

EMERGENCY FUNCTION (EF) 14

LONG-TERM RECOVERY

TABLE OF CONTENTS

I.	INTRODUCTION.....	1
	A. Purpose.....	1
	B. Mission Statement.....	1
	C. Scope.....	1
II.	POLICIES.....	2
III.	PLANNING ASSUMPTIONS.....	3
IV.	CONCEPT OF OPERATIONS.....	3
	A. General.....	3
	B. Organization.....	5
	C. Notification.....	7
	D. Emergency Operations.....	7
V.	RESPONSIBILITIES.....	10
	A. Coordinating/Primary Agency.....	10
	B. Support Agencies.....	10
VI.	INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION.....	11
VII.	ADMINISTRATION, FINANCE, LOGISTICS.....	12
	A. Resource Procurement.....	12
	B. Financial Management.....	13
	C. EF Development and Maintenance.....	13
VIII.	AUTHORITIES AND REFERENCES.....	13
IX.	ACRONYMS.....	13
X.	ATTACHMENTS.....	16

ATTACHMENT 1: Support for Emergency Response and Restoration of Infrastructure

ATTACHMENT 2: Steps Leading to Reimbursement of Disaster Expenses

EMERGENCY FUNCTION (EF) 14 LONG-TERM RECOVERY

Coordinator/Primary Agency:	San Mateo County Office of Emergency Services (OES)
Supporting Agencies:	San Mateo County Board of Supervisors San Mateo County Controller's Office San Mateo County Planning and Building Department All San Mateo County Departments/Agencies

I. INTRODUCTION

A. Purpose

The purpose of Emergency Function (EF) 14 is to identify roles and responsibilities involved in the recovery of San Mateo County government from a disaster, as well as the roles and responsibilities of governmental and non-governmental entities to assist with the recovery of the County government. The primary goal is to return government, businesses, and residents back to normal function, taking into consideration any mitigation plans and initiatives to improve the post-disaster infrastructure with increased resiliency.

B. Mission Statement

The EF 14 stakeholders will provide coordination and support for long-term recovery activities within the operational area (OA).

C. Scope

The scope of EF 14 during activation is to:

1. Coordinate initial efforts to document the apparent short- and long-term disaster recovery needs in San Mateo County.
2. Plan and facilitate transition from short-term County operations to longer-term efforts to implement available local, state, and federal programs.
3. Serve as the County's point of contact and coordination for disaster recovery programs from the state, federal, and nationally based organizations.
4. Establish and convene a group of officials, representatives, and support agencies (e.g., non-governmental organizations, faith-based groups, the private sector) to continue efforts to define and address long-term recovery.
5. Support the creation of a mechanism to address unmet needs within the affected area following a disaster.
6. Distribute current information regarding the implementation schedule of recovery programs to County agencies.

7. Define the types, scale, and implementation schedule of county, state, and federal disaster-recovery programs that will be available. Ensure that agencies receive current information regarding the implementation of these programs.
8. Assist in the establishment of disaster-recovery centers.
9. Support short- and long-term housing efforts.
10. Coordinate operations for permanent restoration of damaged infrastructure and/or for developing alternative long-term recovery capabilities to support operations.
11. Coordinate operations for temporary-to-permanent restoration of damaged infrastructure and for developing alternate long-term recovery capabilities to support emergency operations.

II. POLICIES

The following policies apply to the implementation of this EF:

- A. EF 14 will not address economic policy-making and economic stabilization prior to an event.
- B. All public and private resources are to be used in a unified effort to meet the recovery resource requirements generated by a catastrophic disaster or declared emergency as promulgated under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended in 1988) (Stafford Act).
- C. The primary and support agencies will have adequate personnel and equipment available at the time of EF activation to support emergency operations.
- D. Local emergencies must be declared within 10 days of an incident. If the California Office of Emergency Services (Cal OES) Director concurs, the local government may be eligible for state funding to restore public infrastructure and facilities. Under a director's concurrence, costs for emergency response are not eligible for reimbursement.
- E. The recovery effort for San Mateo County government in large disasters will be coordinated from the San Mateo County Operational Area Emergency Operations Center (OA EOC). Agencies will designate a division-level manager or higher-level official to represent their department. The SMC OES Director or an appointed staff member will be the Applicant Agent for the San Mateo County government to apply for and coordinate receipt of state and federal recovery funds.
- F. Cities will: perform their own damage assessments; communicate damage figures to the San Mateo County OA EOC; assign an Applicant Agent if warranted; follow established recovery procedures; conduct independent recovery efforts for the city involved as needed; and use available non-profit organization recovery programs as they may apply.
- G. The California Natural Disaster Act provides funds to eligible local governments for offsetting emergency response costs.
- H. The Stafford Act provides assistance only to jurisdictions that have experienced a presidentially declared emergency or a major disaster. The request for a federal

