERY PLAN



SAN LUIS OBISPO COUNTY
OFFICE OF EMERGENCY SERVICES

ORIGINAL

April 2016

REVISION

May 2018

PLAN ADOPTION

This is the official County of San Luis Obispo recovery plan for incidents within the County of San Luis Obispo. This plan augments the San Luis Obispo County Emergency Operations Plan. This plan is to be reviewed at least annually and after each emergency incident during which this plan is used. The purpose of such review will be to ensure changes are made based on lessons learned and updated emergency management procedures to make sure the plan remains current.

CHAIR, COUNTY BOARD OF SUPERVISORS

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PART ONE - OVERVIEW

1. Introduction

Disaster recovery refers to the procedures that enable the recovery and/or continuation of vital infrastructure and systems following a natural or human induced disaster.

Recovery phase activities are those that restore services to the public and return the affected area(s) to pre-emergency conditions. Recovery activities typically involve both short-term and long-term activities, spanning immediately following the disaster to years later. Examples of recovery activities include debris removal, restoring utilities, conducting hazard mitigation analyses, identifying residual hazards, determining and recovering costs associated with response and recovery and applying for state and federal assistance programs.

The local government level manages and coordinates the overall emergency response and recovery activities within its jurisdiction. The local government level includes county, cities and special districts. These entities together are referred to as the Operational Area. No single jurisdiction within San Luis Obispo County has the resources available to handle large emergencies, so during multi-jurisdictional emergencies, the county provides resource allocation, coordination and information sharing.

2. Purpose and Scope

The purpose of this plan is to provide a general guide on the recovery process for local government jurisdictions within the San Luis Obispo Operational Area. This plan is designed to provide an overall picture of the activities that may be required to recover from a disaster, in particular the cost recovery process. Local jurisdictions must always follow state and federal regulations, the specifics of which may change more frequently than this plan is updated.

The information in this plan is current as of the revision date listed on the cover. Assistance programs and regulations may be subject to change and can affect the recovery process. Deviation from the processes outlined in this plan may be necessary to comply with any updated regulations.

The intention of this plan is that it can be used prior to an emergency to provide an overview of recovery operations as well as during an emergency to provide guidance during the short and long-term recovery phases.

3. Concept of Operations

Disaster recovery includes short and long-term activities. Short-term activities are

intended to return vital life-support systems to operation, and long-term activities are designed to return infrastructure systems to pre-disaster conditions.

Recovery activities are those necessary to restore services and systems to a state of normalcy. When conditions exist that pose an extreme peril to life and property and are beyond the effective response capabilities of a local jurisdiction, a city or county may proclaim a local emergency and request state assistance. As part of that, the state may implement or coordinate financial disaster recovery programs.

Recovery efforts typically begin while response efforts are still underway, or shortly thereafter. For example, cost recovery and resource demobilization are recovery functions that begin during the response phase as costs are incurred and resources are mobilized. Such initial efforts may include beginning to restore utility services, clearing roadways of debris, and basic mitigation efforts to keep additional damage from happening.

Initial coordination of recovery efforts, such as initial planning and response, are the responsibility of local jurisdictions. Affected jurisdictions, such as San Luis Obispo County, or specific cities within the Operational Area, will at least initially coordinate recovery efforts in their respective areas.

Common recovery efforts that may be necessary during an emergency include: Assessment of the extent and severity of damages to homes and other property; restoration of services such as water, sewer, and power; repair of damaged homes and property; and professional counseling, guidance and education due to the sudden changes resulting from the emergency and related reasons.

4. Recovery Overview

4.1 Short Term Recovery

Short term recovery happens immediately, overlapping with response actions. The goal of short term recovery is to restore local government and related services to at least a minimal capacity.

The major objectives of short term recovery operations include:

- restoration of utilities and other services,
- continued health services,
- government operations
- and debris removal

Even though they are classified as short term recovery actions, some of the actions mentioned above may continue for weeks. Part Two – Recovery Operations discusses specific details regarding short term recovery.

4.2 Long Term Recovery

The goal of long term recovery is to restore facilities to pre-disaster conditions.

Long-term recovery includes:

- hazard mitigation activities,
- restoration or reconstruction of public facilities,
- and disaster response cost recovery

Long term recovery may involve many of the same things that short term recovery does, but may go on for months or years. Each affected jurisdiction is responsible for their own approach to mitigation, which could include zoning variances, building codes changes, plan reviews, land use planning techniques, and safety element review.

With public safety a primary concern, rapid recovery may require adjustments to policies and procedures to streamline the recovery process. Any hazard mitigation actions may need to be coordinated between various agencies and jurisdictions in order to ensure a maximum reduction of vulnerability to future disasters. Long term recovery may also involve local jurisdictions restoring essential facilities to their pre-disaster condition by retrofitting, repairing or reconstructing them during recovery operations.

Recovery programs will also be sought for individual citizens and private businesses. The county's and other operational area jurisdiction's planning, redevelopment, or related agencies may have a vital role to play in coordinating rebuilding efforts related to commercial areas of San Luis Obispo County.

5. Organization

For the County of San Luis Obispo, initial recovery operations will be managed by the Emergency Operations Center, if activated, and/or by the appropriate departments. Initial recovery issues involving Operational Area jurisdictions and special districts may also be coordinated and managed between the County EOC and designated jurisdictional representatives. Assistance with overall coordination of recovery efforts may be provided by Cal OES.

Throughout the recovery process, San Luis Obispo County departments should also be represented and responsible for certain functions that may need or otherwise involve their expertise.

The Recovery Unit Leader, or alternate function if the EOC is not activated, will coordinate the recovery process, ensuring that all damaged public facilities and services are restored. In coordination with County OES, the Recovery Unit or alternate function, will prepare an after-action report, submitting it to the Cal OES Southern Region within the time frames noted with NIMS and/or SEMS, as appropriate.

As the threat to life, property, and the environment dissipates, the Emergency Services Director, or alternate position with authority, should consider deactivating the EOC. The ESD or alternate may direct Section Chiefs to deactivate their sections, ensuring that each unit/branch/section provides its logs and files to the Recovery Unit. The Recovery Unit, or alternate function, will be tasked to organize these materials so they can be archived and/or utilized for the financial recovery process.

6. Responsibilities

The county, cities and special districts have specific responsibilities in recovering from a disaster. However, local jurisdictions and agencies may not have all the resources necessary for recovery, making state and/or federal disaster assistance necessary. Attachment 3 – Organization Overview - depicts a sampling of agencies that may be assigned or have the resources to coordinate specific disaster recovery operations for the county.

6.1 Emergency Proclamations / Declarations

If the local government requires state or federal assistance, it is important to know if a local proclamation of an emergency is a prerequisite to obtaining the assistance. Attachment 4 – Proclamation/Declaration Requirements provides an overview of the programs discussed in this handbook and indicates proclamation/declaration requirements. *Note: Public Assistance at the state and federal level both require a local proclamation of emergency.*

If a local emergency proclamation is required, it must be issued within 10 days of the event.

7. Documentation

Documentation is key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

Under the California Disaster Assistance Act (CDAA), documentation is required for damage sustained to public property and related resources for things such as public buildings, levees, flood control works, roads, streets and bridges.

Under federal disaster assistance programs, documentation must be obtained regarding damages sustained to resources, such as roads, public utilities and public buildings.

Debris removal and emergency response costs incurred by the affected entities should also be documented for potential cost recovery through state and federal programs.

The documenting information should include:

- location and extent of damage,
- debris removal cost estimate,
- emergency work cost estimate,

- and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition cost estimate
- The cost of compliance with building codes for new construction, repair, and restoration should
- The cost of improving facilities may be provided in cost estimates for possible federal mitigation program funding.

Documentation is a key to recovering expenditures related to emergency response and recovery operations. For each jurisdiction and special district, documentation should begin at the field response level and continue throughout the operation of their Emergency Operations Center and/or other emergency management coordination efforts or functions as the disaster unfolds.

8. Disaster Assistance

For public agencies, there are specific processes through Cal OES and FEMA that must be followed to receive disaster assistance funding. This process begins while the disaster is still being responded to, and continues through the recovery period.

The assistance process for individual assistance requires that people in need of assistance register directly with recovery agencies, such as FEMA. Information on how to do so is provided after a disaster, if recovery assistance is going to be available.

Part Two provides specific information on the state and federal Public (Section 5) and Individual (Section 6) Assistance Programs.

9. Plan Maintenance

The San Luis Obispo County Disaster Recovery Plan will be reviewed annually or as necessary following an actual or training event to ensure that plan elements are valid and current. The County OES is responsible for making revisions to the San Luis Obispo County Recovery Plan that will enhance the conduct of response and recovery operations and will prepare, coordinate, publish and distribute any necessary changes to the plan.

PART TWO – RECOVERY OPERATIONS / PROCESSES

1. Disaster Recovery Roles and Responsibilities
2. Recovery Objectives
3. Disaster Recovery Operations / Assistance Tools
4. Damage Assessment Overview
5. Disaster Assistance for Public Agencies
6. Disaster Assistance for the General Public
7. Disaster Planning / Mitigation

1. Disaster Recovery Roles and Responsibilities

San Luis Obispo County serves as the primary focal point for coordination of mutual aid, assistance, and information between local jurisdictions during emergencies, including during the recovery process.

Recovery typically involves multiple jurisdictions. During multi-jurisdictional emergencies, each jurisdiction / special district is in charge of managing emergencies within its boundaries. All local jurisdictions and county departments should:

- Maintain plans, including a Recovery Response Plan or Annex
- Train personnel and alternates
- Complete initial status reports and forward to appropriate EOC(s)

1.1 County

The County of San Luis Obispo is the lead agency within unincorporated portions of the county for management of recovery operations. Specifically, county departments assisting in recovery efforts will lead operations within unincorporated areas of the county and provide coordination for the incorporated areas. The county also provides coordination and communication between OA jurisdictions and Cal OES at the beginning of the cost recovery process.

1.2 Local Jurisdictions (Cities and Special Districts)

Local jurisdictions are responsible for their own recovery operations, but will be provided assistance and coordination by the county, as needed. Each incorporated jurisdiction should have an individually maintained recovery plan or annex within their own emergency plans that outline those functions, roles and responsibilities not provided by the county or other government entities.

1.3 Private Sector

Private sector entities can/should be utilized as needed to provide recovery assistance. Memoradums of Understanding (MOUs) with private entities can provide an effective method of mobilization and resource management.

The County of San Luis Obispo Office of Emergency Services also has a Resource Directory available for reference to response agencies.

1.4 Cal OES

Per their website in May 2018, Cal OES “responds to and aids in the recovery from emergencies within the State of California under the authorities of the California Emergency Services Act (ESA), the California Disaster Assistance Act (CDAA), the federal Robert T. Stafford Disaster Relief and Emergency Assistance Act, and other legislation.”

The Cal OES Recovery Section helps manage disaster recovery and provides efficient recovery assistance to local governments, businesses, agriculture and individuals. The Recovery Section also acts as the grantee for federally funded disaster assistance programs, as grantor for the state CDAA program, and coordinates recovery assistance for individuals, businesses and the agricultural community. More information and resources are available on their website at <http://www.caloes.ca.gov/cal-oes-divisions/recovery>.

1.5 FEMA

Overall recovery response lies with local jurisdictions and the state. However, FEMA assistance, when applicable, can include the following (other federal agencies can provide specialized assistance as well):

- Receive information and assistance requests from Cal OES.
- Coordinate with local and Cal OES response of federal inspectors and officials.
- Determine eligibility and provide federal recovery assistance through the Public Assistance (PA) and Individual Assistance (IA) programs.

