

NORTH CAROLINA
OFFICE OF THE GOVERNOR



OFFICE OF STATE
BUDGET AND MANAGEMENT

NORTH CAROLINA DISASTER RECOVERY GUIDE

BEVERLY EAVES PERDUE
GOVERNOR

November 2009
UPDATED NOVEMBER 2007
ORIGINALLY ISSUED JUNE 2006

Table of Contents

Executive Summary	v
Contact Information	viii
Federal and State Programs at a Glance	xviii
Overview of Emergency and Disaster Management	1
State Emergency Powers, Roles, and Responsibilities	1
State and Local Emergency and Disaster Declarations.....	2
Federal Emergency and Disaster Declarations	4
Overview of the North Carolina Division of Emergency Management.....	11
NC State Disaster Recovery Team (SDRT).....	12
Registering and Applying for Disaster Aid and Assistance.....	13
Agriculture	17
USDA Farm Service Agency (FSA).....	17
Damage Assessment Responsibilities.....	17
Crop Disaster Program (CDP).....	18
Emergency Loan Program (EM)	19
Noninsured Crop Disaster Assistance Program (NAP)	19
Emergency Conservation Program (ECP)	20
Dairy Disaster Assistance Program (DDAP).....	21
Tree Assistance Program (TAP).....	21
Livestock Assistance Program (LAP)	22
Livestock Indemnity Program (LIP).....	23
Feed Indemnity Program (FIP).....	23
American Indian Livestock Feed Program (AILFP)	24
NC Department of Agriculture and Consumer Services (NCDACS)	24
Emergency Programs Division.....	24
State-Funded Agricultural Assistance Programs	25
Additional NCDACS Agencies Involved in Disaster Recovery	26
Agricultural Statistics Service	26
Food and Drug Protection Division.....	26
Plant Industry Division	27
Research Stations Division.....	27
Veterinary Division	27
NC Cooperative Extension Service	28
NC State Animal Response Team (SART).....	28
Business and Workforce	29
State Disaster Declaration.....	29
US Small Business Administration (SBA) Disaster Declaration	30
Presidential Disaster Declaration.....	30
Business Disaster Assistance.....	30
Emergency Bridge Loans	31
Small Business and Technology Development Center Business Counseling	31
Small Business and Technology Development Center First Responder Team.....	32
Summary of State Business Assistance	32
Federal Disaster Unemployment Assistance (DUA)	33
Federal Workforce Investment Act (WIA) National Emergency Grants (NEG)	33

Communications and Outreach..... 35

- Joint Information Center (JIC)..... 35
- State Disaster Recovery Team (SDRT) Communications and Outreach Subcommittee 35
- Maintaining Public Exposure 36
- State and Local Coordination 36
- Resources for Specific Audience Outreach 36
- Information Release Authority 39
- Communication Media Available..... 40

Environment 43

- Damage and Impact Assessment 43
- State Assistance Programs and Responsibilities 44
 - NC Forestland Restoration 45
 - Drinking Water Protection 45
 - Solid and Hazardous Waste Cleanup..... 46
 - Dam Replacement 46
 - Geographic Information Systems 47
 - Underground Storage Tank Assessment..... 47
 - Water Quality Monitoring 48
- Federal Assistance Programs and Responsibilities 48
 - Emergency Watershed Protection 48
 - Disaster Water and Waste Loans and Grants..... 50
 - Cooperative Forest Management Grants 50
 - Beach Renourishment and Inlet Stabilization or Breach Closure 51
- Regulatory References..... 51

Finance 55

- State Funding Flow in Disaster Recovery 55
- Management of Federal Disaster Recovery Funds 58
- State Disaster Recovery Team Financial Subcommittee 58
- Figure 1. Financial Process for State Disaster Recovery Assistance 59
- Figure 2. Form Used to Establish a New Center (Fund) and Title..... 60
- Figure 3. Form Used for Monthly Request for Disaster Recovery Funds..... 61
- Figure 4. Form Used for Monthly Expenditure Report..... 62

Health and Human Services 63

- NC Department of Health and Human Services 63
 - Coordination of Health and Human Services 63
 - Assessment and Surveillance 63
 - Medical Assistance..... 65
 - NC Medicaid..... 65
 - NC Health Choice for Children..... 66
 - Disaster Scenarios and Procedures..... 66
 - Emergency Facility Services 67
 - Behavioral Health Services 68
 - Aging and Adult Services..... 72
 - Safe and Healthy Child Care 73
 - Social Services 75
 - Work First 75
 - Crisis Intervention..... 75
 - Child Protective Services 75
 - USDA Food Stamps..... 75
- Occupational Safety and Health 76

Housing..... 79

- NC Emergency Management and FEMA Assistance 79
 - FEMA Individual Assistance (IA) / Individuals and Households Program (IHP) 80
 - FEMA Pre-Disaster Mitigation (PDM) Program..... 80
 - FEMA Hazard Mitigation (“Buyout”) Grant Program (HMGP) 81
 - FEMA Flood Mitigation Assistance (FMA) Program 82

Private Roads and Bridges..... 83

Division of Community Assistance (DCA) 83

 Community Development Block Grants 83

NC Department of Health and Human Services 84

 Division of Social Services (DSS) and the American Red Cross 84

 Division of Aging and Adult Services (DAAS) 85

NC Housing Finance Agency 86

NC Redevelopment Center 88

 Crisis Housing Assistance Funds (CHAF) 88

US Department of Agriculture (USDA) Rural Development 91

Nonprofit and Voluntary Agencies and Organizations 93

Intergovernmental Relations 95

 Communication and Cooperation Among Levels of Government 95

 Local Community Disaster Recovery Overview 96

 NC Statewide Emergency Management Mutual Aid and Assistance Agreement..... 96

 FEMA Public Assistance (PA) 97

 Request for Supplemental Federal Assistance for Unmet Needs 99

Risk Management 103

 Risk Management and Liability Concerns..... 103

 NC Department of Insurance (DOI) 110

 Department of Justice, Office of the Attorney General 111

Transportation and Infrastructure 113

 NC Department of Transportation (NC DOT)..... 113

 Highways..... 113

 Railroads 114

 Ferries..... 114

 Aviation..... 115

 State Construction Office 115

 Federal Highway Administration..... 115

 FEMA Public Assistance..... 116

 Electric Utilities..... 117

Volunteers and Donations Management..... 120

 General Operating Procedures 120

 Governor’s Emergency Information Bilingual Hotline 120

 Donated Goods 122

 Volunteers 123

 Monetary Donations 123

Abbreviations for Disaster Recovery 125

Index 131

Executive Summary

A natural or manmade disaster has the potential to affect North Carolina in many ways. When a disaster occurs, federal, state, and local governments work with businesses, community organizations, and individual citizens to respond quickly to meet the most pressing health and safety needs. After those immediate needs are met, the recovery and rebuilding efforts begin. The recovery phase may occupy the days, weeks, months, and years to follow. An efficient and effective recovery requires the cooperation, coordination, and communication of various federal, state, and local government agencies, private and community organizations, and individual citizens.

The North Carolina Disaster Recovery Guide compiles information from all of the agencies, programs, and services involved in the long-term recovery from a disaster. This guide will aid any government or community leader involved in managing, organizing, or leading disaster recovery efforts. It provides a comprehensive overview of the roles, responsibilities, and assistance programs that have been available in the past. The guide briefly presents overview information, accompanied with contacts, Web sites, and other references so that the reader may seek out more details.

By providing recovery assistance information in many areas as well as the contact information for those responsible for providing assistance, this guide serves to develop a network of leaders and service providers, facilitating a better exchange of information between different organizations and levels of government. This sharing will facilitate a stronger and speedier recovery.

The North Carolina Disaster Recovery Guide describes and highlights assistance that has been provided after previous disasters. Many disaster programs are not permanent programs, and often require special provision of funds and/or other action to make them available. **Although this guide highlights programs previously available for disasters, assistance described in this guide is not guaranteed to be available for any given future event.**

The North Carolina Office of State Budget and Management (OSBM) continually updates the North Carolina Disaster Recovery Guide as additional recovery issues are identified.

Twelve sections of this guide address specific policy or management areas.

- Overview of Emergency and Disaster Management
- Agriculture
- Business and Workforce
- Communications and Outreach
- Environment
- Finance
- Health and Human Services
- Housing
- Intergovernmental Relations
- Risk Management
- Transportation and Infrastructure
- Volunteers and Donations Management

Overview of Emergency and Disaster Management. Upon the declaration of an emergency or a disaster, the governor has special authority and responsibilities that he may delegate to the Department of Crime Control and Public Safety (CCPS) and the CCPS Division of Emergency Management (NCEM). The State Disaster Recovery Team (SDRT) includes all involved state agencies and coordinates the identification of needs and development of strategy.

Three types of disaster declaration – presidential, Small Business Administration (SBA), and United States Department of Agriculture (USDA) – each allow for various assistance programs. Victims register and apply for assistance via the Governor’s Emergency Information Bilingual Hotline or Recovery Assistance Centers (RACs).

Agriculture. The NC Department of Agriculture and Consumer Services (NCDACS) is the state’s key point of contact for assessing agricultural damage and working to deliver federal assistance. The USDA Farm Service Agency (FSA) county offices provide a local point of contact, and FSA may provide programs for crop loss, livestock, farm structures, trees, cropland, waterways, and other needs. The state may provide additional assistance to address highly catastrophic losses.

Business and Workforce. The NC Department of Commerce and the Small Business and Technology Development Center (SBTDC) provide varying levels of business assistance depending on the level of disaster, including business counseling, SBA loan assistance, and state-funded low-interest loans. The Employment Security Commission of NC facilitates

the US Department of Labor (USDOL) Disaster Unemployment Assistance (DUA) program, and the NC Workforce Development Commission works with USDOL if the state receives a National Emergency Grant (NEG) to aid recovery.

Communications and Outreach. During an emergency, the Joint Information Center coordinates and manages all communications with the Federal Emergency Management Agency (FEMA) and the state. After a major disaster, the SDRT Communications and Outreach Subcommittee oversees how the state shares information with communities and victims, including coordinating federal, state, and local governments, reaching specific audiences, and addressing information release authority. The NC Agency for Public Telecommunications provides technological resources in communicating this information.

Environment. The NC Department of Environment and Natural Resources (DENR) coordinates environmental assessments with FEMA, NCEM, NC Department of Health and Human Services, and others. Included are initial assessments, joint preliminary damage assessments, follow-on public health assessments, and additional monitoring. DENR facilitates delivery of assistance with forestlands, water, waste cleanup, dam replacement, beach renourishment, and mapping. The USDA Natural Resource Conservation Service (NRCS) delivers the Emergency Watershed Protection program to clear debris and restore waterways.

Finance. The governor and OSBM coordinate all emergency and disaster state funding and lead the SDRT Financial Subcommittee. OSBM may identify and collect funds from multiple sources to address needs, and it oversees the allocation and expenditure of funds during recovery. Funds from local, state, federal, and other sources must be tracked and coordinated to ensure efficiency and accountability.

Health and Human Services. The Office of Citizen Services coordinates the assessment and recovery efforts of the many divisions of the NC Department of Health and Human Services (DHHS). DHHS conducts public health assessments and surveillance and is the state agency for NC Medicaid, NC Health Choice for Children, and USDA Food Stamps. DHHS also monitors the safety and availability of emergency shelters and medical facilities. The NC Department of Labor oversees the occupational health and safety aspects of recovery efforts.

Housing. NCEM is the state contact for FEMA housing assistance. The NC Division of Community Assistance (DCA) within the Department of Commerce implements HUD Community Development Block Grants (CDBG). The NC

Housing Finance Authority provides urgent repair, single-family rehabilitation, and rental assistance. If state funds are authorized, the NC Redevelopment Center oversees Crisis Housing Assistance Funds (CHAF). CHAF includes State Acquisition and Relocation Funds (SARF) to assist with federal buyouts. USDA Rural Development provides assistance with multifamily and single family homes and community facilities. NC Voluntary Organizations Active in Disaster (NCVOAD) includes many nonprofit organizations that provide housing assistance.

Intergovernmental Relations. Communication among levels of government is a crucial part of a successful recovery. The Office of the Governor's Intergovernmental Relations team works with the NC League of Municipalities and NC Association of County Commissioners for state and local collaboration and communication. NCEM central and branch offices facilitate mutual aid agreements and oversee FEMA Public Assistance, which provides assistance to state and local governments. The governor's office in Washington, DC, is the primary link to all federal agencies and the NC congressional delegation in obtaining federal assistance requiring congressional involvement.

Risk Management. The NC Department of Insurance and NC Department of Justice partner with agency general counsels to provide expertise and oversight in managing the risk and liability issues of disaster recovery. Disaster recovery risk issues include personnel liability, as well as the proper collection and distribution of information, funds, and other assistance resources.

Transportation and Infrastructure. The NC Department of Transportation and NCEM partner to ensure that transportation and other infrastructure are safely restored after a disaster, including debris removal. The Federal Highway Administration Emergency Relief program and FEMA Public Assistance provide funds for restoration, including assistance to utilities for power generation and distribution facilities.

Volunteers and Donations Management. The Office of the Governor's Commission on Volunteerism and Community Service manages the state's volunteers and donations, coordinating all donated funds, goods, and volunteer efforts. This includes the operation of the Governor's Bilingual Emergency Information Hotline and the Governor's Disaster Relief Fund if they are implemented. The North Carolina Voluntary Organizations Active in Disaster (NCVOAD) coordinates efforts of statewide volunteer organizations.

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found on the OSBM Web site at <http://www.osbm.state.nc.us/disaster>

Contact Information

Hotlines

FEMA Registration..... 1-800-621-FEMA (3362)

..... TTY: 1-800-462-7585

Governor's Emergency Information Bilingual
Hotline (when activated)..... 1-888-835-9966

..... TTY: 1-877-877-1765

US Small Business Administration ...1-800-659-2955

NC Small Business and Technology Development
Center.....1-800-258-0862

American Red Cross.....1-866-438-4636

Salvation Army Disaster Services 1-800-SAL-ARMY

NC CARE-LINE.....1-800-662-7030

..... TTY: 1-877-452-2514

DENR Customer Service Center.....1-877-623-6748

Emergency and Disaster Management

NC Division of Emergency Management (NCEM),
Department of Crime Control and Public Safety

Doug Hoell, Director

919-733-3825

dhoell@ncem.org

Logistics Section

Steve Sloan, Chief (NCEM Assistant Director)

919-733-3619

msprayberry@ncem.org

Information and Planning Section

Gary Faltinowski, Chief (NCEM Assistant Director)

919-715-9204

gfaltinowski@ncem.org

Operations Section

Mike Sprayberry, Chief (NCEM Deputy Director)

919-733-2931

Brenda Jones

Executive Assistant/ Governor's Liaison

919-715-9216

bmjones@ncem.org

Darlene Johnson, Emergency Operations Center
Manager

919-733-3890

djohnson@ncem.org

Clay Benton

Communications

919-715-4264

cbenton@ncem.org

Individuals and Households (IHP) Program

Emily Young

919-715-8000 ext. 289

eyoung@ncem.org

Warren Moore

Human Services

919-733-3817

wmoore@ncem.org

Public Assistance (PA)

PA Section Manager

919-715-8000 ext. 307

Joe Stanton, PA County Agencies

919-715-8000 ext. 314

jstanton@ncem.org

JoAnn Jenkins-Hash, PA State Agencies

919-715-8000 ext. 303

jjenkinshash@ncem.org

Electric Utilities

Steve Davis, Infrastructure Support Coordinator

919-715-5711 ext. 101

sdavis@ncem.org

Hazard Mitigation Grant Program

J. Chris Crew, Chief

Hazard Mitigation Section Chief

919-715-8000 ext. 277

jcrew@ncem.org

Floodplain Mapping

John Dorman, Mapping Chief

919-715-8000 ext. 261

jdorman@ncem.org

Rodger Durham

Floodplain Mapping Program Manager

919-715-8000 ext. 276

rdurham@ncem.org

Phil Letsinger
National Flood Insurance Program (NFIP)
919-715-8000 ext. 273
pletsinger@ncem.org

Assistant Attorney General assigned to the Division
of Emergency Management
Cheryl A. Perry, Assistant Attorney General
Crime Control Section
919-716-6500
cperry@ncdoj.com

General Counsel to the Department of Crime Control
and Public Safety
Marvin R. Waters, General Counsel
Crime Control and Public Safety
919-733-2126 ext. 236
mwaters@nccrimecontrol.org

FEMA Region IV

Serves AL, FL, GA, KY, MI, NC, SC, and TN
3003 Chamblee-Tucker Road
Atlanta, Georgia 30341
770-220-5200
fema-r04-external-affairs@dhs.gov
www.fema.gov/about/regions/regioniv/index.shtm

Agriculture

NC Department of Agriculture and Consumer
Services (NCDACS)
www.ncagr.com

David Smith, Chief Deputy Commissioner
919-733-7125

NCDACS Emergency Programs Division
Sharron Stewart, Director
919-807-4300
<http://www.ncagr.com/oep>

David Marshall, State Veterinarian
919-733-7601

NCDACS Food and Drug Protection Division
Joseph Reardon, Director
Larry Gabriel, Food Administrator
919-733-7366

James Burnette, Structural Pest Control and
Pesticides Division Director
919-733-6100

Gene Cross, Plant Industry Division Director
919-733-3933

Edward Pitzer, Research Stations Division Director
919-733-3236

NCDACS Agricultural Statistics Division
Herb Vanderberry, Director
919-856-4394
www.ncagr.com/stats

NC Cooperative Extension

Ed Jones, Associate Director for Agricultural
Programs
919-515-3252
Edwin_jones@ncsu.edu
www.ncsu.edu/extension

USDA Farm Service Agency

USDA North Carolina Farm Service Agency
Keith Weatherly, State Executive Director
919-875-4800
<http://www.fsa.usda.gov/nc>

NC State Animal Response Team

Dr. Len Bull, Executive Director
919-515-6836
1-888-989-SART
Leonard_Bull@ncsu.edu

Business and Workforce

US Small Business Administration (SBA)

1-800-659-2955
<http://www.sba.gov/>
SBA Disaster Recovery Information:
<http://www.sba.gov/services/disasterassistance/index.html>

NC Small Business and Technology Development Center

1-800-258-0862

Scott Daugherty, Director
919-715-7272
<http://www.sbtcdc.org>

NC Department of Commerce

Gene Byrd, Director, Business Retention and
Expansion
919-715-7393
<http://www.nccommerce.com/>

Crystal Talmadge, Division of Employment and Training
919-661-6010

NC Commission on Workforce Development

Roger Shackelford, Executive Director
919-715-3300 or 715-3301
rshackelford@nccommerce.com

Employment Security Commission of NC

David Canady, Director of Unemployment Insurance
919-733-3121
David.Canady@ncmail.net
www.ncesc.com

US Department of Labor, Employment and Training Administration

www.doleta.gov
1-877-US-2JOBS

Communications and Outreach

Office of the Governor

Governor's Press Office
Sherri Johnson, Press Secretary
sherri.johnson@ncmail.net

Seth Efron, Deputy Press Secretary
seth.EFRON@ncmail.net
Phone: 919-733-5612
Fax: 919-733-5166

Governor's Legislative Office
Casandra White, Legislative Counsel
Casandra.white@ncmail.net
Phone: 919-733-5811
Fax: 919-733-2120

Governor's Washington, DC Office
Jim McCleskey, Director
jim.mccleskey@ncmail.net
Phone: 202-624-5830
Fax: 202-624-5836

NC Commission on Volunteerism and Community Service

Faye Stone, Deputy Executive Director and Volunteer and Donations Manager
faye.stone@ncmail.net
1-800-820-4483

Hispanic and Latino Affairs, Governor's Office
Axel Lluch, Director

Axel.Lluch@ncmail.net
Cary De la Osa, Bilingual Special Assistant
Cary.DelaOsa@ncmail.net
Phone: 919-733-5201 Fax: 919-733-2120

Other State Agencies

**Department of Crime Control and Public Safety
(includes Emergency Management)**

Julia Jarema, Director of Public Affairs
jjarema@nccrimecontrol.org
Phone: 919-733-5027 Fax: 919-733-0296

Cory Grier, Public Education and Awareness Officer
cgrier@ncem.org
Phone: 919-733-3824 Fax: 919-733-6327

Department of Environment and Natural Resources

Diana Kees, Director of Public Affairs
Diana.kees@ncmail.net
919-715-4112

Department of Health and Human Services

Mark Van Sciver, Acting Director of Public Affairs
Mark.vanSciver@ncmail.net
Phone: 919-733-9190 Fax: 919-733-7447

Jalil Isa, Hispanic PIO for DHHS
Jalil.Isa@ncmail.net
Phone: 919-733-9190 Fax: 919-733-7447

Bill Furney, Communication Coordinator
bill.furney@ncmail.net
Office of Public Health Preparedness and Response
919-715-4174

Department of Agriculture and Consumer Services

Brian Long, Director of Public Affairs
brian.long@ncmail.net
919-733-4216, ext. 242

Andrea Ashby, Assistant Director of Public Affairs
andrea.ashby@ncmail.net
919-733-4216, ext. 243

NC Cooperative Extension, NCSU

Dr. Ed Jones, Associate Director, Agricultural Programs and State Program Leader
edwin_jones@ncsu.edu
Phone: 919-515-3252 Fax: 919-515-5950

Dr. Tom Monaco, Commodity Relations
919-515-6963
Tom_Monaco@ncsu.edu

National Agricultural Extension Disaster Education Network

www.eden.lsu.edu

Department of Public Instruction

Vanessa Jeter, Director of Communications and Information

vjeter@dpi.state.nc.us

Phone: 919-807-3469 Fax: 919- 807-3481

Lynda Fuller, Information Specialist

lfuller@dpi.state.nc.us

Phone: 919-807-3475 Fax: 919- 807-3481

Agency for Public Telecommunications

Ivy Hoffman, Executive Director

ivy.hoffman@ncmail.net

Phone: 919-733-6341 Fax: 919-715-3569

Agencies with Printing Plants

Department of Corrections Public Affairs Office
919-716-3733

Department of Transportation Public Information Office
919-733-2522

Local Government Associations

NC League of Municipalities

Margot Christensen, Public Affairs Director
mchriste@ncml.org

919-715-3931 - for communicating to municipal officials and *League Letter*

Matt Lail

mlail@ncml.org

919-715-3929 – for submissions to *Southern City* and the Web site

John Spurrell, Senior Policy Analyst, Emergency Response and Mutual Aid

jspurrel@ncml.org

919-715-4126 - for coordinating emergency response/mutual aid

NC Association of County Commissioners

Todd McGee, Director of Communications

Todd.mcgee@ncacc.org

919-715-7336

Jason King, Information and Communication Specialist

jason.king@ncacc.org

919-715-0045

Nonprofit Organizations

NC Voluntary Organizations Active in Disasters

Charlie Moeller, President

cfritzm@vistatech.net

828-433-8142

Environment

Department of Environment and Natural Resources

www.enr.state.nc.us

Dr. Kenneth B. Taylor, Disaster Recovery Coordinator

919-733-2423

kenneth.b.taylor@ncmail.net

Mary Penny Thompson, General Counsel
919-715-0691

Mary.p.thompson@ncmail.net

Division of Forest Resources

Wib Owen, Division Director / NC State Forester
919-733-2162

Dan.smith@ncmail.net

Dave Andres, Forest Management Program Head
919-733-2162, ext. 245

dave.andres@ncmail.net

Division of Environmental Health

Terry L. Pierce, Division Director
919-733-2352

terry.pierce@ncmail.net

Division of Waste Management

Linda Culpepper, Deputy Division Director
919-508-8405

linda.culpepper@ncmail.net

Division of Land Resources

Max Fowler, State Dam Safety Engineer
919-733-4574

max.fowler@ncmail.net

Center for Geographic Information and Analysis

Tim Johnson, Division Director

919-733-2090

tim.r.johnson@ncmail.net

Division of Water Quality

Jimmie Overton, Chief Environmental Sciences
Section
919-733-9960, ext. 204
jimmie.overton@ncmail.net

Division of Land Resources
Jim Simons, Division Director
919-733-3833
Jim.simons@ncmail.net

Tom Reeder, EWP Permits
919-733-5083 Ext. 528
tom.reeder@ncmail.net

United States Department of Agriculture

Natural Resources Conservation Service (NRCS)
Mary Combs, NC State Conservationist
919-873-2101
mary.combs@nc.usda.gov

Mike Hinton, Emergency Watershed Protection
Program Manager
919-873-2134
Mike.Hinton@nc.usda.gov

United States Environmental Protection Agency

Region 4 Office, Atlanta, GA
Sam Nunn Atlanta Federal Center
61 Forsyth Street, SW
Atlanta, GA 30303-3104
Phone: 404-562-9900
Toll Free: 1-800-241-1754
Fax: 404-562-8174
<http://www.epa.gov/region4/>

United States Army Corps of Engineers

Nashville District in Western NC
615-736-7161
<http://www.orn.usace.army.mil>

Wilmington District in Eastern NC
910-251-4625
www.saw.usace.army.mil

Intergovernmental Relations

NC League of Municipalities

John Spurrell, Senior Policy Analyst, Emergency
Response and Mutual Aid
jspurrel@ncml.org
919-715-4126

NC Association of County Commissioners

Rebecca Troutman, Director of Research and Public
Technology
919-715-4360
rebecca.troutman@ncacc.org

Office of the Governor

Lisa Nolen, Deputy Director, Intergovernmental
Affairs
919-733-5811
lisa.nolen@ncmail.net

Governor's Washington Office

Jim McCleskey, Director
jim.mccleskey@ncmail.net
202-624-5830

Division of Emergency Management

Mike Sprayberry, Mutual Aid Agreement NCEM
Contact
919-733-2931
msprayberry@ncem.org

Health and Human Services

NC Department of Health and Human Services

Office of Citizen Services
Melodee Stokes, Director
919-855-4401

Division of Public Health/Epidemiology and
Communicable Disease Section
Dr. Steve Cline, Epidemiology Section Chief
919-707-5024
919-707-5000

Division of Medical Assistance
<http://www.ncdhhs.gov/dma/home.htm>

Mark Benton, Sr. Deputy Director and Chief
Operating Officer
919-855-4100

Angela Floyd, Assistant Director for Recipient
Provider Services
919-855-4023

Division of Health Service Regulation, Office of
Emergency Medical Services
Holli Hoffman, Hospital Preparedness Coordinator
919-855-3947
www.ncems.org

Division of Mental Health, Developmental
Disabilities, and Substance Abuse
Joanna Forester, Disaster Coordinator
919-715-2780

Division of Aging and Adult Services
Heather Burkhardt, Disaster Coordinator
919-733-8400

Division of Child Development
Betsy Bennett, Disaster Coordinator
919-662-4499

Division of Social Services
Jane B. Smith, Chief, Program Compliance
919-733-3055
Adonica Hampton, Section Chief, Economic Services
919-733-7831

NC Department of Labor

Occupational Safety and Health Division
Anthony Bonapart, Emergency Response/Homeland
Security Coordinator
919-807-2846

Housing

Division of Emergency Management

Department of Crime Control and Public Safety
J. Chris Crew, NCEM Hazard Mitigation Section
Chief
Hazard Mitigation (“Buyout”) Grant Program
919-715-8000 ext. 277
jcrew@ncem.org

Division of Community Assistance

Department of Commerce
Gloria Nance-Sims, Director
919-733-2850
<http://www.nccommerce.com>

Vanessa Tunstall, Senior Development Specialist
919-733-2850
vtunstall@nccommerce.com

Gayle Brock, CDBG Supplemental Allocation
919-733-2850
gbrock@nccommerce.com

NC Department of Health and Human Services

Office of Citizen Services
Melodee Stokes, Director
919-855-4401
melodee.stokes@ncmail.net
www.dhhs.state.nc.us/ocs

NC Housing Finance Agency

Mark Shelburne
Rental Investment Policy Coordinator
919-877-5700
www.nchfa.org

NC Redevelopment Center

Department of Crime Control and Public Safety
Yolanda Abram, Director
919-733-1566
yabram@nccrimecontrol.org

Department of Justice

Cheryl A. Perry, Assistant Attorney General
Crime Control Section
919-716-6565
cperry@ncdoj.com

Britne Becker, Agency Legal Specialist
919-716-6534
bbecker@ncdoj.com

United States Federal Agencies

USDA Rural Development
John J. Cooper, NC State Director
NC Rural Development State Office
4408 Bland Road, Raleigh, NC 27609
919-873-2000
john.cooper@nc.usda.gov

