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# **Unit 7: The EOC Transition to Recovery**



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Visual 7.1

# Unit Terminal Objective

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Identify the role of an EOC during the transition to Recovery.



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Visual 7.2

# Unit Enabling Objectives

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- **Define Recovery, Recovery Support Functions and Community Lifelines.**
- **Explain pre-disaster Recovery planning.**
- **Describe Federal assistance for Recovery.**
- **Explain the transition from Response to Recovery.**
- **Identify EOC activities that support management of short-term Recovery.**



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# Recovery Overview



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Visual 7.4

# Definition: Recovery

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**Recovery is focused on a timely restoration, strengthening, and revitalization of:**

- **Infrastructure.**
- **Housing.**
- **Health, social, cultural, historic, and environmental fabric of communities affected by a catastrophic incident.**

**Source: National Preparedness Goal**

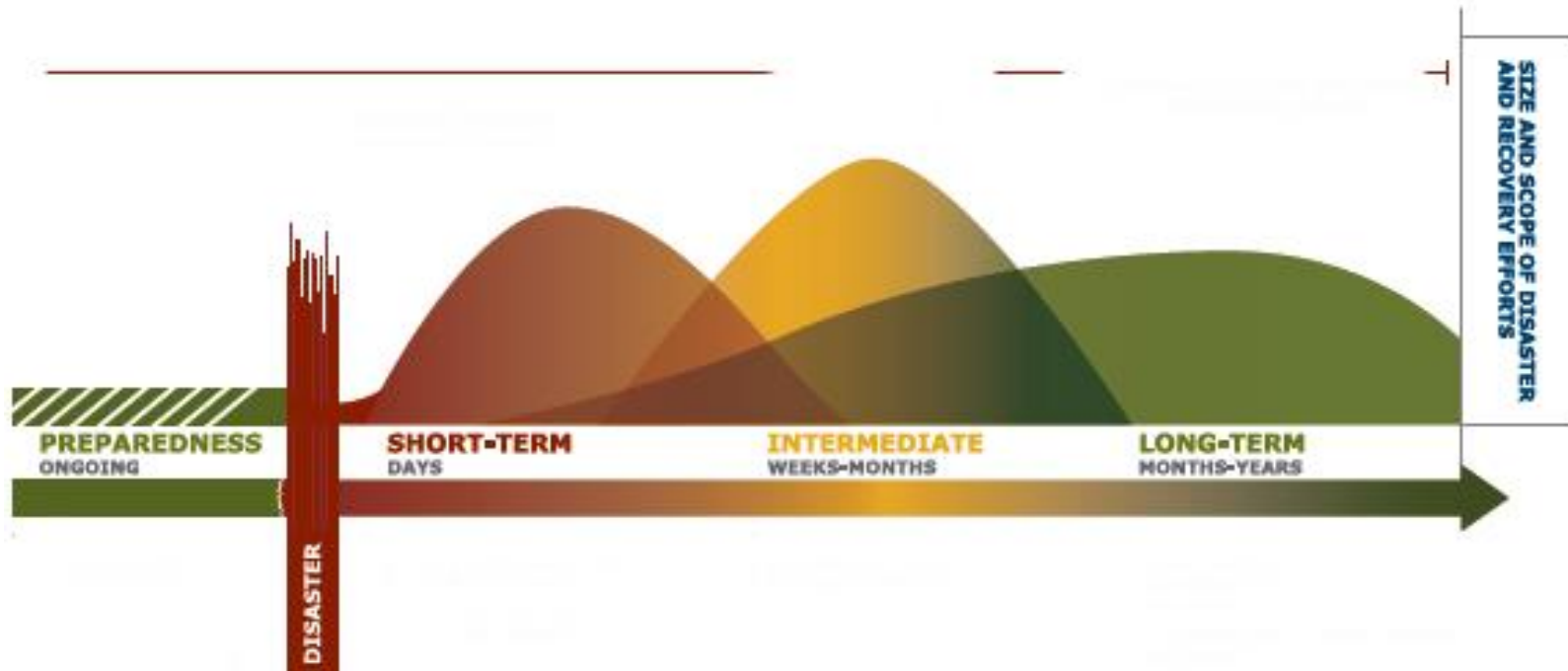
**Those capabilities necessary to assist communities affected by an incident in recovering effectively.**