1.6 Public

The public should be kept engaged throughout the recovery process through media releases, the internet and town hall meetings, or similar. Jurisdictions must continue to manage awareness and outreach efforts to individuals with access and functional needs, and other members of vulnerable populations – this cannot end as the focus shifts from response to recovery, and the same public alert and notification systems should be used.

2. Recovery Objectives

Response and recovery may overlap, but involve different overall objectives.

Short term recovery operations start during the response phase of the emergency. These early recovery operations are initially the responsibility of local jurisdictions. Affected jurisdictions, such as San Luis Obispo County, cities in the Operational Area, and/or special districts, would be involved with at least initially coordinating recovery efforts in their respective areas.

The goal of short term recovery is to restore local government and related services to at least a minimal capacity. Short term recovery may include:

- utility restoration;
- continued social, medical, and mental health services;
- re-establishment of county government operations;
- re-establish of transportation routes;
- debris removal;
- cleanup operations; and

- abatement and demolition of hazardous structures.

The county and cities may need to ensure that debris removal and cleanup operations are expedited in essential areas. On the basis of the county and other Operational Area jurisdiction's assessments, structures that pose a public safety concern may be inspected by building officials or other professionals to determine specific damages.

The transition from short to long-term recovery operations typically occurs within 90 days of the termination of the emergency or close of the incident period. This 90-day time period is intended only as a guide and transition to long-term recovery operations may occur at any time within or after the 90-day period, depending on the severity of the emergency and the effectiveness of the response.

The major objectives of long term recovery operations may include:

- coordinated delivery of social and health services;
- improved land use planning;
- improved emergency planning;
- re-establishing the local economy to pre-disaster levels;
- recovery of disaster response costs and;
- effective integration of mitigation strategies into recovery planning and operations.

Demobilization of certain resources can help signal to decision-makers appropriate transitions between response, short-term recovery and long-term recovery phases of the operation. For example, de-activation of the EOC and demobilization of related response resources could signal the transition between response and short-term recovery. Similarly, suspension of curb-side debris removal activities and subsequent demobilization of related resources could signal transition between short-term and long-term recovery.

2.1 Recovery Potential Need Activities

Rebuilding efforts require decisions on a number of critical activities that have long-term social, economic and physical recovery implications. In addition to common emergency planning considerations (e.g., establishing partnerships, risk identification and reduction, plan maintenance including drills and exercises) local government should consider the activities noted on *Attachment 1 – Recovery Need Activities* during the emergency management planning process.

When conditions exist which are beyond the effective response capabilities of a local jurisdiction, a city or county may proclaim a local emergency and request that the state implement and/or coordinate financial disaster recovery programs.

2.2 Disaster Recovery at the State Level

At the state level, the Cal OES Disaster Assistance Division (DAD) manages disaster recovery operations by providing assistance to local governments and

coordinating recovery programs for individuals and businesses impacted by disasters. Cal OES DAD ensures that state and federal support are provided in an efficient and timely manner throughout the recovery process. Cal OES is the grantee for federally funded disaster assistance programs, and grantor for the state California Disaster Assistance Act (CDAA) program. As such, Cal OES DAD coordinates recovery assistance for individuals, businesses and the agricultural community. Additionally, Cal OES DAD oversees hazard mitigation activities throughout California and provides technical support to reduce the costs and streamline the process of future recovery efforts. In support of these responsibilities, Cal OES DAD performs extensive planning activities with local, state and federal agencies, legislators, various volunteer and non-profit organizations.

2.3 National Disaster Recovery Framework

The National Disaster Recovery Framework is a guide designed to ensure coordination and recovery planning at all levels of government before a disaster, and defines how agencies will work together, following a disaster, to best meet the needs of states, counties and cities in their recoveries.

The Framework is the product of efforts to meet requirements from two key directives: first, the Post-Katrina Emergency Management Reform Act of 2006 requires FEMA to develop a National Disaster Recovery Strategy. Additionally, Presidential Policy Directive (PPD)-8, National Preparedness directs FEMA to work with interagency partners to publish a National Disaster Recovery Framework and supporting operational plans as an integral element of a National Preparedness System.

The National Disaster Recovery Framework is a conceptual guide designed to ensure coordination and recovery planning at all levels of government before a disaster, and defines how agencies will work together, following a disaster, to best meet the needs of states, local and tribal governments and communities and individuals in their recoveries. The framework establishes coordination structures, defines leadership roles and responsibilities, and guides coordination and recovery planning at all levels of government before a disaster happens. It involves better utilization of existing resources.

The National Disaster Recovery Framework is a living document that will continue to be updated to include annexes for each Recovery Support Function.

2.3.1 Recovery Support Functions

The National Disaster Recovery Framework introduces six recovery support functions that are led by designated federal coordinating agencies. The Recovery Support Functions (RSFs) comprise the coordinating structure for key functional areas of assistance. Their purpose is to support local governments by facilitating problem solving,

improving access to resources and fostering coordination among state and federal agencies, nongovernmental partners and stakeholders. The Recovery Support Functions and designated federal coordinating agencies are:

- **Community Planning and Capacity Building:** Federal Emergency Management Agency
- **Economic:** U.S. Department of Commerce
- **Health and Social Services:** U.S. Department of Health and Human Services
- **Housing:** U.S. Department of Housing and Urban Development
- **Infrastructure Systems:** U.S. Army Corps of Engineers
- **Natural and Cultural Resources:** U.S. Department of Interior

3. Disaster Recovery Operations / Assistance Tools

3.1 Resuming Government Operations

Resuming local government operations is the initial goal of short- and long-term recovery operations. Following a large disaster, government agencies/departments may be operating from unfamiliar locations with inadequate communication capabilities. This may cause difficulty in day-to-day functions and cause frustration among employees and the public. Provisions for minimizing these issues by addressing relocation and continuity of government functions should be addressed in local plans.

3.2 Cost Recovery Overview

Incorporated jurisdictions and special districts are responsible for developing and implementing their own cost recovery and contracting procedures.

County OES is responsible for applying to Cal OES and FEMA for disaster relief funds for the county and unincorporated areas of the San Luis Obispo Operational Area.

Incorporated jurisdictions and special districts within the Operational Area apply to Cal OES and FEMA for disaster relief funds directly.

It is very important to keep in mind that documentation and contracting are critical cost recovery elements. Utilization of the forms discussed in this plan when applying for funds (most of which are available electronically), can assist with continuity between departments and agencies, making fund recovery easier.

Certain Preliminary Damage Assessment thresholds must be met to for eligibility for FEMA cost recovery funds. For Fiscal Year 2018, the threshold for San Luis Obispo County is \$962, 604. The statewide threshold is \$54,391,596. For

eligibility, both the county and state thresholds must be met. This means that if San Luis Obispo County is the only county damaged during a disaster, then \$54,391,596 in damages must occur. These thresholds can change annually. Details are available at <https://www.fema.gov/public-assistance-indicator-and-project-thresholds>.

Note: The Operational Area works together, led by County OES, to submit one Initial Damage Estimate to Cal OES. If damage thresholds are met and once funding is approved, beginning with the Kick-off Meeting, Cal OES works directly with each individual jurisdiction on their cost recovery.

Cost recovery is a lengthy process that can take years. Cost recovery begins with the expenditure of funds during the disaster response phase and ends with completion of any applicable audits.

Recovery and procurement personnel can reference a FEMA document titled *Public Assistance Program and Policy Guide* for more additional details (<http://www.fema.gov/media-library/assets/documents/111781>).

3.2.1 Public Assistance Process Cycle Timeline (See Attachment 10)

The Public Assistance process cycle will be discussed in further detail throughout this section, but the timeline for submitting information at each step is critical for cost recovery. See Part Two, Section 6 – Disaster Assistance for Public Agencies for details on each step of this process

Disaster Assistance Step	Timeframe for Completion
Initial Damage Estimate	Within 10 days to Cal OES (sooner to County OES)
Preliminary Damage Assessment	Within two weeks to verify IDE
Governor’s Request	Within 30 days to the end of the incident
Presidential Declaration	Received back within 1 to 8 weeks
Applicant’s Briefing	Within 30 days of the Presidential Declaration
Submission of Request for Public Assistance	Within 30 days of the Presidential Declaration
Kick off Meeting	Within 21 days of approval of RPA. This meeting starts 60-day clock to report all damages

3.2.2 Categories of Work

As previously noted, reimbursable work falls into two groups – Emergency Work and Permanent Work:

- **Emergency Work:**

Category A – Debris Removal
Category B – Emergency Protective Measures

Work falling under this group is designed to eliminate immediate threats to life, health, safety and improved property.

- **Permanent Work:**

Category C – Roads and Bridges
Category D – Water Control Facilities
Category E – Buildings and Equipment
Category F – Utilities
Category G – Parks, Recreation and Other

Work falling under this category is designed to repair, restore or replace disaster damaged facilities to their pre-disaster status, including cost effective hazard mitigation measures.

Specific details of what is considered under each category can be found in Attachment 11 – Damage Assessment Categories.

3.3 Documentation

All county departments and incorporated jurisdictions, including special districts, are responsible for fully documenting their recovery activities. The County Auditor- Controller's Office will prepare and maintain documents for cost recovery for the County of San Luis Obispo. Incorporated jurisdictions and special districts should assign a department to oversee their own process.

Documentation items can include any and/or all of the following:

- receipts,
- photos,
- written summaries,
- deadline dates and information,
- GPS coordinates, if relevant,
- and any other information that might be deemed helpful.

Documentation of disaster-related costs incurred from response through long-term recovery is essential to the cost recovery function (which will be discussed in depth in the following sections). Public Worksheets (PWs) for emergency work are often completed during the short-term recovery phase and PWs for permanent repair or restoration are written during the long-term recovery phase. Public Worksheets are completed by Cal OES following the IDE and PDA. More specific details regarding Public Worksheets can be found under Part Two, Part 6 – Disaster Assistance for Public Agencies.

See Part Four, Forms 1 and 2 for forms that can be used by field staff to document damages.

See Part Four, Attachment 2 for description of the mechanisms required to document damages and determine needed assistance in the impacted area for requesting state or federal assistance.

3.3.1 Accounting

Local jurisdictions are encouraged to develop documentation protocols that can meet both ongoing community requirements and provide sufficient documentation to justify claims for Cal OES, FEMA and insurance.

For example, the development of fund codes within the accounting and budget processes that relate to FEMA eligibility requirements is encouraged. This way, eligible overtime and other expenses can be documented separately from day to day costs. Focus should be placed on ensuring that information about where work occurred, what equipment was utilized, and how the time and work effort was related to the disaster event is documented and maintained. If the event does end up in a federal declaration, eligible overtime and emergency expenditures are easily separated and justified for eligible activities and work sites.

3.4 Debris Removal

Disasters can generate large amounts of debris in short periods of time. Debris clearance, removal and disposal operations must be implemented quickly to protect public health and safety. Debris Removal is considered Emergency Work by Cal OES and FEMA, and is dealt with differently than Permanent Work (See Part Two, Section 5 for more details) for cost recovery. For cost recovery of debris removal, state and local procurement policies must still be followed.

Debris removal and management within the county will be coordinated through the County EOC; however, each city and the county are responsible for disaster debris cleanup within their jurisdiction unless alternative arrangements have been made. Press releases and public information will be coordinated through the Joint Information Center (JIC) for recycling, household hazardous waste and debris handling. Residents with questions about debris on public owned property can contact the Phone Assistance Center (PAC), if activated.