Volunteer Organizations

Habitat for Humanity
Disaster Response Office
121 Habitat Street
Americus, GA 31709
1-800-HABITAT, ext. 2979
229-924-6935, ext. 2979
publicinfo@habitat.org
Disaster Assistance:
<http://www.habitat.org/disaster/>
North Carolina Affiliates:
<http://www.habitat.org/local/affiliate.asp?place=80>

Risk Management

General Counsel to the Department of Crime Control
and Public Safety

Marvin R. Waters, General Counsel

Crime Control and Public Safety

919-733-2126 ext. 236

mwaters@nccrimecontrol.org

Department of Justice

Assistant Attorney General assigned to the Division
of Emergency Management and the NC
Redevelopment Center

Cheryl A. Perry, Assistant Attorney General

Crime Control Section

919-716-6565

cperry@ncdoj.com

Special Deputy Attorney General for the Department
of Transportation (debris removal issues)

Beth McKay

Transportation Section

919-733-3316

bmckay@ncdoj.com

Senior Deputy Attorney General for Consumer
Protection

Josh Stein

Transportation Section

919-716-6000

jstein@ncdoj.com

Special Deputy Attorney General for the Department
of Insurance

Ted Williams

919-716-6610

twilliams@ncdoj.com

Anne Kirby (Building Inspectors)

919-716-6610

akirby@ncdoj.com

Special Deputy Attorney General for the Correction
Section (use of inmate labor and other DOC
issues)

Tom Pittman, Special Deputy Attorney General

Correction Section

919-716-6600

tpittman@ncdoj.com

Special Deputy Attorney General assigned to the
State Highway Patrol

Hal Askins, Special Attorney General

Crime Control Section

919-716-6500

haskins@ncdoj.com

Attorneys General for the Property Control Section

Donald Teeter

Property Control Section

919-733-7408

dteeter@ncdoj.com

Doug Hill

Property Control Section (bids)

919-733-7408

dhill@ncdoj.com

Sue Lundberg, Assistant Attorney General for the
Division of Purchase and Contract

Property Control Section

919-716-6680

slundberg@ncdoj.com

Tom Miller, Special Deputy Attorney General
Property Control Section, Real Estate Administrative

919-733-9580

tmiller@ncdoj.com

Special Attorney General for the Department of
Agriculture

Lars Nance, Special Deputy Attorney General

Tom Meacham, Assistant Attorney General

Services to State Agencies Section

919-716-6800

lnance@ncdoj.com

tmeacham@ncdoj.com

Special Deputy Attorney General for Tort Claims

Bob Hargett, Special Deputy Attorney General

Tort Claims

919-716-6820

bhargett@ncdoj.com

Environmental Division

Allen Jernigan, Special Deputy Attorney General

Air and Natural Resources Section

919-716-6600

ajernigan@ncdoj.com

Member of the Attorney General's office for the
Division of Waste Management

Judy Bullock

Waste Management Section

919-508-8449

jbullock@ncdoj.com

Special Deputy Attorney General for the Division of
Water Quality

Kathy Cooper, Special Deputy Attorney General

Water and Land Section

919-716-6600

kcooper@ncdoj.com

State Property and Insurance

NC Department of Insurance

Fire and Rescue, Damage Assessment, Inspection Assistance

Office of State Fire Marshal
Tim Bradley, Senior Deputy Commissioner
919-661-5880
www.ncdoi.com/OSFM

Consumer Assistance
Public Services Group
Angela Ford, Senior Deputy Commissioner
919-733-4935
www.ncdoi.com

Insurance for State Buildings
Office of State Fire Marshal
Risk Management Division
Jack Cooke, Director of Risk Management
Joe Rippard, Risk Manager
919-661-5880
www.ncdoi.com/OSFM

Agent Services
Agent Services Division
Etta Maynard, Deputy Commissioner
919-807-6811
www.ncdoi.com

Investigations Division
Richard Kinn, Deputy Commissioner
919-807-8843
www.ncdoi.com

**Division of Purchase and Contract
Department of Administration**

James D. Staton, State Purchasing Officer
919-807-4502
<http://www.doa.state.nc.us/PandC>

Jim Westbrook
Emergency Purchasing Coordinator
919-807-4522

**Division of Victims Compensation Service
Department of Crime Control and Public Safety**

Janice Carmichael, Division Director
919-733-7974
1-800-826-6200 (in NC)
jcarmichael@nccrimecontrol.org

Transportation and Infrastructure

NC Department of Transportation
www.ncdot.org

Division of Highways, State Road Maintenance Unit
Jennifer Brandenburg, PE, State Road Maintenance Engineer
919-733-3725
Don Aschbrenner, Manager of Disaster Recovery
919-733-3725

Rail Division
Allan Paul, Assistant Director
919-733-7245

Ferry Division
Jack Cahoon, Director, Ferry Operations
252-473-3461

Aviation Division
Ted Alman, Special Projects Manager
919-840-0112

State Construction Office

Gregory Driver, PE, Interim Division Director
919-807-4100
gregory.driver@ncmail.net

NC Division of Emergency Management

State Emergency Operation Plan
Gary Faltinowski, Assistant Director
919-733-9204
gfaltinowski@ncem.org

State Hazard Mitigation Plan
Chris Crew, Mitigation Section Chief
919-715-8000 ext. 234
jccrew@ncem.org

Public Assistance Administration Plan
Mary Canty
919-715-8000 ext. 307
mcanty@ncem.org

Electric Utilities
Steve Davis, Infrastructure Support Coordinator
919-733-0795
sdavis@ncem.org

State Energy Office

Larry Shirley, Director
919-733-1889
larry.shirley@ncmail.net

Sharon Stroud, Program Manager, Energy
Emergencies
919-733-1892
sharon.stroud@ncmail.net

Volunteers and Donations

Office of the Governor

NC Commission on Volunteerism and Community
Service
Faye Stone, Deputy Executive Director and
Volunteer and Donations Manager
919-715-8676
faye.stone@ncmail.net

NC Voluntary Organizations Active in Disaster
(VOAD)

Charles Moeller, President
828-933-8142
cFritzM@vistatech.net

NC Baptist Men

Gaylon Moss, Volunteer Disaster Coordinator
1-800-395-5102 ext. 5605
www.ncmissions.org

Mennonite Disaster Service

Early Response Team (ERT)
717-859-2210
www.mennonite.net

MERCI (Marion Edwards Recovery Center
Initiative) Foundation

Tom Hroza, Program Manager
1-888-440-9167
www.merciumc.org

Coastal Community Action

John Smith, Director
1-866-210-1630
www.coastalcommunityaction.com

Salvation Army

Mike Patterson, EDS Director, NC/SC Division
704-522-4970
Disaster Services: 1-800-SAL-ARMY
USA southern territory headquarters: 404-728-1300
USA southern territory Web site:
www.uss.salvationarmy.org/uss/www_uss.nsf

USA national headquarters Web site:
www.salvationarmyusa.org
International headquarters Web site:
<http://www.salvationarmy.org>

Lutheran Disaster Response

Charles Moeller, Disaster Response Coordinator
828-933-8142
www.nclmm.org

Federal and State Programs at a Glance

Providing Federal or State Agency	Program	Partnering State Agency
Agriculture		
USDA Farm Service Agency (FSA)	<ul style="list-style-type: none"> • Crop Disaster Program (CDP) • Emergency Loan Program • Noninsured Crop Disaster Assistance Program (NAP) • Emergency Conservation Program (ECP) • Dairy Disaster Assistance Program (DDAP) • Tree Assistance Program (TAP) • Livestock Assistance Program (LAP) • Livestock Indemnity Program (LIP) • Feed Indemnity Program (FIP) • American Indian Livestock Feed Program (AILFP) 	<ul style="list-style-type: none"> • NC Department of Agriculture and Consumer Services • NC Cooperative Extension
NC Department of Agriculture and Consumer Services (NCDACS)	<ul style="list-style-type: none"> • Farm Structure and Equipment Loss • Crop Loss Assistance • Grants and Loans to Commercial Fishermen 	
Business and Workforce		
US Small Business Administration (SBA)	<ul style="list-style-type: none"> • Disaster Loans 	<ul style="list-style-type: none"> • NC Small Business and Technology Development Center • NC Department of Commerce
US Department of Labor, Employment and Training Administration (US DOLETA)	<ul style="list-style-type: none"> • National Emergency Grants (NEG) • Disaster Unemployment Assistance (DUA) 	<ul style="list-style-type: none"> • NC Workforce Development Commission (NC Department of Commerce) • Employment Security Commission of NC
NC Small Business and Technology Development Center, NC Department of Commerce	<ul style="list-style-type: none"> • Emergency "Bridge" Loans • Disaster Loans • Rebates for interest on SBA disaster loans • Business Counseling 	
US Department of Commerce, National Oceanic and Atmospheric Administration (NOAA)	<ul style="list-style-type: none"> • Fishery Disaster Assistance 	<ul style="list-style-type: none"> • NC DENR Division of Marine Fisheries
Environment		
USDA Natural Resources Conservation Service (NRCS)	<ul style="list-style-type: none"> • Emergency Watershed Protection (EWP) stream clearance 	<ul style="list-style-type: none"> • NC Division of Emergency Management • NC Department of Environment and Natural Resources (DENR)

Federal and State Programs at a Glance

Providing Federal or State Agency	Program	Partnering State Agency
Environment (continued)		
USDA Rural Development	<ul style="list-style-type: none"> • Disaster Water and Waste Loans and Grants 	<ul style="list-style-type: none"> • NC DENR Division of Waste Management
USDA Forest Service	<ul style="list-style-type: none"> • Cooperative Forest Management Grants Program 	<ul style="list-style-type: none"> • NC DENR Division of Forest Resources
US Army Corps of Engineers	<ul style="list-style-type: none"> • Beach Renourishment and Inlet Stabilization or Breach Closure 	<ul style="list-style-type: none"> • NC DENR Division of Coastal Management
NC Department of Environment and Natural Resources (DENR)	<ul style="list-style-type: none"> • Forestland Restoration • Drinking Water Protection • Solid and Hazardous Waste Cleanup • Underground Storage Tank Assessment • Water Quality Monitoring 	
Health and Human Services		
US Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA)	<ul style="list-style-type: none"> • Crisis Counseling Program 	<ul style="list-style-type: none"> • NC DHHS Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS)
USDA Food and Nutrition Services (FNS)	<ul style="list-style-type: none"> • Food Stamps 	<ul style="list-style-type: none"> • NC DHHS Division of Social Services
US HHS Administration on Aging	<ul style="list-style-type: none"> • Unmet Needs for Older Adults 	<ul style="list-style-type: none"> • NC DHHS Division of Aging and Adult Services (DAAS)
NC Department of Health and Human Services (DHHS), Division of Medical Assistance (DMA)	<ul style="list-style-type: none"> • NC Medicaid • NC Health Choice for Children 	
NC DHHS Division of Social Services (DSS)	<ul style="list-style-type: none"> • Work First (for cash, medical or family services) • Crisis Intervention Program (for heating or cooling assistance) 	
NC DHHS DAAS	<ul style="list-style-type: none"> • Special Needs Medical Shelters 	
Housing		
US FEMA	<ul style="list-style-type: none"> • Individual Assistance (IA) • Individuals and Households Program (IHP) • Hazard Mitigation Grant Program (HMGP) • Pre-disaster Mitigation Program (PDM) • Flood Mitigation Assistance (FMA) 	<ul style="list-style-type: none"> • NC Department of Crime Control and Public Safety, Division of Emergency Management (NCEM)

Federal and State Programs at a Glance

Providing Federal or State Agency	Program	Partnering State Agency
Housing (continued)		
US Department Housing and Urban Development (HUD)	<ul style="list-style-type: none"> • Community Development Block Grants (CDBG) 	<ul style="list-style-type: none"> • NC Department of Commerce, Division of Community Assistance (DCA)
US SBA	<ul style="list-style-type: none"> • SBA Disaster Loans 	
North Carolina Housing Finance Agency (NCHFA)	<ul style="list-style-type: none"> • Urgent Repair Program (URP) • Single-Family Rehabilitation • Disaster Rental Assistance • Rental Production Program (RPP) 	
USDA Rural Development Office	<ul style="list-style-type: none"> • Multifamily Housing repair loan/grant programs • Single Family Housing repair loan/grant programs • Community Facilities Assistance 	
NC Department of Crime Control and Public Safety, Redevelopment Center (NCRC)	<ul style="list-style-type: none"> • Crisis Housing Assistance Funds (CHAF) • State Acquisition and Relocation Funds (SARF) 	
NC Division of Emergency Management	<ul style="list-style-type: none"> • Private Roads and Bridges Assistance 	
Intergovernmental		
FEMA	<ul style="list-style-type: none"> • Public Assistance (PA) 	<ul style="list-style-type: none"> • NCEM
NC League of Municipalities, NC Association of County Commissioners	<ul style="list-style-type: none"> • Mutual Aid and Assistance Agreement 	<ul style="list-style-type: none"> • NCEM
Transportation and Infrastructure		
US Department of Transportation, Federal Highway Administration (FHWA)	<ul style="list-style-type: none"> • Emergency Relief 	<ul style="list-style-type: none"> • NC Department of Transportation (NCDOT)
FEMA	<ul style="list-style-type: none"> • Public Assistance (PA) 	<ul style="list-style-type: none"> • NCEM • NCDOT

Overview of Emergency and Disaster Management

When a disaster strikes, it may affect its victims in many ways, causing a multitude of problems and obstacles to recovery. North Carolina is dedicated to providing assistance to recovery in every way necessary. A disaster recovery effort is comprised of many federal, state, and local government agencies in partnership with private and nonprofit organizations.

This North Carolina Disaster Recovery Guide provides an overview of the state of North Carolina's responsibilities in providing long-term recovery assistance after a major disaster. It provides a resource to guide and direct the long-term recovery, rebuilding, and redevelopment in the days, weeks, months, and years after a disaster.

The guide is a reference that provides basic information on the assessment and assistance responsibilities of federal, state, and local governments, as well as nonprofit and private organizations as they pertain to the public needs of disaster recovery.

It serves as an addendum to the State of North Carolina Emergency Operations Plan (EOP), which outlines the actions and coordination procedures of the State Emergency Operations Center (EOC) and the State Emergency Response Team (SERT) in the event of a disaster. The EOP organizes procedures taken immediately prior to and following a disaster.

This publication is a general guide to provide the resources that have historically been available after a disaster. It is not specific to any type of disaster.

The North Carolina Disaster Recovery Guide is updated regularly. All of the information included – organizations, programs, issues, people, positions, contact information, funding, and all other information – is subject to change. However, this material should provide enough detail for users to locate the most current information they need. The Office of State Budget and Management maintains this document and updates it as information changes or new issues arise.

To effectively manage recovery, it is important to understand the special circumstances that surround an emergency or a disaster. For this reason, the following additional information is included in this section.

To effectively manage recovery, it is important to understand the special circumstances that surround an emergency or a disaster. For this reason, the following additional information is included in this section.

Section Contents

State Emergency Powers, Roles, and Responsibilities
 Emergency and Disaster Declarations

- State and Local Declarations
- Federal Declarations
 - Presidential
 - Small Business Administration (SBA)
 - United States Department of Agriculture

 Overview of the North Carolina Division of Emergency Management
 State Disaster Recovery Team (SDRT)
 Registering and Applying for Disaster Aid and Assistance

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found on the OSBM Web site at <http://www.osbm.state.nc.us/disaster>.

Reference:

State of North Carolina Emergency Operations Plan (EOP)

<http://www.nccrimecontrol.org/div/EM/Publications/NCEOPSep2005.pdf>

STATE EMERGENCY POWERS, ROLES, AND RESPONSIBILITIES

Governor. The governor's powers and responsibilities during a declared emergency include the following:

- Make, amend, or rescind orders, rules, and regulations.
- Make, amend, or rescind mutual aid agreements.
- Enter into agreements with nongovernmental disaster organizations (e.g., Red Cross, Salvation Army, and Mennonite Disaster Service).
- Utilize the services and resources of state agencies and local governments. All state and local government officers and personnel are required to extend services and resources upon request.
- Sell, lend, lease, give, transfer, or deliver materials, or perform services for disaster purposes, and report funds received to the State Treasurer.
- Use contingency and emergency funds as necessary and appropriate for relief and assistance.
- When contingency and emergency funds are insufficient or inappropriate due to the disaster's severity and magnitude, reallocate other funds reasonably available within departmental appropriations.
- Assume operational control over all or any part of the emergency management functions within this state, including those of local governments.
- Agree that the state will indemnify the federal government against any debris removal claim.

Crime Control and Public Safety. Responsibilities of the secretary of the Department of Crime Control and Public Safety, as delegated by the governor:

- Act on behalf of the governor in overseeing all emergency and disaster response.
- Activate state and local emergency plans as appropriate, including the deployment and use of necessary personnel, supplies, equipment, materials, and facilities.

Emergency Management. Responsibilities of the Division of Emergency Management:

- Coordinate activities of all agencies for emergency management within the state, including planning, organizing, staffing, equipping, training, testing, and activating emergency management programs.
- Prepare executive orders, proclamations, and regulations for the governor.
- Coordinate response and relief activities in the event of a disaster or emergency.
- Respond to assist local governments.
- Coordinate assistance through an integrated system of emergency management, involving state and local government emergency service organizations.

- Use branch managers and area coordinators stationed across the state to respond to emergencies within a few hours and to support local emergency management coordinators.
- Identify and analyze the hazards that may face each community.
- Develop and maintain contingency plans for each hazard.
- Minimize the impact of natural and technological disasters.

Reference:

NC General Statute 166A: North Carolina Emergency Management Act

http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html

STATE AND LOCAL EMERGENCY AND DISASTER DECLARATIONS

State of emergency defined. (G.S. 14-288.1) Condition that exists whenever, during times of public crisis, disaster, rioting, catastrophe, or similar public emergency, public safety authorities are unable to maintain public order or afford adequate protection for lives or property, or whenever the occurrence of any such condition is imminent.

Who can declare. Governor, mayor, municipal official, chairman of the board of commissioners or county official, any chief executive official or military commander "acting under the authority of any other applicable statute or provision of the common law to preserve the public peace in a state of emergency."

What it means. Activates local ordinances and any and all applicable local plans, mutual assistance compacts, and agreements. Also authorizes the furnishing of assistance. Local ordinances may restrict or prohibit movement of people in public places; operation of businesses; possession, transportation, sale, purchase, and consumption of alcoholic beverages, dangerous weapons, substances, and gasoline; as well as "other reasonably necessary" measures.

State of disaster defined. (G. S. §166A--4 (1)) An occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military or paramilitary cause.

Who can declare. Governor or the General Assembly by a resolution, if either of these finds that a disaster threatens or exists.

What it means. Upon proclamation of a state of disaster, the secretary of the Department of Crime Control and Public Safety shall provide the governor and the General Assembly with a preliminary damage assessment as soon as the it is available. Upon receipt of the preliminary damage assessment, the governor shall issue a proclamation defining the area subject to the state of disaster and proclaiming the disaster as a Type I, Type II, or Type III.

Requirements for Declaration of Type I Disasters

Local state of emergency has been declared pursuant to G.S. 166A-8, and a written copy of the declaration has been forwarded to the governor.

Preliminary damage assessment meets or exceeds the criteria established for the Small Business Administration Loan Program (13 C.F.R. Part 123) or the following four criteria (set out in §166A-6.01(b) (2) a) have been met.

- Minimum of \$10,000 in uninsurable losses
- Uninsurable losses in an amount equal to or exceeding one-half percent (0.5%) of the annual operating budget (Note: at the time of print, the state has proposed changing this threshold to 1% of the annual operating budget.)
- Approved hazard mitigation plan in place
- Participant in the National Flood Insurance Program (to receive public assistance for flooding damage)

A major disaster declaration by the president of the United States pursuant to the Stafford Act has **not** been declared.

A Type I disaster declaration may be made by the governor prior to, and independently of, any action taken by the Small Business Administration, the Federal Emergency Management Agency, or any other federal agency. It expires in 30 days unless renewed by the governor or the General Assembly in 30-day increments up to 120 days.

State Disaster Assistance Programs Available under Type I

Individual Assistance

- Provision of temporary housing and rental assistance
- Repair or replacement of dwellings
- Replacement of personal property (including clothing, tools, and equipment)
- Repair or replacement of privately owned vehicles
- Medical or dental expenses
- Funeral or burial expenses resulting from the disaster
- Funding for the cost of the first year's flood insurance premium to meet the requirements of the National Flood Insurance Act of 1968, as amended, 42 U.S.C. § 4001, et seq.

Public Assistance

Qualifications for eligibility

- Minimum of \$10,000 in uninsurable losses
- Uninsurable losses in an amount equal to or exceeding one-half percent (0.5%) of the annual operating budget (Note that at the time of print, the state has proposed changing this threshold to 1% of the annual operating budget.)
- Approved hazard mitigation plan in place
- Participation in the National Flood Insurance Program for flooding damage

Eligible entities must provide a 25% match.

Allowable uses of grants

- Debris clearance
- Emergency protective measures
- Roads and bridges
- Crisis counseling
- Assistance with public transportation needs

Requirements for Declaration of Type II Disasters

A Type II disaster may be declared if the president of the United States has issued a major disaster declaration pursuant to the Stafford Act. The governor may request federal disaster assistance under the Stafford Act without making a Type II disaster declaration. It expires in six months unless renewed by the governor or the General Assembly in three-month increments up to 12 months.

State Disaster Assistance Programs Available under Type II

- All programs available under Type I disaster declarations
- State Acquisition and Relocation Funds (SARF)
- Supplemental repair and replacement housing grants available to the individuals or families in an amount necessary to locate the individual or family in safe, decent, and sanitary housing not to exceed twenty-five thousand dollars (\$25,000) per family

Requirements for Declaration of Type III Disasters

A Type III disaster may be declared if the president of the United States has issued a major disaster declaration under the Stafford Act and either of the following conditions exists.

- The preliminary damage assessment indicates that the extent of damage is reasonably expected to meet the threshold established for an increased federal share of disaster assistance under applicable federal law and regulations.
- The preliminary damage assessment prompts the governor to call a special session of the General Assembly to establish programs to meet the unmet needs of individuals or political subdivisions affected by the disaster.

A Type III disaster declaration expires 12 months after its issuance unless renewed by the General Assembly.

State Disaster Assistance Programs Available under Type III

- All programs available under Type II disaster declarations
- Any programs authorized by the General Assembly

Reference:

NC General Statute 166A: North Carolina Emergency Management Act

http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html

Contact:

NC Division of Emergency Management:
919-733-3825

FEDERAL EMERGENCY AND DISASTER DECLARATIONS

State of emergency defined. 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. (U.S. Stafford Act, 42 USC Sec. 5122, Chapter 68: Disaster Relief)

Who can declare. President of the United States upon request from the governor.

State of disaster defined. A major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the president, causes damage of sufficient severity and magnitude to warrant major disaster assistance under this chapter to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby. (U.S. Stafford Act; 42 USC Sec. 5122, Chapter 68: Disaster Relief)

Who can declare. The president of the United States makes the declaration that a major disaster exists upon receiving a request from the governor of the affected state. (Stafford Act (§401))

What it means. Most federal disaster recovery programs require a Presidential disaster declaration pursuant to the Stafford Act for a state to qualify for assistance. Some designated areas are also automatically eligible for SBA and USDA programs upon Presidential disaster declaration, but can also be activated by other declarations or designations as well.

Presidential Major Disaster Declaration (Stafford Act)

The governor's request for a major disaster declaration goes to the US Department of Homeland Security (DHS) through the regional Emergency

Preparedness and Response Directorate/Federal Emergency Management Agency (FEMA/EPR) office. State and federal officials conduct a preliminary damage assessment (PDA) to estimate the extent of the disaster and its impact on individuals and public facilities. This information is included in the governor's request to show that the disaster is of such severity and magnitude that effective response is beyond the capabilities of the state and the local governments and that federal assistance is necessary. Normally, the PDA is completed prior to the submission of the governor's request. However, when an obviously severe or catastrophic event occurs, the governor's request may be submitted prior to the PDA.

As part of the request, the governor must take appropriate action under state law and direct execution of the state's emergency plan. This includes declaring a state of emergency. The governor shall furnish information on the nature and amount of state and local resources that have been or will be committed to alleviating the results of the disaster, provide an estimate of the amount and severity of damage and the impact on the private and public sector, and provide an estimate of the type and amount of assistance needed under the Stafford Act. In addition, the governor will need to certify that, for the current disaster, state and local government obligations and expenditures (of which state commitments must be a significant proportion) will comply with all applicable cost-sharing requirements.

Based on the governor's request, the president may declare that a major disaster or emergency exists, thus activating an array of federal programs to assist in the response and recovery effort.

Not all programs are activated for every disaster. The determination of which programs are activated is based on the needs found during damage assessment and any subsequent information that may be discovered.

FEMA/EPR disaster assistance falls into three general categories—individual assistance, public assistance, and hazard mitigation assistance. Some declarations will provide only individual assistance or only public assistance. Hazard mitigation opportunities are assessed in most situations.

Individual Assistance

This category of help applies to individuals and households.

Individuals and Households Program (IHP) is a combined FEMA/EPR and state program that

provides money and services to people in the declared area whose property has been damaged or destroyed and whose losses are not covered by insurance. The following types of individual assistance are provided.

Temporary Housing. Homeowners and renters receive funds to rent a different place to live or a temporary housing unit when rental properties are not available.

Repair. Homeowners receive grants to repair damage from the disaster that is not covered by insurance. The goal is to make the damaged home safe and sanitary.

Replacement. Under rare conditions, homeowners receive limited funds to replace their disaster damaged home.

Permanent Housing Construction. Homeowners and renters receive direct assistance or a grant for the construction of a new home. This type of assistance occurs only in very unusual situations, in insular areas or remote locations specified by FEMA/EPR where no other type of housing is possible.

Other Needs Assistance (ONA). Applicants receive grants for necessary and serious needs caused by the disaster. This includes medical, dental, funeral, personal property, transportation, moving and storage, and other expenses that FEMA/EPR approves. The homeowner may need to apply for a SBA loan before receiving assistance.

For more information on individual assistance, see the Housing section or <http://www.fema.gov/assistance/process/assistance.sh> [tm](#).

Small Business Administration Disaster Loans. The U.S. Small Business Administration (SBA) can make federally subsidized loans to repair or replace homes, personal property or businesses that sustained damages not covered by insurance. The Small Business Administration can provide three types of disaster loans to qualified homeowners and businesses.

Home disaster loans are for homeowners and renters to repair or replace disaster-related damages to home or personal property.

Business physical disaster loans are for business owners to repair or replace disaster-damaged property, including inventory, and supplies.

Economic injury disaster loans provide capital to small businesses and to small agricultural cooperatives to assist them through the disaster recovery period.

The SBA disaster loan program is the primary form of disaster assistance for many individuals.

For more SBA information, see the Business and Workforce section of this document.

Disaster Unemployment Assistance. The Disaster Unemployment Assistance (DUA) program provides unemployment benefits and re-employment services to individuals who have become unemployed because of major disasters. Benefits begin with the date the individual was unemployed due to the disaster incident and can extend up to 26 weeks after the presidential declaration date. These benefits are made available to individuals not covered by other unemployment compensation programs, such as self-employed, farmers, migrant and seasonal workers, and those who have insufficient quarters to qualify for other unemployment compensation.

All unemployed individuals must register with the NC Employment Security Commission before they can receive DUA benefits. However, although most states have a provision that an individual must be able and available to accept employment opportunities comparable to the employment the individual held before the disaster, not all states require an individual to search for work.

For more information on disaster unemployment assistance, see the Business and Workforce section of this guide.

Legal Services. When the president declares a disaster, FEMA/EPR, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal assistance to disaster victims. Legal advice is limited to cases that will not produce a fee (i.e., these attorneys work without payment). Cases that may generate a fee are turned over to the local lawyer referral service.

The assistance that participating lawyers provide typically includes help with insurance claims (life, medical, property, etc.); counseling on landlord/tenant problems; help with consumer protection matters, remedies, and procedures; and replacement of wills and other important legal documents destroyed in a major disaster.

Special Tax Considerations. Taxpayers who have sustained a casualty loss from a declared disaster may deduct that loss on the federal income tax return for the year in which the casualty actually occurred, or elect to deduct the loss on the tax return for the preceding tax year. In order to deduct a casualty loss, the amount of the loss must exceed 10 percent of the adjusted gross income for the tax year by at least \$100. If the loss was sustained from a federally

declared disaster, the taxpayer may choose which of those two tax years provides the better tax advantage.