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# The Recovery Continuum

## Where does recovery start?



Handout 7-1: Recovery Continuum



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# Recovery Core Capabilities

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The National Preparedness Goal identifies preliminary targets in building recovery capabilities related to:

- **Planning**
- **Public Information and Warning**
- **Operational Coordination**
- **Economic Recovery**
- **Health and Social Services**
- **Housing**
- **Infrastructure Systems**
- **Natural and Cultural Resources**



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# Recovery Framework



## National Disaster Recovery Framework

*Second Edition  
June 2016*



- **Core recovery principles.**
- **Roles and responsibilities of recovery coordinators and other stakeholders.**
- **Coordinating structure that facilitates communication and collaboration among all stakeholders.**
- **Guidance for pre-disaster and post-disaster recovery planning.**
- **Overall process by which communities can capitalize on opportunities to rebuild stronger, smarter, and safer.**



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Visual 7.8



# Recovery Support Functions (RSFs)

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- **Community Planning and Capacity Building**
- **Economic Recovery**
- **Health and Social Services**
- **Housing**
- **Infrastructure Systems**
- **Natural and Cultural Resources**



**Handout 7-2: Recovery Support Functions**



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Visual 7.9

# Contrasting Response With Recovery

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## ESF:

1. Transportation
2. Communications
3. Public Works & Engineering
4. Firefighting
5. Information and Planning
6. Mass Care, Emergency Assistance, Temporary Housing, and Human Services
7. Logistics
8. Public Health and Medical Services
9. Search and Rescue
10. Oil and Hazardous Materials Response

11. Ag./Natural Resources

12. Energy

13. Public Safety and Security

14. *Pending New RSF*

15. External Affairs

## RSF:

1. Community Planning and Capacity Building

2. Economic Recovery

3. Health and Social Services

4. Housing

5. Infrastructure Systems

6. Natural and Cultural Resources



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# From Response To Recovery

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Discuss Linkage of Emergency Support Functions (ESF)  
to Recovery Support Functions (RSF)



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# Community Lifelines

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- **Safety and Security**
- **Food, Water and Sheltering**
- **Health and Medical**
- **Energy (Power and Fuel)**
- **Communications**
- **Transportation**
- **Hazardous Material**

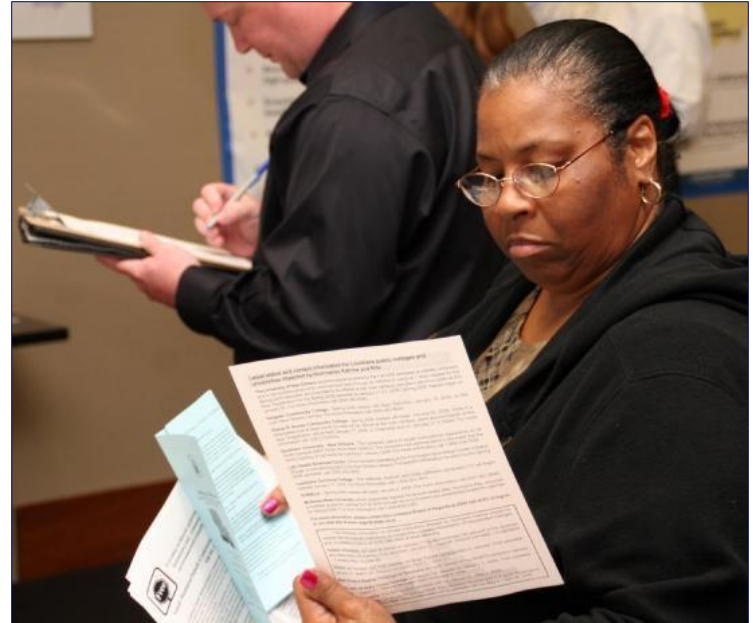


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# Pre-disaster Recovery Planning