The speed of initial debris clearance, removal and disposal operations will depend, in part, upon the depth of pre-disaster planning by Operational Area jurisdictions and special districts.

It is the County's goal that debris should be held and processed for maximum recycling.

Debris clearance on private property is generally the responsibility of the homeowner. However, if the debris is affecting public health and safety or making economic recovery difficult, FEMA may fund Private Property Debris Removal. However, it MUST be approved in advance.

San Luis Obispo County Integrated Waste Management Authority has a plan titled “Emergency Disaster Debris Plan for San Luis Obispo County”. While written in the late 1990s, the plan provides information and analysis for disaster related debris in San Luis Obispo County.

3.4.1 Debris Removal Eligibility

Debris removal is eligible under Category A: Emergency Work when it does the following:

- Eliminates an immediate threat to life, health and safety
- Eliminates an immediate threat of significant damage to improved property
- Ensures economic recovery of the community and provides a benefit to the community-at-large.

For example, debris removal located in a wild land area would typically not be eligible, as there is no immediate threat to people or improved property. Debris removal on a roadway would be eligible, as it is a threat to both.

3.4.2 FEMA’s Alternate Procedures Pilot Program (Debris)

FEMA currently has a pilot program that provides alternate programs for debris removal. Participation in the program is voluntary and the features can be used individually or in aggregate. Cal OES cautions local jurisdictions to think carefully before signing up for any, or all, of this program. This pilot program is currently in place as of May 2018. The program will remain in place until FEMA promulgates and adopts revised regulations that reflect the program changes the law authorizes.

- Sliding Scale Incentive for debris removal
- Recycle Revenues Retention
- Straight-Time Force Account Labor Eligibility
- One-Time Debris Management Plan Incentive

Specific details about the program can be found at:
<https://www.fema.gov/alternative-procedures>.

4. Damage Assessment Overview

The recovery damage/safety assessment function is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery. As soon as possible into an incident, even during the emergency response phase, Initial Damage Estimates (IDE) will be needed in order to support a request for a Gubernatorial

Proclamation and for the state to request a Presidential Declaration. One collective IDE will be sent, via County OES, to Cal OES within 10 days of the end of the incident. The sooner this is submitted, the better. Individual jurisdictions should try and get this information to County OES within 48 hours.

During the recovery phase, this assessment is refined to a more detailed level. Detailed damage/safety assessments will be needed to apply for various state and federal disaster financial assistance programs. In addition, a list of mitigation priorities will need to be developed by the jurisdictions' departments.

Determining which agency performs detailed damage and/or safety assessment will depend on what is being inspected and assessed. For example, damage to roads under the jurisdiction of San Luis Obispo County generally will be coordinated by the San Luis Obispo County Public Works Department; damages to county facilities generally will be coordinated by County Central Services and Public Works. The County Office of Emergency Services will act as the lead agency for coordinating and summarizing overall damage and safety assessments into a consolidated report. Other local jurisdictions within the Operational Area should complete their own detailed damage assessment. Utilize *Attachment 9 – Damage Assessment Overview* as needed.

5. Disaster Assistance for Public Agencies

Eligible applicants under FEMA's Public Assistance program are: State government agencies, local governments and special districts, PNP organizations that own/operate facilities open to the public and federally recognized Indian Tribes.

5.1 Public Assistance Program Responsibilities

Each jurisdiction and special district has the responsibility for completion and submittal of the required documents for both state and federal public assistance programs (note that the term "public" in this context refers to public agencies, versus individuals. Assistance for individuals is generally referred to as "individual assistance."

The County Office of Emergency Services (OES) is the primary agency for coordinating the initial completion of the public assistance program applications and supporting materials for county government. County OES may also serve as the initial primary contact for state and federal field representatives. City emergency management representatives complete the application process and provide supporting materials to state and federal representatives for their jurisdictions. Special districts may assign a representative from their agencies to complete application materials and initially coordinate with state and federal representatives. The special district representative should work closely with their agency's field operations staff throughout this process.

5.2 The Application Process: Public Assistance

5.2.1 Initial Damage Estimate (IDE)

The Initial Damage Estimate provides information for Cal OES to determine if state and/or federal disaster assistance is warranted and to what external resources are needed. An IDE should be provided concurrently with request for assistance. Not providing this information promptly can delay assistance. An IDE is completed by each individual jurisdiction and forwarded to County OES for submittal to Cal OES. The IDE should be completed on the form provided on Cal OES's website at <http://caloes.ca.gov/cal-oes-divisions/recovery/forms>. The IDE should provide reasonable estimates of the damage caused by the disaster.

This documentation must be submitted to Cal OES within ten days of the end of the incident, but the sooner it is submitted the better. Local jurisdictions should submit their documentation to County OES within 48 hours, whenever possible.

5.2.2 Preliminary Damage Assessment (PDA)

Once Cal OES receives the IDE for the Operational Area, an onsite PDA provides information for Cal OES to determine the specific extent and type of state and/or federal disaster assistance. This information is also used by FEMA to prepare a regional analysis of the request for consideration by FEMA headquarters. The PDA typically takes place within 2 weeks (often much sooner) of the end of the incident.

5.2.3 Governor's Request for Presidential Declaration

The Governor's Request must be made within thirty days of the end of the disaster. The Presidential Declaration may many weeks to receive, if it is made at all.

5.2.4 Applicant Briefings

Once a disaster has been designated as a Presidential Declaration of an Emergency or a Presidential Declaration of a Major Disaster (or an FMAG, a Director's Concurrence, a State of Emergency Proclamation), FEMA will schedule and hold Public Agency Applicant Briefings. Affected public agencies will be notified by letter, e-mail, Cal OES website, Cal OES regional offices, or by telephone of the date, location, and time of the briefing. Applications for federal and state public assistance will be available and accepted during these briefings.

Detailed instructions on applicant eligibility, project eligibility, eligible costs, program criteria, documentation requirements and important deadlines for work completion will also be explained. Public assistance applicants are assigned a primary point of contact that will process the PA application, monitor work progress, and provide technical assistance for the duration of the application.

5.2.5 Request for Public Assistance (RPA)

The Request for Public Assistance (RPA) is the form applicants use to provide information about their organizations, such as location and contact information.

FEMA and the state will use the information submitted on the RPA to determine if an applicant is eligible for Public Assistance. This form needs to be submitted to the State PAO within 30 days of the date of the Presidential declaration. It can be submitted directly at the Applicant Briefing, or by mail, fax, or electronically.

Eligibility Note: Only certain projects are eligible for FEMA reimbursement. See Part Two, Section 6.5 for specific details regarding eligibility requirements.

Cost Note: Only certain costs are eligible for FEMA reimbursement. See Part Two, Section 6.5.4 for specific details.

Eligibility and cost criteria apply to all direct costs, including salaries, materials and equipment. There is also an administrative allowance for the program.

5.2.6 Project Approval Process

Cal OES/FEMA encourages applicants to participate fully in the decision-making process of the approved scope of work and cost estimation for each project. Applicants are notified by mail when FEMA or the state has approved the project for funding. This notification includes instructions to request payment of the funds. Additional information regarding both federal and state public assistance programs can be obtained through FEMA's website.

NOTE: Upon a Presidential declaration, local governments that have incurred significant emergency response costs may request the expedited processing of state and federal funding. Qualifying costs may include:

- emergency costs (e.g. police and fire overtime salaries);
- debris removal necessary to protect life and property; and
- temporary shelter operating costs

5.2.7 Kickoff Meeting

Once the RPA is reviewed and the applicant is deemed to be eligible for Public Assistance, a Public Assistance Coordinator (PAC) will contact the applicant to set up a Kickoff Meeting to discuss damages, needs assessment, and an action plan for completion of a PW. The PAC will go over what is expected of each applicant and will provide detailed instructions on what to do and how to do it. A state liaison will provide state specific details on PA program documentation and reporting requirements.

Along with a list of damaged locations and documentation of emergency-related expenditures to date, applicants should also be prepared to discuss known historical or environmental issues for the location and general area. Copies of insurance documentation associated with any damaged facility should also be provided to FEMA during the meeting.

5.2.8 Project Worksheets (PW)

Once the Cal OES Project Application is received, a joint state/federal inspection team may come into the requesting jurisdiction to perform a Project Worksheet (PW). The Project Worksheet is also referred to as the 90-91. The PW identifies the scope of work and the quantitative estimate of cost of each work project. The inspection team prepares a PW data sheet for each project listed on the List of Projects. A project means all work performed at a single site; this can also include grouping, for example, a short stretch of roadway with multiple sites into one project. Beginning in Fiscal Year 2017, local jurisdictions began working directly with FEMA on their PWs following the joint inspection team visit, instead of solely through CalOES.

Any damage not shown to the inspection team during its initial visit must be reported to the DHS/FEMA Region IX Director, through the Governor's Authorized Representative (GAR), within 60 days following the completion of the initial visit.

Within 45 days of receipt of the application for federal public assistance, the PWs are reviewed by DHS/FEMA and a decision to obligate the funds will be rendered. Once the projects are approved, Cal OES, with input from local applicants, must submit quarterly progress reports to DHS/FEMA. Supplements to the original application may be approved for substantial errors or omissions, overruns/under runs caused by variations in unit prices (cost adjustments), and changed site conditions/scope adjustments. Changes to small projects will normally be adjusted at the time of final inspection or an offsetting procedure will be implemented. Supplements should be requested at the earliest possible time and prior to completion of the work in question. Requests for a change in scope must be filed prior to work commencement on a "Damage Verification Form."

If a jurisdiction does not agree with the inspection team's estimate, the jurisdiction may indicate its non-concurrence with the PW. In addition to indicating non-concurrence on the PW form, the jurisdiction may also submit a letter of non-concurrence to Cal OES. In this letter, include the reasons the jurisdictions disagrees with the inspection team's estimate. Provide as much supporting documentation as possible. Cal OES will generally recommend that DHS/FEMA review the PW to reinstate eligible costs before the PW is approved. The letter to Cal OES should include the disaster number, the San Luis Obispo County's Federal Project Application Number (PA Number), and the Project Worksheet (PW) number(s). It is very important to review the PW very carefully to ensure concurrence, as a project approval can't easily be changed once concurrence has occurred.

Note: This process can take substantially longer than 45 days if FEMA and the local jurisdiction disagree about damages and/or what is considered to return something to its pre-existing condition.

For tracking and accounting purposes, projects are classified as either "small projects" or "large projects." A large project is a project above a certain approved estimate of costs. As of Fiscal Year 2018, any project with a cost of \$125,500 or more was a figure used on a federal disaster to designate a large project from a small project. This figure may change from year to year.

For large projects over a certain cost, a construction monitoring program must be implemented.

An important note is that “close-by” damages of the same nature may be consolidated into one Project Worksheet, so reporting any amount of damage deemed feasible to report should be included in any damage assessment cost estimate. Since for purposes of state and Federal disaster damage assessment and recovery all jurisdictions within the Operational Area will be totaled by FEMA, Cal OES, or other Federal or State disaster agency, as many costs as possible should be reported, as it will assist in reaching reimbursement thresholds. FEMA may also decide to combine “like” projects into a single PW.

If a site / project is deemed ineligible by Cal OES or FEMA, but believed to be eligible by the requesting jurisdiction, a Project Worksheet with zero cost should be created so that the decision can be appealed later.

5.2.8.1 Project Thresholds

FEMA establishes a minimum project threshold for each fiscal year. The threshold applies to incidents declared in that fiscal year.