Because the North Carolina definition of income is based upon federal taxable income, any special federal rules for the treatment of losses will also apply to the state tax return. State law (G.S. 134.6(b)(18)) also allows an individual income taxpayer to deduct from income any amount paid to that individual from the State Disaster Relief Reserve Fund for hurricane relief or assistance (but not payments received for goods or services).

The Internal Revenue Service (IRS) can expedite refunds due to taxpayers in a federally declared disaster area. An expedited refund can be a relatively quick source of cash, does not need to be repaid, and does not need an Individual Assistance declaration. It is available to any taxpayer in a federally declared disaster area.

If the IRS authorizes an extension of time for federal tax-related deadlines for persons determined to be affected by a presidentially declared disaster, North Carolina will grant a similar extension of time to file a return or report. For North Carolina income tax purposes, the extension of time does not abate the payment of interest.

Crisis Counseling. The Crisis Counseling Assistance and Training Program (CCP), authorized by §416 of the Stafford Act, is designed to provide supplemental funding to states for short-term crisis counseling services to people affected in presidentially declared disasters. There are two separate portions of the CCP that can be funded: immediate services and regular services. A state may request either or both types of funding.

Immediate services. Intended to enable the state or local agency to respond to the immediate mental health needs with screening, diagnostic, and counseling techniques, as well as outreach services such as public information and community networking.

Regular service. Designed to provide up to nine months of crisis counseling, community outreach, and consultation and education services to people affected by a presidentially declared disaster. Funding for this program is separate from the immediate services grant.

For more information on crisis counseling, see the Health and Human Services section of this guide.

Public Assistance

This category of aid is available to public (and certain private nonprofit) entities to fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure that is damaged or destroyed by a disaster.

Eligible applicants include state governments, local governments, and any other political subdivision of the state, Native American tribes, and Alaskan Native Villages. Certain private nonprofit (PNP) organizations may also receive assistance. Eligible PNPs include educational, utility, irrigation, emergency, medical, rehabilitation, and temporary or permanent custodial care facilities (including those for the aged and disabled), and other PNP facilities that provide essential services of a governmental nature to the general public. PNPs that provide “critical services” (power, water—including water provided by an irrigation organization or facility, sewer, wastewater treatment, communications and emergency medical care) may apply directly to FEMA/EPR for a disaster grant. All other PNPs must first apply to the Small Business Administration (SBA) for a disaster loan. If the PNP is declined for a SBA loan or the loan does not cover all eligible damages, the applicant may re-apply for FEMA/EPR assistance.

As soon as practicable after the declaration, the state, assisted by FEMA/EPR, conducts the applicant briefings for state, local, and PNP officials to inform them of the assistance available and how to apply for it. A Request for Public Assistance must be filed with the state within 30 days after the area is designated eligible for assistance. Following the applicant’s briefing, a kick-off meeting is conducted where damages will be discussed, needs assessed, and a plan of action put in place. A combined federal/state/local team proceeds with project formulation, which is the process of documenting the eligible facility, the eligible work, and the eligible cost for fixing the damages to every public or PNP facility identified by state or local representatives. The team prepares a project worksheet (PW) for each project. Projects fall into the following categories:

- Category A. Debris removal
- Category B. Emergency protective measures
- Category C. Road systems and bridges
- Category D. Water control facilities
- Category E. Public buildings and contents
- Category F. Public utilities
- Category G. Parks, recreational, and other

For insurable structures within special flood hazard areas (SFHA), primarily buildings, assistance from

FEMA/EPR is reduced by the amount of insurance settlement that could have been obtained under a standard NFIP policy. For structures located outside of a SFHA, FEMA/EPR will reduce the amount of eligible assistance by any available insurance proceeds.

FEMA/EPR reviews and approves the PWs and obligates the federal share of the costs (which cannot be less than 75%) to the state. The state then disburses funds to local applicants.

Projects falling below a certain threshold are considered “small.” (The threshold, which is adjusted annually for inflation, was \$53,000 in fiscal year 2003.) For small projects, payment of the federal share of the estimate is made upon approval of the project and no further accounting to FEMA/EPR is required. For large projects, payment is made on the basis of actual costs determined after the project is completed; although interim payments may be made as necessary. Once FEMA/EPR obligates funds to the state, further management of the assistance, including disbursement to sub grantees, is the responsibility of the state. FEMA/EPR will continue to monitor the recovery progress to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

Hazard Mitigation Assistance

This category of aid provides funding for measures designed to reduce future losses to public and private property. Hazard mitigation refers to sustained measures enacted to reduce or eliminate long-term risk to people and property from natural hazards and their effects. In the long term, mitigation measures reduce personal loss, save lives, and reduce the cost to the nation of responding to and recovering from disasters.

Two sections of the Stafford Act, §404 and §406, can provide hazard mitigation funds when a federal disaster has been declared. In each case, the federal government can provide up to 75% of the cost, with some restrictions.

Through the Hazard Mitigation Grant Program (HMGP), authorized by §404 of the Act, communities can apply for mitigation funds through the state. The state, as grantee, is responsible for notifying potential applicants of the availability of funding, defining a project selection process, ranking and prioritizing projects, and forwarding projects to FEMA for funding. The applicant, or sub grantee, carries out approved projects. The state or local government must provide a 25% match, which can be fashioned from a combination of cash and in-kind

sources. Federal funding from other sources cannot be used for the 25% nonfederal share with one exception. Funding provided to states under the Community Development Block Grant program from the Department of Housing and Urban Development can be used for the nonfederal share.

The amount of funding available for the HMGP under a disaster declaration is finite and is limited to 7.5% of FEMA/EPR's estimated total disaster costs for all other categories of assistance (less administrative costs). Section 322 of the Disaster Mitigation Act of 2000 emphasizes the importance of planning in reducing disaster losses. Eligible mitigation measures under the HMGP include these:

- Acquisition or relocation of property located in high hazard areas
- Elevation of flood prone structures
- Seismic rehabilitation of existing structures
- Strengthening of existing structures against wildfire
- Dry flood proofing activities that bring a structure into compliance with minimum NFIP requirements and state or local code

Up to 7% of the HMGP funds may be used to develop state and/or local mitigation plans.

FEMA/EPR's primary emphasis for HMGP funds, where appropriate, is the acquisition and demolition, relocation, elevation, or flood proofing of flood damaged or flood prone properties (nonstructural measures).

Acquisition and demolition. Under this approach, the community purchases the flood-damaged property and demolishes the structure. The property owner uses the proceeds of the sale to purchase replacement housing on the open market. The local government assumes title to the acquired property and maintains the land as open space in perpetuity.

Relocation. In some cases, it may be viable to physically move a structure to a new location. Relocated structures must be placed on a site located outside of the 100-year floodplain, outside of any regulatory erosion zones, and in conformance with any other applicable state or local land use regulations.

Elevation for flood damaged or flood prone properties (nonstructural measures). Depending upon the nature of the flood threat, elevating a structure or incorporating other flood proofing techniques to meet NFIP criteria may be the most practical approach to flood damage reduction. Flood proofing techniques may be applied to commercial properties only; residential structures must be

elevated. Communities can apply for funding to provide grants to property owners to cover the increased construction costs incurred in elevating or flood proofing the structure.

Funding under §406 that is used for the repair or replacement of damaged public facilities or infrastructure may be used to upgrade the facilities to meet current codes and standards. It is possible for mitigation measures to be eligible for funding under both the HMGP and §406 programs; however, if the proposed measure is funded through §406, the project is not eligible for funds under the HMGP as well.

Reference:

Information on federal declarations and assistance available can be found at <http://www.FEMA.gov>.

Contact:

NC Division of Emergency Management:
919-715-8000

Small Business Administration (SBA) Declaration

Counties are automatically qualified for SBA disaster assistance upon being declared a federal disaster area under Stafford Act guidelines. However, counties not declared as a federal disaster area can qualify for SBA disaster assistance if the president declares the area eligible for individual assistance. SBA then offers physical and economic injury loans in the declared counties and economic injury (EI) loans only in contiguous counties.

If the damages are less extensive, the governor can ask for an SBA declaration. When the governor's request for assistance is received, a survey of the damaged area(s) is conducted with state and local officials, and the results are submitted to the administrator for a decision. When the administrator of SBA declares an area, both primary and adjacent counties are eligible for the same assistance.

SBA Physical Disaster Declaration

SBA makes a physical disaster declaration when either of the following conditions is met.

- At least 25 homes (primary residences) and/or businesses in a county have uninsured losses of 40% or more of their estimated fair replacement value. (Secondary homes, condominium units, cabins, camps, lake homes, etc., used for

recreational purposes are not included in the count.)

- At least three businesses have uninsured loss of 40% or more of their estimated fair replacement value and, as a direct result of the damages, 25% of the work force in the community would be unemployed for at least 90 days.

SBA Economic Injury Disaster Declaration

SBA makes an economic injury disaster declaration under any of the following circumstances.

- The governor certifies that at least five small businesses in a disaster area have suffered substantial economic injury as a result of the disaster and are in need of financial assistance not otherwise available on reasonable terms.
- The secretary of agriculture designates an area as an agricultural disaster area. SBA may make Economic Injury Disaster Loans for small business concerns and small agricultural cooperatives in the designated counties without credit available elsewhere.
- The secretary of commerce declares a commercial fishery failure or fishery resource disaster under Section 308(b) of the Interjurisdictional Fisheries Act of 1986.

Reference:

SBA disaster recovery Web site:

<http://www.sba.gov/services/disasterassistance/index.html>

Contact:

SBA hotline:
1-800-659-2955

USDA Emergency Disaster Designation

Agricultural-related disasters are quite common. One-half to two-thirds of the counties in the United States have been designated as disaster areas in each of the past several years. Producers may apply for low-interest emergency (EM) loans in counties named as primary or contiguous under a disaster designation. The following four types of disaster designations are made:

Presidential major disaster declarations must be requested by the governor. FEMA administers and notifies FSA of all primary counties named in a presidential declaration.

USDA secretarial disaster designations must be requested of the secretary of agriculture by a governor, the governor's authorized representative, or by an Indian Tribal Council leader. The USDA secretarial disaster designation is the most widely used, and its process is the most complicated of the four. It is described in further detail below under "Secretarial Disaster Designation Process."

Farm Service Agency (FSA) Administrator's Physical Loss Notification (APLN) is for physical losses only, such as a building destroyed by a tornado. An APLN is requested of FSA's administrator by an FSA state executive director (SED).

Quarantine designation is requested of the FSA deputy administrator for farm programs by an FSA state executive director. A quarantine designation authorizes EM loans for production and physical losses resulting from quarantine.

The first three types of disaster declarations are authorized under 7 CFR 1945-A. The fourth is the result of a statutory requirement, Section 5201 of the Agricultural Assistance Act of 2003, P.L. 108-07, which authorizes emergency (EM) loans for losses resulting from quarantines imposed by the secretary under the Plant Protection Act or animal quarantine laws as defined in section 2509 of the Food, Agriculture, Conservation, and Trade Act of 1990.

USDA Secretarial Disaster Designation Process

Damages and losses prompting disaster designations must be due to a natural disaster, and a minimum 30% production loss of at least one crop in the county must have occurred.

Step 1. A county judge or other local entity notifies the governor's office of the disaster conditions and losses. The governor makes a request in writing to the USDA secretary of agriculture within three months of the ending date of the disaster.

Step 2. FSA county offices assemble required agricultural loss information for the damage assessment report (DAR).

Step 3. FSA's NHQ notifies the SED. The SED instructs county offices named in the request to complete the DAR, conduct county emergency board (CEB) meetings, and approve or disapprove the DAR.

Step 4. The DAR is submitted to the state emergency board (SEB) for review and processing.

Step 5. The SED prepares comments and recommendations. The SEB reviews the DAR. Upon approval, the DAR is submitted to FSA's national headquarters.

Step 6. FSA's Emergency Preparedness and Programs Branch (EPPB) processes the loss information on the DAR, determines eligibility, and prepares a package, including the letter of approval or disapproval, to be signed by the USDA secretary. The Office of the Under Secretary for Farm and Foreign Agricultural Services reviews the package and forwards it to the secretary.

Step 7. The USDA secretary approves or declines the request in writing.

To process a USDA secretarial disaster request, the following information is required.

- Previous five-year average production history for the crops and farms listed in the DAR
- Farm price average for the previous three years for the crops listed in the DAR
- Dates crops suffered damage, and conditions causing production losses
- DAR signed by the CEB and SEB chairpersons
- CEB and SEB meeting minutes
- SED comments and recommendations

It generally takes two to three weeks from the time a request is received until the USDA secretary approves or denies the request in writing. If a loss occurs early in the spring, FSA may wait until the completion of fall harvest before completing the DAR. Current regulations provide considerable discretion in the process.

Natural disaster conditions include: a blizzard, cyclone, earthquake, hurricane, tornado, severe hail, excessive rain, heavy snow, ice and/or high wind, an electrical storm, several weather patterns sustained over a period of time, including low or high temperatures, and related pests, epidemics, or fires.

The normal year's dollar value is determined by establishing a normal year yield and price. Normal year yield will be the average yield of the five years immediately preceding the disaster year for each crop.

Disaster designations offer flexibility and accommodate circumstances such as these:

Continuing adverse weather. When a natural disaster continues beyond the date on which a USDA secretarial determination is made and continuing losses or damages are occurring, the administrator can extend the incidence period and termination date to, but not in excess of, 60 days.

Insufficient data. When the data is determined insufficient to make a designation, the request remains active, but is deferred until sufficient information is received to make an eligibility determination.

Farm Service Agency Programs Initiated by Designations and/or Declaration

All four types of designations (presidential disaster declarations, USDA secretarial disaster designations, APLNs, and quarantine designation) immediately trigger low-interest FSA EM loans to eligible producers in all primary and contiguous counties.

Other programs that have used USDA secretarial designations and presidential declarations as an eligibility requirement trigger, for primary counties only, include these:

- Livestock Compensation Program
- Livestock Assistance Program
- Livestock Indemnity program
- Flood Compensation Program

Disaster Debt Set-Aside Program

FSA borrowers located in designated disaster areas or contiguous counties, who are unable to make their scheduled payments on any debt, may be authorized to have certain set asides. Under Section 331A of the consolidated Farm and Rural Development Act, FSA is authorized to consider setting aside certain payments owed by FSA borrowers to allow the operation to continue.

Emergency Loan Eligibility for All Four Types of Emergency Designations

When a county is designated as a primary disaster area, eligible producers in contiguous counties are also eligible for EM loans. Farm operators in both the primary designated counties and contiguous counties can apply and may be approved for low-interest FSA EM loans, provided eligibility requirements are met.

Loan Limit

Eligible producers may borrow up to 100% of actual production or physical losses, not to exceed a total amount of \$500,000. EM loans are further limited to a maximum, cumulative principal of \$500,000 at any time.

EM Loan Applicants

Applicants must meet all standard loan eligibility requirements plus the following:

- Have eight months from the date of the designation approval to apply for the loans to help cover their actual losses
- Meet the agency definition of an established farmer, be citizens or permanent residents of the United States, and have suffered at least a 30-percent loss in crop production, and/or sustained a physical loss to livestock, livestock products, real estate, or chattel property
- Have an acceptable credit history, yet be unable to receive credit from commercial sources
- Have collateral to secure the loan and ability to repay the loan

EM Loan Funding

The EM loan program is subject to an annual appropriation of discretionary funding.

For more information on agricultural assistance, see the Agriculture section of this guide.

Reference:

FSA Emergency Disaster Designation and Declaration Process

<http://www.fsa.usda.gov/pas/publications/facts/html/FMProcess04.htm>

Contacts:

Find the local USDA-Farm Service Agency Office at

<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

USDA North Carolina State Executive Director,
Farm Service Agency
919-875-4800

<http://www.fsa.usda.gov/nc/>

USDA Agricultural Statistics Service
NC Office
919-856-4394

OVERVIEW OF THE NORTH CAROLINA DIVISION OF EMERGENCY MANAGEMENT

The Division of Emergency Management (NCEM), one of nine agencies of the North Carolina Department of Crime Control and Public Safety, prepares, responds, recovers from, and mitigates the effects of emergencies and disasters. From the Administration Building in Raleigh and three branch offices throughout the state, the Emergency Management Division responds to support local government emergency operations. There are three branch managers and 15 area coordinators trained to respond to the scene of an emergency to coordinate the delivery of state assistance. The work of the North Carolina Emergency Management Division includes a four-phase approach: preparedness, response, recovery, and mitigation.

Public Assistance (PA) provides assistance to state and local governments and private nonprofit organizations or institutions that own or operate a private nonprofit facility as defined in FEMA federal regulations at 44 C.F.R. 206.221(e) for debris removal, emergency work, restoration of damaged facilities, and snow assistance.

Individuals and Households Program (IHP) provides assistance to individuals and households for temporary housing and home repairs. It may also provide assistance for medical, dental, and funeral expenses (i.e., medical costs, dental costs, and repair or replacement of medical equipment, funeral services, burial or cremation and other related funeral expenses), personal property (i.e., clothing, household items, furnishings or appliances, tools, specialized or protective clothing, and equipment required by an employer as a condition of employment, computers, uniforms, schoolbooks and supplies required for educational purposes, and moving and storage expenses), and transportation (i.e., repairing or replacing vehicles, financial assistance for public transportation and any other transportation related costs or services).

Hazard Mitigation Grant Program (HMGP), which is often known as the “buyout” program, seeks to reduce the impact of natural hazards on homes, businesses and communities. HMGP includes acquisition, elevation, mapping, the development of hazard mitigation plans, and the identification of business risk reduction. The goal of HMGP is to prevent future losses of lives and property due to natural disasters. Of the funding, 75% comes from FEMA and 25% from nonfederal

sources. Eligible applicants include state and local governments and private nonprofit organizations or institutions that own or operate a private nonprofit facility, as defined in FEMA federal regulations at 44 C.F.R. 206.221(e).

NC Floodplain Mapping Program develops Flood Insurance Rate Maps (FIRMs) for all North Carolina communities as part of the National Flood Insurance Program (NFIP). The project includes conducting flood hazard analyses and producing updated, digital FIRMs (DFIRMs). The updated DFIRMs produced through this project will help to protect lives and property and will contribute to the general well-being of North Carolina citizens. The updated flood hazard data will provide current, accurate information for communities and property owners to make sound siting and design decisions when rebuilding after flooding disasters, when building new structures and infrastructure, and when retrofitting existing structures. Use of the data will dramatically reduce long-term flood losses in the state, alert those at risk of flooding of the need to purchase flood insurance, and facilitate more precise flood risk determinations. In addition, the floodplain maps will be useful for many engineering and planning applications, such as site design, stormwater management, transportation planning and design, and spill response.

National Flood Insurance Program was created by Congress in 1968 to reduce the loss of life and property, and the rising disaster relief costs caused by flooding. The program was designed to achieve these goals by 1) requiring that new and future substantially improved buildings be constructed to resist flood damages, 2) guiding future development away from flood hazard areas, and 3) transferring the costs of flood losses from the American taxpayers to floodplain property owners through flood insurance premiums.

In recent decades, over 80% of disaster losses nationwide have been caused by floods. The NFIP is a voluntary program based on a mutual agreement between the federal government and the local community. Federally-backed flood insurance coverage is available to any property owner in return for mitigation of flood risks by community regulation of floodplain development. Flood insurance and most types of federal financial assistance, such as mortgage loans and grants, are available only in those communities that adopt and enforce a floodplain management ordinance that meets or exceeds the minimum NFIP standards.

Hazardous Materials Emergency Regional Response Team (RRT) Program establishes a system of regional response to hazardous materials

emergencies and terrorist incidents in the state to protect the health and safety of its citizens. There are currently seven RRTs that respond to hazardous materials and terrorist incidents in North Carolina. The RRT program is authorized under NC G.S. §166A-20 et. seq.

References:

NCEM Web site: <http://www.nccrimecontrol.org/em>

Map of area offices and coordinators with contact information: <http://www.ncem.org/em-areas.pdf>

Many NCEM programs are authorized by the Stafford Act at 42 U.S.C. 5121 et. seq. and its implementing regulations at Title 44 of the Code of Federal Regulations.

Contact:

Division of Emergency Management, Director's Office, Branch Offices, Area Coordinators

NORTH CAROLINA STATE DISASTER RECOVERY TEAM (SDRT)

The State Disaster Recovery Team (SDRT) is comprised of all necessary organizations involved in the state's disaster recovery efforts. The SDRT is responsible for ensuring that the state delivers a cohesive and coordinated interagency effort. It serves as a parallel organization to the State Emergency Response Team (SERT), and both organizations are activated at the same time. While the SERT addresses issues of immediate and emergency health and safety measures, the SDRT addresses issues associated with the long-term recovery and rebuilding efforts of returning the affected regions and communities to their pre-disaster conditions.

The SDRT serves as a resource for all disaster recovery efforts of the governor and/or General Assembly. Its primary goals are listed below.

Coordinating damage assessment. Immediately after a disaster, preliminary damage assessments (PDAs) reflect the initial needs of public health and safety. However, as the state shifts from immediate response to long-term recovery, all SDRT members are responsible for ensuring that effective damage assessments occur and are reported to the SDRT. The SDRT oversees the compilation and maintenance of a comprehensive damage assessment that includes the

effect on business and industry, labor and workforce, agriculture, environment, transportation and infrastructure, public health and welfare, housing, government services and facilities, and other affected areas.

Identifying and prioritizing all losses and needs. The SDRT comprehensively assesses the effects of a disaster and identifies and prioritizes the greatest needs. Information collected and reported by SDRT serves as a resource in advising the governor and other state leaders in developing a recovery strategy.

Developing a recovery strategy. The SDRT uses the information regarding losses and needs to determine how best to address the problems. The SDRT assists in identifying and pursuing federal assistance, as well as supplying input on where or how the state should provide assistance.

Overseeing recovery efforts. As federal, state, and local governments coordinate with private and nonprofit organizations in long-term recovery efforts, the SDRT is the state body charged with ensuring that all efforts are working in concert and progressing effectively.

Addressing ongoing problems and needs during recovery. The SDRT is charged with identifying and resolving all issues that arise in the weeks, months, or years of the state's recovery efforts.

See the full list of SDRT members in the Contact Information section of this guide.

Contacts:

NC Office of State Budget and Management:
919-807-4700

NCEM, Director's Office:
919-733-3825

REGISTERING AND APPLYING FOR DISASTER AID AND ASSISTANCE

After a disaster – as soon as it is safe and reasonable to do so – disaster victims should register to be eligible for assistance should it be made available. Individuals and families, small businesses, and agricultural producers should register. There are a number of state and federal organizations that require registration, but the state of North Carolina organizes the registration process as listed below.

Recovery Assistance Center (RAC) at the Cooperative Extension Office

The RAC serves as a “one-stop shop” where disaster victims can register with any appropriate agency, including FEMA, SBA, FSA, and the state of North Carolina. It is important that victims register with both the necessary federal and state organizations. Federal organizations include the following:

FEMA. All individuals seeking housing and other needs assistance must register with FEMA by calling 1-800-621-FEMA (3362) or TDD: 1-800-462-7585.

Small Business Administration (SBA). Individuals or small businesses seeking low-interest loans or other disaster counseling and assistance should register with SBA by calling 1-800-659-2955.

Farm Service Agency (FSA). All farmers and agriculture professionals seeking agricultural assistance – from the USDA and/or the state of North Carolina – must register with both FSA and the state.

Governor's Emergency Information Bilingual Hotline (1-888-835-9966)

Prior to, during, and immediately after a disaster, the Governor's Emergency Information Bilingual Hotline is open to accept calls for people in need of emergency information and assistance. Once the state begins to accept registrations, victims can register with the state via the hotline and receive information about registering with any necessary federal agencies as well.

NC Small Business and Technology Development Center (SBTDC)

Small businesses may register by visiting the RAC at their county Cooperative Extension Service Office. They may also visit their nearest SBTDC office or call 1-800-258-0862.

Representatives at the RACs or the Governor's Hotline collect all information into a central statewide database and share appropriate information with state project administrators. In addition, they ensure that registrants are also registered with the necessary and appropriate federal agencies or have the information necessary to register. For this reason, the RACs and the hotline are crucial aspects of disaster recovery. All victims should make it a priority to register as early as possible.

References:

Applying for FEMA Assistance:

<http://www.fema.gov/assistance/index.shtm>

NC Cooperative Extension Web site:

<http://www.ces.ncsu.edu/>

Map of Recovery Assistance Centers / NCCE County Centers:

<http://www.ces.ncsu.edu/index.php?page=countycenters>

List of Recovery Assistance Centers / NCCE County Centers:

http://www.ces.ncsu.edu/counties/dist_map.pdf

NC Small Business and Technology Development

Center: <http://www.sbtdc.org/offices/index.asp>

Contacts:

Governor's Emergency Information Bilingual Hotline

1-888-835-9966

NCEM, Director's Office:

919-733-3825

NC Cooperative Extension County Centers (See the above and the following map.)

NORTHWEST
Dr. Harvey Fouts

County	Phone	Fax
Avery	828-733-8270	828-733-8293
Buncombe	828-255-5252	828-255-5202
Cherokee	828-837-2210	828-837-2172
Cherokee Res	828-497-3521	828-497-6811
Clay	828-389-6305	828-389-8872
Graham	828-479-7979	828-479-2000
Haywood	828-496-3575	828-452-0289
Henderson	828-697-4891	828-697-4581
Jackson	828-586-4009	828-586-5509
Macon	828-349-2046	828-349-2405
Madison	828-649-2411	828-649-2020
Mitchell	828-688-4811	828-688-2051
Swain	828-488-3848	828-488-3575
Transylvania	828-884-3109	828-884-3142
Watauga	828-264-3061	828-264-3067
Yancey	828-682-6186	828-682-7680

NORTH CENTRAL
Dr. Donald Cobb

County	Phone	Fax
Caswell	336-694-4158	336-694-5930
Durham	919-560-0525	919-560-0530
Edgecombe	252-641-7815	252-641-7831
Franklin	919-496-3344	919-496-0222
Granville	919-693-1350	919-693-0268
Halifax	252-583-5161	252-583-1683
Johnston	919-989-5380	919-989-5475
Nash	252-459-9810	252-459-9875
Orange	919-245-2050	919-644-3067
Person	336-599-1195	336-598-0272
Vance	252-438-8188	252-492-3830
Wake	919-250-1100	919-250-1097
Warren	252-257-3640	252-257-5616
Wilson	252-237-0111	252-237-0114

NORTHEAST
Dr. Russell King

County	Phone	Fax
Beaufort	252-946-0111	252-975-5887
Bertie	252-794-5317	252-794-5327
Camden	252-338-1919	252-338-0277
Chowan	252-482-6585	252-482-6590
Currituck	252-232-2261	252-232-3290
Dare	252-473-4280	252-473-3106
Gates	252-357-1400	252-357-1187
Haywood	252-358-7822	252-358-7680
Hyde	252-926-4486	252-926-4490
Marlin	252-792-1621	252-792-2408
Northampton	252-534-2711	252-534-1827
Northampton	252-338-3954	252-338-6442
Perquimans	252-426-5428	252-426-1646
Pitt	252-902-1700	252-757-1456
Tyrrell	252-796-1581	252-796-2881
Washington	252-793-2163	252-793-1562

SOUTH CENTRAL
Dr. Danny Shaw

County	Phone	Fax
Anson	704-862-4591	704-862-6839
Bladen	919-542-8202	919-542-8246
Chatham	910-640-6605	910-642-6315
Columbus	910-321-8860	910-321-8883
Cumberland	910-893-7530	910-893-7539
Harnett	910-875-3461	910-875-9044
Hoke	919-775-5624	919-775-1302
Lee	910-576-6011	910-576-2635
Moore	910-947-3188	910-947-1494
Richmond	910-997-8255	910-997-8257
Robeson	910-671-3276	910-671-6278
Scotland	910-277-2422	910-277-2426
Stanly	704-883-8987	704-883-3303

SOUTH CENTRAL
Dr. Danny Shaw

County	Phone	Fax
Bladen	704-694-2415	704-694-2248
Caswell	910-862-4591	910-862-6839
Durham	919-542-8202	919-542-8246
Edgecombe	910-640-6605	910-642-6315
Franklin	910-321-8860	910-321-8883
Granville	910-893-7530	910-893-7539
Halifax	910-875-3461	910-875-9044
Johnston	919-775-5624	919-775-1302
Nash	910-576-6011	910-576-2635
Orange	910-947-3188	910-947-1494
Person	910-997-8255	910-997-8257
Vance	910-671-3276	910-671-6278
Wake	910-277-2422	910-277-2426
Warren	704-883-8987	704-883-3303

SOUTHWEST
Dr. Deborah Crandall

County	Phone	Fax
Alexander	828-632-4451	828-632-7533
Burke	828-439-4460	828-439-4468
Cabarrus	704-920-3310	704-920-3323
Caldwell	828-757-4290	828-757-1251
Catawba	828-465-9240	828-465-9428
Cleveland	704-482-4365	704-480-6484
Gaston	704-922-0301	704-922-2140
Iredell	704-873-0507	704-878-5184
Lincoln	704-736-8452	704-736-8466
McDowell	828-652-7121	828-652-8104
Mecklenburg	704-336-2961	704-336-6876
Polk	828-894-8218	828-894-5693
Rutherford	828-287-6010	828-288-4036
Union	704-283-3801	704-283-3734

SOUTH CENTRAL
Dr. Danny Shaw

County	Phone	Fax
Bladen	910-862-4591	910-862-6839
Chatham	910-640-6605	910-642-6315
Columbus	910-321-8860	910-321-8883
Cumberland	910-893-7530	910-893-7539
Harnett	910-875-3461	910-875-9044
Hoke	919-775-5624	919-775-1302
Lee	910-576-6011	910-576-2635
Moore	910-947-3188	910-947-1494
Richmond	910-997-8255	910-997-8257
Robeson	910-671-3276	910-671-6278
Scotland	910-277-2422	910-277-2426
Stanly	704-883-8987	704-883-3303

SOUTHWEST
Dr. Deborah Crandall

County	Phone	Fax
Alexander	828-632-4451	828-632-7533
Burke	828-439-4460	828-439-4468
Cabarrus	704-920-3310	704-920-3323
Caldwell	828-757-4290	828-757-1251
Catawba	828-465-9240	828-465-9428
Cleveland	704-482-4365	704-480-6484
Gaston	704-922-0301	704-922-2140
Iredell	704-873-0507	704-878-5184
Lincoln	704-736-8452	704-736-8466
McDowell	828-652-7121	828-652-8104
Mecklenburg	704-336-2961	704-336-6876
Polk	828-894-8218	828-894-5693
Rutherford	828-287-6010	828-288-4036
Union	704-283-3801	704-283-3734



Extension Districts

April 2006

Agriculture

Agriculture is a crucial driver of North Carolina's economy, and it is a priority to restore the agricultural industry after any disaster. The United States Department of Agriculture (USDA) and the North Carolina Department of Agriculture and Consumer Services (NCDACS) have provided a range of agriculture assistance. Most programs are subject to availability of funds and often depend upon special appropriations. All program rules are subject to change.