declaration can only be made by the Governor and may only be granted by the President. Local boards of supervisors may request the Governor to declare all or parts of their jurisdictions as disaster areas, which (if approved) will allow them to seek funds from the California Natural Disaster Act and/or federal disaster assistance.

- I. The primary and support agencies participating in this EF operate in conformance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), and will adopt additional components of SEMS and NIMS as they are promulgated. SEMS and NIMS components include incident command system (ICS), preparedness activities, resource management mechanisms, communications and information management requirements, supporting technologies, and ongoing management and maintenance requirements.

III. PLANNING ASSUMPTIONS

The following planning assumptions have been used to develop this EF. If these assumptions are not valid for a specific event or circumstance, it will be necessary to modify the operational concepts and assigned responsibilities defined herein:

- A. The occurrence of a catastrophic event would significantly impact the County's infrastructure, severely affecting communications, utilities, facilities, equipment, and transportation; this would create significant resource needs for long-term community recovery.
- B. The nature and extent of anticipated damage from a catastrophic event make it imperative that effective mitigation planning be conducted and actions be taken to reduce or eliminate the risk of occurrence and the impact to people, property, and the economy from natural or technological hazards.
- C. Accurate damage assessments and impact area intelligence are critical to determining long-term recovery needs, obtaining financial assistance for affected communities, and for effective mitigation efforts.
- D. Individuals and communities affected by a disaster will require notification of and guidance in using available financial assistance programs for long-term recovery.

IV. CONCEPT OF OPERATIONS

This section defines the concept of operations that will be used by the primary and support agencies to implement the EF after a disaster. The concept of operations includes actions to be taken by the agencies responsible for the EF during the emergency-response and disaster-recovery periods. The concept of operations for the EF is applicable regardless of the scope, type, or duration of emergency event.

A. General

1. Initial Phase

In its initial phases, recovery from large disasters in San Mateo County is coordinated by the staff of the San Mateo County OA EOC. When conditions warrant, the San Mateo County Board of Supervisors will proclaim an emergency. Initially, the San

Mateo County OA EOC will send preliminary damage assessment forms to all public sector entities. Preliminary damage assessment information is consolidated, along with supplemental impact documentation, and is forwarded to the State Operations Center (SOC) in order to:

- a. Determine the extent of damage to the State of California.
- b. Support a proclamation of emergency and request for presidential declaration by the Governor through Federal Emergency Management Agency (FEMA) Region 9, to the President of the United States.

Signed presidential disaster declarations for the State of California are approved to designated county geographical areas (i.e. San Mateo County) in two separate categories: (1) public assistance for counties, cities, special purpose districts, and non-profits performing government-like services; and (2) individual assistance for individual citizens and businesses. Under certain conditions, the County or smaller jurisdictions may receive declarations approved by the U.S. Small Business Administration or the U.S. Department of Agriculture without presidential disaster or emergency declarations.

2. Affected Entities

Disasters affect public entities and the private sector. Resources available for recovery are established by these categories:

- a. Private - Individuals, associations, clubs and businesses (including banks and financial institutions; retail, wholesale, transportation, tourism, and import/export services; and insurance, construction, power and utility industries).
- b. Public - Cities, towns, and special-purpose districts such as schools, fire districts, water and sewer districts, libraries, and private non-profit government-like agencies (e.g., American Red Cross, non-profit hospitals).