As of Fiscal Year 2018, the minimum amount of damages for which FEMA will process a Project Worksheet is \$3,140. However, any reportable damage and estimated costs can be helpful in determining if damages sustained throughout the county, regardless of jurisdiction, reach the level necessary to obtain State or Federal disaster assistance.

5.3 Work Project Funding

To receive payment, the applicant (local jurisdiction) must have a resolution that designates an authorized representative, filed a Cal OES Project Application, and have a Vendor Data Record. Work project funding is subject to DHS/FEMA/State Agreement and 75 %/ 25 % federal/state and local costs (6.25% typical local share with federal funding) shares, as established as the minimum under the Stafford Act. Funding of improved projects are subject to the Governor's Authorized Representative's (GAR) approval.

Payments for small projects are automatic advance payments (after supplement approval). These automatic advance payments can make it difficult to recoup costs if estimated costs are lower than actual costs.

Payments for large projects must be requested on a "Request for Reimbursement" form. Reimbursement payments are sent in the form of progress payments, with 25 % usually withheld until after final inspection or audit. Funding for large projects is initially based on actual or estimated costs but final funding is based on documented eligible actual costs (which could be higher or lower than initial estimates).

Administrative allowances of direct administrative costs are eligible for reimbursement, but must be identified separately and assigned by project.

Included costs in this category are initial inspections, form completion, documentation, preparation and concurrence of PWs and interim and final inspections. The administrative allowance is calculated based on a sliding scale ranging from 0.5 percent to three (3) percent of total eligible costs approved for the applicant in a given disaster.

5.4 Completion Deadlines

The following deadlines have been established for each work category:

Debris Clearance	6 Months*
Emergency Work	6 Months*
Permanent Work	18 Months*

* Dates established from date of major disaster declaration

The Governor's Authorized Representative may extend deadlines, when justified, as follows:

Debris Clearance	6 Months
Emergency Work	6 Months
Permanent Work	30 Months

Allowable justification typically involves permitting or environmental issues. DHS/FEMA may extend the deadline beyond these dates, with adequate justification. Costs are allowed only to date of last approved time extension.

5.5 Eligibility Requirements

In order to be eligible to receive federal and/or state recovery funds, certain requirements must be met in four categories: Applicants, Facilities, Work and Costs.

5.5.1 Eligible Applicants:

- Cities
- Counties
- Special Districts
- School Districts
- Community College Districts
- Certain Private Non-Profit Organizations
- Native American Tribes
- State Agencies (eligible for federal funds ONLY)

5.5.2 Eligible Facilities:

Buildings, systems, equipment and maintained natural features are eligible for funds only if they meet the following criteria:

- Legal responsibility of an eligible applicant – For example, if a building is under a lease, the legal responsibility falls to whichever party is responsible for repairs in the lease agreement
- Located in a designated disaster area
- Not under the authority of another federal agency – For example, FHWA roadways are not eligible, other than for debris clearance
- In active use at the time of the incident – Funding will also only bring facility back up to what it was actively being used for. For example, if a school building is only being used for storage, covered repairs will only be those necessary to use it for storage.

5.5.2.1 Replacement versus Repair

The question of whether an eligible facility is damaged to the point where the applicant thinks the facility should be replaced rather than repaired, FEMA applies a “50% Rule” to determine the eligibility of replacement as opposed to repair work.

The 50% Rule is summarized as follows:

- If the Repair Cost divided by the Replacement Cost is **less than 50** percent, then only the repair cost is eligible.
- If the Repair Cost divided by the Replacement Cost is **greater than 50** percent, then the replacement cost is eligible

Repair cost equals the cost of repair of damaged components only. The cost does not include eligible codes and standards upgrades, demolition, site work, or applicable project management costs.

Replacement cost equals the cost of reconstructing the facility and includes current codes and standards upgrades.

5.5.3 Eligible Work:

- Must be a direct result of the disaster
- Must be located in a designated disaster area
- Must be the legal responsibility of an eligible applicant

Work can be deemed ineligible if there is found to be an applicant negligence, deferred maintenance or pre-existing damage. It is important for eligible applicants to ensure that routine maintenance is taken care of and documented in advance of a disaster.

Applicants are responsible for obtaining all necessary state and federal permits and should not begin work until FEMA has completed any necessary environmental or historic review processes.

5.5.4 Eligible Costs:

All costs associated with recovery must be reasonable and necessary. Costs must also comply with state and local procurement standards and not be contingent above state and/or federal funding. It is imperative to track all costs, even if you do not believe them to be reimbursable.

- Overtime and associated wage additive costs for emergency response personnel;
- Regular work hours for permanent work;
- Actual travel and per diem;
- Supplies, materials, and equipment (including rental);
- Repair, permanent restoration, and replacement costs for public facilities;
- The cost of basic engineering services when necessary for construction projects;
- Indirect and administrative costs (10% of total approved state share);
- Costs for work performed under interagency assistance agreements for which an eligible applicant is legally obligated to pay; and
- The local cost share required under federal public assistance programs is typically 25%. However, the 25% share may be partially offset by State disaster recovery funds if a State emergency proclamation is made and allows for such funding. This can equate into the federal share of 75% being paid and, if State funding is authorized, the state paying 75% of the remaining 25%. If federal pays 75% and state pays 75% of the remaining 25% that equates to the local share typically being about 6.25%.

5.5.4.1 Contracts and Procurement

An important area to note regarding eligible costs is contracts and procurement. It is vitally important that jurisdictions follow federal and local procurement standards and competitively bid emergency work (more stringent of the standards must be followed).

Specifically, time and materials contracts should be avoided, particularly once an incident passes the 70 hour mark.

The following documents should be retained for audit purposes on all contracts:

- Contract;
- Requests for bids, proposals or quotes;
- Bid documents/specs;
- Bid advertisement;
- List of bidders; and
- Invoices, cancelled checks, purchase orders, and inspection records.

5.5.4.1.1 Emergency Procurement Procedures

One way local jurisdictions can meet FEMA procurement requirements is by creating specific emergency procurement procedures that address rapid acquisitions, as well as more competitive acquisitions, when time allows. By establishing processes and expectations ahead of time to ensure that competitive acquisition processes are implemented as soon as practicable, it will help avoid problems with FEMA reimbursement.

5.5.4.2 Donated Resources:

In Presidentially declared disasters, donated resources applied to actual eligible emergency work such as debris removal or the filling and placing of sandbags are eligible to offset the 25% State and local cost share for emergency work (Categories A and B). However, resources or materials provided by a Federal agency cannot be credited. The donated services must be documented by written record and must include a description of work and record of hours worked by work site.

Volunteer labor will be valued at the same hourly labor rate as a jurisdiction employee performing similar work. If the jurisdiction does not have employees performing similar work, then the rate should be consistent with those ordinarily performing the work in the same labor market.

The value for donated equipment should be determined by using the applicable FEMA equipment rate and multiplying it by the number of hours the piece of equipment was used to perform eligible emergency work. Standby time is not eligible for credit.

Additional details can be found on FEMA's website at:

<http://www.fema.gov/media-library-data/1393862222813-f19ad8f932e8e1a4a5f6586354af41ed/RP%209525.2%20Donated%20Resources%20Policy.pdf>.

5.6 Project Closeout

Project closeout occurs when the local jurisdiction certifies that all work has been completed. Large projects are closed out individually. Small projects are closed out together when the last project has been completed. The local jurisdiction should notify CalOES immediately as each large project is completed and after completion of the last small project. Since small projects are paid up front, additional funding may be requested if the total sum of the small projects is greater than the amount that was paid up front. This request **MUST** be made within 180 days from the approved deadline of the last small project to be eligible.

5.7 Appeals

The appeals process is the opportunity for applicants to request reconsideration of decisions regarding the provision of assistance. The appeal must be filed with the State within 60 days of receipt of notice of the action or decision being appealed. The State will review the appeal and submit it to FEMA for consideration.

The appeal can be done at two levels. The first level appeal is to the FEMA Regional Director. The second level appeal is to the Assistant Director at FEMA Headquarters.

5.8 Audits

There are three types of audits associated with FEMA based recovery funds:

- **Capacity Audits** – This audit is initiated within the first year of the disaster declaration date.
- **Early Warning Audits** – This audit is initiated midway through the project process. It may or may not include grants that already had Capacity Audits
- **Traditional Audits** – This audit is initiated after the applicant has completed all projects and FEMA has approved the final close-out.

These audits are performed by the Federal Office of Inspector General (OIG). OIG cannot show up to audit you without representation from Cal OES or FEMA.

These audits typically include costs related to the scope of work, procurement procedures, contract costs, labor, materials and equipment costs and duplicative recovery costs.

The record retention requirement is generally three years beyond the time a local jurisdiction receives a Cal OES “audit waver” letter, however other regulations may require a longer retention period – work with your agency’s finance or audit staff on this issue when close out time arrives. If possible, as soon as audit regulations allow, records should be destroyed. This is because OIG can come back even after that point and request records for auditing; that is, if regulations

allow records to be destroyed three years following Cal OES or other official notice of project closeout and four years later OIG gives notice of an audit, if records still exist they must be given to OIG.

6. Disaster Assistance for General Public

6.1 Local Assistance Centers/Disaster Recovery Centers

LACs: Local government may consider activating Local Assistance Centers (LACs) to provide a centralized location for services and resource referrals for the unmet needs of disaster victims. State funding may be available for eligible LAC operations. Historically, LACs have proven to be a key factor for a successful recovery. LAC characteristics generally include:

- resource facility for recovery information, services and programs;
- community-based service facilities;
- managed by local government; and
- staffed by PNPs, local, state and federal government, as appropriate.

For additional information, contact Cal OES for “A Guide for Establishing a Local Assistance Center.”

6.2 Disaster Recovery Centers (DRCs)

DRCs may also be activated by key federal agencies to provide convenient locations for victims and private non-profit organizations to obtain information about FEMA and SBA programs. DRC characteristics general include:

- fixed or mobile resource facility for FEMA and SBA recovery information
- managed by federal government; and
- staffed by FEMA, Cal OES, SBA and other federal, state and local agencies as appropriate.

6.3 Disaster Assistance Programs and their Requirements

Attachments 7 and 8 are designed to provide local emergency managers a quick reference to disaster assistance programs administered or coordinated by Cal OES. The tables in these attachments are grouped by potential recipients and indicate general program implementation criteria, including key deadlines.

6.5 The Application Process: Individual Assistance:

6.5.1 Individuals and Households Program (IHP)

Upon the implementation of the IHP, individuals are required to first “teleregister” with FEMA. Widespread notice through the local media and or websites maintained by local government, SBA, USDA, FEMA or Cal OES inform the

public of the toll-free teleregistration number. Websites and/or local media are also resources for physical locations of local SBA, USDA, LAC or DRC offices.

Upon teleregistration, FEMA will assign a representative to evaluate the claim and will refer the individual to the appropriate program for loan and/or grant assistance. Individuals will then be provided loan and/or grant application information, instructions, terms and conditions directly from the agency providing assistance (FEMA, SBA, USDA).

6.5.2 SBA and USDA

When SBA and/or USDA has implemented its disaster program(s) independent of a Presidential declaration, individuals, businesses, private non-profit agencies, and/or the agricultural community, will be instructed to file an application directly with their local SBA and/or USDA office.

7. Disaster Planning / Mitigation

Disaster mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. Mitigation involves the ongoing identification of potential risks and hazards to the community, and development of effective pre-disaster mitigation strategies for the purpose of reducing potential impacts. Hazard mitigation planning is accomplished through advance planning and preparedness.

Hazard mitigation is addressed through a variety of methods, many through the planning process. In San Luis Obispo County, disaster planning has taken place in a number of ways, including written emergency plans, such as this one.