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**A pre-disaster recovery plan identifies activities, priorities, and roles and responsibilities required for the community to recover from disaster.**



**Handout 7-3: Checklist for Pre-disaster Recovery Planning**



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Visual 7.13



# Relationship Between Plans





# Community Recovery Management Toolkit



## Community Recovery Management Toolkit

Navigation

Search

Languages

National Disaster Recovery Framework

Community Planning and Capacity Building

Community Recovery Management Toolkit

Part 1: Organization

Part 2: Recovery Planning

Part 3: Managing Recovery

Core Capabilities-Specific Resources

Recovery Success Metrics

Recovery Lessons Learned & Information Sharing



The Community Recovery Management Toolkit is a compilation of guidance, case studies, tools, and training to assist local communities in managing long-term recovery following a disaster. The materials provided in this toolkit are aimed at providing guidance and resources to help local officials and community leaders to lead, organize, plan for, and manage the complex issues of post-disaster recovery. Use the navigation bar on the left-hand side or click on the links below to view the sections of the toolkit.

[The Community Planning and Capacity Building Recovery Support](#)

[Function \(CPCB RSP\)](#) coordinates among its partners to identify resources to assist local communities in recovery efforts. The Community Recovery Management Toolkit provides resources to support a variety of activities that communities will undertake during long-term recovery.

[Part 1: Organization](#)

This section provides resources for quickly organizing among local leadership and stakeholders, and engaging and communicating with the public.

[Community Recovery Leadership](#)

- **Website: <http://www.fema.gov/national-disaster-recovery-framework/community-recovery-management-toolkit>**



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# Recovery Case Study



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Visual 7.16

# Video: Nashville Mayor

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Can you briefly describe the  
May, 2010 flood disaster and  
how it impacted your community?



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# Nashville Case Study

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A devastating flood hit Nashville, TN in early May 2010, drenching the city but uniting the community.

**Recovery efforts continue today.**

- **Hundreds of citizens are rebuilding their homes and their lives.**
- **Metro Nashville Government is improving emergency preparedness and planning for Nashville's long-term recovery.**



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# Nashville Case Study: By the Numbers

- 13 inches of rain fell in 36 hours, more than doubling the previous 2-day rainfall record set in 1979.
- The Cumberland River crested in Nashville 12 feet above flood stage.
- There was an estimated \$2 billion in damages to private property.
- 11 people died.



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# Nashville Case Study: Transition to Recovery

- **Over 29,000 volunteers**
- **2,773 impacted businesses with 14,499 workers**
- **\$87 million in Individual Assistance**
- **More than \$53 million in Public Assistance projects**



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# Discussion: Lessons from Nashville

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**How do the lessons from Nashville apply to your EOCs role in recovery?**



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# Federal Recovery Assistance Overview



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Visual 7.22

# The Stafford Act

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The EOC and emergency management should determine whether damages to communities are sufficient enough to warrant pursuit of a Major Disaster Declaration under the Stafford Act.



**The Stafford Act has a State-local cost share of 75%-25%.**



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# Building the Case for Assistance

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- **Local and tribal governments lead response, transition, and recovery.**
- **A State provides assistance upon a Governor's emergency proclamation or declaration.**
- **The primary means of Federal assistance is through a Presidential Disaster Declaration (Stafford Act Declaration).**