3. Public Assistance Program

Once the declaration is approved, local applicant agents are designated for each affected public sector entity (e.g., county agencies and departments, cities, special purpose districts, and non-profit/government-like organizations). Recovery of County governmental agencies is coordinated by the senior department level executive appointed to a recovery team. The San Mateo County OES-designated Applicant Agent will coordinate recovery efforts between San Mateo County and Cal OES and federal officials. Once Applicant Agents in San Mateo County are designated and briefed by state officials, the County's responsibility reverts to its own internal needs and the needs of citizens of unincorporated San Mateo County, with the Recovery Team providing leadership throughout the County. Coordination by the County OES staff and the Applicant Agent includes scheduling visits by federal inspectors to damage sites, and establishing accounting and appropriate audit trails for receipt of state and federal assistance.

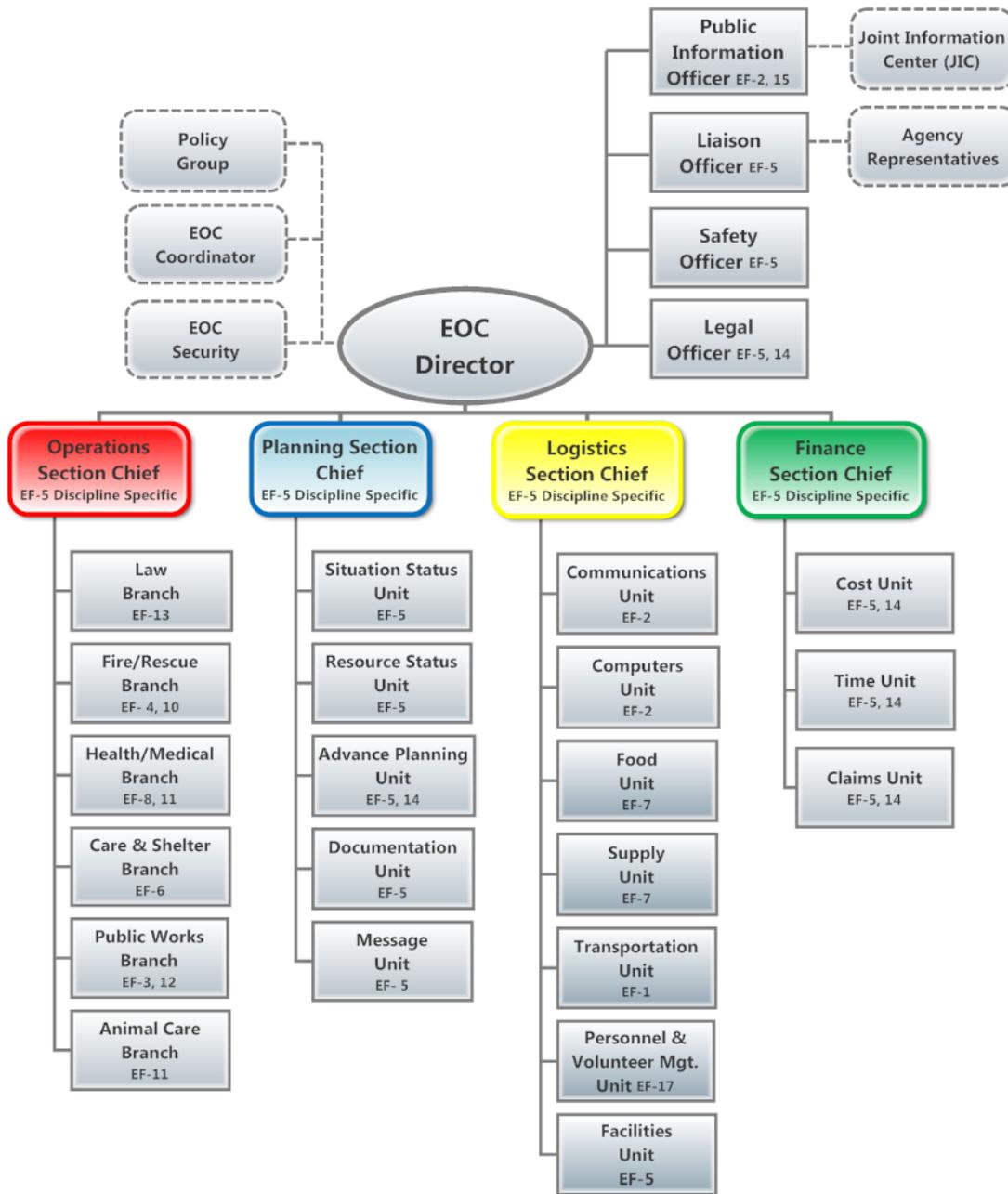
4. Individual Assistance Program

After the response phase has been addressed by the San Mateo County EOC, an informational website with an online reporting form will be set up for citizens and businesses to report initial damages not covered by insurance. Once a presidential declaration has been made, citizens will be able to register by telephone with FEMA to receive assistance.

B. Organization

1. The position of this EF in the EOC organizational structure is shown in the organization chart below. EF 14 is positioned under the Finance Section.
2. The San Mateo County OES serves as the coordinator and facilitator of operations implemented by the EF and, in this capacity, is assisted by the designated support agencies. The primary agency will commit its own personnel, facilities, and resources to EF operations, requesting assistance from the designated support agencies when necessary.

San Mateo County EOC Organizational Chart



Emergency Functions (EF)			
EF #1	Transportation	EF #10	Hazardous Materials
EF #2	Communications	EF #11	Food and Agriculture
EF #3	Construction and Engineering	EF #12	Utilities
EF #4	Fire and Rescue	EF #13	Law Enforcement
EF #5	Emergency Management	EF #14	Long-Term Recovery
EF #6	Care and Shelter	EF #15	Public Information
EF #7	Resources	EF #17	Volunteer and Donations Management
EF #8	Public Health and Medical		

C. Notification