A number of goals related to reducing risk can be found in the San Luis Obispo County Safety Element of the General Plan. The Safety Element establishes policies and programs to protect the community from risks associated with fires, flood, geologic hazards and other natural disasters. In order to reduce loss of life, injuries, and damage to property, the Safety Element requires safety to be considered in the planning process. The Safety Element can be found on the San Luis Obispo County Planning and Building Department's website at <https://www.slocounty.ca.gov/Departments/Planning-Building/Forms-Documents/Plans/General-Plan.aspx>.

Hazard mitigation may also be accomplished through emergency planning by addressing threats and developing contingency plans for the threats. The county of San Luis Obispo has developed a Local Hazard Mitigation Plan (LHMP) to create a safer community. There are also specific disaster plans in place for a number of incident types, including nuclear power incidents, earthquakes and dam/levee failures, tsunami, wildfire and hazardous materials.

Additional mitigation occurs through ongoing prevention efforts, such as those coordinated the San Luis Obispo County Community Fire Safe Council and through efforts such as Public Works flood control programs.

7.1 Post-Disaster Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program (HMGP), which is administered by FEMA through Cal OES provides grants following a disaster to state and local governments, Indian tribes, and certain non-profit organizations to develop plans and implement long-term hazard mitigation measures.

The HMGP is authorized under Sections 322 and 404 of the Stafford Act. Federal funding becomes available only after the President signs a major disaster declaration. It is the only mitigation program that requires the local government to have proclaimed an emergency prior to implementation.

The amount of funding available is based on a percentage of the federal share of the aggregate disaster costs for public and individual assistance.

As manager of the HMGP, Cal OES is responsible for soliciting program interest, helping potential applicants develop applications, establishing deadlines for applications, providing technical assistance, establishing funding priorities and forwarding selected projects to FEMA for approval based on those priorities. Cal OES posts grant applications instructions and deadlines on their website for a limited time following a federal declaration of a disaster.

PART THREE – CHECKLISTS

1. Recovery Unit Leader Checklist
2. Agency / Department Recovery / Finance Lead

CHECKLIST 1 – Recovery Unit Leader

The Emergency Services Director (or the Emergency Services Manager if the EOC is not activated) may appoint a Recovery Unit Leader to lead recovery operations. The Recovery Unit Leader will direct activities in the unincorporated areas and act as a central resource for recovery activities in the incorporated jurisdictions.

General Duties:

- Serve as the liaison between jurisdictions/agencies and all State and Federal disaster recovery agencies;
- Ensure all documentation gathered by each department on expenditures and damage is in the proper format for review by the State and Federal inspectors;
- Coordinate with the Departmental Point of Contact concerning site inspections by the State and Federal disaster recovery inspectors;
- Review all PWs prepared by the State and Federal inspectors for accuracy; either concurring with their recommendations or generating a letter of non-concurrence;
- Maintain accurate records of project sites, including copies of the Project Worksheets, applicable photographs and other documentation;
- Archive all disaster recovery files with the appropriate jurisdictional agent following the conclusion of the disaster period; and
- Manage the State or Federal single audit of the disaster.

1. Short Term Recovery (if position is filled during this phase):**1.1 Ensure the following actions are being completed:**

The initial actions for short term recovery center on accurate situational awareness and getting a recovery group organized. When there is a disaster event that is of such a magnitude that coordination efforts will be needed for recovery, implement the following actions:

- ___ 1.1.1 Establish the Recovery Unit (part of Finance/Administration Section)
- ___ 1.1.2 Have county agencies collect information on their ability to sustain agency operations.
- ___ 1.1.3 Develop staffing pattern for the Recovery Operations Organization.
- ___ 1.1.4 Collect information from rapid damage assessment on damages, duration and impact from the following:
 - San Luis Obispo County and city/special district government operations
 - Schools
 - Utility Providers

- Social, medical and health services
 - Transportation routes and services
 - Debris issues
 - Private sector retail and wholesale providers
 - Others
- ___ 1.1.5 Develop initial short term and long term recovery objectives
- ___ 1.1.6 Refer to hazard specific plans for information
- ___ 1.1.7 Match short term recovery Operational Period with EOC Operational Period
- ___ 1.1.8 Develop information for the public on the recovery process and progress
- ___ 1.1.9 Develop a plan to assign personnel to sustain the recovery effort.
- ___ 1.1.10 Coordinate with the Operational Area, other local jurisdictions and the State on their recovery efforts.
- ___ 1.1.11 Begin developing a plan to transition from response to recovery.

2. Long Term Recovery:

2.1 Ensure the following actions are completed during long term recovery

As emergency issues are resolved and the community works to return to the new post disaster “normal”, the general priority is to continue accurate situational awareness and to sustain the recovery group operations. As the community transitions to long term recovery, implement the following actions:

- ___ 2.1.1 Ensure sufficient and knowledgeable people are assigned to the Recovery Unit.
- ___ 2.1.2 Continue to collect information on progress, duration and impact from the following:
- San Luis Obispo County and city/special district government operations
 - Schools
 - Utility Providers
 - Social, medical and health services
 - Transportation routes and services
 - Debris issues
 - Private sector retail and wholesale providers
 - Others

- ___ 2.1.3 Develop long term recovery objectives
- ___ 2.1.4 Determine appropriate Recovery Operational Period with Plans Section Chief.
- ___ 2.1.5 Continue to coordinate with the Operational Area, adjacent counties and the state.
- ___ 2.1.6 Seek regional coordination and solutions where appropriate
- ___ 2.1.7 Create a group to develop the Community Recovery Plan
- ___ 2.1.8 Facilitate public involvement in the recovery process.
- ___ 2.1.9 Look for public/private partnerships to strengthen recovery efforts
- ___ 2.1.10 Utilize mitigation plans for ways to build resiliency
- ___ 2.1.11 Establish work groups based either on geographic or function need.
- ___ 2.1.12 Continue to provide information for the public on the recovery progress
- ___ 2.1.13 Coordinate recovery planning efforts with existing community general plans.

CHECKLIST 2 – Agency / Department Recovery / Finance Lead

Each department/agency should have a point of contact from their Finance Section who will be responsible for coordination of finance related activities to ensure cost recovery:

- ___ 1. Ensure documentation of costs, including receipts, photos and relevant details.
- ___ 2. When requested, provide copies of all financial documents or reports (pay sheets, checks, etc.) regarding damage and expenditures to the department/agency point of contact or Recovery Unit Leader.
- ___ 3. Generate necessary financial reports such as payroll records
- ___ 4. Ensure reimbursements are properly accounted for when received.
- ___ 5. Assist the department/agency point of contact or Recovery Unit Leader during any state or federal audits.

PART FOUR – FORMS AND ATTACHMENTS

FORM 1 – RAPID DAMAGE ASSESSMENT

FORM 2 – INITIAL DAMAGE ESTIMATE

ATTACHMENT 1 – RECOVERY NEED ACTIVITIES

ATTACHMENT 2 – DAMAGE DOCUMENTATION

ATTACHMENT 3 – ORGANIZATIONAL OVERVIEW

ATTACHMENT 4 – PROCLAMATION / DECLARATION REQUIREMENTS

ATTACHMENT 5 – PUBLIC ASSISTANCE THROUGH CAL OES

ATTACHMENT 6 – PUBLIC ASSISTANCE THROUGH OTHER AGENCIES

ATTACHMENT 7 – INDIVIDUAL AND FAMILY ASSISTANCE

ATTACHMENT 8 – BUSINESS, RANCHERS AND PNP ASSISTANCE

ATTACHMENT 9 – DAMAGE ASSESSMENT OVERVIEW SHEET

FORM 1 – Rapid Damage Assessment

SAN LUIS OBISPO COUNTY EMERGENCY OPERATIONS CENTER

Agency: _____

Location: _____

Form Completed By: _____

Date: _____

Time: _____

Type	Minor Damage <30%	Major Damage >30%	Destroyed
Single Family Dwelling			
Multi Family Dwelling			
Mobile Home			
Private Business			
Public Agency			
School			
Road			
Bridge			

*List number of buildings for each category.

*Attach sample photos, if possible.

Additional Information:

**FORM 2 – Initial Damage Estimate
COUNTY OF SAN LUIS OBISPO EMERGENCY OPERATIONS CENTER**

Agency: _____

Date: _____

Location: _____

Time: _____

Form Completed By: _____

Time	Address	Damage	Type	Insurance	Details
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	
		<input type="checkbox"/> AFFECTED <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> DESTROYED	<input type="checkbox"/> PRIVATE <input type="checkbox"/> PUBLIC	<input type="checkbox"/> YES <input type="checkbox"/> NO	

AFFECTED –Habitable. Structure is damaged but usable for its intended purposes.

MINOR –Currently uninhabitable. Structure may be repaired and made safe in a short amount of time.

MAJOR – Currently uninhabitable. Structure received substantial damage and will take considerable time to repair, but is economically feasible to repair.

DESTROYED – Permanently uninhabitable. Structure has received considerable damage and repair is not economically or technically feasible.

ATTACHMENT 1 – Recovery Need Activities

Physical Recovery Activities:

- ✓ Preserving historical sites
- ✓ Considering environmental concerns
- ✓ Upgrading infrastructure and utilities
- ✓ Removing debris and managing disposal sites
- ✓ Evaluating redevelopment and subdivisions
- ✓ Establishing restoration committee
- ✓ Deferring permits, fees, etc.
- ✓ Pursuing hazard mitigation projects and advancing mitigation efforts
- ✓ Modifying land use and zoning requirements
- ✓ Improving infrastructure, roads, housing
- ✓ Evaluating repair and rebuilding options
- ✓ Incorporating changes in construction standards

Social Recovery Activities:

- ✓ Promoting community participation
- ✓ Providing services for the mental health of individuals
- ✓ Evaluating community stress
- ✓ Informing the public of physiological considerations
- ✓ Restoring community values
- ✓ Promoting family and individual preparedness
- ✓ Establishing Local Assistance Centers for ‘one-stop’ disaster recovery services

Governmental Recovery Activities:

- ✓ Continuing the performance of governmental functions
- ✓ Protecting essential facilities, equipment, records, etc.
- ✓ Managing donations
- ✓ Coordinating voluntary agencies
- ✓ Building community consensus
- ✓ Engaging stakeholders, special interests groups and the public in decision-making processes
- ✓ Pursuing new opportunities in community planning
- ✓ Upgrading communication systems
- ✓ Pursuing political support
- ✓ Communicating recovery activities to the public
- ✓ Addressing community questions about health consequences of the event

Economic Recovery Activities:

- ✓ Establishing a documentation system to collect and store disaster-related cost information to ensure maximum state and federal reimbursement
- ✓ Addressing economic loss of the community
- ✓ Identifying available working capital
- ✓ Promoting businesses in damaged areas
- ✓ Maximizing the consumer base
- ✓ Reestablishing commercial services
- ✓ Facilitating business recovery
- ✓ Securing disaster business loans, disaster recovery assistance grants and hazard mitigation project funding

ATTACHMENT 2 – Damage Documentation

Report Title	Responsible Party	Description Needed	Purpose of Report
Initial Damage Estimate (IDE ¹)	Local jurisdiction	Initial description of damage including: <ul style="list-style-type: none"> • type and extent of public and private sector damage • basic repair and emergency response costs • any acute public health issues • number of homes and businesses not insured or underinsured 	Provides information for Cal OES to determine if state and/or federal disaster assistance is warranted and to what external resources are needed. An IDE should be provided concurrently with request for assistance. Not providing this information promptly can delay assistance.
Preliminary Damage Assessment (PDA)	Cal OES field staff assisted by Cal OES Regional staff, local, state and/or federal government staff	Preliminary detailed damage report including: <ul style="list-style-type: none"> • facility types (e.g. school, road, private residences) and location • facility insurance and/or maintenance records. • damage description and repair estimates • local government budget reports • destroyed/damaged residences, personal property, businesses • any identified environmental or historical issues 	Provides information for Cal OES to determine extent and type of state and/or federal disaster assistance. This information is also used by FEMA to prepare a regional analysis of the request for consideration by FEMA headquarters.
Damage Assessment by Other Federal Agencies	Small Business Administration (SBA) US Dept of Agriculture (USDA) and/or local Agricultural Commissioner	Includes the number of private homes and businesses damaged or destroyed and estimated uninsured losses. It also may include documentation showing economic injury to businesses Includes cause, type and value of crop/livestock losses.	Ensures minimum damage criteria have been satisfied to implement the Physical or Economic Injury Disaster Loan Program. Provides USDA with jurisdictions to implement emergency local program

¹ IDE: This report is available via the online Response Information Management System (RIMS) located on the Cal OES website at: <http://www.oes.ca.gov>.