Section Contents

- USDA Farm Service Agency (FSA)
 - Damage Assessment Responsibilities
 - Crop Disaster Program (CDP)
 - Emergency (EM) Loan Program
 - Noninsured Crop Disaster Assistance Program (NAP)
 - Emergency Conservation Program (ECP)
 - Dairy Disaster Assistance Program (DDAP)
 - Tree Assistance Program (TAP)
 - Livestock Assistance Program (LAP)
 - Livestock Indemnity Program (LIP)
 - Feed Indemnity Program (FIP)
 - American Indian Livestock Feed Program (AILFP)
- NC Department of Agriculture and Consumer Services (NCDACS)
 - Emergency Programs Division
 - State-Funded Agricultural Assistance Programs
 - Additional NCDACS Agencies Involved in Disaster Recovery
 - Agricultural Statistics Service
 - Food and Drug Protection Division
 - Plant Industry Division
 - Pesticides Section
 - Research Stations Division
 - Veterinary Division
- NC Cooperative Extension Service
- NC State Animal Response Team (SART)

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at the OSBM Web site at <http://www.osbm.state.nc.us/disaster>.

General References:

The Farmer's Legal Action Group, Inc. publishes a Farmers' Guide to Disaster Assistance that provides thorough information on many of the nation's disaster assistance programs outlined in this section. See the group's Web site at <http://flaginc.org/topics/disaster/index.php> to order or download the publication.

NCDACS posts current hurricane and disaster information at <http://www.ncagr.com/oep/preparedness.htm>

US DEPARTMENT OF AGRICULTURE FARM SERVICE AGENCY

The USDA Farm Service Agency (FSA) is the primary federal agency for most agricultural disaster recovery. Several FSA programs may be available, but they usually require special funding. The key contact point is the Farm Service Agency office in each county.

Damage Assessment Responsibilities

USDA County Emergency Board (CEB) conducts agricultural damage assessments at the county level. The FSA County Executive Director chairs the CEB. The remaining members of the county emergency board are the representatives from the Natural Resources Conservation Service (NRCS) and Rural Development (RD), with input from the Cooperative Extension Service.

Timeline. Initial damage assessment is conducted within 24 hours of the event, and a flash report on the types and extent of damage to all agricultural commodities is provided to the FSA State Office. The National Agricultural Statistics Service (NASS) processes and analyzes county damage assessments to determine and report the economic value of the damage.

Reporting Procedures. Information received from CEBs and processed by NASS serves as the official agricultural damage estimates that are used by the State Emergency Board (SEB) in reporting to USDA FSA headquarters, the US Secretary of Agriculture, and other USDA agencies.

Damage assessment information can be utilized in determining the type of disaster declaration to be imposed: 1) presidential, 2) USDA secretarial, 3) or Farm Service Agency administrator's physical loss notification. All three of these disaster declarations are authorized under 7 CFR 1945-A.

In the event of a presidential major disaster declaration, the USDA Disaster Assistance Branch/Emergency Section immediately notifies FSA of the primary counties named in the declaration.

In the event of a USDA secretarial disaster declaration – which the governor, governor's authorized representative, or Indian tribal council leader must request – the SEB reviews information provided by the CEBs of the affected counties. If approved, the SEB forwards the request to the FSA National Headquarters to be presented to the USDA secretary.

FSA administrator's physical loss notification is for physical losses only and is requested by the FSA state executive director.

For more information on presidential and USDA secretarial designations and declarations, see the Overview of Emergency and Disaster Management section of this document.

Contacts:

For more information about FSA, contact the local USDA Farm Service Agency office. Contact information for all FSA county offices is located at <http://offices.sc.gov.usda.gov/locator/app?state=nc&agency=fsa>.

USDA North Carolina State Executive Director,
Farm Service Agency
919-875-4800
<http://www.fsa.usda.gov/nc>

USDA Agricultural Statistics Service, NC Office
919-856-4394

Information on FSA agricultural assistance programs, including those previously available in North Carolina as well as in other states, is on the following pages.

USDA Farm Service Agency (FSA) Crop Disaster Program (CDP)

The FSA Crop Disaster Program (CDP) has historically reimbursed agricultural producers for qualifying losses of agricultural commodities (other

than sugar cane or cotton seed) due to damaging weather or related conditions.

Eligible Applicants

- Individual producers of agricultural commodities
- Other producers of agricultural commodities, such as a limited liability partnership; a limited liability company; a corporation; a joint stock company; an association; a limited stock company; a limited partnership; an irrevocable trust; a revocable trust together with the grantor of the trust, an estate; a charitable organization; and a state, political subdivision, or agency thereof
- Noncommodity crops, such as nursery ornamentals, sod, turfgrass, and Christmas trees, have historically *not* been eligible for CDP.

Eligible Costs and Requirements

- Crops insured by either catastrophic (CAT) or buy-up (coverage of 50/100 or greater) crop insurance, uninsured crops where insurance was available but not purchased, and uninsurable crops where insurance was not available
- Damages to qualifying agriculture commodities that exceed 35% for loss of production or 20% for quality losses
- Producers in compliance with highly erodible land conservation and wetland conservation provisions
- Adjusted gross income (AGI) may not exceed \$2.5 million, unless more than 75% of the AGI is from farming, ranching, and forestry
- Producer is limited to electing only one of the crop years in which to receive damage payments, and CDP payments are limited to \$80,000/person

References:

FSA disaster Web site:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=landing>

2006 Hurricane Indemnity Program (HIP):

http://www.fsa.usda.gov/FSA/printapp?fileName=pf20060501_distr_en_hiphurr06.html&newsType=prfactsheet

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency Local Offices:

<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office, 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.agr.state.nc.us/>

USDA Farm Service Agency (FSA) Emergency (EM) Loan Program

FSA provides agricultural disaster relief in the form of low interest loans, called emergency (EM) loans. These loans are intended to enable farmers to return to their normal farming operations as soon as possible after a disaster. An EM loan application must be filed with FSA no later than eight months after the date a disaster is officially declared or designated, which may vary from county to county.

Eligible Applicants

To be eligible for an EM loan, farmers must meet all of the following requirements:

- Operate a family farm in a disaster area
- Be an established farmer and intend to continue farming
- Have sufficient managerial ability
- Have a satisfactory credit history
- Be unable to get credit elsewhere
- Agree to meet borrower training requirements
- Have received only limited FSA debt forgiveness in the past
- Have no property subject to a federal judgment lien

- Have no drug convictions in the past five crop years
- Agree to repay duplicative assistance from other federal sources
- Possess legal capacity
- Meet citizenship requirements
- Have suffered a qualifying loss

Eligible Costs and Requirements

To be eligible for an EM loan, a farmer must have suffered either or both of two types of qualifying losses: physical losses and production losses.

References:

FSA EM Web page:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=fmlp&topic=efl>

Farmers' Guide to Disaster Assistance (fifth edition, Farmers' Legal Action Group, 2004)

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency local offices:

<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office, 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oe/>

USDA Farm Service Agency (FSA) Noninsured Crop Disaster Assistance Program (NAP)

The USDA Noninsured Crop Disaster Assistance Program (NAP) provides financial assistance to producers of noninsurable crops when low yields, loss of inventory, or prevention of planting occur due to natural disasters.

Eligible Applicants

- Landowner, tenant, or sharecropper sharing the risk of producing an eligible crop

- Annual gross revenue of the eligible producer and any individual or entity combined as one “person” with the eligible producer cannot exceed \$2 million

Eligible Costs and Requirements

- Crops must be noninsurable crops and agricultural commodities for which the catastrophic risk protection level of crop insurance is not available.
- Commercially produced crops, such as the following, are eligible: crops grown for food; crops planted and grown for livestock consumption, including, but not limited to grain and forage crops, including native forage; crops grown for fiber, such as cotton and flax; crops grown under a controlled environment; specialty crops; value loss crops; sea oats and sea grass; and seed crops where the propagation stock is produced for sale as seed stock for other eligible NAP crop production.
- Natural disaster must have either reduced the expected unit production of the crop by more than 50% or prevented the producer from planting more than 35% of intended crop acreage.
- NAP covers the amount of loss greater than 50% of the expected production based on the approved yield and reported acreage.

References:

FSA NAP Web page:

http://www.fsa.usda.gov/FSA/printapp?fileName=pf20070126_distr_en_nap07.html&newsType=prfactsheet

Federal Crop Insurance Reform Act of 1994 (1994 Reform Act)

Agricultural Risk Protection Act of 2000 (2000 ARPA)

Code of Federal Regulations (CFR), Volume 7, Part 1437

Noninsured Crop Disaster Assistance Program for 2001 and Subsequent Years,” 1 –NAP (Revision 1) or the *NAP Handbook*

Farmers’ Guide to Disaster Assistance (fifth edition, Farmers’ Legal Action Group, 2004)

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office,
919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Emergency Conservation Program (ECP)

The USDQA FSA Emergency Conservation Program (ECP) provides emergency funding and technical assistance for farmers and ranchers to rehabilitate farmland damaged by natural disasters and for carrying out emergency water conservation measures in periods of severe drought. State and county FSA committees administer the ECP, which is subject to availability of funds and discussions of the locally-elected county committees, who are authorized to implement ECP for all disasters except drought. Drought ECP is authorized at the national FSA office. ECP program participants receive cost share assistance of up to 75% of the cost to implement approved emergency conservation practices, as determined by county FSA committees.

Eligible Applicants

Farmers and ranchers that have land that has been damaged, resulting in new conservation problems, and if left untreated would do the following:

- Impair or endanger the land
- Materially affect the land’s productive capacity
- Represent unusual damage which except for wind erosion, is not the type likely to recur frequently in the same area
- Be so costly to repair that federal assistance is or will be required to return the land to productive agricultural use

Eligible Costs and Requirements:

- Debris removal
- Restoring fences and conservation structure
- Water for livestock in drought situations

References:

FSA ECP Web page:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=copr&topic=ecp>

Agricultural Risk Protection Act of 2000 (2000 ARPA)

Farmers' Guide to Disaster Assistance (fifth edition, Farmers' Legal Action Group, 2004)

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office, 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division; 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Dairy Disaster Assistance Program (DDAP)

In 2004, the DDAP provided up to \$10 million to assist dairy producers who experienced losses due to the 2004 hurricanes. Such losses included devastating decreases in production as a result of cattle losses and milk that had to be dumped because of the lack of electricity, closed milk plants, and damaged containment equipment.

Eligible Applicants

- Dairy producers who had produced and commercially marketed milk in the United States in the past calendar year
- Dairy producers associated with a dairy operation located in a disaster-declared county
- Dairy producers who suffered dairy production and dairy spoilage losses
- Dairy producers currently in compliance with the Highly Erodible Land Conservation and Wetland Conservation provisions of 7 *Code of Federal Regulations*, part 12

Eligible Costs and Requirements

- Adequate proof of a dairy operation's commercial operation and dumped dairy production

- Spoilage losses

References:

FSA disaster Web site:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=landing>

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office, 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Tree Assistance Program (TAP)

Historically, the USDA FSA Tree Assistance Program (TAP) has provided financial relief to owners of eligible trees, bushes, vines, and forest land damaged by natural disasters.

Eligible Applicants

- Owners of eligible trees, bushes, and vines from which an annual crop is produced for commercial purposes
- Forest land owners who produce crops of timber for commercial purposes
- Pecan producers

Eligible Costs and Requirements

- Qualifying tree, bush, or vine losses of 15% or greater from a natural disaster for the individual stand, plus normal mortality
- Forest trees must have been owned when the natural disaster occurred, however, eligible orchardists are not required to own the land on which eligible trees, bushes, and vines are planted
- Qualifying trees, bushes, or vines in which the producer was in compliance with highly erodible

land conservation and wetland conservation provisions

- Eligible trees, bushes, and vines must be replaced within 12 months from the date the application is approved
- Pecan trees must be rehabilitated within 12 months from the approval date
- TAP program participants are limited to payments of \$74,000/person for the 2004 through 2007 crop years
- TAP program participants are limited to 500 qualifying acres for all TAP payments

References:

FSA TAP Web page:

http://www.fsa.usda.gov/FSA/printapp?fileName=pf20041201_distr_en_tap04.html&newsType=prfactsheet

FSA 2006 Tree Indemnity Program (TIP):

http://www.fsa.usda.gov/FSA/printapp?fileName=pf20060501_distr_en_tiphurr06.html&newsType=prfactsheet

Agricultural Risk Protection Act of 2000 (2000 ARPA)

Farmers' Guide to Disaster Assistance (fifth edition, Farmers' Legal Action Group, 2004)

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

For additional tree assistance information, see "Forestland Restoration" in the Environment section of this document.

Contacts:

USDA Farm Service Agency Local Offices:

<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office, 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Livestock Assistance Program (LAP)

Through the Livestock Assistance Program (LAP), FSA may provide direct payments to eligible

livestock producers who suffered grazing losses of 40% or greater for three or more consecutive months due to natural disasters that occurred in a previous calendar year and in a county that has received a primary disaster designation by the president or the USDA secretary.

Eligible Applicants

- Producer must have possessed beneficial interest in eligible livestock or have financial risk in eligible livestock and owned or leased affected livestock for at least 3 months before the payment period.
- Producer must have livestock used commercially for human food or kept for the production of food or fiber on the owner's farm.
- Producer must report eligible livestock and grazing acreage and percent of loss of grazing on form CCC-740.
- Producer must complete "person" determination forms.
- Producer must certify gross revenue income on form CCC-740.
- Producer must have been a US citizen or an alien legally residing in the US.

Eligible Costs and Requirements

- Grazing losses in eligible grazing types (native, improved, and sorghum forage) of eligible livestock, which include beef and dairy cattle, buffalo or beefalo (when maintained on the same basis as beef cattle), elk, reindeer, bison, sheep, goats, swine, and equine animals
- Cost to pay all or part of production associated with the disaster year
- Cost of essential family living
- Cost to reorganize the farming operation
- Cost to refinance certain debts

References:

USDA FSA March 2005 Livestock Assistance Program Fact Sheet:

http://www.fsa.usda.gov/FSA/printapp?fileName=pf20050301_distr_en_lap05.html&newsType=prfactsheet

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The technical name of this underlying legislation is the Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005.)

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office,
 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Livestock Indemnity Program (LIP)

Through the Livestock Indemnity Program (LIP), FSA has previously provided payments to eligible livestock owners and contract growers who suffered eligible livestock deaths as a direct result of natural disasters.

Eligible Applicants

- An eligible livestock owner had legal ownership of the eligible livestock that perished.
- An eligible livestock contract grower had the following on the day the livestock perished:
- A written agreement with the livestock owner setting the terms, conditions, and obligations of the parties involved regarding the livestock production
- Possession of the livestock that perished
- Citizenship or legal residency in the United States

Eligible Costs and Requirements

- Eligible livestock include beefalo; beef cattle; buffalo; dairy cattle; deer; equine; goats; poultry, including egg producers; sheep; and swine.
- To be eligible, the livestock must have perished in an eligible disaster county as a direct result of the disaster during the applicable disaster period and been maintained for commercial use in a farming operation on the day it perished.
- The following are not eligible: loss or reduction in production, such as for milk or eggs; or livestock produced or maintained for reasons other than commercial use as part of a farming operation. This includes, but is not limited to, wild free-roaming animals or animals used for recreational purposes, such as pleasure, hunting, pets, or for show.

Reference:

USDA FSA 2006 Livestock Indemnity Program Fact Sheet:
http://www.fsa.usda.gov/FSA/printapp?fileName=pf_20060501_distr_en_liphr06.html&newsType=prfactsheet

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office,
 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) Feed Indemnity Program (FIP)

Through the Feed Indemnity Program (FIP), the FSA has previously provided payments to eligible livestock owners and cash lessees who suffered feed losses or increased feed costs due to natural disasters.

Eligible Applicants

An eligible livestock producer is one who:

- Owned or cash-leased (but not both for the same livestock) eligible livestock on the beginning date of the applicable disaster period
- Suffered a feed loss or an increased feed cost during the applicable disaster period as a direct result of an eligible disaster. The feed must have been for the eligible livestock.
- Is a citizen or legal resident alien in the United States.

Eligible Costs and Requirements

- Eligible livestock may include beefalo, beef cattle, buffalo, dairy cattle, deer, goats, horses, and sheep.
- To be eligible, the livestock must have been physically located in an eligible county during the applicable disaster period and maintained for commercial use as part of a farming operation on the beginning date of the applicable disaster period.
- The following are not eligible: livestock produced and maintained for reasons other than commercial use as part of a farming operation,

including but not limited to wild free-roaming animals or animals used for recreational purposes, such as pleasure, hunting, pets, or for show, and nonadult beefalo, beef cattle, and buffalo that weighed less than 500 pounds on the beginning date of the applicable disaster period.

Reference:

USDA FSA 2006 Feed Indemnity Program Fact Sheet:
http://www.fsa.usda.gov/FSA/printapp?fileName=pf20060501_distr_en_fiphurr06.html&newsType=prfactsheet

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office,
 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

USDA Farm Service Agency (FSA) American Indian Livestock Feed Program (AILFP)

The US Department of Agriculture's (USDA) American Indian Livestock Feed Program (AILFP) has provided financial assistance to livestock producers who purchased livestock feed for livestock that occupied tribal-governed land in a county designated as a primary disaster county under a presidential or USDA secretarial disaster declaration. To participate in AILFP, the tribal government must be approved by the Farm Service Agency (FSA) deputy administrator for farm programs. All livestock producers determined eligible for assistance will receive payments equal to either 30% of the feed needs based on the type and number of eligible livestock occupying the tribal-governed land during the disaster period or to the actual cost of livestock feed purchased during the disaster period, whichever is less.

Eligible Applicants

- Producer must have owned or leased livestock for at least 60 calendar days.
- Producer must have the legal right to use tribal-governed land for livestock.

- Producer must submit CCC-644, AILFP Payment Application, and it must be approved by the tribal government.
- Producer must provide receipts for purchases of livestock feed with the AILFP payment application.

Eligible Costs and Requirements

Purchased livestock feed for the following animals:

- Beef and dairy cattle
- Buffalo and beefalo raised on the same basis as beef and dairy cattle and intended for human consumption
- Elk
- Reindeer
- Equine, including horses, mules, and donkeys for human consumption or for the production of food for human consumption
- Sheep
- Swine

References:

FSA disaster Web site:

<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=diap&topic=landing>

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

Contacts:

USDA Farm Service Agency local offices:
<http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

North Carolina Farm Service Agency State Office,
 919-875-4800, <http://www.fsa.usda.gov/nc/>

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDACS)

Emergency Programs Division

The goal of the Emergency Programs Division (EP) of the NC Department of Agriculture and Consumer

Services (NCDACS) is the reduction of vulnerability to, or the impact from, any disaster affecting the agricultural community of North Carolina. EP provides leadership within the NCDACS and the agricultural community for emergency preparedness and response. It also establishes public-private partnerships between vital government agencies, industry, and volunteers.

Responsibilities

The Emergency Programs Division, in collaboration with the State Animal Response Team (SART), USDA Animal and Plant Health Inspection Service (APHIS), NC Cooperative Extension Service, and others, evaluates the effect of the disaster on the agricultural animal industry.

EP leads the response in providing technical guidance and assistance to producers and the agricultural industry in managing mortality or necessary services to prevent further mortality. EP collaborates with SART and other divisions in conducting assessments or coordinating local response.

Contact:

Director of Emergency Programs, 919-807-4300,
<http://www.ncagr.com/oepr/>

State-Funded Agricultural Assistance Programs

In the past, the state has provided the following agricultural programs, all of which require a special appropriation or allocation of funds.

Farm Structure and Equipment Loss. The state has provided funds to assist with repair and replacement of damaged and destroyed farm structures and equipment.

Eligible Applicants. Financial assistance has been made available in disaster declared counties to farmers who have sustained farm structure and equipment losses.

Eligible Costs. Loss from disaster damage to structures or equipment in use by a commercial farming operation at the time of the storm.

Crop Loss Assistance. The state has provided funds for crop loss using USDA FSA Crop Disaster Program (CDP) criteria. However, CDP reimburses losses for certain crops only. The NC Crop Loss Assistance program historically has provided assistance for all verified agricultural crops.

Eligible Applicants. All agricultural producers with verified agricultural crop loss. All applicants should register with FSA, regardless of whether their crops are covered by FSA programs.

Eligible Costs. Historically, assistance has been provided for up to 17% of the estimated crop loss.

Grants and Loans to Commercial Fishermen. The state has provided funds to provide grants and loans to compensate commercial fishermen, including trout farmers, for up to 60% of their combined losses.

Eligible Applicants. All commercial fishermen, including trout farmers, who incurred equipment losses and reductions in harvests as a direct result of the declared disaster.

Eligible Costs. Equipment losses and losses for reductions in harvests.

Registration and Application

In the counties declared as disaster areas, producers and fishermen affected by the disaster should register with both FSA and the state. State registration can be done through the Recovery Assistance Centers (RACs) in the NC Cooperative Extension offices or through the Governor's Emergency Information Bilingual Hotline. Registrants must provide documentation of loss and appropriate records from the Farm Service Agency.

NCDACS is responsible for reviewing applications, soliciting additional information, and determining the validity of the claim. Assistance may be requested from the NC Cooperative Extension, the Division of Soil and Water Conservation within the Department of Environment and Natural Resources, or the USDA Natural Resource Conservation Service (NRCS) for support in the claim verification process. NCDACS makes the final determination of the amount payable and issues payments, given availability of funds.

For more information on applying for assistance, see "Registering and Applying for Disaster Aid and Assistance" in the Overview of Emergency and Disaster Management section of this document.

Reference:

Senate Bill 7, Session Law 2005-1 (Hurricane Recovery Act of 2005)

Contact:

NCDACS, Emergency Programs Division, 919-807-4300, <http://www.ncagr.com/oep/>

Additional NCDACS Agencies Involved in Disaster Recovery**Agricultural Statistics Service**

Assessment Responsibilities. Agricultural Statistics Service analyzes flash reports provided from the County Emergency Boards (CEBs) and publishes the results.

CEB flash reports provide type of crop or product damage, acreage or number of animals involved, and the percent damage to the crop. The Agricultural Statistics Service uses previous market values and crop history to determine the economic value of the loss. This is the official damage estimate to be used by state and federal authorities in determining the extent of a disaster and the availability of assistance programs.

Damage estimates are updated and published daily as long as flash reports or updated damage reports are submitted to the FSA.

Contacts:

Director, Agricultural Statistics Division:
919-856-4394

Agricultural Statistics Service,
<http://www.ncagr.com/stats/index.htm>

Hurricane Information,
<http://www.ncagr.com/oep/preparedness.htm>

Food and Drug Protection Division

Assessment Responsibilities. In the event of a disaster, the Food and Drug Protection Division is responsible for assessing the safety of any potentially affected food products. In accordance with the NC Food, Drug, and Cosmetic Act, a food is deemed adulterated if it has been produced, prepared, packed, or held under unsanitary conditions whereby it may have become contaminated with filth or rendered diseased, unwholesome, or injurious to health.

Crops and other foods that have come in contact with floodwaters, for example, are potentially exposed to sewage, heavy metals, pathogenic microorganisms, and other contaminants and would be considered unfit for consumption.

Foods deemed to be adulterated are embargoed, and a regulatory specialist witnesses their proper disposition. Proof of the embargo is provided to the agent in charge, listing the estimated value and quantity of the product embargoed.

Timeline. Once conditions have been deemed safe, the Food and Drug Protection Division promptly follows up with all producers potentially affected by the disaster. Workload demands, size of the disaster, and available personnel and transportation dictate response times. Every effort is made to perform inspections of affected areas, but business owners may wish to contact the division to ensure an inspection will be conducted.

Resources Required. Regulatory specialists are required to carry out the division's responsibilities. They include NCDACS agents as well as Food and Drug Administration (FDA) and USDA agents with embargo authority. Regulatory specialists require transportation to the affected sites and personal protective equipment (PPE) based on the disaster. The food producer is responsible for proper disposal of embargoed products under the supervision of a regulatory specialist.

Reporting Procedures. Producers, manufacturers, retailers, and transporters who believe their crops or other food products are unfit for consumption should contact the food administrator within the Food and Drug Protection Division once the area is deemed safe to arrange for an inspection.

Assistance Programs. The Food and Drug Protection Division does not offer any financial assistance programs at this time. However, the division may participate in state, federal, or private initiatives and programs that assist farmers in recovery by performing inspections and embargoing products if deemed necessary. Examples of program administrators include private insurance companies, FEMA, and FSA.

Reference:

NCDACS policies: Flood Damaged Food Crops, Disposition of Adulterated Foods

NC Food, Drug, and Cosmetic Act § 106-284.38,
http://www.ncga.state.nc.us/enactedlegislation/statute/html/bysection/chapter_106/gs_106-284.38.html

Contact:

Food and Drug Protection Division, Director, 919-733-7366

Pesticides Section

Responsibilities. The Pesticide Section has responsibility for regulating and monitoring the use and disposal of pesticides. Under disaster conditions, assistance may be necessary to determine if hazardous pesticide conditions exist, the method for safe removal and disposal of pesticides, disposal of pesticide containers, and the emergency use of pesticides for animal or human health reasons.

Contact:

Pesticide Section Administrator, 919-733-3556

Plant Industry Division

Responsibilities. This division is responsible for the prevention and quarantine of potentially invasive or pest plant species that may be introduced by transportation of hay or other plant material to or within North Carolina as feed assistance to agricultural producers.

Contact:

Plant Industry Division Director, 919-733-3933

Research Stations Division

Responsibilities. The Research Stations Division of NCDACS partners with the North Carolina Agricultural Research Service at NC State University in the use and management of 18 research stations across North Carolina. These facilities house personnel with expertise in a variety of agricultural commodities. The stations also have physical assets that may be requested during disaster situations. Research station equipment and personnel may be available for response and recovery operations requiring farm and transportation equipment. Some facilities operated by the Research Stations Division may be used to store supplies and materials for disaster recovery operations. They may also serve as a staging area for personnel and assets used in disaster response and recovery.