1. The San Mateo County OES will be responsible for notifying the EF coordinator (or EF alternate coordinator) in the primary agency of the need to activate the EF, or if indicated, to stand by in the event that EF activation is required. In turn, the EF coordinator (or alternate coordinator) is responsible for notifying the designated support agencies of the notification to activate the EF or to stand by for possible activation. The EF coordinator (or alternate coordinator at the time) is responsible for determining whether personnel from some or all of the support agencies should be notified and mobilized.
2. The primary agency maintains an up-to-date, 24-hour-notification roster of its agency's personnel assigned to this EF, as well as representatives of the support agencies. (This roster could be an attachment to the EF or maintained as a separate document because it will have home phone numbers and other private information).

D. Emergency Operations

1. Pre-Event Preparedness

The EF coordinator has management oversight for EF 14. To ensure readiness to activate the EF, the primary and support agencies will check that the following actions are taken prior to the onset of an emergency:

- a. Detailed standard operating procedures (SOP), checklists, and job aides needed by EF personnel will be developed and available for use.
- b. Equipment inventories and personnel rosters necessary for EF implementation will be up-to-date and immediately available. Categorizing and classifying response and recovery resources must be provided by or available to the primary agency in accordance with resource typing guidelines issued by the NIMS Integration Center.
- c. As indicated, agencies will ensure that primary and support agency personnel designated for EF implementation have received all necessary and required training and are appropriately credentialed and certified in accordance with guidelines issued by the NIMS Integration Center.
- d. Agencies will assist the designated alternate EF coordinator(s) and the assigned personnel from the EF primary and support agencies in understanding their duties for the EF maintenance and activation, as well as continually improving their capabilities for effective EF implementation.
- e. Agencies will coordinate pre-incident efforts with private-sector organizations as they relate to the EF.
- f. Agencies will coordinate EF preparedness activities relating to all levels of planning for response and recovery operations.
- g. Facilities, systems, equipment, and supplies that are necessary for EF implementation will be protected from the effects of the event to the greatest extent feasible.

- h. Agencies will identify new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the ability to address existing threats.
- i. Agencies will designate representatives to the EOC.