ATTACHMENT 3 – Organizational Overview

Function	Lead Department/Agency
Political process management; interdepartmental coordination; policy development; decision making; overall public information	Administrative Office; Board of Supervisors; County OES
Land use and zoning variance; building and related permits; building and related safety inspections; redevelopment	Planning and Building Department; redevelopment agencies; Board of Supervisors
Restoration of county facilities and related services	Central Services
Public area debris removal; demolition; roadway and related construction; restoration of County government public utility services	Public Works
Assistance programs for victims and related special needs	Federal and state disaster assistance
Public finance; budgeting; contracting; accounting	Auditor-Controller; Administrative Office; Board of Supervisors
Claims and liability issues	HR/Risk Management; County Counsel
Coordination of applications for public agency disaster assistance; liaison with assistance providers; disaster financial assistance project management	County OES; Auditor-Controller; affected departments
Advise on emergency authorities, actions, and associated liabilities; preparation of new ordinances and resolutions	County Counsel
Government operations and restoration, including space acquisition, supplies, equipment, vehicles, personnel	Central Services, Administrative Office, Human Resources
Geographic Information System (GIS) needs	Planning and Building, Assessor, Agriculture Departments, County Fire

ATTACHMENT 4 – Proclamation/Declaration Requirements

Program Name	Type of Assistance	Local Proclamation Required?	State of Emergency Required?	Federal Declaration or Designation Required?
SAP	Provides professional evaluators to determine safety, use and occupancy of homes and buildings	No	No	No
FMAG	Reimbursement of emergency response costs for fire suppression	No	No	Yes
State PA under an OES Director’s Concurrence	Funding to restore public infrastructure	Yes	No	No
State PA under a Governor’s proclamation of state of emergency	Reimbursement of local emergency response costs, debris removal and funding to restore public infrastructure	Yes	Yes	No
Federal PA (major disaster declaration)	Reimbursement of local emergency response costs, debris removal and funding to restore public and allowable private-non-profit infrastructure	Yes	Yes	Yes
Federal PA (emergency declaration)	Reimbursement of local emergency response costs	Yes	Yes	Yes
Individuals and Household Program (IHP)	Grants for unmet recovery needs to individuals and families	Yes	Yes	Yes
State Supplemental Grant Program (SSGP)	Supplemental grants for individuals for recovery may be available only when maximum IHP has been reached	Yes	Yes	Yes
SBA Economic Injury Disaster Loan Program	Working capital loans for small businesses that have suffered an economic loss	No	No	Yes
SBA Physical Disaster Loan Program	Loans for individuals, families and businesses that have lost real and personal property	No	No	Yes
USDA Disaster Designation	Loans for farmers and ranchers for physical and crop production losses	No	No	Yes
Crisis Counseling Programs	Referral/resource services and short-term counseling for emotional and mental health problems caused by the disaster	Yes	Yes	Yes
Disaster Unemployment Assistance	Weekly unemployment benefits and job finding services due to a disaster	Yes	Yes	Yes

ATTACHMENT 5 - Public Assistance through Cal OES

Public agencies include state agencies and departments, cities, counties, city and county, school districts, community college districts, special districts and certain private non-profit agencies. The following table describes implementation criteria for the five main public disaster programs administered by Cal OES: Director’s Concurrence, Governor’s Proclamation of a State Emergency, Fire Management Assistance Program (FMAG), Presidential Declaration of an Emergency and Presidential Declaration of a Major Disaster.

Type of Assistance	Program Name and Authority	Cost Share Requirements	Implementation Criteria
Funding to restore damaged public infrastructure (e.g. roads, buildings, utilities)	State Public Assistance CDAA – Director’s Concurrence with local emergency	75% State 25% Local	Local agency must proclaim an emergency and request a “Director’s Concurrence” within 10 days of an event. A Governor’s proclamation of a state of emergency is not required for the OES Director to provide CDAA funding to repair damaged public facilities.
Reimbursement of local emergency response costs, debris removal, and funding to restore damaged public infrastructure	State Public Assistance CDAA– Governor’s Proclamation of a State of Emergency	75% State 25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The request should include dates of the event, an IDE, areas affected, and appropriate type of assistance needed.
Reimbursement for fire suppression costs	FMAG Stafford Act	75% Federal 25% Local	Responsible fire agency must request FMAG assistance while the fire is still burning out of control. Neither local nor state emergency proclamations are necessary for the implementation of this program.
Reimbursement of local emergency response and debris removal costs	Federal and State Public Assistance Stafford Act and CDAA – Presidential Declaration of an Emergency	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The Governor has 5 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected, appropriate type of assistance needed.
Funding to restore public infrastructure* and reimbursement of emergency response and debris removal costs	Federal and State Public Assistance Stafford Act and CDAA – Presidential Declaration of a Major Disaster	75% Federal 18.75% State 6.25% Local	Local agency must proclaim an emergency and request the Governor to proclaim a state of emergency within 10 days of an event. The Governor has 30 days to request federal assistance. Local government should provide detailed information including dates of the event, an IDE, areas affected, and appropriate type of assistance needed. *Funding beyond what is necessary to restore a facility may also be approved for hazard mitigation measures to ensure that future similar damage will not occur. These mitigation projects include cost-effective improvements to the current design and capacity of the existing facility.
Funding to provide crisis counseling services	FEMA Crisis Counseling Program Stafford Act	75% Federal 25% State	This program is funded by FEMA and administered through the state Department of Mental Health. Benefits may be short term or long-term (up to 9 months).

ATTACHMENT 6 - Public Assistance through Other Agencies

The following table describes the implementation criteria for disaster assistance programs available to public entities through federal agencies other than FEMA. Through CDAA, the state may also cost share with these federal programs.

Type of Assistance	Program Name/Lead Federal Agency and Authority	Cost Share Requirements	Implementation Criteria
Watershed restoration	Emergency Watershed Program / NRCS Division of the U.S. Department of Agriculture Section 216, P.L. 81-516 and Sections 403-405, P.L. 95-334	75% NRCS 18.75% State 6.25% Local	Eligible activities include providing financial and technical assistance to remove debris from streams, protect destabilized streambanks, establish cover on critically eroding lands, repair conservation practices, and the purchase of flood plain easements. This program does not require a Presidential disaster declaration before it is implemented. However, in order for the sponsoring agency to be eligible for state cost share, the Governor must have proclaimed a state of emergency for the event. For additional information refer to: www.nrcs.usda.gov
Emergency flood and post-flood activities	USACE Emergency Operations / USACE Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE may provide manpower, supplies, and equipment for flood-fighting, debris clearance and temporary levee repairs during the emergency period and up to a maximum of 10 days thereafter. This program does not require a Presidential disaster declaration before it is implemented. For additional information refer to: www.usace.army.mil
Restoration of publicly sponsored flood control structures	USACE Rehabilitation Program/USACE Flood Control and Coastal Emergencies Act (P.L. 84-99)	100% USACE	The USACE Rehabilitation program provides assistance for permanent repairs to federal system levees. Although USACE covers the repair costs, the local sponsoring agency may be required to purchase additional soil and must sign "Hold Harmless" agreements and other applicable assurances before work can begin. This program does not require a Presidential disaster declaration before it is implemented. For additional information refer to: www.usace.army.mil
Emergency repairs to federal roads and highways	FHWA Emergency Relief (ER) Program/FHWA Title 23, U.S.C., Section 125	100% FHWA if performed within 180 days of an event.	This program may be implemented upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA ER program is administered through Caltrans. For additional information refer to: http://www.fhwa.dot.gov/programadmin/erelief.html
Permanent restoration of damaged federal aid highways	FHWA ER Program / FHWA Title 23, U.S.C., Section 125	88.53% FHWA 8.6% State 2.87% Local	FHWA funds 88.53 percent of repairs upon a Presidential Declaration or by special request from the Governor when a state of emergency has been proclaimed. The FHWA program is administered through Caltrans in close coordination with OES. For additional information refer to: http://www.fhwa.dot.gov/programadmin/erelief.html
Long-term economic redevelopment	HUD Disaster Recovery Initiative/ HUD Section 122 of the Housing and Community Act of 1974, as amended	75% Federal 18.75% State 6.25 % Local	Funds earmarked for certain HUD projects may be transferred to emergency projects if not covered by FEMA and are in the best interest of the post-disaster stricken community. California Department of Housing and Community Development administers this program. For additional information refer to: http://www.hud.gov/offices/cpd/communitydevelopment/programs

ATTACHMENT 7 - Individual and Family Assistance

The following table describes the implementation criteria for programs that are available to assist businesses, families and individuals, and private non-profit (PNPs) agencies in recovering from a disaster.

Type of Assistance	Program Name and Authority	Loan/Grant Maximum*	General Implementation Criteria
Low interest loans for losses to real property (primary residences) which may include mitigation measures	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$200,000	The SBA Physical loan program may be implemented upon a Presidential declaration of an emergency or major disaster. Victims are required to first seek loan assistance through SBA before they can be considered for a federal grant through FEMA. SBA also has the authority to independently (without a Presidential declaration) implement the program when at least 25 homes and/or businesses suffer 40% uninsured losses of their estimated fair market or pre-disaster fair market value, whichever is lower. In this case, a request for SBA declaration must be requested through OES within 60 days of the occurrence.
Low interest loans for losses to personal property	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$40,000	Same as above.
Grants to cover temporary housing needs, home repairs, losses to personal property, transportation expenses, funeral and medical expenses, etc.	Individual and Households Program (IHP) Robert T. Stafford Act Disaster Relief and Assistance Act, 44 CFR Ch. 1, Part 206, Subpart D, Sect. 206.110	\$25,600	This is a federal grant program managed and administered by FEMA upon a Presidential Declaration of an Emergency or Major Disaster. Victims who are found to be ineligible for an SBA loan are referred to FEMA’s IHP program.
Grants to individuals and families that have received the maximum IHP grant but still have unmet needs	State Supplemental Grant Program California Department of Social Services W/I 13600-13601	\$10,000	This program is administered through the state Department of Social Services. It is only implemented when FEMA has activated the IHP. The state has no authority to activate the SSGP independent of a federal declaration.
Disaster Unemployment Assistance	DUA U.S. Department of Labor, 20 CFR, Part 625 44 CFR, part 206.141	N/A	This program may be implemented by the Department of Labor upon a Presidential declaration. It allows those unemployed due to a disaster up to 26 weeks of unemployment benefits.