Contact:

Research Stations Division Director, 919-733-3236

Veterinary Division

The Veterinary Division of the North Carolina Department of Agriculture and Consumer Services is

the lead state agency responsible for animal health issues in disasters and has legal responsibility for animal disposal.

Animal Burial Guidelines for a Declared Emergency. After a disaster, proper burial and disposal will prevent potential public health problems, including the spread of harmful pathogens, ground and surface water contamination, and uncontrolled pests. The state Animal Burial Guidelines are designed to insure proper disposal.

The owner or person in charge of the domesticated animals is responsible for burial of domesticated animals within appropriately 24 hours of knowledge of the death.

The municipal or county government is responsible for designating the appropriate persons to dispose of any domestic dead animal whose owner cannot be identified.

The Emergency Programs Division of NCDACS assists with recommendations regarding the disposal method for livestock remains, including, but not limited to, swine, poultry, and cattle. Recommendations are based on public and animal health, cost, and available resources.

The state health director and, by extension, each county health director, is charged with preventing health risks and disease and promoting a safe and healthful environment. To the extent that dead animals pose a threat to human health, state and local health directors have authority to investigate and act on matters related to animal deaths after a disaster.

The NC Environmental Management Commission protects the groundwater quality with rules and standards that may not be exceeded without a permit issued under the authority of the commission.

The Groundwater Section of DENR's Division of Water Quality is responsible for the administration and enforcement of groundwater quality rules.

References:

Animal Burial Guidelines:
<http://www.dhhs.state.nc.us/docs/hurricaneburial.htm>

North Carolina General Statute 106-403

Administrative Rules, Subchapter 52C - Control of Livestock Diseases: Miscellaneous Provisions, Section .0100 - Diseased and Dead Animals

15A NCAC Subchapter 2L - "Classifications and Water Quality Standards Applicable to the Groundwaters of North Carolina"

Contacts:

NCDACS State Veterinarian, 919-733-5657.

NC DENR Division of Water Quality/Groundwater Section, 919-733-7015

NC DHHS Division of Public Health/Epidemiology and Communicable Disease, 919-715-6733.

NC COOPERATIVE EXTENSION SERVICE

The NC Cooperative Extension Service has county extension agents in every county. These agents are a valuable resource for producers in assisting with recovery. The county offices serve as Recovery Assistance Centers (RACs) for registration and application for assistance for agriculture and other needs, including housing and business assistance.

Assessment Responsibilities. The county field faculty (county agents) of the North Carolina Cooperative Extension Service have responsibility for serving on the county emergency board. They are required to assist in agricultural damage assessment and preparation of a flash report.

County field faculty are also required to help develop updated damage assessments as requested by the chair of the county emergency board.

Additional Responsibilities. Field faculty are expected to provide information to producers and other citizens on various aspects of crop, livestock, and agricultural operations management affected by a disaster.

The extension service facilitates other state and federal agencies in fulfilling their duties as they relate to agriculture. They operate and staff RACs in declared counties for assisting citizens in applying for available programs.

The North Carolina Cooperative Extension Service operates six 4-H camps across the state. These facilities may be available to serve as staging areas for response and recovery operations. Some locations have the capacity to potentially house and feed emergency or disaster personnel.

References:

NC Cooperative Extension Service, Disaster Information Center, <http://www.ces.ncsu.edu/disaster>

Extension Disaster Education Network (EDEN): <http://www.eden.lsu.edu>

Contact:

Associate Director for Agricultural Programs, NC Cooperative Extension Service
919-515-3252

NC STATE ANIMAL RESPONSE TEAM (SART)

The NC State Animal Response Team (SART) is an independent 501(c)3 organization that deals primarily with the sheltering of displaced pets when their masters' homes are severely damaged or destroyed.

Assessment Responsibilities. SART partners with state and federal agencies to assess the impact of a disaster on animal agriculture and companion animal populations.

Additional Responsibilities. SART supports county and state agencies with trained volunteers in disaster response and recovery phases. The volunteers work on assessment teams; facilitate communications with deployed personnel; enlist help from additional volunteers, agencies, and states as needed; and provide access to specialists on various topics of animal disaster management and recovery. Other responsibilities of SART include the following:

Implements a feed assistance program, collaborating with NCDACS and NCCES in hay donations and transportation

- Establishes and staffs shelters for companion animals in collaboration with the American Red Cross and other organizations responsible for sheltering humans
- Provides financial and logistical support to VMAT and other animal assistance units
- Provides management support for donations of animal feed, cages, medical supplies, and transportation related to disaster response and recovery
- Serves as a nonprofit fiscal agent in support of state-defined animal needs

For more information on shelters and SART, see the Housing section of this document.

Contact:

Executive Director of the State Animal Response Team, 1-888-989-SART.

<http://nc.sartusa.org/>

Business and Workforce

Disasters may affect North Carolina's commerce and workforce in many ways. To facilitate an effective recovery, the North Carolina Department of Commerce (DOC) works with many agencies, including the NC Small Business and Technology Development Center (SBTDC), a division of the University of North Carolina; the Employment Security Commission of NC (ESC); the US Small Business Administration (SBA); and the US Department of Labor to capitalize on each available opportunity to meet the state's most pressing needs.

Assessment of Damage. The governor must declare the affected locations a state disaster area prior to requesting federal assistance. The Federal Emergency Management Agency (FEMA) has the primary responsibility to assess damage in any major disaster. In disasters that are not large enough to justify a presidential disaster declaration, the Small Business Administration (SBA) may assess the number of damaged homes and businesses and declare an SBA agency disaster.

The North Carolina Department of Commerce and the Small Business and Technology Development Center do not provide damage assessments; they work with the assessments of FEMA, SBA, or the North Carolina Division of Emergency Management (NCEM).

Assistance. The extent of damage that occurred and the type of disaster declaration that is in effect will drive the level and type of assistance available to businesses. The primary state assistance available to businesses is recovery loans with a low-interest rate. Included in the following descriptions is information about the types of declarations that may be required and the business assistance resources available for a state, an SBA, or a federal declaration.

Section Contents

State Disaster Declaration
 US Small Business Administration (SBA) Disaster Declaration

- SBA Assistance Available
- State Assistance Available

 Presidential Disaster Declaration

- Business Disaster Assistance
- Emergency Bridge Loans
- SBTDC Business Counseling
- SBTDC First Responder Team
- Resources Required

 Summary of State Business Assistance
 Federal Disaster Unemployment Assistance (DUA)
 Federal Workforce Investment Act (WIA)
 National Emergency Grants

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

STATE DISASTER DECLARATION

The primary assistance available to businesses after a state disaster declaration is planning and counseling. A limited response is provided for a relatively small or localized disaster event. The primary elements of this program include the following:

- Use of existing SBTDC, community college, or local government facilities
- Publicity for the availability of SBTDC and the small business center (SBC) counseling services at the local community college at their regular offices
- Assistance provided by the Employment Security Commission of North Carolina (ESC) to workers about unemployment insurance benefits for temporary dislocation and about long-term retraining if a business closed permanently following a disaster

- Counseling for business owners about contingency plans in case of a disaster, including a backup location for business records, a plan for employees about what to expect, and a plan for cleanup and reopening of the business

If a Type III state disaster is declared, the state may make available additional programs if necessary.

US SMALL BUSINESS ADMINISTRATION (SBA) DISASTER DECLARATION

The SBA may issue a disaster declaration in cases where the governor has requested federal assistance, regardless of whether or not FEMA has determined that a full presidential declaration is not warranted.

SBA Assistance Available

SBA low rate, long-term loans to both businesses and homeowners to aid in their recovery from a disaster. In both SBA and presidential declarations, SBA loans are the only federal recovery assistance available to businesses.

SBA Disaster Recovery Centers. Under an SBA declaration, the SBA opens one or more disaster recovery centers in the declared counties and staffs them with loan officers to assist disaster victims with their paperwork. FEMA is not involved with this recovery effort.

State Assistance Available

The state does not provide financial assistance to disaster victims in addition to SBA assistance following an SBA-declared disaster. State assistance is the same as that for a state-declared disaster.

- Use of existing SBTDC, community college, or local government facilities
- Publicity for the availability of SBTDC and the small business center (SBC) counseling services at the local community college at their regular offices
- Assistance to displaced workers and business owners provided by the Employment Security Commission of North Carolina (ESC)
- Ensuring via the ESC that workers are aware of their unemployment insurance benefits for temporary dislocation

- Ensuring that employees are aware of long-term retraining benefits that may be available through the ESC if an employer is permanently closing a business
- Prior encouragement for business owners to make contingency plans in case of a disaster, including a backup location for business records, a plan for employees about what to expect, and a plan for cleanup and reopening of the business

In addition, the Small Business Centers and the SBTDC can provide significant assistance to applicants for SBA loans.

If the SBA declines the loan, counselors can help re-package the loan request and address weaknesses noted by the SBA.

These services would be offered using existing facilities. Should the state increase the level of its response, the SBTDC first responder team could be activated and moved to the scene of the disaster in a few days. However, there would be a cost attached to this heightened response.

PRESIDENTIAL DISASTER DECLARATION

A presidential disaster declaration provides the most federal assistance to the affected area. The declaration includes full FEMA assistance that covers both public assistance and individual assistance. SBA loans are available to both businesses and homeowners at reduced rates and for longer than normal terms.

After a presidential declaration, the state will aim to make a decision quickly, so that it can maximize the use of federal funding. If the state determines that it is necessary to establish a state business assistance program, it should establish it while the SBA application period is still open. This practice ensures that all qualified applicants receive SBA assistance and that the state then meets the needs of those who do not qualify for SBA assistance.

Typically, disaster victims have 90 days to apply for SBA assistance after a disaster.

Business Disaster Assistance

State supplemental funding provided business assistance for Hurricane Floyd and the 2005 floods, both presidentially declared disasters. The Business Disaster Assistance Program (BDAP) has two parts:

- Loans to businesses *not receiving SBA* funding
- Rebates for three years of interest cost to those businesses that received SBA loans. This program is designed to equalize the cost of loans for those businesses able to borrow from the SBA and for those unable to do so. As mentioned below, the program for the state of North Carolina has no interest cost for the first three years.

The North Carolina Business Disaster Assistance Program provides funding for both physical and economic damage (working capital) but does not exceed the total amount of loss the business incurred.

Loans in the state program can supplement SBA funding that did not cover the entire business loss.

The eight-year program carries an interest rate equal to that offered by the SBA. Loans are underwritten to liberal credit standards, but the state does expect them to be repaid. Loans to corporations or to partnerships must be guaranteed by any individuals who own more than 20% of the business. If a company accepts an SBA loan, then it may apply to the state for a rebate equal to the interest cost for the first three years on the loan.

The program offers an eight-year unsecured loan that is guaranteed by the principals. The first three years of the loan are both interest and payment free. At the 37th month, a regular monthly payment starts; this will be adequate to amortize the balance over the remaining 60 months at the same loan rate that the SBA is using for their disaster business loans. The rebate program refunds the cost of interest for the first three years to borrowers who successfully complete the SBA process. This rebate is intended to provide parity in cost between the two programs.

The state program for disaster assistance to businesses is designed to use federal disaster assistance as the primary recovery tool. State funding should be reserved for those businesses with a disaster loss that are unable to qualify for an SBA loan. While this loan program is by design a high risk loan program, there are legitimate needs that may not be met by the SBA program. The state programs should remain open, but probably at a reduced staffing level, 90 days longer than the SBA application period. This will allow adequate time for the SBA to process applications, decline the loan (if appropriate), and then allow SBTDC to rework and resubmit the loan. This would extend the response out to six months after the disaster, by which time businesses should have reopened and assessed their permanent capital needs.

Emergency Bridge Loans

If the SBA anticipates that an approval process will take 21 days or longer, the state may provide interim emergency bridge loans to cover the gap between the time of the disaster and the point at which the business owner receives the SBA loan.

Emergency bridge loans can place \$10,000 in the hands of business owners approved for an SBA loan. Recipients repay the bridge loan from the proceeds of their SBA loan.

The borrower signs an unsecured note to the state and executes an assignment of loan proceeds to be honored by the SBA. Prior to SBTDC approval of the bridge loan, the SBA must provide a reasonable level of indication that it will approve the applicant for the SBA loan. The SBA will also agree to fund the interim loan from the first draw of the SBA loan. Any loans not ultimately approved by the SBA would automatically roll over to the long-term state program.

The NC Department of Commerce and the SBTDC can implement the emergency bridge loan program within a week of program approval.

The interim program should be rolled out as soon as possible after the disaster, but it should be discontinued 30-45 days after inception. By that time, the SBA system should be working, as well as any state programs.

SBTDC Business Counseling

If business disaster assistance is made available while the SBA window is still open, the SBTDC can provide counseling to SBA applicants to assist them with their SBA loan applications. After Hurricane Floyd, the SBDTC assistance increased the approval rate to 70% from the normal 50% approval rate.

If the state decides to implement the Business Disaster Assistance Program (BDAP), it is important that implementation begin prior to the deadline for applying for SBA assistance and while the SBA window is still open.

The state's supplemental business program also requires that the SBA decline an applicant before they became eligible to apply to the state loan program. As a result of the counseling, the borrowers may be successful in using federal loan funds to meet their credit needs instead of having to use limited state dollars to fund the loans.

If the state decides to provide supplemental funding for business recovery, these loan and rebate programs can be made available on short notice.

The Governor's Hotline can refer callers to the Business Hotline and to the Business ServiCenter for information. In addition, the Disaster Assistance Centers, located in the NC Cooperative Extension Service offices, house business counselors who actually meet with disaster victims to provide assistance.

SBTDC First Responder Team

After the long-term state program is approved (preferably while the SBA is still accepting applications), the SBTDC immediately activates their first responder team to lead the response effort in the affected area. This group is responsible for leading the outreach effort, setting up an office, and starting work with affected businesses. This may involve both providing assistance with SBA applications and general financial planning assistance while these companies struggle to get started again after the disaster. This team is the focal point for both the interim loan program and the long-term program.

Resources Required

The state must provide an adequate budget for both the loan programs and program administration.

Wachovia administered the two previous loan programs. The Hurricane Floyd loan program was at no cost to the state. The 2004 recovery program will cost \$135,000 for the eight-year period.

The SBTDC had a first year charge of \$250,000 and then a management charge of \$150,000 per year for the remaining years. This number may vary significantly due to the size and scope of the disaster.

Specific administrative charges and the ultimate need for a loan pool are directly related to the size of the disaster. Initially, an administrative cost of \$1,500,000 should be made available with a loan pool of \$10,000,000 (note that these programs must be managed for eight years). Any costs for the interim emergency bridge loan program are in addition to the long-term program but are minimal.

The resources required for the state emergency bridge loan program include a \$2 million loan budget plus minimal administrative cost.

SUMMARY OF STATE BUSINESS ASSISTANCE

The state of North Carolina offers an array of business disaster recovery services during a recovery period, ranging from counseling to loan and rebate programs. The services offered depend upon whether the critical event is declared a disaster by a state disaster declaration, an SBA disaster declaration, or a presidential disaster declaration.

The governor and senior disaster management personnel should decide within ten days of the date of the disaster whether the state will offer business disaster assistance and at what level. The timing of the decision is critical to the overall success of the effort and to meeting the credit needs of damaged businesses.

The best use of state funding is achieved when the state program is used as a loan program of last resort. This requires that the applicant be declined twice by the SBA before becoming eligible for state funding. This can be achieved by a timely announcement of the program. In this manner, actual state support can be minimized while still meeting the credit needs of the disaster victims.

References:

Code of Federal Regulations, Title 13, Volume 1, Part 123, SBA Disaster Loans, http://www.sba.gov/tools/resourcelibrary/lawsandregulations/SBA_010228.html

Contacts:

US Small Business Administration (SBA), 1-800-659-2955, <http://www.sba.gov/>

SBA Disaster Recovery Information: <http://www.sba.gov/services/disasterassistance/index.html>

NC Small Business and Technology Development Center (SBTDC), 1-800-258-0862, <http://www.sbtcdc.org/>

NC Department of Commerce, Director of Business Retention and Expansion, 919-715-7393, <http://www.nccommerce.com/>

FEDERAL DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

Disaster Unemployment Assistance (DUA) provides financial assistance to individuals whose employment or self-employment has been lost or interrupted due to a presidentially declared disaster. This program is located in the US Department of Labor, Employment and Training Administration (DOLETA). The Employment Security Commission of NC administers DUA as a federal agent.

Eligible Applicants. DUA is available to previously employed or self-employed US nationals and qualified aliens who meet the following qualifications:

- Worked, or were scheduled to begin work, in a federally-declared disaster area
- Can no longer work due to the disaster's physical damage to the place of employment
- Can establish that the work or self-employment they can no longer perform was their primary source of income
- Do not qualify for regular unemployment insurance benefits from the state
- Can not perform work or self-employment because of an injury or because they were incapacitated as a direct result of the disaster
- Became the breadwinner or major support of a household because of the death of the head of the household
- Cannot work or perform self-employment due to closure of a facility by the federal government
- Lost a majority of income or revenue because the employer or self-employed business was damaged, destroyed, or closed by the federal government

Suffering a monetary loss due to damage of property or crops does not automatically entitle an individual to disaster unemployment assistance.

Benefits. DUA is available to individuals for up to 26 weeks after the major disaster, as long as their unemployment continues to be a result of the major disaster. The maximum weekly benefit amount is determined by North Carolina law for unemployment insurance.

References:

US Department of Labor Employment and Training Administration (DOLETA) Web site:

<http://www.ows.doleta.gov/unemploy/disaster.asp#content>

20 *Code of Federal Regulations*, Part 625

Section 410, US Stafford Act

Contact:

Employment Security Commission of NC, Director of Unemployment Insurance, 919-733-3121, <http://www.ncesc.com>

FEDERAL WORKFORCE INVESTMENT ACT (WIA) NATIONAL EMERGENCY GRANTS (NEG)

The Workforce Investment Act National Emergency Grants (NEGs) are time-limited, special purpose grants for dislocated workers. The grants are funded at the discretion of the secretary of the US Department of Labor. NEGs provide supplemental funds to help states and other eligible entities respond to the needs of dislocated workers and communities affected by worker dislocation events.

The US Department of Labor, Employment and Training Administration (DOLETA) funds this program. The Division of Employment and Training (DET) in the NC Department of Commerce submits the application for the grant to the US Department of Labor after the US secretary of labor determines an eligible event has occurred. DET distributes North Carolina's grant award to the local area, county, or other consortium designated to assist the area where the eligible event occurred.

Eligible Applicants. Events which may qualify for national emergency grants include the following:

- Emergencies or natural disasters, as defined in the Stafford Act, which have been declared eligible for public assistance by FEMA
- Plant closures or mass layoffs affecting 50 or more workers at a single site of employment
- Closures and realignments of military installations
- Multiple layoffs in a single local community that have significantly increased the total number of unemployed individuals in a community
- Other events, as determined by the US Department of Labor secretary

Eligible Benefits. NEGs may provide the following:

- Disaster relief employment to a state affected by a federally-declared disaster
- Disaster relief employment on projects that provide food, clothing, shelter, and other humanitarian assistance for disaster victims; and projects involving demolition, cleaning, repair, renovation, and reconstruction of damaged and destroyed structures, facilities, and lands located within the disaster area
- Employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs, or closures and realignments of military installations
- Employment and training assistance to workers who have been laid off, including job search, job placement assistance, and useful labor market information; career counseling, comprehensive assessment of an individual's employability, development of a personal employment plan, workshops on interviewing and resume preparation, and occupational training linked to local job opportunities; supportive services, such as transportation and needs-related payments
- Employment and training activities (retraining, job search, assessment, etc.) to enable workers who will not be recalled to qualify for new employment.
- Individuals who may be offered disaster relief employment are people who are temporarily or permanently laid off as a consequence of the disaster, dislocated workers, and individuals who are unemployed long-term (as defined by the governor). The duration of employment for any one disaster event is typically six months of work. Administrative requirements generally limit wages for any one individual to \$12,000, but this restriction may be waived.

References:

NC Department of Commerce, Division of Employment and Training (DET),
<http://www.nccommerce.com/en/WorkforceServices/>

US Department of Labor Employment and Training Disaster Assistance,
http://www.doleta.gov/Katrina/eta_default.cfm

Workforce Investment Act (WIA), Section 132(a)(2)(A), Grants, WIA Section 173

Funds reserved under Workforce Investment Act (WIA) Section 132(a)(2)(A) to provide financial assistance to eligible applicants for grants under WIA

Section 173 are used to fund the National Emergency Grants.

Contacts:

NC Commission on Workforce Development, 919-715-3300
<http://www.nccommerce.com/en/WorkforceServices/>

NC Department of Commerce, Division of Employment and Training, 919-329-5260

Employment Security Commission of NC, Director of Unemployment Insurance, 919-733-3121,
<http://www.ncesc.com>

US Department of Labor, Employment and Training Administration, 1-877-US-2JOBS,
<http://www.doleta.gov/neg/>

Communications and Outreach

Communicating information is one of the most important activities necessary for effective disaster recovery. The state partners with a wide range of organizations and agencies, and these partnerships rely on sharing information with each other and the public.

This section describes methods of communication that were successful for previous disaster recovery. It is based on the “Operation Brighter Day” (OBD) campaign, which publicized the application process and recovery programs made available by the 2005 Hurricane Recovery Act.

The primary message of long-term disaster recovery must be the collaboration needed among state, local, and federal agencies to serve affected individuals and businesses in order to help them repair damages and return to normalcy.

Optimal flow of information to citizens, local government officials, recovery agencies, and other groups is imperative throughout the process of disaster recovery. Because so many state agencies are involved in the long-term recovery, it is important to coordinate outreach efforts in order to reduce or avoid confusion and to ease the recovery process for disaster victims.

Section Contents

Joint Information Center (JIC)
 State Disaster Recovery Team (SDRT)
 Communications and Outreach Subcommittee
 Maintaining Public Exposure
 State and Local Coordination
 Resources for Specific Audience Outreach

- Agricultural Interests
- Business Community
- Congressional Delegation
- General Public
- Local Elected Officials and Public Managers
- Local Emergency Managers
- Media
- Nonprofit Organizations, Including Volunteer and Faith-Based Groups
- Schools
- State Agencies
- State Legislators
- Special Needs

Information Release Authority
 Communication Resources Available

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

JOINT INFORMATION CENTER

When the State Emergency Response Team (SERT) is activated, the Joint Information Center (JIC) is established and colocated with the State Emergency Operation Center (EOC). The JIC is staffed by public information officers (PIOs) from various state agencies under the lead of the NC Department of Crime Control and Public Safety Public Affairs Office. The JIC issues press releases, handles media calls, and coordinates press briefings for the Governor’s Office and other agencies responding to the emergency. Once the SERT is deactivated, the JIC is also closed and public information duties return to the respective state agencies.

However, the need for public information and community outreach does not end when the emergency phase of the operation is over. In fact, it can become even more important to disseminate information after the news media reduces or drops the focus on the disaster response.

Reference:

NC Emergency Operations Plan, Appendix 1 to Annex A: Public Information,
<http://www.nccrimecontrol.org/div/EM/Publications/NCEOPSep2005.pdf>

STATE DISASTER RECOVERY TEAM (SDRT) COMMUNICATIONS AND OUTREACH SUBCOMMITTEE

Just as the State Disaster Recovery Team (SDRT) is responsible for coordinating the state’s disaster recovery efforts, the Communications and Outreach Subcommittee coordinates the communications and outreach strategy for these recovery efforts. The Communications and Outreach Subcommittee will be

led by the CCPS PIO and Governor's Press Office with members from these agencies:

- Division of Emergency Management
- Governor's Office – NC Commission on Volunteerism and Community Service
- Office of State Budget and Management
- NC Department of Agriculture and Consumer Services PIO
- NC Department of Commerce PIO
- Other PIOs or subject matter experts as necessary

MAINTAINING PUBLIC EXPOSURE

Once the initial emergency response phase of a disaster is over, the news media and people outside the disaster area typically turn their attention elsewhere. Therefore, it is important to keep information flowing to the public through sources other than the news media. The state should promote recovery successes so that citizens can see progress being made, and it should keep broadcasters and journalists aware of newsworthy events.

NC Emergency Management (NCEM) holds meetings with local government agencies to make them aware of the various recovery programs. The meetings are usually coordinated by the NCEM Public Assistance Office and may involve Federal Emergency Management Agency (FEMA) officials if a federal disaster declaration has been obtained. These meetings are a crucial aspect of the outreach effort.

STATE AND LOCAL COORDINATION

The plan for state and local communication begins with the premise that local authorities are eager to publicize timely messages of local importance to inform their constituents of recovery programs and efforts. Emergency Management, in conjunction with the Governor's Office, should meet with local officials and state legislators to inform them about the types of state recovery programs and funding available. They should also meet to update them periodically on recovery efforts and should publicize the meetings to local news media to keep recovery effort information flowing to the public.

RESOURCES FOR SPECIFIC AUDIENCE OUTREACH

State agencies and other organizations already have mechanisms in place to reach their specific audiences. The following resources exist for outreach to these interest groups. A specific list of names, phone numbers, and e-mail addresses appears in the Contact Information Section of this guide.

Agricultural Interests

NC Department of Agriculture and Consumer Services

Agricultural Review. This newspaper, published 11 times a year; is typically mailed at the beginning of the month (except the November/December issue, which is mailed in late November.) The deadline for article submission is the first of each month for the following month's issue.

Web site. NCDACS updates its Web site (<http://www.ncagr.com/>) as necessary and includes a hurricane and disaster page at <http://www.ncagr.com/oep/aganimalsindisasters.htm>

E-mail groups. The Public Information Office of NCDACS can create e-mail groups for various commodity organizations and other agricultural groups as needed. The College of Agriculture and Life Sciences at NC State University also maintains e-mail lists and contact information on all the commodity organizations.

NC Cooperative Extension Service

The NC Cooperative Extension Service (NCCES) at NC State University serves as a key distribution mechanism through its county agents. It offers the following resources:

- A commodity relations specialist who can communicate with all commodity organizations
- Membership (and leadership) in the National Extension Disaster Education Network at <http://www.eden.lsu.edu>
- Agent offices that serve as Recovery Assistance Centers (RACs) where victims register and apply for disaster assistance

Business Community

NC Citizens for Business and Industry (NCCBI) is the state's largest business group with more than 2,000 members. Each month, it publishes the North Carolina Magazine, which explores issues in business management, politics, state government, international trade, finance, and economic growth. The submission deadline is usually six weeks before the publication date.

NCCBI also issues two online newsletters, the weekly Legislative Bulletin when the General Assembly is in session, and the monthly For Members Only newsletter at other times of the year. These online newsletters are delivered by e-mail to more than 2,000 readers.

Congressional Delegation

The Governor's Washington, DC, Office maintains regular contact with North Carolina's congressional delegation. The Governor's Press Office works with the Washington office to determine what information to send to the congressional delegation using existing communication methods.

General Assembly

The Governor's Legislative Office maintains regular contact with members of the General Assembly. The Governor's Press Office works with the Governor's Legislative Office to determine what information to send to legislators via email. In addition, the governor meets with General Assembly members who represent areas damaged by the disaster to discuss the state's response.

General Public

The first major step of the recovery outreach process is an announcement of the registration process for disaster programs. Constituents are advised that their first and best resource is their local county Cooperative Extension Service offices, which are referred to as Recovery Assistance Centers (RACs). Agents there assist in the registration process but do not determine whether an applicant is qualified to receive funds.

The following methods are among those for disseminating disaster-related registration information to the public:

- News releases from the Governor's Press Office
- Press events located in the affected area(s)
- Meetings with local officials and covered by the news media
- Television programs conducted by the Agency for Public Telecommunications
- A Web site dedicated to recovery programs (e.g., <http://www.operationbrighterday.org>)
- Posters distributed to state and local government agencies and private businesses for display in public places, such as grocery and convenience stores and government offices visited by the public
- Flyers printed as padded tear sheets for easy distribution (bag stuffers, counter supply, mailers, etc.)
- Signs placed in front of Recovery Assistance Centers
- The Governor's Bilingual Emergency Information Hotline for taking applications or directing citizens to the appropriate agency for answers to questions

Earned media events and press releases should continue periodically throughout the recovery period. Recovery program employees should watch for human interest stories, important events, or milestones that warrant media coverage.