2. Response Operations

Response operations are conducted during an event, and are necessary to protect people, provide services to people harmed by the event, and mitigate further property or environmental damage, if feasible. Response operations for EF 14 are considered in two phases: (1) initial actions for the period when the EF is first activated; and (2) continuing actions that are implemented, as needed, during each EOC operational period for the response phase until the EF can transition to recovery operations. In all cases, the response operations are general guidelines for action, and may be modified as needed to suit the particular circumstances of the situation. The phases of the response operations are described below:

a. Initial Actions

The following initial actions are to be completed during the first EOC operational period for activation of the EF:

- i. The EF coordinator (or designee) will staff the EF 14 workstation, when requested; identify which support agencies for EF 14 are needed; and take steps to ensure that support agencies are activated or on alert as appropriate when the EOC is activated.
- ii. Ensure the functionality of telecommunications and data management systems to be used by the EF; take corrective actions as needed.
- iii. Access needed procedures, checklists, rosters, and inventories.
- iv. Complete notifications of primary- and support-agency personnel.
- v. Receive an initial briefing and/or information regarding the situation and the current status of the County's emergency operations.
- vi. Collaborate to develop operational priorities based on the objectives set forth in the initial briefing.
- vii. Obtain damage assessment reports to initiate development of short- and long-term recovery objectives.

b. Continuing Actions

The following continuing actions would be repeated, when indicated, during each operational period for the duration of the response period, and until the transition to recovery operations by the EF:

- i. Monitor EF staffing and resource availability and adequacy, and take corrective actions when necessary.
- ii. Review the EOC action plan (EOC-AP) for the operational period and prioritize EF operations and resource allocation in accordance with its directives.
- iii. Monitor EF emergency actions initiated and/or continuing from the previous operational period until completion.

- iv. Maintain complete and accurate documentation regarding emergency operations and expenditures.
- v. Participate in EOC briefings when held.
- c. Recovery Operations
 - i. Develop long-term recovery plans based on damage assessments, information from state agencies, and requests for assistance from government and individuals in affected areas.
 - a) Coordinate and develop post-incident assessments, plans and activities in accordance with existing County plans, policies and procedures.
 - ii. Coordinate identification of appropriate county, state, and federal programs to support implementation of long-term recovery plans and gaps under current authorities and funding.
 - iii. Identify suitable sites for the establishment of assistance offices to assist disaster victims.
 - iv. Facilitate recovery decisions across the EFs.
 - v. Facilitate awareness of post-incident digital mapping and pre-incident hazard mitigation and recovery planning across EFs.
 - vi. Ensure the completion of all response-phase emergency operations and the resolution of all requests for assistance.
 - vii. Implement the planned EF recovery-phase operations to include, but not limited to, the following actions:
 - a) Coordinate with EF 3 (Construction and Engineering) on damage assessment to long-term recovery critical infrastructure.
 - b) Coordinate with EF 3 and EF 12 (Utilities) on road-clearing priorities.
 - c) Coordinate with EF 6 (Care and Shelter) to identify long-term recovery needs of special populations and incorporate those needs into recovery strategies.
 - d) Coordinate with EF 11 (Food and Agriculture) to identify long-term recovery needs of animals, both companion and livestock, and incorporate those needs into recovery strategies.
 - viii. As EF recovery actions near completion, anticipate and plan for the transition to demobilization phase operations; providing EF demobilization plans to EF 5 (Emergency Management).
 - ix. Ensure County plans, policies and procedures, in addition to state and federal regulations, are followed when identifying long-term environmental restoration issues.
- d. Demobilization Operations

As EF recovery-phase operations near completion, implement actions necessary to support EF demobilization when authorized by the EF 5 (Emergency Management) coordinator, including (but not limited to) the following:

- i. Advise activated primary agency personnel, support agencies, and the EOC of the intent to demobilize the EF. If indicated, define methods for providing continuing assistance to any agencies following EF deactivation.

- ii. Review all EF operational and financial documentation to ensure completeness and accuracy.
- iii. Account for all deployed EF personnel, equipment, and supplies.

V. RESPONSIBILITIES

This section lists each primary and support agencies and their respective responsibilities.