*Please note that these amounts were current as of March 1, 2004. They are adjusted annually based on the consumer price index.

ATTACHMENT 8 - Businesses, Ranchers and PNP Assistance

The following table describes the implementation criteria of programs that are available to assist businesses, ranchers and private non-profit (PNPs) agencies in recovering from a disaster.

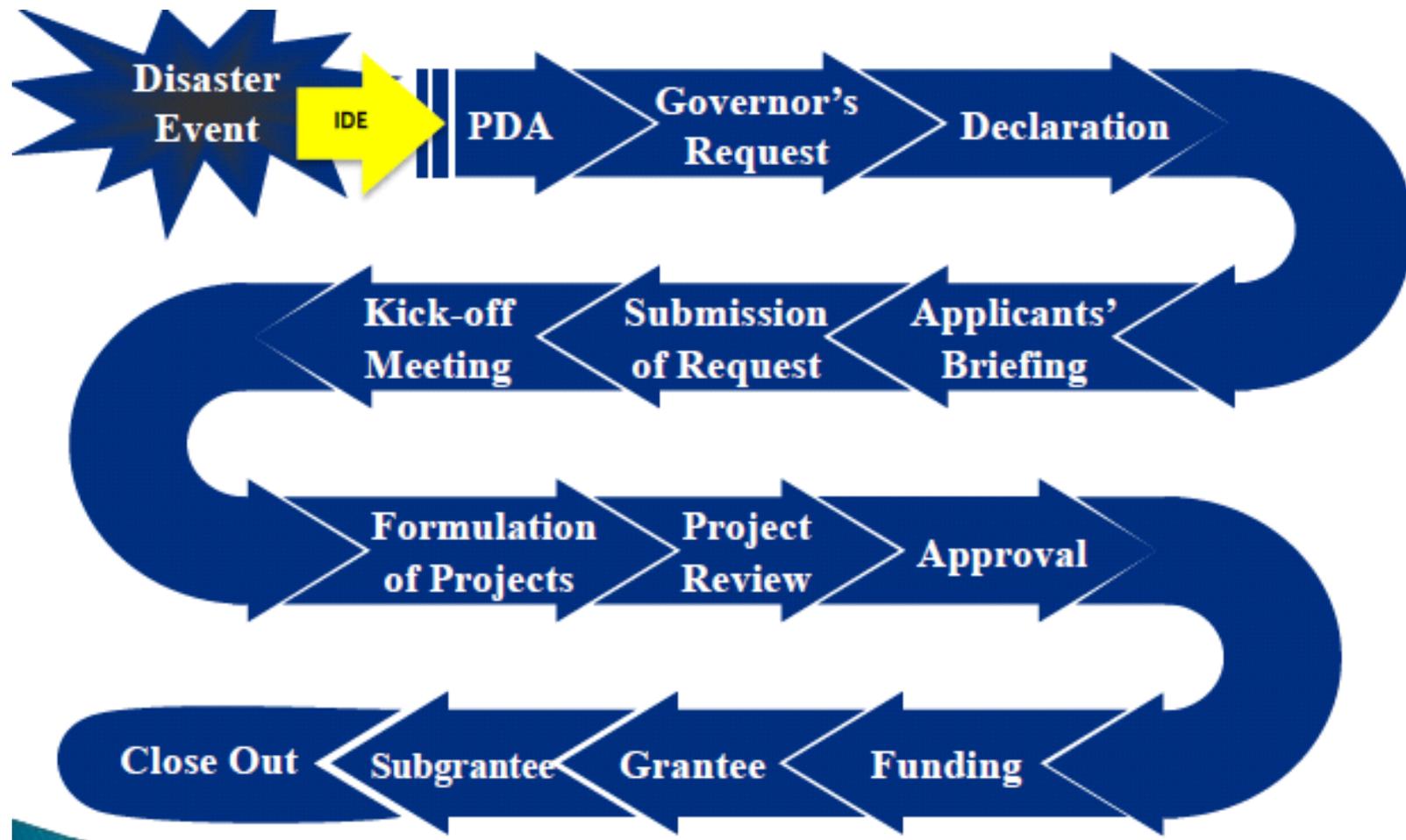
Type of Assistance	Program Name and Authority	Loan Maximum*	Implementation Criteria
Low interest loans to businesses and PNPs, for losses to real property	SBA Physical Disaster Loan Program 13 CFR Ch. 1 Part 123	\$1.5 Million	The SBA Physical loan program may be implemented upon a Presidential declaration of an emergency or major disaster. SBA also has the authority to independently implement the program when at least 25 homes and/or 3 businesses have suffered 40% uninsured losses due to a disaster. Typically, when SBA declares a disaster for a county, contiguous counties are also eligible.
Low interest loans to businesses and to help cover working capital	SBA EIDL 13 CFR Ch. 1 Part 123	\$1.5 Million	SBA also the authority to independently implement the program with certification by the OES Director that at least five small business concerns in a disaster area have suffered economic injury and are in need of financial assistance not otherwise reasonably available. The SBA may provide economic injury assistance for a disaster determined by the Secretary of Agriculture. Under these designations, SBA makes economic injury assistance available to eligible small businesses. EIDL loans become available under all SBA physical declarations. The maximum SBA loan assistance is \$1.5 Million, whether it is a Physical Disaster Loan, an EIDL loan, or a combination of both programs.
Low interest loans to farmers, ranchers and aquaculturists for physical and/or crop production losses resulting from an unusual natural occurrence (weather pattern, pest, etc.)	Secretarial Designation-Agricultural disaster U.S. Department of Agriculture, Farm Services Agency 7 CFR, Ch 18, part 1945, Subpart A	\$500,000	Emergency loans are made to farmers and ranchers who have suffered at least a 30-percent loss in crop production or a physical loss to livestock products, real estate or chattel property. The Secretary of Agriculture can implement this program when requested by OES on behalf of a local agricultural commissioner or local government authority, or implemented automatically when the President declares a major disaster or emergency. When requested on its own authority, supporting documentation to the types of crops and level of damage must be submitted. A proclamation of local or state emergency is not required for this program.

*Please note that these amounts were current as of March 1, 2004. They are adjusted annually based on the consumer price index.

ATTACHMENT 9 – Damage Assessment Overview Sheet

REPORT		JURISDICTION:		
DATE:				
TIME:	(24-Hrs.)			
DESCRIPTION	TOTALS	FISCAL TOTALS	COMMENTS	
PERSONS:				
Dead				
Injured				
Displaced				
SUB-TOTAL:				
HOMES:				
Damaged or Destroyed:				
TOTAL DAMAGE ESTIMATE \$				
BUSINESSES-Destroyed:				
Large				
Small				
BUSINESSES-Damaged:				
Large				
Small				
SUB-TOTAL:				
AGRICULTURE:				
Acres				
Dairy				
Crops				
Orchard				
Nursery				
SUB-TOTAL:				
GOV'T LOSSES:				
San Luis Obispo County				
CITIES				
Arroyo Grande				
Atascadero				
Grover Beach				
Pismo Beach				
Morro Bay				
Paso Robles				
San Luis Obispo				
SPECIAL DISTRICTS:				
CSDs				
School Districts				
Special Districts-Other				
SUB-TOTAL:				
SERVICES INTERRUPTED:				
Communications				
Gas / Electricity				
Water				
SUB-TOTAL:				
TOTALS				
Private Homes \$	Est.			
Public Businesses \$	Est.			
Government Property \$	Est.			
GRAND TOTAL \$			\$ 0	

ATTACHMENT 10 – Public Assistance Process



ATTACHMENT 11 – Damage Assessment Categories**Category A - Debris Removal (Emergency Work)**

All expenditures associated with the removal of debris from public property. This can possibly include the pre-approved removal of private/personal property that has been moved to the right of way under the direction of the jurisdiction.

If force labor is used, only overtime hours are eligible for reimbursement. Reimbursement may be available for temporary workers designated to disaster work. All jurisdictional and rental equipment hours (regardless of whether the operator was on regular time or overtime), materials and contract costs are eligible for reimbursement.

Category B - Protective Measures (Emergency Work)

All expenditures associated with emergency response, including, but not limited to:

- Traffic control,
- Public information activities,
- Fire and rescue response,
- Safety assessments,
- EOC operations (including meals),
- Sandbagging,
- Patrolling flood control facilities

Generally, Category B measures are those temporary measures designed to remove or reduce immediate threats to public property or protect it from further damage.

If force labor is used, only overtime hours are eligible for reimbursement. Reimbursement may be available for temporary workers designated to disaster work. All jurisdictional and rental equipment hours (regardless of whether the operator was on regular time or overtime), materials and contract costs are eligible for reimbursement.

Category C - Roads and Bridges (Permanent Work)

All expenditures associated with street, road, bridge or sidewalk repairs. This includes, but is not limited to

- Street signs,
- Traffic lights,
- Curbs and gutters,
- Roadways (paved and unpaved),
- Bridges,
- Manhole covers,
- Embankments and other roadway related structures

Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category C work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

Category D - Water Control Facilities (Permanent Work)

All expenditures associated with flood control, drainage or irrigation facilities owned and maintained by the jurisdiction. This includes, but is not limited to:

- Storm drains,
- Dams, debris
- Basins,
- Dikes,
- Levees,
- Flood gates,
- Flood control channels

Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category D work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

Category E -Public Buildings and Equipment (Permanent Work)

All expenditures associated with public buildings and related equipment owned or maintained by the jurisdiction. This includes, but is not limited to:

- Local government buildings,
- Leased buildings where the jurisdiction is contractually required to maintain them
- Park and recreation buildings,
- Office equipment,
- Supplies lost in a disaster,
- Library books,
- Vehicles,
- Specialized equipment and radios

Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category E work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

Category F -Public Utilities (Permanent Work)

All expenditures associated with water, power and sewage systems. This includes, but is not limited to:

- Water and sewage treatment facilities,
- Distribution systems and supplies

Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category F work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

Category G -Parks, Recreation Facilities and Other (Permanent Work)

All expenditures associated with parks, recreation facilities (not buildings) and facilities not included with the other categories. This includes, but is not limited to:

- Parks,
- Playgrounds,
- Docks,
- Swimming pools,
- Picnic areas and tables

This category is also used to document damage for facilities not included in other categories. Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category G work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

PART FIVE – LESSONS LEARNED

1. 2003 San Simeon Earthquake: Overview

Historical Perspective and Lessons Learned for San Luis Obispo County

The adage of learning from the past is very applicable to disaster recovery, including locally.

1. 2003 San Simeon Earthquake: Case Study

Written by Office of Emergency Services Manager Ron Alsop:

After the December 22, 2003 San Simeon Earthquake, County OES gathered damage assessment information from jurisdictions throughout the county. In this context, the use of the Operational Area (OA) is vital – the Governor’s Office of Emergency Services (Cal OES) wants damage assessment information for the entire county/OA as soon as possible. This historical lesson learned also illustrates why the OA concept is extremely important, as it relates to disaster recovery.

Within each OA there is an entity, generally County OES or County OEM, which coordinates with the various jurisdictions in the county after a disaster to collect damage and/or safety assessment information. The information is then consolidated for the entire OA and passed on to Cal OES. Cal OES in turn shares and passes the information on to FEMA and perhaps other federal agencies. This initial damage assessment information is what results in Cal OES, FEMA, and other agencies determining how they will proceed with performing a state and federal damage assessment in the affected OA. Such an assessment is needed in order to receive federal – or state – disaster assistance (with very rare exceptions such as unusually large and widespread disaster).