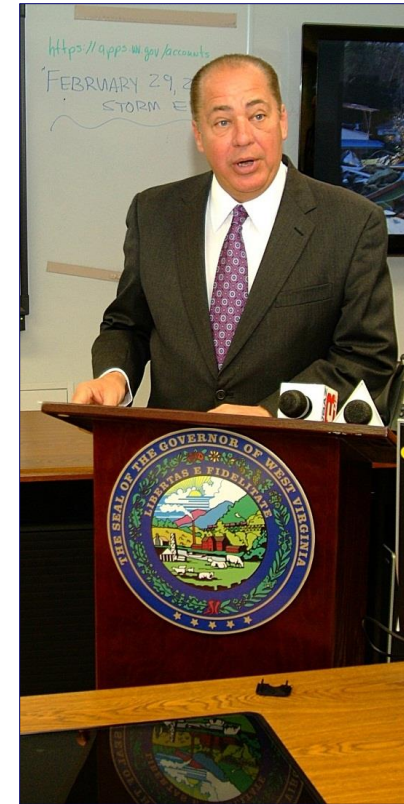
**Handout 7-4: Stafford Act Declaration Process**



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# State/Territorial/Tribal Declaration of Emergency

- States rely upon local jurisdictions to help them determine the need for a statewide declaration of emergency.
- Without a formal proclamation from one or more local jurisdictions, a request for a statewide declaration may be delayed or even denied.



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# Stafford Act Programs and the EOC

Following a Major Disaster Declaration, the EOC helps inform the community about:



## Individual Assistance (IA)

Helps: individuals, families, and households get back on their feet.



## Public Assistance (PA)

Helps: governments, publicly funded entities, and certain private nonprofits rebuild and recoup costs.

**Handout 7-5: Disaster Assistance**



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Visual 7.26



# Individual Assistance (IA) Programs

- **Primary Programs**
  - **Individuals and Households**
  - **Other Needs Assistance**
- **Other Programs**
  - **Crisis Counseling**
  - **Disaster Case Management**
  - **Small Business Administration & U.S. Dept. of Agriculture Programs**
  - **Disaster Unemployment Assistance**
  - **Veterans Assistance**
  - **Disaster Legal Services**



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# Public Assistance (PA) Programs

**Purpose: To help State, tribal, and local governments and certain private nonprofit (PNP) organizations recover from a declared disaster.**

**Includes assistance for:**

- **Debris removal.**
- **Permanent restoration of infrastructure.**
- **Certain emergency protective measures.**



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# Other Federal Recovery Assistance

- **Small Business Administration**
- **Department of Housing and Urban Development (HUD) Community Development Block Grants (CDBG)**
- **United States Department of Agriculture (USDA) Rural Development (RD) housing programs**



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# What to Expect...

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**After a major disaster declaration, jurisdictions should expect to:**

- **Attend State coordinated recovery briefings.**
- **Pay for some upfront costs.**
- **Manage community expectations.**
- **Identify locations for Disaster Recovery Centers and staging areas.**
- **Receive FEMA Community Relations teams and guide them to highly impacted areas.**



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# Additional Resources

## Learn More about Disaster Assistance

<http://www.DisasterAssistance.gov>

The screenshot shows the DisasterAssistance.gov website. At the top, there is a search bar with the text "Search by Keywords..." and a "Search" button. Below the search bar is a navigation menu with links for Home, Get Disaster Assistance, Disaster Information, Foreign Disasters, About Us, Help, and Forms and Materials. A green banner below the navigation menu reads: "For drought assistance information, resources and programs, please see the USDA drought page: [www.usda.gov/drought](http://www.usda.gov/drought)". The main content area features three large cards: "Find Assistance" with a "Take Questionnaire" button, "Apply for Assistance" with an "Apply Online" button, and "Check Your Application Status" with a "Check Your Status" button. Below these cards are three smaller sections: "What can you do on DisasterAssistance.gov?", "Explore Disaster News Feeds", and "Resources to Recover & Rebuild".

**DisasterAssistance.gov**  
ACCESS TO DISASTER HELP AND RESOURCES

En Español

Search by Keywords... Search

Advanced Search

Home Get Disaster Assistance Disaster Information Foreign Disasters About Us Help Forms and Materials

For drought assistance information, resources and programs, please see the USDA drought page: [www.usda.gov/drought](http://www.usda.gov/drought)

**Find Assistance**  
Take Questionnaire

Take a short anonymous questionnaire to determine forms of assistance for which you may be eligible.