A. Coordinating/Primary Agency

1. San Mateo County OES
 - a. Acquire rapid incident assessment (RIA) data.
 - b. Develop disaster proclamations.
 - c. Operate and maintain the EOC and transition from a response EOC to a recovery coordination center (RCC).
 - d. Provide the Applicant Agent to represent the County and arrange Applicant Agent briefings.
 - e. Coordinate and advise San Mateo County government of recovery requirements and procedures.
 - f. Document expenses, collect San Mateo County government damage assessment figures, and serve as liaison for San Mateo County Departments with the State Disaster Field Office.
 - g. Coordinate private non-profit recovery efforts.
 - h. Maintain central database of County government damages and expenses.
 - i. Coordinate public information officer (PIO) functions.
 - j. Direct recovery of radio communications for County government.

B. Support Agencies

All agencies in San Mateo County government have duties directly associated with the recovery of the community following a disaster. Additionally, all governmental agencies have the responsibility to return to normal business capabilities as soon as possible following a disaster or incident.

1. All San Mateo County Departments/Agencies
 - a. Develop a recovery plan and procedures for each San Mateo County department.
 - b. Participate in the development and implementation of regional recovery efforts.
 - c. Train personnel in the implementation of the recovery plan and procedures.
 - d. Test procedures and provisions.
 - e. Begin record keeping of disaster expenses.
 - f. Assess damages.

- g. Assess capabilities to conduct normal business.
 - h. Assess needs to return to normal business.
 - i. Conduct debris clearance.
 - j. Establish communication with the San Mateo County EOC.
 - k. Re-establish interrupted utility service.
 - l. Conduct short-term repairs needed to support normal operations.
 - m. Begin recovery of vital and important records needed to conduct normal business.
 - n. Begin reconstruction and long-term repairs with available funds.
 - o. Re-establish normal services.
 - p. If needed, provide staffing for recovery efforts to the San Mateo County EOC.
2. San Mateo County Board of Supervisors
 - a. Proclaim an emergency and request assistance from the Governor of California.
 - b. Authorize emergency spending when necessary.
 3. San Mateo County Controller's Officer
 - a. Assist departments with accounting for their costs incurred related to response and recovery from emergencies and disasters.
 - b. Reestablish payroll for County employees.
 4. San Mateo County Planning and Building Department
 - a. Coordinate hazard mitigation activities as it relates to land use planning and natural resources.
 - b. Speed economic recovery by taking steps deemed appropriate such as deferring permit fees and fast-tracking permits.
 - c. Enforce County building codes to ensure the safety of newly constructed and rebuilt facilities.

VI. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

The primary function of EF 14 is to facilitate long-term recovery operations following an emergency or disaster event. As a result, it is imperative that EF 14 work closely with numerous other EFs to establish an effective process of communication and information collection.

Critical Coordination Points for EF 14

EF 2 – Communications	Obtains information to provide air-traffic information and long-term recovery conditions to determine routes and methods for getting mobile communications assets into the area.
EF 6 – Care and Shelter	Provides location of shelters.
EF 7 – Resources	Coordinates identification and provision of fuel, land, and limited manpower to other departments in countywide emergencies.
EF 8 – Public Health and Medical	Addresses the needs of access and functional needs populations in long-term recovery issues.
EF 13 – Law Enforcement	Coordinates provision of traffic services.
EF 15 – Public Information	Provides public information and warning.

VII. ADMINISTRATION, FINANCE, LOGISTICS

A. Resource Procurement

This section describes the ways in which the EF will procure or obtain resources that may be required for implementation of the EF. Resources, as a general term, encompass the personnel, equipment, systems, and supplies, as well as highly specialized services that may be needed for EF implementation.

1. In all cases, the EF coordinator/designee, with continuing representation in the County EOC, will serve as the point of coordination to identify resources needed for EF implementation. The EF coordinator/designee will also be responsible for requesting and directing mobilization of the resources.
2. When resources are needed, the EF coordinator/designee will use one or more of the following for securing and deploying the needed resources in the most timely and cost-effective manner:
 - a. Resources under direct control of the primary agency;
 - b. EF support agencies;
 - c. Representatives in the County EOC from other activated EFs;
 - d. Mutual aid agreements; and
 - e. Private-sector vendors or contractors that would have the resources available.
3. The EF coordinator will be responsible for determining the process of procurement authorization established by the EF 5 (Emergency Management) coordinator and EF 7 (Resources).

4. In all cases, the primary agency EF representative will have information readily available regarding the categories or types of resources relevant to EF operations to facilitate requesting additional resources.