News releases should be distributed by e-mail and placed in publications by state agencies involved in the recovery programs.

Outreach Campaign

The SDRT Communications and Outreach Subcommittee may develop a disaster-recovery slogan, logo, and color scheme to use on materials. The slogan should be brief, easy to remember, and easily graphically portrayed. Operation Brighter Day used a logo of a bright sun rising over a map outline of the state. A camera ready image of the logo was posted on the Web site for use by news media doing storm recovery stories.

Several resources are available within state government for production of posters, flyers, etc. Graphic artists work in the public information offices of the Departments of Transportation, Health and Human Services, Environment and Natural Resources, and Crime Control and Public Safety. Print shops are located in the Departments of Correction and Transportation.

Local Officials and Public Managers

The NC League of Municipalities and the NC Association of County Commissioners are excellent resources for reaching local officials and public managers.

NC League of Municipalities (NCLM)

The NCLM Web site (<http://www.NCLM.org>) is updated almost daily.

Southern City is published monthly and mailed around the 15th of each month. The deadline for article submission is the first of each month.

The *League Letter* is published monthly and mailed around the first of each month. The deadline for article submission is the 15th of the preceding month.

E-mail groups include town managers and administrators, attorneys, clerks, public works directors, mayors, budget directors, fire chiefs, human resource directors, PIOs, public safety directors, police chiefs, risk management directors, and finance officers.

Note: A number of municipalities lack e-mail accounts; some still have no fax machines. For some e-mail groups, NCLM has limited addresses. NCLM also can produce electronic mailing labels for local officials and public manager groupings.

NC Association of County Commissioners (NCACC)

The NCACC Web site (<http://www.ncacc.org/>) is updated daily.

CountyLines is published and mailed in the middle of the month. The article submission deadline is the first Monday of each month.

E-mail groups send out e-mail newsletters regularly. These groups include virtually all county department heads, such as managers, finance officers, budget officers, tax collectors, sheriffs, registers of deeds, emergency managers, health directors, etc.

Local Emergency Managers

The NC Division of Emergency Management (NCEM) maintains an e-mail list of all local emergency management officials across the state. The NCEM Director's Office sends news releases and other disaster recovery information to officials based on the disaster area. Local emergency

managers are encouraged to use available local communications resources to distribute information in their counties (special needs contact lists, Web sites, calling systems that issue alerts, posters and flyers in public locations, etc.).

Media

The Governor's Press Office sends news releases to its media list and also posts the information on the Governor's Office Web site. The state agency responsible for the disaster recovery program referenced in the news release also posts the information on the Web. The Governor's Press Office and the appropriate state agency organize press events as needed. Media outlets in areas bordering North Carolina (Virginia, Tennessee, Georgia, and South Carolina) need to receive this state's disaster-related press releases.

Nonprofit Organizations

North Carolina Voluntary Organizations Active in Disaster (NCVOAD) consists of community and faith-based organizations with people trained to respond to disasters in many ways. During disasters, NCVOAD has a presence at the Emergency Operations Center in the Human Services Section and works closely with the NC Commission on Volunteerism and Community Service. They also coordinate with NCEM on other issues throughout the year. The commission forwards information to the NCVOAD for distribution to their members as needed.

Schools

The NC Department of Public Instruction (DPI) maintains contact information for all county school systems in the state. While the schools lack the resources to copy materials and distribute them to students on a regular basis, initial information about the disaster recovery process can be shared with school systems with a request to distribute it by available means. Agencies may send flyers, tear sheets, or other printed items to schools in the disaster area for students to take to parents. DPI's Communications and Information Division is the point of contact to initiate the information flow.

State Agencies

The Governor's Press Office maintains an e-mail list of the public information officers in the Governor's Cabinet and Council of State. The Press Office distributes appropriate information to state agencies through agency PIOs as needed with the request to forward the information to state employees, to include it in agency newsletters, etc.

Special Needs

Governor's Emergency Information Bilingual Hotline

The Governor's Emergency Information Bilingual Hotline can be activated to provide information to the public and to take applications for state disaster programs that are implemented. The NC Commission on Volunteerism and Community Service in the Governor's Office operates the bilingual hotline (1-888-835-9966 or 1-877-877-1765 for the deaf and hard of hearing).

The hotline is activated at the governor's discretion. Its purpose changes due to the nature and stage of the disaster. Hotline uses have included the following:

Information. Early on, hotline operators provide information about the storm, hazards, ordinances, important changes, and the availability and location of goods and services.

Requests (limited use). Although victims may call the hotline for help, its primary purpose is not for procuring aid prior to the registration process.

Donation acceptance. Potential donors may call the hotline to discuss monetary or other donations.

Registration. In the long-term, victims may register to apply for state assistance.

NC Department of Health and Human Services (DHHS)

The Office of Public Health Preparedness and Response in the NC Department of Health and Human Services (DHHS) has numerous e-mail and teleconferencing capabilities with the state's health care community.

CARE-LINE (1-800-662-7030 or TTY 1-877-452-2514), operated by DHHS, serves as a resource for all citizens and includes multilingual operators. The DHHS PIO relays disaster-related recovery information to CARE-LINE.

The Hispanic PIO serves as the state's liaison to Hispanic/Latino media outlets during emergencies.

Local Authorities

To help in an emergency, local emergency management agencies maintain lists of residents with special needs, including those who are blind or deaf, homebound, mobility impaired, or on oxygen.

If these residents live in a disaster-related area, local emergency managers should make an extra effort to inform them of available recovery programs.

INFORMATION RELEASE AUTHORITY

The Governor's Press Office is the final release authority for all news releases and messages concerning long-term disaster recovery. Information about the specific program or activity is developed by the responsible agency or department.

Defining the Role of the Governor and Key Aides

Long-term disaster recovery is a shared responsibility that involves several agencies; consequently, teamwork is critical. The governor and key aides (senior staff, press secretary, and state coordinating officer) form the core executive management team for any state recovery program. For this reason, each team member must establish and clearly understand the role he or she plays during an emergency. Moreover, the team must understand how decisions are made and how information is communicated to the media and the public.

Role of the Governor. Disasters evoke powerful emotions, and the governor's presence and leadership can help calm and reassure the community. Survivors, victims' families, and local citizens look to the governor for leadership. The governor should be involved and visible. As the state's chief executive, the governor is responsible for the safety and welfare of the people. The governor can use media messages to calm an anxious public and communicate information about the process of long-term recovery.

Role of the State Coordinating Officer. The governor has historically designated the director of the Division of Emergency Management in the NC Department of Crime Control and Public Safety as

the state coordinating officer (SCO) for disasters, representing the governor and coordinating the state's response and recovery activities. This individual is the designated liaison between the state and the Federal Emergency Management Agency (FEMA). The SCO acts in cooperation with the Federal Coordinating Officer (FCO) from FEMA when federal response and recovery activities are activated.

Role of the Senior Staff. Throughout the recovery, the senior staff should coordinate the actions of the governor's office and interact with the SCO, the governor's press secretary, and other agencies.

Role of the Governor's Press Secretary. The press secretary in the governor's office should understand the state's emergency plan and established procedures and be familiar with the roles assigned to state officials. The governor's press secretary should maintain critical lines of communication between the governor's office and the media. The press secretary should coordinate information with the appropriate public information officer in each state agency. In addition, the press secretary is responsible for preparing for the governor general statements that address the needs of a wide-ranging audience, including victims, legislators, congressional delegations, federal agencies, and the general citizenry.

Role of the CCPS PIO. The PIO of the Department of Crime Control and Public Safety serves as the primary spokesperson for the state during the recovery. The CCPS PIO also advises those managing the emergency operation on matters related to public information and fosters positive working relationships among all program areas. The CCPS PIO advises the SCO on public information matters.

Role of Other Department PIOs. Department PIOs are public information spokespersons representing state agencies directly operating recovery programs. The department PIO helps the governor's press secretary develop press releases or press events related to agency recovery programs.

Role of the Lead Agency Subject Expert. Departments should identify and designate a lead agency subject expert to provide the department PIO with information for release. The expert should also serve as an educator and consultant on technical details for the media if needed.

Information Verification and Approval

Information compiled for news releases should attempt to answer important or anticipated questions

from the media. Each release should have proper verification and approval.

The following four people should officially clear news releases before distribution:

- Lead agency subject expert
- Department PIO responsible for the overall message content
- State coordinating officer
- Governor's press secretary (final authority)

The above list does not exclude review and comment by other individuals. However, additional review must not delay the release.

Prior to releasing news to the media, the Governor's Press Office should send the release as a courtesy to PIOs of departments involved in the recovery effort.

COMMUNICATION MEDIA AVAILABLE

NC Agency for Public Telecommunications (APT)

The NC Agency for Public Telecommunications operates a full-service production facility in the Administration Building in downtown Raleigh, located one block from the State Capitol, next door to the State Legislature, and two blocks from the Governor's Executive Mansion. APT is the closest studio for state leaders and is capable of connecting virtually anyone, anytime, anywhere. APT has full broadcast and Web-streaming capabilities. It can potentially connect into various other networks, such as the state fiber network, information highway, and private distribution outlets, including a local television or cable provider.

Historically, APT has played a key role in helping state leaders communicate vital information to citizens and other government agencies during times of crisis. Following the events of September 11, 2001, for example, APT studios broadcast the governor's press conferences live and coordinated broadcast interviews.

APT Capabilities

Live Satellite Broadcast

APT can broadcast directly from its studios using satellite technology. In addition, it can facilitate pickup of press conferences in the Governor's Press Conference Room by other media. Satellite time

typically costs about \$500 an hour. During a crisis, other sources, such as media outlets that have requested interviews with the governor and various agencies, have absorbed the charges.

APT used its satellite capabilities extensively following Hurricane Floyd in 1999. The governor used APT studios to conduct a live statewide address, live interviews with national news networks, and meetings with federal officials in other locations.

APT can send any production from its facility onto the Internet via new Web streaming equipment. The cost is minimal.

Public Service Announcements/Video Production

As a full-service production house, APT creates public service announcements for state agencies. In a crisis, APT has used its experience to help facilitate recovery efforts. APT filmed and edited a public service announcement of the governor urging citizens to volunteer time and resources after Hurricane Isabel in 2003.

Advertising Placement

APT also has the expertise and experience to negotiate advertising placement with media vendors in conjunction with production capabilities. In a crisis, this service is vital in reaching citizens with timely, accurate information. APT is able to create and place advertising on any medium, including newspapers, television, radio, billboards, movie theaters, the Internet, magazines, and more.

The agency has handled broadcasting placements of hurricane tracking maps for the Department of Crime Control and Public Safety, along with other placements alerting the public to highway safety and environmental issues. Advertising charges vary depending on the type of media and time of day. In some cases, APT has negotiated free placement for public service announcements during a crisis.

OPEN/net Weekly Television Program

APT produces the only live weekly statewide call-in program in North Carolina that connects citizens directly with state leaders. OPEN/net reaches two million households on cable systems throughout the state. This program offers another avenue for communicating disaster recovery information to the public.

Reference:

NC Agency for Public Telecommunications (APT) and OPEN/net: <http://www.ncapt.tv/>

Salvation Army Team Emergency Radio Network (SATERN)

The Salvation Army Team Emergency Radio Network (SATERN) utilizes amateur radio groups to provide emergency communications when traditional networks, such as telephones, are not operating. These teams relay critical information about the disaster. They also transmit welfare inquiries from friends and family members who are otherwise unable to reach loved ones in the disaster area.

Reference:

<http://www.SATERN.org>

Environment

A natural or manmade disaster can have a tremendous effect on the environment in a number of ways. The NC Department of Environment and Natural Resources (DENR) employs many divisions and programs to collaborate with federal agencies and local authorities in addressing the environmental aftermath of a disaster.

DENR is the point agency for all disaster response and recovery efforts, which include damage and impact assessments as well as assistance programs. The department participates in three damage and impact assessments following disasters: initial assessment, joint preliminary damage assessment, and follow-on public health assessment. The disaster recovery coordinator, located in the Office of the Secretary, is the key point of contact for all DENR issues.

Section Contents

Damage and Impact Assessment

- Initial Assessments
- Joint Preliminary Damage Assessment
- Follow-on Public Health Assessment

State Assistance Programs and Responsibilities

- NC Forestland Restoration
- Drinking Water Protection
- Solid and Hazardous Waste Cleanup
- Dam Replacement
- Geographic Information Systems
- Underground Storage Tank Assessment
- Water Quality Monitoring

Federal Assistance Programs and Responsibilities

- Emergency Watershed Protection Program, USDA Natural Resources Conservation Service (NRCS)
- Disaster Water and Waste Loans and Grants, USDA Rural Development Office
- Forest Management Grants Program, USDA Rural Development Office
- Beach Renourishment and Inlet Stabilization or Breach Closure, US Army Corps of Engineers

Regulatory References

Reference:

DENR Web site: <http://www.enr.state.nc.us/>

Contact:

DENR Disaster Recovery Coordinator, 919-715-8016

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

DAMAGE AND IMPACT ASSESSMENT

Initial Assessment

The DENR Disaster Response Center (DRC) in the Office of the Secretary coordinates a regulatory outreach to local governments to determine a disaster's impact on facilities and the environment.

All impacted and responding divisions listed below submit daily reports to the DRC for inclusion in the DENR Situation Report to the NC State Emergency Response Team (SERT).

Division of Coastal Management (DCM), with transportation support from the Division of Forest Resources (DFR) or the Division of Marine Fisheries, examines beach erosion and inlet (breach) formation or migration as well as recreational beach access.

Division of Environmental Health coordinates an assessment outreach effort for mold abatement, asbestos removal/abatement, notifications to boil water, shellfish sanitation, restaurant sanitation, public water treatment facilities and infrastructure, and radiological contamination and abatement.

Division of Waste Management (DWM) assesses contamination from hazardous chemicals, underground storage tanks, impacts on retired landfills, and impacts on former industrial sites.

Division of Soil and Water Conservation (DSWC) assists local governments in assessing stream debris clearance and stream restoration.

Division of Land Resources (DLR) assesses landslide hazards and dam failure or dam breaches.

Division of Water Quality (DWQ) assesses impacts to wastewater treatment facilities and infrastructure, sewage spills, oil spills, and overtopping of swine lagoons.

Division of Forest Resources (DFR) conducts fire hazard analysis.

Center for Geographic Information and Analysis (CGIA) provides access to geographic information system (GIS) data layers and conducts spatial mapping of disaster impacts for local governments.

Joint Preliminary Damage Assessment

DENR participates in state and local joint preliminary damage assessment (PDA). The North Carolina Division of Emergency Management (NCEM) within the Department of Crime Control and Public Safety compiles this material into standard worksheets used by the NCEM Public Assistance Section. The reports are submitted through NCEM and included in the governor's major disaster declaration request.

Follow-On Public Health Assessment

The Division of Public Health in the North Carolina Department of Health and Human Services (DHHS) coordinates a follow-on public health assessment to document the health impacts of the disaster. The assessment is a joint effort that involves the DENR Division of Environmental Health; the DHHS Office of Emergency Medical Services; the DHHS Division of Health Service Regulation; the DHHS Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS); and the federal Uniform Public Health Service to document the impacts.

Assessment includes extended monitoring of the following:

- Mold abatement
- Asbestos removal and abatement
- Contamination from hazardous chemicals
- Contamination from unknown industrial sites
- Continuation of notifications to boil water
- Collection of geographic information system (GIS) data layers for the spatial mapping of the disaster's impacts on public health

For reference to reports from prior disasters, the Division of Public Health has copies of all initial public health assessments collected for each disaster

occurring in North Carolina since 2002. The detailed follow-on public health assessments began with Hurricane Isabel in 2003.

For more information on Public Health Assessment, see the Health and Human Services section of this document.

STATE ASSISTANCE PROGRAMS AND RESPONSIBILITIES

Short-term recovery. For short-term recovery to succeed, individuals and businesses must be able to quickly return to the affected areas. The restoration of potable water, electrical power, and the removal of debris are essential. People need to know when their water source (private well or public water supply) is free of contamination and safe for consumption.

The recovery should move forward with rapid identification, expedited environmental review, and the permitting of debris management sites, which are locations for separating debris into recyclable metals, hazardous materials, woody debris, and construction and/or demolition materials.

The DENR Division of Environmental Health and the DHHS Division of Public Health require joint authority for notification and assessment. Hazards to residents, business owners, and government officials from mold, contaminated water, dust, and hazardous chemicals must be identified and mitigated.

Assessment efforts must also be coordinated with volunteer organizations that help with cleanup and repair.

Long-term sustainable redevelopment. Authorization to reoccupy damaged residences, businesses, and government buildings is a key decision in long-term redevelopment.

The cost-effectiveness of reconstruction outside the hazard zone is determined by comparing the monetary value of the disaster with the value of potential future damages for the observed frequency of the disaster. The FEMA hazard mitigation programs, the Predisaster Mitigation (PDM) program, the Hazard Mitigation Grant Program (HMGP), and the Flood Mitigation Assistance (FMA) program, require applicants to prove their projects are cost beneficial using a FEMA-supplied benefit/cost analysis (BCA) computer module.

The mapping of hazards by a geographic information system (GIS) is a highly cost-effective use of disaster funding. GIS analysis provides local government

planners and developers with high quality technical information.

Similar analysis also needs to be conducted for critical infrastructure, including roads, utilities, and essential services buildings. In many cases, FEMA has denied a mitigation project because the level of retrofit (armoring, back-up power sources, or elevating facilities) is not justified, based solely on damages avoided.

NC Forestland Restoration

The NC Forestland Restoration or Forest Recovery Program (FRP) is a cost-sharing state disaster program in the DENR Division of Forest Resources. It is similar to the ongoing Forest Development Program (FDP), which provides financial assistance to North Carolina forest landowners to implement forestry practices.

This state disaster program is available only if emergency funding is provided.

Eligible Applicants

FRP is a first-come, first-served program for forest landowners. To the extent practicable, the Division of Forest Resources ensures that priority is given to the areas and individuals least able to afford losses from hurricanes. Assistance is limited to owners with one to 100 acres.

Eligible Costs and Requirements

To receive funding, landowners must complete an application, have a management plan approved by DFR, agree to follow the plan, and agree to maintain the funded acres in forestland for a period of ten years.

Funds are provided to plant seedlings during the winter from December through February.

References:

Forest Recovery Program Web page:
<http://www.dfr.state.nc.us/tending/frp.htm>

Handbook:
<http://www.dfr.state.nc.us/tending/pdf/FRPHandbook.pdf>

Leaflet:
<http://www.dfr.state.nc.us/publications/fm38.pdf>

Forest Development Program brochure:
http://www.dfr.state.nc.us/publications/fdp_bro_2000.pdf

Contact:

Forest Management Program Head, DENR Division of Forest Resources, 919-733-2126,
<http://www.dfr.state.nc.us/>

Drinking Water Protection

The Water Sampling and Inspection Survey Program (WSISP) resamples all private water supplies that were reported contaminated and sampled after hurricanes and floods. In coordination with county health departments, the DENR Division of Environmental Health (DEH) contracts with each county to resample private water supplies to determine whether the supply is still at-risk for contamination.

This state disaster program is available only if emergency funding is provided.

Eligible Applicants

County governments that reported contaminated private water supplies in disaster-declared areas

Eligible Costs and Responsibilities

A county receives payment (\$150 in 2005) for each private well sampled and inspected. The state lends county governments a handheld global positioning system (GPS) unit for locating wells. Counties send water samples and inspection logs to the Division of Environmental Health, which contracts with the State Public Health Laboratory to test samples for bacteria and nitrates. Test results are posted on the Web to facilitate information exchange.

During the 2004 hurricane season, 2,805 private wells were reported to be contaminated in 44 counties. The cost of the well sampling was estimated at \$420,750.00. An additional 800 wells that were constructed under the DENR model-well-construction ordinance were also sampled at a cost of \$120,000. The State Public Health Laboratory was paid \$125,000 under contract, or approximately \$35/sample. A similar program was established after Hurricane Floyd.

Reference:

Hurricane Recovery Act of 2005 (Senate Bill 7)

Contact:

Division of Environmental Health, 919-733-2870,

<http://www.deh.enr.state.nc.us/>

Solid and Hazardous Waste Cleanup

The DENR Division of Waste Management provides technical assistance in these areas:

- Training in debris management
- Identification and delineation of old landfills
- Assessment of inactive industrial sites located in floodplains

A significant portion of this technical assistance is a continuation or completion of work initiated following Hurricane Floyd.

Solid and hazardous waste cleanup and assessments are also conducted by the US Environmental Protection Agency (EPA) after presidential disaster declarations under a Direct Federal Mission (DFM) from DHS/FEMA. DFMs for cleanup and assessments were undertaken after Hurricanes Fran in 1996, Floyd in 1999, and Isabel in 2003.

Eligible Applicants

Technical assistance is provided to county governments in disaster-declared areas at no cost to the local jurisdictions.

Direct federal missions may be undertaken in disaster-declared portions of the state.

Eligible Costs and Responsibilities

DFMs are a cost-sharing program in which the federal government pays 75% of the costs and state government pays 25%. They may be authorized following a presidential disaster declaration only. DFM costs are based on either an existing federal contract or the negotiated price of a federal contract at the time of the event. By requesting a DFM, the state coordinating officer or the governor's authorized representative is obligating the state to pay no more than 25% of the mission's final price. DFMs are billed directly to the state as stand-alone invoices. Payments are net-thirty days; otherwise, the state is charged interest.

For more information on debris removal, see the Transportation and Infrastructure, Intergovernmental Relations, and Risk Management sections of this document.

References:

Hurricane Recovery Act of 2005 (Senate Bill 7)

44 *Code of Federal Regulations*, Part 206

Contacts:

Division of Waste Management, 919-508-8405,

<http://wastenotnc.org/>

NCEM, Director, 919-733-3825

US Environmental Protection Agency, Atlanta Regional Office, 404-562-9900

Dam Replacement

The DENR Division of Land Resources provides technical assistance to disaster-affected local governments in submitting a replacement dam design. After design approval, a permit is granted to begin construction. Upon completion of the dam, engineering drawings of the completed construction are submitted, and the structure is inspected. When the dam passes inspection, the owner is given permission to impound water. The DLR Dam Safety Program reviews designs and checks the engineering calculations performed in the design phase. The process from design to construction through completion usually takes several years. Lack of funding is usually the reason for delays in completing a dam.

Eligible Applicants

Technical assistance is provided to disaster-declared counties at no cost to the local jurisdictions.

Eligible Costs and Responsibilities

The Hope Mills Dam in Cumberland County is the only dam that has been replaced under a state disaster declaration. In 2003, the State Type I Disaster Declaration Section of NC General Statutes 166A was interpreted by the Attorney General's Office to permit the replacement of the dam because a public road ran across the top of the structure. Typically, privately owned nonresidential structures such as dams are not eligible under a state disaster declaration or a presidential disaster declaration.

References:

DENR Division of Land Resources:
<http://www.dlr.enr.state.nc.us/>

NC General Statutes 166A

44 *Code of Federal Regulations*, Part 206

Contact:

Division of Land Resources, State Dam Safety
 Engineer, 919-733-4574

Geographic Information Systems

The Center for Geographic Information and Analysis (CGIA) hosts, manages, and upgrades NC OneMap, Web-based GIS viewer. CGIA can provide over 150 GIS data layers from NC OneMap instantly to anyone. In addition, CGIA can provide data held by any of the partnering municipalities and counties in real-time through NC OneMap. This information includes aerial photography, parcel level property data, and the locations of critical infrastructure. CGIA can make this data available to local planners and managers, elected officials, law enforcement, and other first responders. CGIA will also share this information with the fusion centers operated by the State Bureau of Investigation to maintain situational awareness of the impact severity and the challenges to rapid restoration of public services after a disaster.

Eligible Applicants

Technical assistance is provided to disaster-declared counties at no cost to the local jurisdictions.

Eligible Costs and Responsibilities

Actual data layers are available at a small cost because CGIA is a fee-based element of DENR. CGIA can also perform contract data manipulation, analysis, and map creation.

References:

Center for Geographic Information and Analysis (CGIA): <http://www.cgia.state.nc.us>

NC General Statutes 166A

44 *Code of Federal Regulations*, Part 206

NC OneMap: <http://www.nconemap.com>

Contact:

Center for Geographic Information and Analysis,
 Division Director, 919-733-2090

Underground Storage Tank Assessment

The Underground Storage Tank (UST) Section of the Division of Waste Management provides technical assistance to local governments by using contract services to respond to and assess damages and risks posed by underground storage tanks (USTs).

Should the magnitude of the impact be greater than the state's capacity to respond effectively and a presidential disaster declaration has been made, DHS/FEMA may direct the US EPA to assess damages and risks from USTs under a direct federal mission.

Eligible Applicants

Disaster-declared counties

Direct federal missions may be undertaken in the disaster-declared portions of the state.

Eligible Costs and Responsibilities

Direct federal missions (DFMs) are a cost-sharing program in which the federal government pays 75% of the costs and state government pays 25%. They may be authorized following a presidential disaster declaration only. DFM costs are based on either an existing federal contract or the negotiated price of a federal contract at the time of the event. By requesting a DFM, the state coordinating officer or the governor's authorized representative is obligating the state to pay no more than 25% of the mission's final price. DFMs are billed directly to the state as stand-alone invoices. Payments are net-thirty days; otherwise, the state is charged interest.

References:

DENR Division of Waste Management:
<http://wastenot.enr.state.nc.us/>

Hurricane Recovery Act of 2005 (Senate Bill 7)

44 *Code of Federal Regulations*, Part 206

Contacts:

NC Division of Waste Management; Deputy Division
 Director, 919-508-8405

NC Emergency Management, Director, 919-733-
 3825

US Environmental Protection Agency, Atlanta
 Regional Office, 404-562-9900

Water Quality Monitoring

The Division of Water Quality regulates and protects state surface waters and aquifers, providing long-term monitoring to uphold the standards of the Clean Water Act. Specifically, the state must ensure that water quality standards are reviewed every three years to meet EPA guidance.

The program begins by monitoring affected stream sites where debris removal and/or bank stabilization are needed. Technical assistance may take the form of contracted studies on long-term stream bank stability, studies of impacts to in-stream habitat, and biological monitoring of historical sites.

Eligible Applicants

Technical assistance is provided to disaster-declared local watersheds.

Eligible Costs and Responsibilities

Technical assistance is provided at no cost to disaster-declared local governments through the dissemination of preliminary findings and final study reports.

References:

DENR Division of Water Quality:
<http://h2o.enr.state.nc.us/>

Clean Water Act of 1964

Contacts:

NC Division of Water Quality, Chief Environmental Sciences Section, 919-733-9960

US Environmental Protection Agency, Atlanta Regional Office, 404-562-9900

FEDERAL ASSISTANCE PROGRAMS AND RESPONSIBILITIES

Emergency Watershed Protection

The Emergency Watershed Protection (EWP) program, administered by the USDA Natural Resources Conservation Service (NRCS), provides emergency measures for run-off retardation and erosion control to areas where a sudden impairment

of a watershed threatens life and property. Local sponsors must be a state political subdivision, qualified Indian Tribe or tribal organization, or unit of local government. Sponsors are responsible for providing land rights, paying 25% of the cost of construction through cash or in-kind services, acquiring necessary permits, and providing for the operation and maintenance of completed measures. Sponsors may also be required to plan and design project measures, administer contracts, and provide inspection services.

Preliminary Damage Assessment (PDA)

The preliminary damage assessment and calculation of the state's request for Emergency Watershed Protection (EWP) program funding are based on early estimates from local field offices. Debris removal from streams and waterways is not eligible under the FEMA Public Assistance (PA) program unless the debris is lodged against a bridge or dam. In that case, the volume of debris must be of sufficient quantity that failure of the structure would be inevitable without debris removal. On a case by case basis, debris along a stream length, both up and down stream, can also be removed under the FEMA PA program.

There may be no detailed documentation of the debris volume or the extent of streams in need of bank stabilization before the USDA secretary determines the amount of the allocation based on appropriated funding. Eligible, unfunded EWP projects resulting from previous storm events may be included in the state allocation.

In subsequent months, NRCS staff members develop more detailed estimates of damages in damage survey reports (DSRs), and the number of eligible activities usually shrinks. Delay in signing project agreements (PAs), which include the detailed DSRs, may result in individual landowners completing eligible work. Unfortunately, as outlined in the NRCS Final Rules for the EWP (April 2005), work initiated prior to the signing of the PA is ineligible for reimbursement by NRCS.