**Apply for Assistance**  
Apply Online

[Information needed to apply for assistance](#)

Fill out an online application.

**Check Your Application Status**  
Check Your Status

Log in to check your claim status.

**What can you do on DisasterAssistance.gov?**

- » Find disaster assistance that meets your personal needs
- » Locate over 60 forms of assistance from 17 Federal agencies
- » Apply for disaster assistance
- » Check the progress of your applications

» Learn more about DisasterAssistance.gov

**Explore Disaster News Feeds**

- » Washington Severe Storm, Straight-line Winds, and Flooding
- » California Shockey Fire
- » Alabama Hurricane Isaac
- » Washington Table Mountain Fire

» Go to Disaster Information

**Resources to Recover & Rebuild**

- » Find local information for your specific disaster
- » Review information on how to return home safely
- » Meet with someone in person at Federal disaster recovery centers
- » Find rental properties



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# EOC Role in Recovery



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Visual 7.32



# Discussion: Your Experiences

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**What are your experiences with transitioning from response to recovery?**



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# Transition from Response to Recovery

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- **Incident Command Post demobilizes**
- **EOC returns to a lower activation level or transitions to a short-term recovery activities**
- **ESF staffs inactivate or transition to RSF staffs**
- **Intermediate to Long-term Recovery may be managed by a recovery manager, recovery committee, or within separate agencies/ departments**



# Transition to Recovery: EOC Role



**EOCs are increasingly playing a role in transitioning a community toward recovery.**

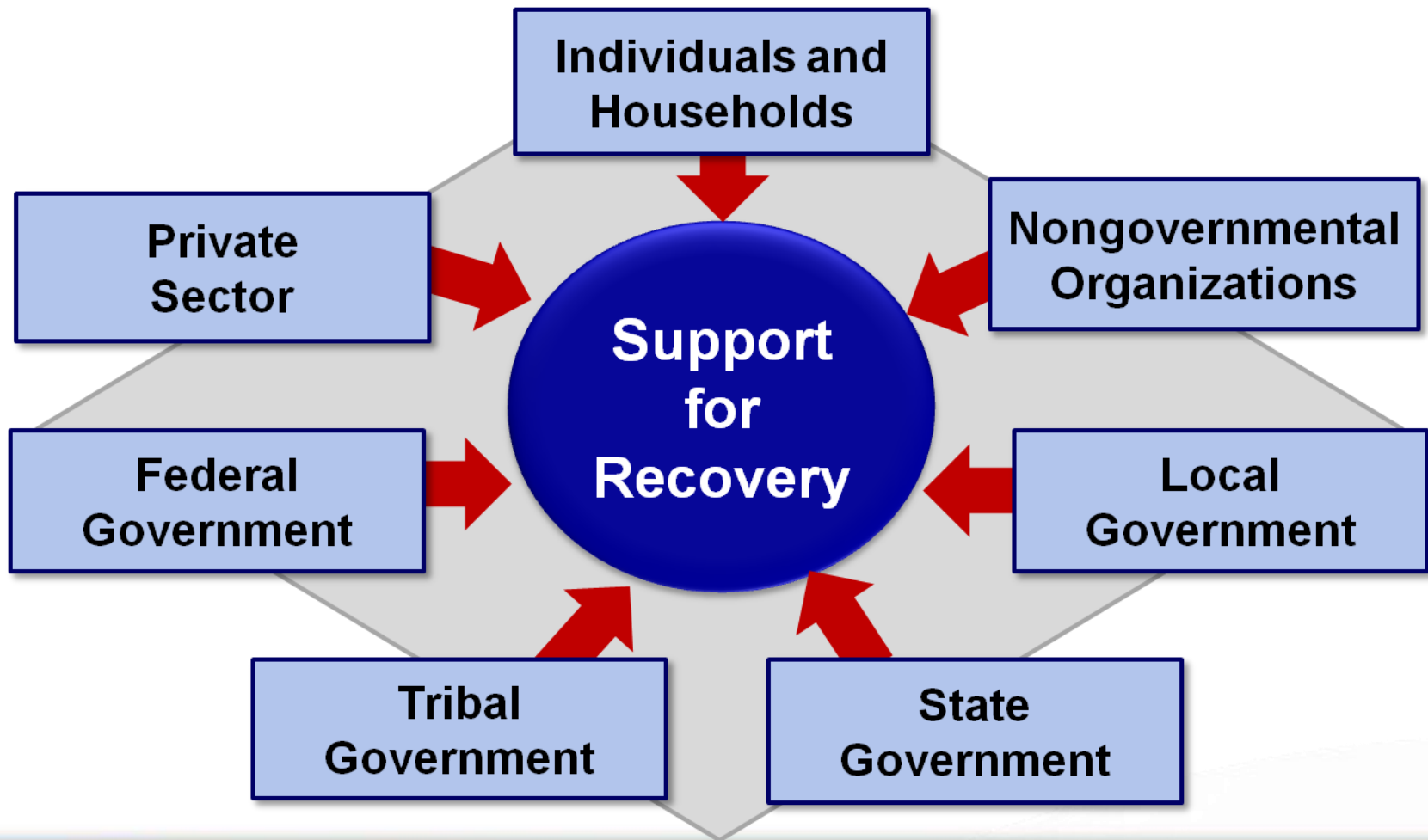
**Transition to recovery is also referred to as “Short-Term Recovery” or “Restoration.”**