B. Financial Management

1. EF 14 is responsible for managing financial matters related to resources that are procured and used during an incident. During a response, each agency/department is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event.
2. For reporting purposes, support entities will document their expenditures and submit them directly to the Finance and Administration Section or a designated finance service officer as soon as possible.

C. EF Development and Maintenance

1. The EF coordinator is responsible for EF development and maintenance, which is to be completed with assistance and cooperation of the designated support agencies.
2. The EF coordinator will review the EF as well as associated SOPs, checklists, and other documentation, and modify them (if indicated) in response to any of the following events:
 - a. Upon request of the EF 5 coordinator.
 - b. Following any activation of the EF for response to an actual incident or an exercise.
 - c. Following any change or development in any County government, or any non-governmental organization assigned responsibility for EF implementation.
 - d. Upon the opening or closing of any major facility of the primary or support agencies considered vital to implementation of the EF.

VIII. AUTHORITIES AND REFERENCES

The authorities and references documented in the San Mateo County basic plan are considered applicable to this EF. In addition, the following references, guidance materials, and other documents are specific to this EF:

1. Disaster Assistance: A Guide to Recovery Programs (FEMA);
2. Robert T. Stafford Disaster Relief and Emergency Assistance Act;
3. State of California Emergency Plan;
4. California Disaster Assistance Act; and
5. Cal OES Disaster Assistance Funding Guidance.

IX. ACRONYMS

Cal OES California Office of Emergency Services

DSR	Disaster Survey Reports
EF	Emergency Function
EOC	Emergency Operations Center
EOC-AP	Emergency Operations Center Action Plan
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
JIC	Joint Information Center
NIMS	National Incident Management System
OA	Operational Area
OA EOC	Operational Area Emergency Operations Center
OES	Office of Emergency Services
PIO	Public Information Officer
PNP	Private Non-Profit
RCC	Recovery Coordination Center
RIA	Rapid Incident Assessment
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures
Stafford Act	Robert T. Stafford Disaster Relief and Emergency Assistance Act

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X. ATTACHMENTS

Attachment 1: Support for Emergency Response and Restoration of Infrastructure

Attachment 2: Steps Leading to Reimbursement of Disaster Expenses

Attachment 1

Support for Emergency Response and Restoration of Infrastructure

PROGRAM/AGENCY	DESCRIPTION	ACTIVATION	RECIPIENTS	IMPLEMENTATION
California Disaster Assistance Act (State Public Assistance Program), Cal OES http://www.calema.ca.gov/recovery/Pages/Public-Assistance.aspx	Reimbursement for emergency response, debris removal, and infrastructure restoration costs.	<ul style="list-style-type: none"> Local proclamation with Director's concurrence: only restoration of infrastructure is eligible. Governor's proclamation of state of emergency: all categories of work are eligible. 	Local governments in areas for which a local or state emergency has been proclaimed.	Local government must proclaim an emergency and request a Director's concurrence of the Governor's declaration within 10 days of an incident. State: 75% Local: 25%
Public Assistance Program, FEMA http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit	Reimbursement for emergency response, debris removal, and infrastructure restoration costs.	<ul style="list-style-type: none"> Presidential declaration of major disaster: all categories of work are eligible. Presidential declaration of emergency: only costs for emergency response and debris removal are eligible. 	State, local, and tribal governments; special districts; and certain private non-profits in declared counties.	The State of California serves as the Grantee. Federal: 75% State: 18.75% Local: 6.25%
Safety Assessment Program, Cal OES http://www.calema.ca.gov/recovery/Pages/Safety-Assessment.aspx	Provides volunteer inspectors to assist local governments with evaluating the safety of homes, buildings, and infrastructure.		Jurisdictions affected by an incident that require assistance with building inspections.	Assistance is requested through SEMS.
Hazard Mitigation Grant Program, FEMA http://www.fema.gov/hazard-mitigation-grant-program	Post-disaster grants for projects that minimize the potential for damage from future disasters.	Presidential declaration of a major disaster.	State and local governments and special districts; statewide.	Cal OES selects and prioritizes applications. FEMA provides funds to Cal OES, which provides sub-grants to applicants.
Emergency Relief Program, Federal Highway Administration http://www.fhwa.dot.gov/programadmin/erelief.cfm	Emergency repairs or permanent restoration of federal roads and highways.	Determination by the Administrator of the Federal Highway Administration at State request.	Federal aid for roads and highways damaged by disaster.	Administered by Caltrans, which requests funds from the Federal Highway Administration Division Office and works with local jurisdictions and the Federal Highway Administration to administer the program. 100% federal if work completed within 180 days of disaster. Federal: 88.53% State: 8.6% Local: 2.87%