Over the course of project implementation, adjustments are made to DSRs as more detailed engineering estimates are developed. Additionally, some eligible work may be dropped if required permits cannot be obtained. Involvement of local sponsors in the development of DSRs varies from county to county; however, DSRs are made available to the sponsors, and their signatures concurring in the assessment are required.

Timeline

Local sponsors initiate the NRCS response by requesting assistance within 60 days of a disaster. The NRCS state conservationist determines whether assistance will be provided based on the determination that the current condition of land or watershed impairment poses a threat to health, life, or property. Before release of financial assistance, NRCS enters into a cooperative agreement with the local sponsor that specifies the responsibilities of each party. NRCS will not provide funding for activities undertaken by the sponsor prior to signing the agreement. NRCS provides funding only for work that is necessary to reduce applicable threats. Efforts must be made to minimize adverse environmental impacts. Assistance is provided following established priorities.

Program limitations include the following:

- EWP assistance is not used to perform operation and maintenance activities.
- EWP assistance is not used to repair, rebuild, or maintain private or public transportation facilities, public utilities, or similar facilities.
- EWP assistance is not used to address preexisting damages.

Eligible practices must meet the following characteristics:

- Provide protection from additional flooding or soil erosion
- Reduce threats to life and property
- Restore hydraulic capacity to the natural environment to the extent practical
- Are economically and environmentally defensible and technically sound

NRCS may determine that an emergency measure is not eligible for any reason, including economic and environmental factors or technical feasibility.

Funds must be obligated by the state conservationist and work completed within 220 calendar days after the date that funds are committed to the state conservationist, except for exigent situations in which case construction must be completed within ten days. Purchase of flood plain easements as an emergency measure is authorized. However, the floodplain easement portion of the program has not been funded for several years.

NC DENR Permitting Process for EWP

EWP-funded sites may be required to have a USCOE 404 permit. Typically, stream bank stabilization

requires permits, while debris removal, critical area planting, and landslide stabilization do not. Nationwide permits may be used; they require coordination with the state environment protection agency (DENR). The Division of Water Quality (DWQ) issues 401 permits at each site after the local jurisdiction's contractor has satisfied all the requirements of the permit. At some but not all sites, sedimentation plans and/or trout buffer waivers also must be submitted for review and approval by the Division of Land Resources (DLR).

An expedited review process has been established to (1) identify stream segments which do not need trout buffer waivers, (2) provide written examples of the information required for a sedimentation/erosion control plan, and (3) coordinate with local governments and their contractors the requirements for the rapid review of permit applications.

Eligible Applicants

The Natural Resources Conservation Service (NRCS) determines through the collection of Disaster Survey Reports (DSRs) which stream segments are eligible for the EWP program. Local applicants must be a state or local unit of government, or a qualified Indian tribe or tribal organization. Eligible sites for debris removal and/or bank stabilization may be either public or private land. Local applicants are required to sign a cooperative agreement (CA) with the NRCS. The agreement binds the local applicant to the number, extent, and costs of projects along with all other sponsor's responsibilities. Permits and land-rights are the responsibility of the local applicant.

Eligible Costs and Responsibilities

DENR waives EWP permitting costs.

References:

NRCS Emergency Watershed Protection (EWP) Web site: <http://www.nrcs.usda.gov/Programs/ewp/>

NRCS Final Rules for the EWP (April 2005), published in the *Federal Register* (pages 169921016930), <http://www.nrcs.usda.gov/Programs/ewp/ewpfinalrule4405.pdf>

Final rules include a damage survey report (DSR) form:

http://www.mo.nrcs.usda.gov/programs/ewp/out/NRCS_EWP_DSR.pdf

EWP Sponsor's Guide from Alabama, 1999:
<http://efotg.nrcs.usda.gov/references/public/AL/ewpsponsorsguide.pdf>

DWQ and DLR have existing state statutory authority under the Sediment Control Act and the Clean Water Act.

Authorization: Section 216 of the Flood Control Act of 1950, P.L. 81-516, 33 U.S.C. 701b-1, and Section 403 of the Agricultural Credit Act of 1978, P.L. 95-334, as amended by Section 382 of the Federal Agriculture Improvement and Reform Act of 1996, P.L. 104-127, 16 U.S.C. 2203

Contacts:

USDA NRCS NC State Conservationist, 919-873-2101

USDA NRCS EWP Project Manager, 919-873-2134

DENR Division of Water Quality (401 Permits), 919-733-9960

DENR Division of Land Resources (Sedimentation Plans/Trout Buffer Waivers), 919-733-4574

US Army Corps of Engineers (404 Permits)

Nashville (Western NC), 615-736-7161

Wilmington (Eastern NC), 910-251-4625

Disaster Water and Waste Loans and Grants

This program of the USDA Rural Development Office establishes or repairs essential water and waste systems in rural-designated disaster areas for nonprofit or government applicants.

Eligibility Requirements

An applicant must be a nonprofit or public body with a population to be served that numbers less than 10,000.

An applicant must be unable to obtain private credit at reasonable rates and terms.

Process to Apply

An applicant must respond to a disaster notice of funds available (NOFA) published in the Federal Register. An application may be filed at any USDA Rural Development office.

Funding Requirements

Fund availability is subject to congressional legislation. Leveraging funds with other sources (state and local) is encouraged.

Reference:

USDA Rural Development Office Web site:
<http://www.rurdev.usda.gov/nc/>

Contact:

USDA Rural Development Area Offices, North Carolina, 919-873-2000

Cooperative Forest Management Grants

The Cooperative Forest Management Grants program, located in the USDA Forest Service, includes ten subprograms:

- Coop Forest Health Management
- State Fire Assistance
- Volunteer Fire Assistance
- Forest Stewardship Program
- Forest Legacy Program
- Urban and Community Forestry
- Economic Action Programs
- Forest Land Enhancement Program
- Forest Resource Planning Assistance
- Conservation Reserve Program

In 2003 (the last year for which data are available), North Carolina received \$5,653,696 for state and private forestry (SPF) and \$1,536,900 for national forests in the cooperative forest management program.

In 2003, 27% of the SPF was spent on the forest legacy program, with 25% of the total state allocation spent on state and volunteer fire assistance. The cooperative programs are administrated and implemented through a partnership between the state of North Carolina, the USDA Forest Service, and many other private and government entities.

Funding is provided to the state through an annual grant between the USDA Forest Service and the Department of Environment and Natural Resources, Division of Forest Resources.

Eligible Applicants

The DENR Division of Forest Resources receives an annual grant from the USDA Forest Service. Further disbursement occurs through grants between DENR and individual landowners, county governments, or private nonprofits, depending on the specific programs.

References:

USDA Forest Service Web site: <http://www.fs.fed.us/>

For specific programs, see the DENR Division of Forest Resources Web site: <http://www.dfr.state.nc.us/>.

Contact:

NC Division of Forest Resources, State Forester,
919-733-2162

Beach Renourishment and Inlet Stabilization or Breach Closure

Administered by the US Army Corps of Engineers (USCOE), the beach renourishment program is designed to help repair engineered (USCOE-designed) beaches that have been substantially damaged in a disaster. Federal funding is appropriated annually with supplemental appropriations allocated following catastrophic land-falling hurricanes. Beach erosion and/or inlet migration that occurs late in a hurricane season or during the winter months (October to March) is usually not repaired, since beach erosion and/or inlet migration can be significantly restored during the nor'easter winter-storm season. Once funding is depleted, congressional action is required to provide additional money.

The Federal Emergency Management Agency in the Department of Homeland Security (DHS/FEMA) may assign the USCOE the responsibility for inlet stabilization or breach closure as a direct federal mission (DFM). DFMs are a cost-sharing program in which the federal government pays 75% of the costs and state government pays 25%. DFMs are authorized following a presidential disaster declaration only.

Eligible Applicants

Local governments with USCOE-engineered beaches in states under a direct federal mission

Eligible Costs and Responsibilities

Beach renourishment of USCOE-engineered beaches is 100% federally funded. Funding is appropriated annually. Once funding is depleted, congressional action is required to provide additional funding.

Direct federal missions (DFMs) costs are based on either an existing federal contract or the negotiated price of a federal contract at the time of the event. By requesting a DFM, the state coordinating officer or the governor's authorized representative is obligating the state to pay no more than 25% of the mission's final price. DFMs are billed directly to the state as stand-alone invoices. Payments are net-thirty days; otherwise, the state is charged interest.

Reference:

US Army Corps of Engineers (USCOE) Web site: <http://www.usace.army.mil/>

REGULATORY REFERENCES

As listed below, regulatory authority for DENR to conduct assessments is found in federal law, the *Code of Federal Regulations*, state statutes, the state administrative code, and DENR policies.

Beach erosion and inlet (breach) formation or migration

North Carolina General Statutes

Coastal Area Management Act, NCGS 113A-100 et seq

State guidelines for the coastal area, NCGS 113A-107

North Carolina General Statutes

Estuarine waters and public trust, and natural hazard AECs, NCGS 113A 113(b)(2), (b)(5)
Limitations on erosion control structures, NCGS 113A-115.1
Permit required, NCGS 113A-118
General permits, NCGS 113A-118.1
Dredge and Fill Law, NCGS 113A-229

North Carolina Administrative Code

Coastal Management 15A NCAC 7
State guidelines for areas of environmental concerns, 15A NCAC 7H
Procedures for permits, 15A NCAC 7J
Emergency general permit, 15A NCAC 7J.2500

Post-disaster policies, 15A NCAC 7M
.0500s

Policies

Coastal hazards and storm information
Hurricane Recovery Checklist for Local
Governments

Mold abatement

North Carolina General Statutes

Public Health Law, NCGS 130A-1.1, -3, and -5

North Carolina Administrative Code

Not applicable

Policies

Cleanup and removal of mold – Epidemiology
Section

Asbestos removal/abatement

North Carolina General Statutes

Asbestos Hazard Management, NCGS 130A-444
et seq
Air quality statutes, NCGS 143-215.105 et seq

North Carolina Administrative Code

Not applicable

Policies

Asbestos in Your Home – Health Hazards
Control Unit
Asbestos Hazard Management Program – Health
Hazards Control Unit

Contamination from hazardous chemicals

North Carolina General Statutes

Solid Waste Management Law, NCGS 130A-17
through -28; and NCGS 130A-290.310.22
Inactive Hazardous Sites Law, NCGS A-310

North Carolina Administrative Code

Hazardous Waste Management, 15A NCAC 13A
Inactive Hazardous Substance on Waste Disposal
Sites, 15A NCAC 13C

Policies

Hazardous Waste Section's Guidance
Documents

Notifications to boil water

North Carolina General Statutes

Drinking Water Act, NCGS 130A-311 et seq
Well Construction Act, NCGS 87-83 et seq

North Carolina Administrative Code

Water Supplies, 15A NCAC 18-C
Well Construction Standards, 15A NCAC 2C
Well Contractor Certification Rules, 15A NCAC
27

Policies

What You Need to Know About Drinking Water
Following a Hurricane
During and After Tips
Food Safety Guidelines

Shellfish sanitation

North Carolina General Statutes

Public Health Law, NCGS 130A-227 et seq –
Sanitation
Monitor water quality of coastal fishing and
recreation waters, NCGS 130A-233 et seq

North Carolina Administrative Code

Sanitation of Shellfish, 15A NCAC 18A .0300's
Permits, 15A NCAC 18A .0302
Sampling and testing, 15A NCAC 18A
.0428
Standards for an approved shellfish growing
area, 15A NCAC 18A .0431

Restaurant sanitation

North Carolina General Statutes

Public Health Law, NCGS 130A-227 et seq –
Sanitation
Regulation of food and lodging facilities,
NCGS 130A-247 et seq

North Carolina Administrative Code

Sanitation of restaurants and other food handling
establishments, 15A NCAC 18A .2600's
Sanitation of meat markets, 15A NCAC 18A
.2700's

Policies

Restaurants Returning to Operation

Recreational beach access

North Carolina General Statutes

Coastal Area Management Act, NCGS 113A-
100 et seq

North Carolina Administrative Code

Shorefront Access Policies, 15A NCAC 7M .0300's

Stream debris clearance and stream restoration

North Carolina General Statutes

Sedimentation Pollution Control Act, NCGS 113A-50 et seq
 Approval of plans, NCGS 113A-54.1
 Mandatory standards, NCGS 113A-57
 Water Quality Statutes, NCGS 143-211 et seq
 Permits, NCGS 143-215.1

North Carolina Administrative Code

Erosion and sedimentation control, 15A NCAC 4B
 Buffer zone requirements, 15A NCAC 4B .0025
 Procedures for water quality permits, 15A NCAC 2H
 Water quality Section 401 certifications, 15A NCAC 2H .0500's
 Discharge to isolated wetlands and isolated waters, 15A NCAC 2M. 1300's

Policies

Disaster Debris Management
 Storm Debris Management

Dam failure or dam breach

North Carolina General Statutes

Dam Safety Law, NCGS 143.215 et seq
 Repair, alteration or removal, NCGS 143.215.27
 Inspection, NCGS 143-215.32
 Investigations, NCGS 143-215.34

North Carolina Administrative Code

Dam safety approvals, 15A NCAC 2K .0200's
 Inspections and orders, 15A NCAC 2K .0300's

Public water treatment facilities and infrastructure

North Carolina General Statutes

Drinking Water Act, NCGS 130A-311 et seq

North Carolina Administrative Code

Water supply design criteria, 15A NCAC 18C .0400s
 Water treatment facilities, 15A NCAC 18C .0404
 Distribution systems, 15A NCAC 18C .0406

Surface water treatment facilities, 15A NCAC 18C .0700s

Disinfection of water supply systems, 15A NCAC 18C .1000s

Wastewater treatment facilities and infrastructure

North Carolina General Statutes

Water quality statutes, NCGS 143-211 et seq
 Permits, NCGS 143-215.1
 Public health statutes – wastewater systems, NCGS 130A-333 et seq
 Permits, NCGS 130A-336
 Residential wastewater treatment systems, NCGS 130A-342
 Approval of on-site subsurface wastewater systems, NCGS 130A-343

North Carolina Administrative Code

Point source discharge permits, 15A NCAC 2H .0100s
 Nonpoint source discharge permits, 15A NCAC 2H .0200s
 Coastal water treatment disposal, 15A NCAC 2H .0400s
 Sewage treatment and disposal systems, 15A NCAC 18A .1900s
 Water supplies protection, 15A NCAC 18C

Underground storage tanks

North Carolina General Statutes

Leaking petroleum underground storage tank cleanup, NCGS 143-215.94A et seq
 Required notice of discharge, NCGS 143-215.85 et seq
 Land-use restrictions, NCGS 143B-279.9 et seq
 Pay for performance, NCGS 143B-215.94B(f)

North Carolina Administrative Code

Groundwater classifications and standards, 15A NCAC 2L
 UST criteria and standards, 15A NCAC 2N
 Financial responsibility requirement, 15A NCAC 2O
 Administration of Trust Fund, 15A NCAC 2P

Impact on retired landfills

North Carolina General Statutes

Solid Waste Management, NCGS 130A-290 et seq
 Nonhazardous solid waste management, NCGS 130A-309.01 et seq

Local government responsibilities, NCGS
130A-309.09A

North Carolina Administrative Code

Solid waste management, 15A NCAC 13B
Permits, 15A NCAC 13B .0200s
Disposal sites, 15A NCAC 13B .0500s
Requirements for municipal solid waste landfill
facilities, 15A NCAC 13B .1600s

Industrial sites for potential redevelopment

North Carolina General Statutes

Brownfields Property Re-Use Act, NCGS 130A-
310.30

North Carolina Administrative Code

Not applicable

Policies

Land Recycling with the Brownfields Program

Radiological contamination and abatement

North Carolina General Statutes

Radiation Protection Act, NCGS 104E-1 et seq
Power and functions, NCGS 104E-9
Emergency response, NCGS 104E-9(5)

North Carolina Administrative Code

Radiation Protection, 15A NCAC 11
Licensing, 15A NCAC 11 .0300s

Fire hazard analysis

North Carolina General Statutes

State Forests and Parks Act, NCGS 113-29 et
seq
Protection and Development of Forests, NCGS
113-51 et seq
Southeastern Interstate Forest Fire Protection
Compact, NCGS 113-60.11 et seq
Regulation of Open Fires, NCGS 113-60.21 et
seq
Prescribed Burning Act, NCGS 113-60.40 et seq

North Carolina Administrative Code

Forest fire control, 15A NCAC 9 .0200s
Prescribed burning, 15A NCAC 9 .1100s
Open burning, 15A NCAC 2D .1800s

Policies

Storm Recovery Assistance
Tree First-Aid After a Storm

Geographic information system (GIS) data
layers and spatial mapping of disaster
impacts

North Carolina General Statutes

Geographic Information Coordinating Council,
NCGS 143-725 et seq

North Carolina Administrative Code

Not applicable

Policies and maps

NC Center for Geographic Information and
Analysis
Geographic database, geographic data
clearinghouse
NC OneMap

Finance

To manage disaster recovery effectively, it is important to understand how to access funding that is necessary and available for recovery efforts. This section includes detailed explanations of the requirements for managing both state and federal disaster funds. The responsibilities of the Financial Subcommittee of the State Disaster Recovery Team are also addressed.

Section Contents

State Funding Flow in Disaster Recovery

- Occurrence of a Disaster
- Identification of State Funding Sources
- Collection of State Disaster Recovery Funds
- Establishment of Disaster Cost Centers
- Transfer of State Funds by Office of State Budget and Management, Office of State Controller, and Other State Agencies
- Tracking of Disaster Recovery Funds

Management of Federal Disaster Recovery Funds

State Disaster Recovery Team Financial Subcommittee

Figure 1. Financial Process for State Disaster Recovery Assistance

Figure 2. Form to Establish a New Center (Fund) and Title

Figure 3. Form to Request Disaster Recovery Funds

Figure 4. Form for Monthly Expenditure Report

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at

<http://www.osbm.state.nc.us/disaster>.

STATE FUNDING FLOW IN DISASTER RECOVERY

The North Carolina Office of State Budget and Management (OSBM), the Office of the State Controller (OSC), and other state agencies must follow specific accounting practices to manage state-appropriated disaster recovery funding under a federal or state disaster declaration. The funds may

be needed to match federal grants or to implement recovery efforts authorized by GS 166A-6, the North Carolina Emergency Management Act.

Occurrence of a Disaster

In the event of a disaster, both federal and state funds may be necessary to pay for recovery. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended (known as the Stafford Act) and Title 44 of the Code of Federal Regulations authorize federal disaster recovery funding.

Recognizing that federal funding will not always be available or sufficient to meet the state's disaster recovery needs, the General Assembly authorized the governor under G.S. 166A (the North Carolina Emergency Management Act) to establish state disaster assistance programs. Thus, the president may declare a state of disaster pursuant to the Stafford Act, and/or the governor may declare a state of disaster pursuant to G.S. 166A-6.

Immediately following a disaster, the secretary of the NC Department of Crime Control and Public Safety (CCPS) begins to prepare a preliminary damage assessment (PDA) for the governor and the General Assembly. The damage assessment is the foundation for subsequent disaster declarations.

Identification of State Funding Sources

Using the CCPS preliminary damage assessment as a starting point, OSBM begins to identify potential sources of funds to pay for disaster recovery. OSBM conducts this analysis regardless of whether a special session of the General Assembly is called. Examples follow of funds used in the past for disaster recovery.

State Emergency Response Account. S.L. 2006-66 established this reserve, which is in budget code 19031. Funds appropriated to this reserve are for the following specified purposes: 1) the initial costs of State Emergency Response Team operations for an emergency that poses an imminent threat of a Type I, Type II, or Type III disaster as defined by G.S. 166A-6, and 2) other costs of first responders to a Type I, Type II, or Type III disaster and any related supplies and equipment.

Reserve for Contingency and Emergency (C&E).

This reserve (budget code 19001) receives an appropriation annually. Since fiscal year 2001-2002, the amount appropriated has remained consistently at \$5 million. Routine uses of contingency and emergency funds include legal costs, rewards, and compensation for persons wrongfully convicted. Typically, the reserve provides only a limited portion of the funds needed to recover from disasters of the magnitude the state has recently experienced. For example, following Hurricane Floyd, the General Assembly appropriated \$836,658,000 for disaster recovery. The reserve for contingency and emergency supplied \$900,000.

Reallocation of Agency Appropriation. G.S.

166A-5 allows the governor to reallocate funds within the appropriations of the various state agencies when contingency and emergency funds are insufficient for disaster response.

OSBM reviews the damage assessment estimates and the historical pattern of appropriations expended by agencies. Upon completion, OSBM determines the total amount of agency appropriations for possible redirection to disaster recovery and then prepares a schedule that allocates a reduction to each agency.

The allocation is based on the appropriation amount per agency as compared to the grand total appropriation for all agencies, expressed as a percentage. The percentage is then multiplied by the total reduction identified by OSBM as reasonable and achievable with the least impact on each agency's mission.

Reallocation of Statewide Reserves. Each fiscal year, appropriations made to statewide reserves are distributed to all agencies, usually in the fall of the fiscal year. Each reserve appropriation may be (and has been) used to fund disaster recovery.

Savings Reserve. The savings reserve (budget code 19943) is a restricted reserve in the General Fund. G.S. 143-15.3 states that at the end of each fiscal year the OSC shall transfer 25% of any unreserved credit balance into the savings reserve until the reserve equals 5% of the amount appropriated in the preceding fiscal year. Funds in this reserve may not be used unless approved by the General Assembly, as was the case after Hurricane Floyd in 1999 and during the 2004 hurricane season.

Postponement, Cancellation, and Completion of Capital Improvement Projects. Appropriations for capital improvement (CI) projects funded by the repair and renovation reserve, or by direct appropriation, are also a potential source of funds for disaster recovery. Unexpended appropriations of

completed capital improvement projects and/or projects that can be postponed may be transferred to budget code 19973 (capital improvement appropriations returned to the general fund) and then transferred to the disaster relief reserve (budget code 19930).

Unreserved Credit Balance. The budgetary (cash basis) unreserved credit balance is calculated by OSBM at the end of each fiscal year on the "Condition of the Fund Statement." It must reconcile with the unreserved credit balance as calculated by the Office of State Controller. The remaining unreserved credit balance, after OSC reserves the legislatively mandated amounts to the savings reserve and the repair and renovation reserve, is the portion potentially available for disaster recovery.

Collection of State Disaster Recovery Funds

After available funding is identified for disaster recovery, OSBM directs OSC by memorandum to transfer the funds into the disaster relief reserve (budget code 19930).

The funds made available from agency, statewide reserve, and capital improvement appropriations are clearly listed by budget code and amounts on an attached spreadsheet. The reduction of amounts allocated to each state agency has been discussed between the OSBM analyst assigned to the agency and agency management. Therefore, when OSC notifies each state agency that the funds have been transferred, the only new information needed is to instruct the agencies to post the transfer to NCAS account 538040 (disaster relief transfer) and to prepare a BD 606 to establish a budget. This account was created to provide consistency and clear documentation of disaster relief transfers.

The funds made available from the savings reserve and unreserved credit balances are simply transferred by journal entry by OSC from their respective budget codes to the disaster relief reserve (budget code 19930).

Establishment of Disaster Cost Centers

As OSBM is directing OSC to transfer the various sources of funds for disaster recovery into the disaster recovery reserve (budget code 19930), immediate response and recovery spending is executed as directed by the governor.

Accounting **cost centers** are required to record transactions prior to disbursement of funds. Therefore, state agencies anticipating recovery expenditures should immediately request cost center establishment to capture all financial activity related to applicable disaster recovery programs.

The cost center request is sent to OSBM on the form named “Establish a New Center (Fund) and Title” (figure 2). Upon approval from OSBM and cost center validation by OSC in the North Carolina Accounting System (NCAS), state agencies may begin posting authorized budgets, disbursements, and receipt of federal funds and/or state funds.

Disbursements for all disaster recovery efforts should include the **county code** number in the designated field in the accounts payable (AP) module. Entering this code number enables access to disbursement data amounts by county. Program personnel who submit invoices for payment to the Fiscal Management Office should clearly indicate the county code number. It is crucial that program and AP staff have county code numbers and understand the importance of their use.

If the General Assembly enacts legislation in a special session to authorize budgets for specific disaster recovery programs, new cost centers at the agency level should be established to coincide with the programs.

Furthermore, the authorized budgets should be posted immediately through the budget revision process and interfaced on NCAS. This action will allow program administrators who are disbursing the funds to be aware not only of the recovery needs, but also of the funds available to meet them.

Transfer of Funds by OSBM, OSC, and Other State Agencies

After incurring expenditures, the agency requests disaster recovery funds from budget code 19930. For oversight and accountability, OSBM requires that all agency requests flow through OSBM.

Budget code 23009 at OSBM should be used to establish cost centers that relate to the authorized budget for the disaster recovery programs. Agencies are provided a copy of a form entitled “Monthly Request for Disaster Recovery Funds” (figure 3) to be used for each request. This form requires a budget code and center number for the amount requested. The amount should not exceed expenditures anticipated for a one-month period. Upon receipt of

the form from an agency, OSBM submits a memorandum to OSC.

After OSC transfers disaster recovery funds from budget code 19930 to OSBM budget code 23009, OSBM uses the cash management control system (CMCS) to transfer the funds immediately from 23009 to the requesting agency. Each requesting agency must accept the transfer of funds in CMCS and then record the receipt into NCAS.

Agencies should request both federal and state funds supporting disaster recovery programs in a timely manner. The request for both types of funds should closely match the timing of the disbursements. If the request and the receipt are not handled this way, then cash from other programs must be used for disbursements. Furthermore, the BD 701 will not accurately reflect on a monthly basis the details of the federal and state funding support.

Tracking of Disaster Recovery Funds

Each agency receiving state appropriations for disaster recovery programs must prepare and submit to OSBM the form entitled “Monthly Expenditure Report” (figure 4). This OSBM prescribed report includes actual monthly expenditures and state receipts, which are added to all previous monthly totals to arrive at the cumulative grand total for each program. This monthly report must be submitted to OSBM by the 15th day of the following month.

OSBM develops and maintains current and historical schedules tracking the expenditures of all large disaster recovery efforts.

Special sessions of the General Assembly were called to address both Hurricane Floyd and the storms of the 2004 season. Because of the special sessions and resulting legislative acts, both disasters received specific authorized budgets for specific recovery programs.

Each agency receiving an authorized budget is held accountable for the funds. To provide checks and balances, OSBM maintains schedules that provide the same information as that posted to NCAS. Financial activity must be reported to the General Assembly and other interested parties; therefore, it is extremely important to provide data that is clearly documented in NCAS and CMCS.

MANAGEMENT OF FEDERAL DISASTER RECOVERY FUNDS

The state is eligible for federal recovery funds following a presidential disaster declaration. Grant awards from FEMA, the Office of Justice Programs, or the Department of Homeland Security are referenced by either grant number, contract number, or document number.

Each state agency has a method for drawing federal funds. The primary ones in use are these: 1) the Phone Activated Paperless Request System (PAPRS) from the Office of Justice Programs and 2) the Payment Management Smartlink from the Department of Health and Human Services.

Agency payments are accessed by account number and password. Each grant has a unique password-protected number that is referenced when funds are drawn from that grant or award.

Funds are received by individual grant number with PAPRS and in gross amounts from Smartlink.

Grant fund requests are certified in the IMS system by recording deposits with the State Treasurer's Office, either individually or in total for each day's request, depending on the agency.

Deposit records are prepared for each grant with a corresponding transfer from a revenue account to the appropriate cost center. When the state treasurer certifies that the requested funds have been received by wire transfer, the deposits are processed using CMCS.

As the state treasurer receives and certifies federal funds in CMCS, the requesting agency must record the receipt in the federal fund budget code by preparing a journal entry and immediately posting it to NCAS. After receipt of federal funds, the agency must transfer the funds electronically through CMCS to the operating budget code (1XXXX or 2XXXX) so that grant program disbursements can be made within the required time period. All entries to reflect receipt and transfer of federal funds to the operating budget code should be recorded on NCAS within 24 hours. Failure to record entries in a timely manner results in ineffectual budgetary data for management.