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Visual 7.35

# Whole Community Partnership



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# EOC Staff and Recovery

As EOC staff begin to assist the whole community with recovery, re-examine staff needs and the internal organizational structure.



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# Recovery Coordination Skillset

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- **Understand complexities of recovery**
- **Understand impacts to the community**
- **Prepare for long term recovery**



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# EOC Transition to Recovery Activities

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- **Situational Awareness/ Public Information**
- **Analyze/communicate Community Lifelines impacts**
- **Whole community coordination**
- **Advocating for State and Federal Assistance**
- **ESF to RSF Transition**
- **Incident Command to Recovery Manager(s) transition**
- **Working with State, FEMA, and other Federal entities**
- **Response and Recovery cost collection**
- **Documentation**
- **After-action reviews**



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# Disaster Proclamation/Declaration

- The EOC and emergency management may have already assisted in declaring a proclamation of emergency.
- If not, the transition to recovery is the time to ensure that all legal requirements for the response and future recovery actions have been met.



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# Community Lifelines Analysis

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**Understand impacts and prioritize restoration efforts for indispensable services**

**Enables transition to recovery**

- **Safety and Security**
- **Food, Water and Sheltering**
- **Health and Medical**
- **Energy (Power and Fuel)**
- **Communications**
- **Transportation**
- **Hazardous Material**



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# **Activity 7.1: Community Lifelines Analysis**

**Allotted Time: 30 minutes**



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Visual 7.42

# EOC Short-term Recovery Management

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**EOC may support or manage key short-term recovery activities**

- **Disaster Recovery Centers**
- **Damage Assessments**
- **Call centers**
- **Shelter management**
- **Family Reunification and Support**
- **Volunteer and Donations Management**
- **Points of Distribution (PODs)**
- **Debris removal**
- **Hazard Mitigation**
- **Re-entry**
- **Public Information campaign**



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# Disaster Recovery Centers (DRCs)

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**Services that a DRC may provide include:**

- **Guidance regarding disaster recovery.**
- **Clarification of any written correspondence received.**
- **Answers to questions, resolution to problems, and referrals to agencies that may provide further assistance.**
- **Status of applications being processed by FEMA.**
- **Staffed by State, local, and non-governmental Individual Assistance Program specialists.**



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# Damage Assessment and Documentation

EOC and emergency management professionals consolidate damage assessments to:

- Provide SA of scope and impact
- Ensure information sharing.
- Document the information that may be required for potential State or Federal reimbursement.