Attachment 2

Steps Leading to Reimbursement of Disaster Expenses

The following steps may occur over days, weeks, or months depending on the disaster event:

1. Following a disaster, the San Mateo County OA EOC staff and first responders evaluate and stabilize immediate life, safety, and health threats.
2. Mutual aid is requested locally or regionally.
3. A rapid impact assessment is conducted for all San Mateo County departments and agencies.
4. Local, county, and state disaster proclamations are made.
5. Emergency spending authority is established.
6. Recovery of vital records begins.
7. Short-term efforts are made by County departments to return to essential functions.
8. A preliminary damage assessment is conducted and reports are channeled to the SOC.
9. A federal declaration is requested, opening support of resources beyond the State's capability to deliver financial assistance for recovery.
10. Two types of assistance may be sought: (1) individual assistance (for individuals and businesses in the private sector) and (2) public assistance (for jurisdictions and public entities). Both types of assistance are described below:

Individual Assistance Process

1. Shortly after the incident, a County website and a telephone hotline for residents reporting damages may be established in the San Mateo County EOC or other appropriate location.
2. If an individual assistance declaration is made, private-sector assistance is forthcoming.
3. A toll-free telephone number would be obtained for citizens to report damages and begin the assistance process.
4. San Mateo County OES will compile reports along with supplemental justifications and forwards these to Cal OES.
5. One or more disaster assistance centers may be established. These may be staffed by some combination of county, state, and federal agencies with recovery assistance for the public sector.
6. As recovery begins, resources and location of any recovery center will be communicated to the public and private sectors through the San Mateo County PIO or the joint information center (JIC) in the San Mateo County EOC.
7. San Mateo County OES will continue to work with the federal and state outreach teams to ensure citizens are aware of the availability of assistance.

Public Assistance Process

1. San Mateo County OES will send out notices with forms for reporting disaster losses to jurisdictions, special-purpose districts, and private non-profit (PNP) organizations performing certain governmental functions.
2. Jurisdictions, special-purpose districts, and PNPs provide San Mateo County OES with reports of losses and damages.
3. San Mateo County OES compiles these reports along with supplemental justifications to the Cal OES.
4. Preliminary damage assessment teams, consisting of federal, state, and local representatives, inspect field sites for confirmation of estimated damages and qualifying costs.
5. When a public assistance declaration is made, financial assistance will be forthcoming for jurisdictions and special purpose districts, and certain PNPs.
6. A representative of the San Mateo County OES will arrange a location for the briefing of public sector Applicant Agents. This is communicated to all public entities in San Mateo County.
7. Following the Applicant Agents meeting, a Notice of Interest and a disaster assistance application must be transmitted by public agencies requesting financial assistance from FEMA.
8. In-house records of normal budget, maintenance portions, overtime associated with the disaster, and expenses associated with the disaster must be maintained from the event inception. Later, delineation of small and large projects based on the nature and the cost of the project will determine frequency of grant payments and inspections.
9. After approval of project worksheets, work would begin on larger and longer-term recovery projects in public and private sectors.
10. A-19-1A vouchers and quarterly status reports will be submitted according to schedule.
11. Field inspectors will coordinate with the Disaster Field Office and San Mateo County agencies for completion of Disaster Survey Reports (DSR) to establish final dollar counts for public recovery grants from FEMA.
12. The Applicant Agent will notify FEMA when all recovery projects are complete.
13. All records of work and expenditures of funds must be kept for a period of 7 years following the dispersal of the final payments and closure of the final project for a particular disaster.
14. Audits may be forthcoming and may occur at any time along the process from beginning of repair of damages until after close of the final project.

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