A historical example is the noted San Simeon Earthquake, which resulted in two fatalities and approximately \$239,000,000 in damage throughout the OA. The Governor’s Office of Emergency Services “San Simeon After Action Report” notes there were two deaths and 49 reported injuries attributable to the earthquake. It also goes on to note the preliminary damage assessments in San Luis Obispo and Santa Barbara Counties was an estimated \$67,783,500, and goes on to note Individual Assistance costs. However the total estimated cost of all damages as estimated by County OES was approximately \$239,000,000. This puts into perspective a note related to the damage assessment process as noted below.

The initial damage assessment process for the San Simeon Earthquake worked as described above. That is, County OES gathered damage assessment information from jurisdictions throughout the county as well as information from businesses and individuals. County OES passed the information to Cal OES and as a result federal and state damage assessment teams showed up in the county on the morning of December 26, 2003 to do damage assessments throughout the OA. As can be seen by the fact the earthquake occurred on December 22 and the federal and state damage assessment teams arrived the morning of December 26 the initial damage assessment process happens quickly.

1.1 Federal and State Field Teams Initial Information

Once the federal and state damage assessment teams arrived on the morning of December 26, 2003, representatives from the various affected local jurisdictions met with team members at the Atascadero Pavilion. The federal and state teams were partnered up with representatives of local jurisdictions who then escorted them throughout various affected cities and unincorporated areas of the county to look at and assess damages. At the end of the day, County OES was informally informed that it looked like we were going to get PA but not IA, which meant that from the damages the federal and state teams observed that public agencies were going to be recommended to receive disaster assistance but that individual disaster assistance was not going to be recommended. However, local jurisdiction representatives, including County OES, knew there was significant damage to private property countywide. To not receive disaster assistance would have been not only a significant hardship for our citizens but there would have been serious negative consequences otherwise for all local jurisdictions with damages within their boundaries.

As a result of receiving this informal information, County OES brought together the various affected jurisdictions, including a large meeting again at the Atascadero Pavilion, involved the news media to get the word out on additional damage information needs from the public and we – us, as in the jurisdictions working together, the OA as a whole – redoubled our own local agency efforts to gather more damage assessment information. County OES hired a local answering service for people to call in and report damages, Sheriff's Office volunteers went door to door in rural areas compiling damages, County/Cal Fire went throughout the county to continue to look for additional damages, additional information was gathered by and input from cities, special districts, and others. As a result, dozens of pages with listings of additional damages were compiled and sent up to Cal OES on either New Year's Eve or New Year Day. As a result federal and state damage assessment teams returned to our county/OA for a second look, a second assessment, this time arriving on the morning of January 2, 2004. However, it is our understanding that a second assessment no longer can be done. Thus, it is important that all jurisdictions and agencies work as closely as possible together to provide as much initial damage assessment information as possible.

In preparation for the return of the federal and state teams for a second inspection, an OA wide meeting was held at the Atascadero Pavilion to organize the second damage assessment process. Jurisdictional boundaries were dropped – city representatives took teams into areas out of city boundaries as needed, processes such as using a Paid Call Firefighter at Heritage Ranch who knew the area well were used as a damage assessment team escort for the Nacimiento Lake area, and in general anybody extremely familiar with a certain geographical area – regardless of jurisdiction - led a federal/state damage assessment team in order to get a thorough assessment of as many areas as possible.

As a result of these efforts, on January 13, 2004, President Bush declared a major disaster for San Luis Obispo County, thus triggering the release of federal funds to assist affected communities recovery from the earthquake. The federal

declaration allowed individuals to be eligible for certain federal disaster assistance programs, as well as local government agencies.

Without the extensive community involvement, local agencies working closely together, the local media working with us, and others working together as a true Operational Area for the follow up disaster damage assessment process, we most likely would not have been successful.

But we were successful. As demonstrated by the San Simeon challenge, it is vital for all jurisdictions and agencies to work together for damage and safety assessment purposes after a regional disaster or large emergency.

1.2 Disaster Field Office and Disaster Recovery Centers

Once the Presidential major disaster proclamation was received, FEMA immediately inquired about opening a Disaster Field Office in the area as well as Disaster Recovery Centers (DRC). Note on DRCs: from time-to-time name used for these centers by FEMA changes, but the concept as described here remain the same.

DRCs are readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, including local agency representatives such as perhaps Planning and Building, and other agencies that may be of assistance with disaster recovery issues.

Once FEMA representatives arrived to discuss DRC locations and the number of DRCs, they initially proposed only a couple of locations. County OES worked and discussed with FEMA on explaining that damages were countywide not just confined to the north county. It would be challenging for people in the southern portions of the county to get to DRCs in Atascadero or Paso Robles. As a result of these discussions FEMA opened two fixed locations (Paso Robles and Atascadero) and also three other locations that would be open two days a week in three other areas of the county, including one in the south county and one on the coast (Cambria).

DRCs could also be classified as Disaster Assistance Centers or Local Recovery Centers. FEMA and Cal OES were strongly encouraging we local agencies to set up LRCs versus having DRCs set up. We were truly limited with resources in order to do so, especially to set up five locations. As a result, FEMA set up the DRCs. Even so, there was and will be again the need to assist FEMA and Cal OES to receive significant local agency assistance on finding locations, setting up our local resources in the recovery centers (such as Planning and Building/Community Development to help process building permits, social service needs, behavioral health support, and a number of other local entities that can help the public begin recovery efforts.)

A facility that FEMA does set up for their and related agency use is a Disaster Field Office (DFO). A DFO is the primary venue in affected states for coordinating response and for coordinating entities to collocate, along with

Federal agency regional representatives and state and local liaison officers. These are not public locations, but act somewhat as an Incident Command Post for recovery.

Glossary

The following is a list of terms either used within this document or related to recovery operations:

A

After Action Report: A report covering response actions, application of SEMS, modifications to plans and procedures, training need, and recovery activities. After action reports are required under SEMS after any emergency which receives a declaration of an emergency. Reports are required within 90 days.

Assessment: The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

C

Continuity of Government (COG): All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of succession for key decision makers.

Coordinate: To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Corrective Action Report: Identifies problems and successes that occurred during emergency operations and describes a plan of action for implementing improvements, including mitigation activities. The CAR is to be completed for all declared events, non-declared events, exercises, and training, or pre-identified planned events within 90 days of the close of the event. The corrective actions are to be incorporated into preparedness and response plans, procedures, training and exercises.

D

Damage Assessment: The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

Declaration: The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

Department Operations Center: An EOC used by a distinct discipline, such as fire, medical, hazardous material, or a unit, such as Department of Public Works, Department of Health or local water district. Department operations centers may be used at all SEMS levels above the field response level depending upon the impacts of the emergency.

Disaster: A large-scale emergency event overwhelming local resources with the potential for great damage, loss and destruction.

Disaster Field Office: A central facility established by the Federal Coordinating Office within or immediately adjacent to disaster impacted areas to be utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

Disaster Recovery Center: A Disaster Recovery Center (DRC) is a readily accessible facility where applicants may go for information about FEMA or other disaster assistance programs, and for questions related to individual cases.

E

Emergency: Absent a Presidentially declared emergency, any incident(s), man-made or natural, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Alert System: A system that enables the President and federal, state, and local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster.

Director of Emergency Services: The individual within each political subdivision that has overall responsibility for jurisdiction emergency management coordination efforts.

Emergency Operations Centers (EOCs): The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, City, city, tribal), or some combination thereof.

Emergency Public Information: Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.

Emergency Response Provider: Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities. See Section 2 (6), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002). Also known as Emergency Responder.

Essential Facilities: Facilities that are essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

F

Federal Disaster Assistance: Provides in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

Federal Disaster Relief Act: Public Law 93-288, as amended, that gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major (peacetime) disasters.

Federal Emergency Management Agency: This agency provides a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

H

Hazard: Any source of danger, potential danger or element of risk to people, property or environment.

Hazard Mitigation: A cost effective measure that will reduce the potential for damage to a facility from a disaster event.

Hazard Mitigation Plan: The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards present in society that includes the actions needed to minimize future vulnerability to hazards.

I

Incident: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Initial Damage Estimate (IDE): Takes place within the first 24 – 48 hours after an incident. More detailed assessment than the RDA. This information is recorded on the Cal OES IDE form and submitted to the Cal OES Regional Emergency Operations Center.

J

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, state, or Federal boundary lines) or functional (e.g., law enforcement, public health).

L

Local Assistance Center (LAC): The LAC provides a single facility at which individuals, families and businesses can access available disaster assistance programs and services. The LAC is normally staffed and supported by local, state and federal agencies as well as non-profit, voluntary and some business organizations.

Local Emergency: The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

M

Mass Care Facilities: A location where temporary services are provided to disaster victims during an emergency which may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social services. These facilities may include shelters, local or family assistance centers, etc.

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resources during an emergency. Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

Mobilization: The process and procedures used by all organizations (Federal, State, local, and tribal) for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

O

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

P

Preliminary Damage Assessment (PDA): Based on the IDE form submitted to Cal OES, a Cal OES/FEMA team will visit local applicants and view their damage first-hand to assess the scope of damage and estimate repair costs. The state uses the results of the PDA to determine if the

situation is beyond the combined capabilities of the state and local resources and to verify the need for supplemental federal assistance.

Preparedness: The tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within NIMS, preparedness is operationally focused on establishing guidelines, protocols and standards for planning, training and exercises, personnel qualification and certification, equipment certification and publication management.

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Public Assistance (PA): Supplementary Federal assistance provided under the Stafford Act to State and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

Public Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

R

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private sector, non-governmental and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan: A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

S

Stafford Act: Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288.

Standard Operating Procedures (SOPs): A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

State of Emergency: The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions, resulting from a labor controversy, or conditions causing a "state of war emergency", which conditions by reason of magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.

Acronyms

The following is a list of acronyms either used within this document or related to recovery operations:

Cal OES	California Office of Emergency Services
Caltrans	California Department of Transportation
CDA	California Disaster Assistance Act
DUA	Disaster Unemployment Assistance
EIDL	Economic Injury Disaster Loan Program (SBA)
Federal PA	Federal Public Assistance Program
FEMA	Federal Emergency Management Agency
FEMA CCP	FEMA Crisis Counseling Program
FHWA	Federal Highways Administration
FMAG	Fire Management Assistance Grant
HMGP	Hazard Mitigation Grant Program
HUD	United States Department of Housing and Urban Development
IHP	Federal Assistance to Individuals and Households Program
PNP	Private Non-Profit Organization
PW	Project Worksheet / 90-91
SAP	Safety Assessment Program
SBA	United States Small Business Administration
SSGP	State Supplemental Grant Program
State PA	State Public Assistance Program
USACE	United States Army Corps of Engineers
USDA	United State Department of Agriculture

References and Helpful Information

Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended by Public Law 93-288, June 2006

Cal OES website, Disaster Recovery Division <http://www.caloes.ca.gov/cal-oes-divisions/recovery>

California Emergency Services Act (ESA)

California Disaster Assistance Act (CDAA)

Debris Management Guide (FEMA 322). Department of Homeland Security, Federal Emergency Management Agency

Help After a Disaster – Applicant’s Guide to the Individuals and Households Program. Department of Homeland Security, Federal Emergency Management Agency, August 2005.

California Master Mutual Aid Agreement

California Law Enforcement Mutual Aid Plan

FEMA Public Assistance Program and Policy Guide: <http://www.fema.gov/media-library/assets/documents/111781>

FEMA Damage Assessment Manual: <https://www.fema.gov/media-library/assets/documents/109040>