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# Call Centers

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**Internal and external call centers can now:**

- **Focus on refinement of damage assessments.**
- **Direct survivors on how and where to seek assistance.**
- **Follow up on unresolved response issues.**
- **Be a standby resource for the EOC and emergency management as issues develop.**



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Visual 7.46

# Shelters

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- **Temporary housing for uninhabitable, unsafe, unsanitary, or unsecure**
- **Provide a safe place for individuals and families affected by a disaster to sleep or rest**
- **May offer food, snacks, beverages, cots, blankets, sanitation facilities, safety, first aid and information on recovery efforts**
- **EOC may have a role in establishing, coordinating for or managing shelters**



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# Family Reunification and Support

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- **Incidents can separate family and friends**
- **Family Assistance Centers/ Family Support Centers/ Reunification Centers:**
  - **Coordinate between law enforcement, medical, incident personnel and medical examiner to identify the status of victims**
  - **Provide information and status notifications to family and friends of victims**
  - **Support reunification**
  - **Provide Behavioral Health and Spiritual Care resources**





# Volunteers and Donations

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- Your jurisdiction can be overrun with “goodwill”
- Volunteer efforts should be coordinated
- Donations require management



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# Points of Distribution

Centralized locations where those in need can obtain life sustaining commodities following an emergency or disaster



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Visual 7.50

# Re-Entry and Access Policy

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- **Critical part of emergency planning**
- **Potential conflict between officials, citizens, and businesses**
- **Necessary for public safety and security**
- **Should establish who, when, where, and how long**
- **Access routes and perimeter security**
- **Planning can avoid conflicts between debris/public recovery and private recovery**



# Hazard Mitigation

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- **How and to whom will spills, leaks or other hazards be communicated?**
- **How and by whom will hazardous materials be collected?**
- **What is the disposal plan for hazardous materials?**



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# Public Information in Recovery



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Visual 7.53



# What's Next?

- During the transition to recovery, communities want to know, “What is next?”
- Emergency Management and the EOC can influence how a disaster recovery is viewed.



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# Use of EOC Technology

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**IPAWS, Reverse 911 and other technology solutions support early or advanced warning.**

**Early or advanced warning technology can:**

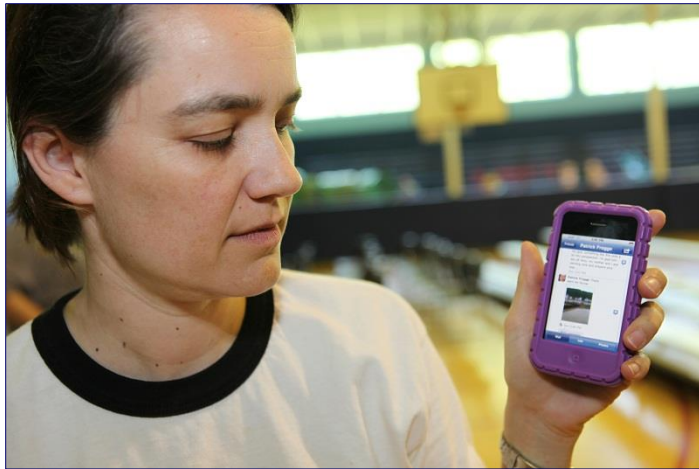
- **Direct residents toward assistance.**
- **Prompt actions from one neighborhood to the next.**
- **Prepare the community for any additional events (aftershocks).**
- **Communicate updated transportation information to the community.**



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# Social Media

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**Social media can continue to push real-time information to the community. However:**

- **Social media requires constant supervision and management.**
- **Rumor control will likely escalate.**
- **Public Information Laws (Sunshine Laws) may require additional policy development for use.**



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# **Activity 7.2: EOC Actions for Recovery**

**Allotted Time: 45 minutes**



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Visual 7.57

# Objectives Review

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- 1. What are Recovery, Recovery Support Functions and Community Lifelines?**
- 2. Why is pre-disaster Recovery planning important?**
- 3. What Federal assistance is provided for Recovery?**
- 4. Explain the transition from Response to Recovery**
- 5. What are some of the EOC activities that support management of short-term Recovery?**



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