STATE DISASTER RECOVERY TEAM FINANCIAL SUBCOMMITTEE

When the State Disaster Recovery Team (SDRT) is activated to assess disaster damage and to develop a recovery strategy, a financial subcommittee also meets as needed to address issues related to the transaction and acquisition of federal, state, and local funds in disaster recovery programs. Subcommittee members include staff from the Office of State Budget and Management as well as the Office of State Controller. The controller, chief financial officer, or designated financial personnel from the following agencies also serve on the SDRT financial subcommittee:

- Department of Administration
- Department of Agriculture and Consumer Services
- Department of Commerce
- Department of Crime Control and Public Safety
- Division of Emergency Management
- Department of Environment and Natural Resources
- Department of Health and Human Services
- Department of Transportation

When possible and feasible, the SDRT financial subcommittee may include representatives from the following federal agencies:

- FEMA
- USDA Farm Service Agency
- USDA Natural Resource Conservation Service
- Small Business Administration (SBA)

Contact:

Office of State Budget and Management, 919-807-4700, <http://www.osbm.state.nc.us/>

Figure 1. Financial Process for State Disaster Recovery Assistance

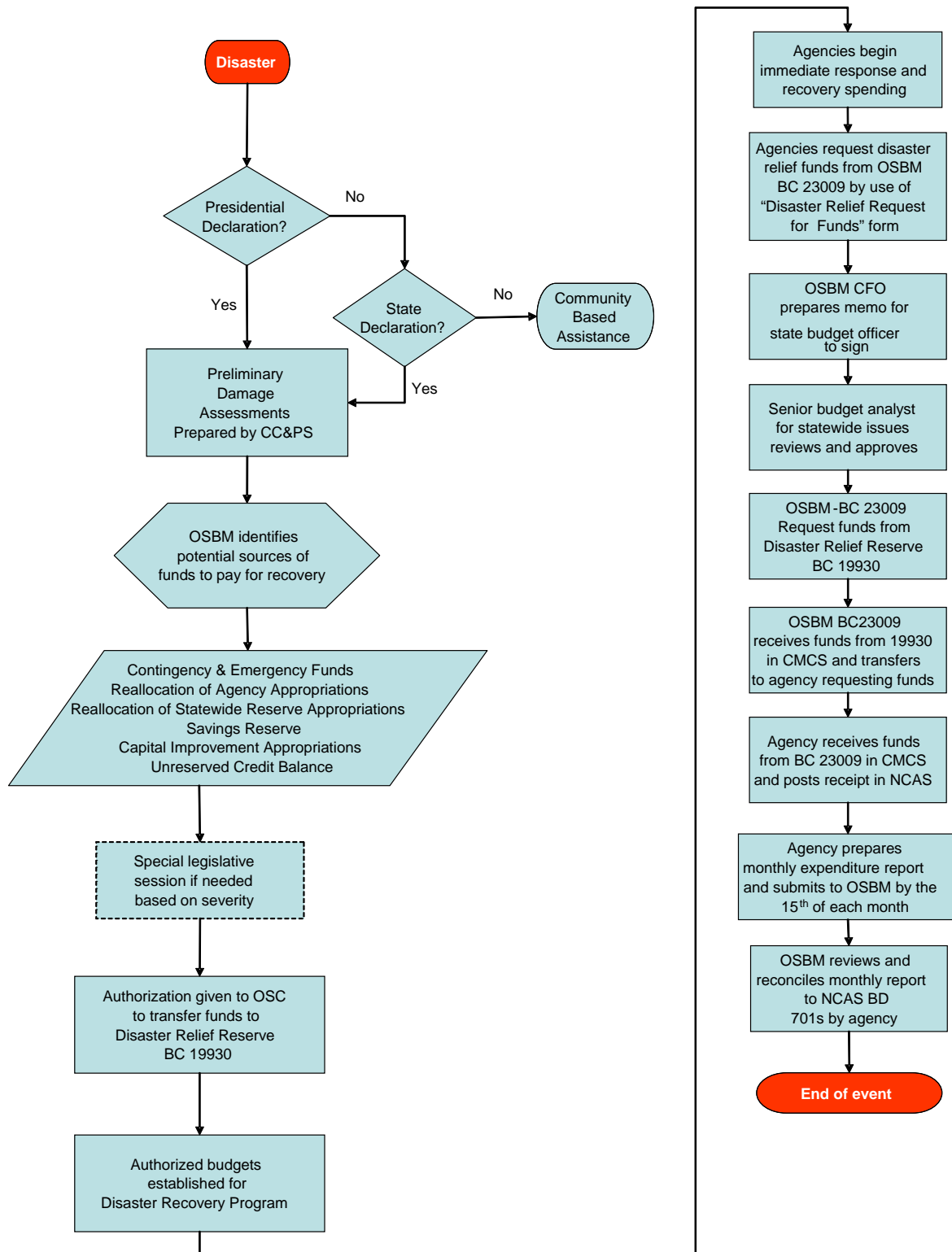


Figure 3. Form Used for Monthly Request for Disaster Recovery Funds

N. C. Office of State Budget and Management
 Monthly Request for Disaster Recovery Funds
 For the Fiscal Year 2005-2006

Description	Budget Code	Center Number	Center Title	Authorized		Requested Life-to-Date	Current Request	Unexpended Balance
				Program Budget				
				\$	•	\$	•	\$
				\$	•	\$	•	\$

Figure 4. Form Used for Monthly Expenditure Report

Monthly Expenditure Report		Department Receiving Hurricanes Recovery Funds				Previous Total			Current Month and Fiscal Year			Life to Date		
Item	Name of Department	Program Appropriation	Receiving Department	Budget Code	Center	Actual Receipts	Amount Encumbered	Amount Disbursed	Actual Receipts	Amount Encumbered	Amount Disbursed	Actual Receipts	Amount Encumbered	Amount Disbursed
1	FEMA Match Requirements											\$		
2	FEMA Match-Individual Assistance													
3	FEMA Match-Public Assistance													
4	Total Existing Match Requirements													
5	Housing Programs and Assistance													
6	Grants to SBA Housing Loan Applicants													
7	State Acquisition and Relocation Fund (SARF)													
8	Crisis Housing Assistance Fund (CHAF)													
9	N. C. Community Development Institute, Inc.													
10	Total Housing Programs and Assistance													
11	Business Disaster Assistance													
12	Emergency Bridge Loans to Businesses													
13	Business Disaster Recovery Loans													
14	Interest Buy-Down for SBA Loans													
15	Rural Economic Development Center													
16	Western Travel and Tourism (WAE Fund)													
17	Total Business Disaster Assistance													
18	Public Health and Environment Assistance													
19	Animal Quarantine and Diagnostic Assistance													
20	Crop Loss Assistance													
21	Grants and Loans to Commercial Fishermen													
22	Total Agriculture and Fishing Disaster Assistance													
23	Public Health and Environment Assistance													
24	Drinking Water Protection													
25	Water Quality Monitoring													
26	Soils and Hazardous Waste Cleanup													
27	Underground Storage Tank Assessments													
28	NRCS Stream Cleanliness													
29	NRCS Stream Cleanliness-ECF Assistance													
30	Forest and Reforestation													
31	Total Public Health and Environment													
32	Local Government Assistance													
33	Rehabilitation Grants to Local Governments													
34	Other Grants to Local Governments													
35	Total Local Government Assistance													
36	Historic Preservation and Mapping Studies													
37	Floodplain Mapping													
38	Streambed Mapping													
39	Landslide Mapping													
40	Funds to Implement Studies													
41	Total Mapping Studies													
42	Other Disaster Relief Funds													
43	Private Bridge Repair													
44	Disaster Recovery Contingency													
45	Statewide Administrative Costs													
46	Total Other Disaster Relief Funds													
47	Total													

Health and Human Services

Effective recovery from a disaster requires an extensive combination of federal, state, and local health and human service providers, collaborating to ensure the long-term health and well-being of the affected communities.

Section Contents

- NC Department of Health and Human Services
 - Coordination of Health and Human Services, Office of Citizen Services
 - Assessment and Surveillance, Division of Public Health
 - Medical Assistance
 - Medicaid
 - Health Choice for Children
 - Disaster Scenarios and Procedures
 - Emergency Facility Services, Division of Health service regulation
 - Behavioral Health Services, Division of MH/DD/SAS
 - FEMA Crisis Counseling Program
 - Aging and Adult Services, Division of Aging and Adult Services
 - Safe and Health Child Care, Division of Child Development
 - Social Services, Division of Social Services
 - Work First
 - Crisis Intervention
 - Child Protective Services
- Food Stamps
- NC Department of Labor
 - Occupational Safety and Health

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

The Department of Health and Human Services (DHHS) and its divisions contribute to several assessment and assistance recovery efforts during and following a disaster.

Coordination of Health and Human Services

The DHHS Office of Citizen Services (OCS), part of the Office of the Secretary, coordinates the activities of the divisions during a disaster. All affected and responding divisions submit daily reports via phone, electronically, and in face-to-face meetings. The OCS SERT member uses this information to compile necessary reports to the state emergency management human services director, DHHS secretary, and division directors. OCS serves as the central point of contact for all of the following DHHS divisions and for one Department of Environment and Natural Resources (DENR) division. The responsibilities and services of these agencies are outlined in this section.

- NC Division of Public Health
- NC Division of Medical Assistance
- NC Division of Health Service Regulation, Office of Emergency Medical Services
- NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
- NC Division of Aging and Adult Services
- NC Division of Child Development
- NC Division of Social Services
- NC DENR Division of Environmental Health

References:

NC DHHS Web page: <http://www.ncdhhs.gov/>

NC DHHS Office of Citizen Services (OCS) Web page: <http://www.ncdhhs.gov/ocs/>

NC DHHS Hurricane Web page: <http://www.ncdhhs.gov/docs/hurricane.htm>

OCS Disaster Coordination page: <http://www.ncdhhs.gov/ocs/disastercoor.htm>

Contact:

Office of Citizen Services, Director, 919-855-4401

Assessment and Surveillance

The NC DHHS Division of Public Health (DPH), in coordination with the DHHS Office of Citizen Services, leads five major public health assessment and surveillance initiatives:

- Rapid community health assessment to identify priority needs of housing, shelter, food, and health care
- Follow-on public health assessments to address ongoing and long-term effects
- Public health surveillance of the displaced populations and disaster response/recovery workers
- Human health environmental risk assessments such as drinking water, ground water, and structural damage
- Epidemiological studies of selected long-term impacts

Rapid Community Health Assessment

Following closely after a significant public health event, the Division of Public Health (DPH), in coordination with the affected local health departments, sends staff members from the DPH Epidemiology Section, personnel from the seven Public Health Regional Surveillance Teams (PHRSTs), professors and students from the Center for Public Health Preparedness in the School of Public Health at the University of North Carolina at Chapel Hill, and local health department staff to undertake a rapid county-by-county assessment of public health issues.

The focus of the resulting Community Health and Needs Assessment (CHNA) includes:

- Immediate public health needs from the disaster's impact on water (lack of, as well as contamination of water sources)
- Housing and shelter (general sheltering as well as special needs)
- Food (lack of, as well as contamination of food sources)
- Health care, illness, and injuries or hazards (mold, oil, and hazardous chemicals)

The CHNA is a statistically valid estimate using a cluster sampling method for determining human health impacts immediately following an emergency. It is useful in projecting needs and directing resources to the affected communities.

Within 7 to 96 hours of a significant public health event, DPH provides a written report of the CHNA to local governments, the State Emergency Response Team (SERT), and participating federal partners. The report outlines immediate human health needs. DHHS divisions and the Office of Citizen Services receive the report and share it with the secretary and executive leadership.

Follow-On Public Health Assessments

After the initial CHNA life-health-safety assessment, a more extensive analysis of specific health and human service needs may be conducted. The follow-on public health assessments examine both the short-term and long-term impacts on the public following a disaster or emergency response. Follow-up analysis may or may not be necessary depending on the event.

As set up by the DHHS secretary's office and in conjunction with the Office of Citizen Services, the Division of Public Health coordinates with the DENR Division of Environmental Health, the DHHS Office of Emergency Medical Services, the DHHS Division of Health Service Regulation, the DHHS Division of Mental Health, and other state agencies as necessary. Local public health and human service agencies are also involved. When necessary, federal agencies are invited to assist. The following agencies are key DPH partners:

Division of Health Service Regulation. The Division of Public Health helps the Office of Emergency Medical Services (NCOEMS) in the Division of Health service regulation to examine the impact of a disaster on the health care system's ability to deliver services. The agencies assess hospitals, EMS systems, community health centers, rural health centers, university health centers, and school health centers. NCOEMS employs the State Medical Asset/Resource Tracking Tool (SMARTT) and eight regional advisory committees (RACs).

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS). DPH assists DMH/DD/SAS in completing a needs assessment to determine the extent to which the disaster affected the behavioral health needs of the community, including the displaced population and response workers. The topic of behavioral health in this section examines behavioral health intervention services.

Department of Environment and Natural Resources (DENR) Division of Environmental Health (DEH). DPH coordinates with DENR DEH for follow-on public health assessment to monitor long-term environmental health impact.

For additional information on DENR's role in these assessments, see "Follow-On Public Health Assessment" in the Environment section of this document.

Public Health Surveillance

The Division of Public Health uses syndromic surveillance through the existing health care system

to monitor disease symptoms (e.g., fever, deep cough, jaundice, etc.) in the existing population. This surveillance is conducted through a component of the Public Health Information Network (PHIN), an electronic reporting and communication system that interconnects hospitals, clinics, and public health offices throughout North Carolina.

Following a significant public health event with a large population displacement or a dense congregation of diverse populations, the potential for disease outbreak exists. The existing syndromic surveillance network can be expanded to include temporary shelters, clinics, and disaster assistance centers. Such an expansion requires the mobilization of public health personnel from both within and outside the state. Any specific reports of certain diseases would result in an immediate statewide alert through the NC Health Alert Network (NCHAN).

Human Health Risk Assessment and Epidemiological Studies

Depending on the nature and extent of the emergency, there may be a need to assess the risk to human health from an environmental impact. The risk may arise from compromised drinking water or ground water or from an environmental contaminant. Detection, surveillance, and monitoring continue after the initial assessment, based upon the nature of the event. The Occupational and Environmental Epidemiology Section of the Division of Public Health coordinates these activities and shares findings with the appropriate state environment health agencies and local agencies.

Support for Environmental Assessments of Affected Private Water Supplies

In addition, DPH helps DENR's Division of Environmental Health (DEH) conduct its water sampling and inspection survey program (WSISP). The program re-samples all private water supplies that were reported contaminated and that were sampled after hurricane/flooding events. In coordination with county health departments, DEH contracts with each county to resample private water supplies to determine whether the supply is still at-risk for contamination.

References:

NC DHHS Division of Public Health (DPH) Web page: <http://www.ncpublichealth.com/>

NC Health Alert Network (NCHAN) Web page: <http://www.nchan.org/>

Medical Assistance

The Division of Medical Assistance (DMA) is the single state administrative entity for the NC Medicaid program and the NC Health Choice program (State Children's Health Insurance Program or SCHIP). DMA is responsible for the federal and state mandates that provide health insurance to low-income citizens. The programs establish client eligibility and health care benefit packages. DMA personnel then receive, process, and pay the claims submitted by enrolled health care providers to reimburse them for services provided. Neither program nor the division is responsible for assessing the damage caused to individuals or communities by natural or manmade disasters. However, both the Medicaid and the Health Choice programs participate in short-term and long-term emergency responses to such disasters.

DMA responds to disasters as directed by the governor and secretary of the NC Department of Health and Human Services. After a presidential disaster or emergency declaration, DMA contacts the director of the Division of Social Services (DSS) in each of the declared counties to begin the coordination of support activities.

Assistance Provided. DMA administers the Medicaid and NC Health Choice programs to assist disaster victims under guidelines for three different scenarios: an in-state disaster without an evacuation, an out-of-state disaster with an influx of evacuees into North Carolina, and an in-state disaster in which victims are evacuated out of North Carolina. The level and types of services depend upon the scenarios described below.

Timeline. DMA's operating standard is to implement a response plan within three to five business days after FEMA identifies the affected counties. The response plan is documented and communicated in an administrative letter to the director of social services in each county. The administrative letters are posted to the DHHS Web site for online publications. A hard copy is also sent in the US mail. The time duration of DMA's support depends upon each incident.

Reference:

NC DHHS Division of Medical Assistance (DMA) Web page: <http://www.ncdhhs.gov/dma/>

NC Medicaid

NC Medicaid is a health insurance program for certain low-income people. It is financed jointly with

federal, state, and county dollars. With the participation of approximately 60,000 enrolled health care providers, NC Medicaid provides health coverage for more than 1.6 million people who are eligible to receive federally assisted medical assistance. NC Medicaid is one of the largest health insurers in the state, second only to Blue Cross / Blue Shield.

Eligibility requirements vary according to program aid category, but all are predicated only on the individual's or family's income and/or assets and resources. There are several notable groups who do not meet eligibility criteria, e.g., childless adults between 21 and 64 who have no disability.

Application process. An applicant applies for medical assistance (Medicaid) either at the department of social services in the county where the applicant resides or by mail. Using administrative letters, the Division of Medical Assistance may adapt application procedures if needed during a disaster.

Contact:

DMA Assistant Director for Recipient Provider Services; 919-855-4023,
<http://www.ncdhhs.gov/dma/>

NC Health Choice for Children

NC Health Choice for Children provides comprehensive health insurance for children whose parents make too much money to qualify for Medicaid but too little to afford health insurance.

Eligibility requirements. Eligible individuals are uninsured children aged 6 - 18 in families with incomes at or below 200% of the federal poverty level.

Application process. An applicant applies for NC Health Choice for Children at one of a number of venues, including the department of social services in the county where the applicant resides, the local health department, a Smart Start agency, or by mail. Using administrative letters, the Division of Medical Assistance may adapt application procedures if needed during a disaster.

Contact:

DMA Assistant Director for Recipient Provider Services; 919-855-4023,
<http://www.ncdhhs.gov/dma/>

Disaster Scenarios and Procedures

DMA has three primary scenarios for a specific disaster response plan.

In-State Disaster (Out-of-State Evacuation Not Needed)

This scenario pertains to natural and man-made disasters that occur within the state and do not require that citizens be evacuated outside North Carolina.

Prior to mobilization, DMA waits until the actual occurrence of the disaster, e.g., landfall of a hurricane. Upon a presidential disaster declaration, DMA coordinates with the director of the NC Division of Social Services to determine specific needs of each county and to begin to coordinate the support effort.

Each county implements its emergency response, including setting up temporary locations for shelter, food, and other support, such as intake points for processing applications for NC Medicaid and NC Health Choice.

Within three to five business days of FEMA's identification of the affected counties, DMA issues an administrative letter to all affected counties. The administrative letter addresses the following:

- Counties affected
- Certification and recertification procedures
- Notices, identification cards, enrollment forms, and reports
- Review of extended cases
- Earned income rules
- Third party insurance
- Managed care rules

The administrative letters are posted to the DHHS Web site for online publications and are also mailed to each county's director of social services, Medicaid supervisor and eligibility staff, and NC Health Choice eligibility staff. Addenda to the administrative letters are released as the situation warrants.

Full NC Medicaid and NC Health Choice benefits are granted to individuals who are determined eligible.

As the disaster subsides and the situation becomes more stable, the Quality Assurance Unit within the Program Integrity Section of DMA begins to review the assets and third party insurance held by each individual who was assisted during the disaster. If warranted, the unit begins recoupment activities.

Out-of-State Disaster (Victim Influx into North Carolina)

This scenario pertains to natural and man-made disasters that occur outside the state and result in disaster victims coming into North Carolina.

Typically after a presidentially declared disaster, CMS (Centers for Medicare and Medicaid Services) sends a letter to the administrative entity of each of the 50 state Medicaid programs, appealing for help for the disaster-affected states. Depending upon the severity of the disaster, CMS may issue an application for a 1115 demonstration waiver, through which states may request special federal financial support and/or request to have certain eligibility requirements waived in order to provide services to out-of-state disaster victims.

After consulting with the DHHS secretary and, if necessary, the governor, the Division of Medical Assistance decides whether to provide support. If CMS initiates a demonstration, the state evaluates the appropriateness of submitting an application.

If an application is submitted and approved, DMA follows the requirements of the waiver in helping out-of-state victims. DMA typically makes eligibility determinations and offers a benefit package as indicated in the North Carolina State Plan.

Generally, the waiver provides for a streamlined application process and a shorter period of eligibility. It may or may not provide for a full range of Medicaid services.

DMA issues an administrative letter as it does for disasters within the state. Following Hurricane Katrina, for example, the Division of Medical Assistance issued administrative letter number 11-05, entitled "Emergency Medicaid Procedures for Hurricane Katrina Victims."

In-State Disaster (State Residents Evacuated Out)

This scenario pertains to natural and man-made disasters that occur inside the State of North Carolina when victims are evacuated out-of-state, but many victims still remain within the stricken area or within North Carolina. Thus DMA's response is a blend of the two approaches previously outlined.

DMA waits until the actual occurrence of the disaster prior to mobilization, e.g., landfall of a hurricane.

Upon a presidential declaration, DMA coordinates with the NC Director of the Division of Social Services to determine specific needs of the county and to begin to coordinate the support effort.

Each county implements its emergency response, including setting up temporary locations for shelter, food, and other support including intake points for processing applications for NC Medicaid and NC Health Choice.

Depending upon the severity of the disaster, CMS may send a letter to the administrative entity of each of the 50 state Medicaid programs appealing for support to the state of North Carolina. (CMS may issue an application for an 1115 Demonstration Waiver, through which states may request special federal financial support in order to provide services to out-of-state disaster victims from North Carolina.)

Within 3-5 business days of FEMA's identification of the affected counties, DMA will issue an "administrative letter" to all affected counties. The administrative letter addresses the issues listed in the above sections as the situation warrants.

Subsequent administrative letter addenda will be issued as the situation progresses, and, if CMS has approved an 1115 Demonstration Waivers to one or more states, DMA will coordinate its activities with CMS and the supporting ("host") states. All of this will be reflected in the addenda.

If a state provides assistance to an out-of-state North Carolina victim without the authority of an 1115 Demonstration Waiver, the normal DMA policies regarding reimbursement for out-of-state health care services apply, i.e., the provider must obtain prior authorization from DMA to provide a service, except for a valid emergency. In an emergency, the provider must notify DMA of the service within 24 hours of providing the service and the provider must enroll as a NC Medicaid/NC Health Choice provider and accept the NC Medicaid/NC Health Choice reimbursement rates in order to receive payment on a submitted claim. If a host state provides assistance to an out-of-state North Carolina victim within the scope of an 1115 Demonstration Waiver, the federal government may apply federal financial participation at the 100 percent rate and the host state will file claims to CMS for reimbursement. In this case, DMA will neither enroll nor make payments to the involved host state health care providers.

DMA provides assistance to its existing and new NC Medicaid/NC Health Choice enrollees as indicated in the above in-state scenario; however, it would modify its policies and procedures in coordination with any directives or special assistance offered by CMS such as the provision of enhanced federal financial participation.

Reference:

All adult Medicaid administrative letters, including emergency procedures:

<http://info.dhhs.state.nc.us/olm/manuals/dma/abd/adm/>

Contact:

DMA Assistant Director for Recipient Provider Services; 919-855-4023,

<http://www.ncdhhs.gov/dma/>

Associated Federal and Local Agencies:

US HHS Centers for Medicare and Medicaid Services (CMS) may become involved in policy and provision of assistance in a major catastrophe that affects many states.

Local Agencies

100 county departments of social services, local health departments, Smart Start agencies, etc., are responsible for setting up the application process and submitting all application information.

Emergency Facility Services

The Office of Emergency Medical Services (OEMS) in the Division of Health service regulation has the following responsibilities in a disaster.

Assessment Responsibilities

Assess the status of all licensed facilities and their ability to render medical care to their communities following the disaster. Facilities include EMS systems, hospitals, long-term care facilities, state psychiatric facilities, assisted living homes, group homes, local management entities, end stage renal disease facilities, community health centers, rural health centers, university health centers, and school health centers.

Plan with specific Division of Health Service Regulation staff, SERT partners, and affected facilities/centers to develop a strategy to assist in reestablishing methods of care. DFS will establish a command center in the Council Building and will ask for partners from the NC Healthcare Facilities Association, NC Long Term Care Association, NC Assisted Living Association, NC Association of Home Care and Hospice, NC Community Health Centers, NC Office of Rural Health, NC Division on Aging, and NC Hospital Association to assist with

the planning and strategic plan development as needed.

Implement any needed changes in normal state DFS procedures as needed to re-establish safe care in facilities/centers. Reports on progress and associated timeline are to be given to the SERT commander and the secretary of DHHS.

Evaluate progress in re-establishing facilities and centers and recommend appropriate changes to the strategic plan with the affected facilities or centers. Continue to provide guidance and technical assistance to the affected healthcare community, and report the ongoing evaluation to the Director of Health Service Regulation

Assessment team. The assessment team includes representatives of one or all of the following sections of DFS based on the incident and affected healthcare entities.

- Office of Emergency Medical Services
- Construction Section
- Certificate of Need Section
- Licensure Section

Support and planning team. The support and planning team may include representatives from one or all of the following associations and agencies depending upon the incident and the affected healthcare entities:

- NC Healthcare Facilities Association
- NC Long Term Care Association
- NC Assisted Living Association
- NC Community Health Association
- NC Association of Home Care and Hospice
- NC Office of Rural Health
- NC Hospital Association
- NC Division of Mental Health
- NC Division on Aging

Resources required. The resources required for emergency facility services include the following:

- Initial evaluation tool for all health care facilities, including evaluation of the physical plant and patient safety, as well as availability of personnel, medical products, and a pharmacy
- Trained personnel from DFS to be transported to the affected area for initial assessment of facilities within hours of an incident (assessment frequency dependent upon the incident and set by the DFS director)
- Transportation of a team to the affected area via the NC Division of Emergency Management under the guidance of SERT and in accordance with the ESF 8 plan

- Handheld device with broadband or wi-fi services to relay information obtained into the state database for instant reporting capabilities (will be mapped into the NC Multi Hazard Threat Database)
- Technical guidance for IT issues and reporting
- Information obtained by an ESF 8 representative in the state EOC and reported to the DFS director and SERT

Assistance Programs and Responsibilities

Healthcare Rapid Assessment Teams (P₃) can pre-deploy to staging areas for immediate deployment to healthcare facilities designated as high risk via use of the Multi-Hazard Threat Database (MHTD). OEMS will deploy one or more team members to work with National Disaster Medical Systems (NDMS) personnel to complete assessment and communicate status of healthcare community to include personnel, product, and physical plant. Reports will be relayed to the ESF 8 representative for dissemination to the Director of DFS and SERT Command. (P₃ stands for personnel, product, and physical plant.)

State Medical Assistance Teams (SMAT) will be available to augment or provide needed personnel, medical products, and a pharmacy upon request. Regional disaster coordinators located in the eight trauma centers will be available to assist with coordination and implementation of strategic reestablishment plans as needed and will report to NC OEMS on the progress and ongoing needs of health care entities in their regions.

Long-Term Disaster Assessment Teams(P₄) will be trained and made available to assess healthcare entities in affected areas through DFS/NC OEMS. These teams will report to ESF 8 in the state EOC for dissemination to the director of DFS and SERT. These teams differ from RNAs, as they conduct more comprehensive assessments after initial impact has been evaluated and reported. Evaluations will include personnel, product, pharmacy, and physical plant breaches.

State Medical Asset/Tracking Tool (SMARTT) is utilized by ESF 8 NC OEMS to identify needed resources across the state and to identify capacity in the affected areas by electronically tracking personnel, product, and physical plant breaches in all healthcare facilities on the SMARTT system.

During disasters or emergencies declared in accordance with Article 1 of Chapter 166A of the General Statutes, the Division of Health Service

Regulation may temporarily waive any rules of the Commission pertaining to facilities or home care agencies to the extent necessary to allow the facility or home care agency to provide temporary shelter and temporary services requested by the emergency management agency.

References:

NC DHHS Division of Health Service Regulation
Web page: <http://facility-services.state.nc.us/>

Additional rules and statutes related to evacuation, patient movement, and regulations are as follows:

10A NCAC 13B .4110, Disaster and Mass Casualty Program

10A NCAC 13D .2208, Safety

10A NCAC 13F .0307, Plan for Evacuation

10A NCAC 27G .0207, Emergency Plans and Supplies

JCAHO EC.4.10, Alternate Care Facility Guide

Contact:

NC DHHS Division of Health Service Regulation,
OEMS Hospital Preparedness Coordinator; 919-855-3947, <http://www.ncems.org>

Behavioral Health Services

After a disaster, federal legislation requires North Carolina to provide behavioral health intervention services to survivors. The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) coordinates these services at the state level, while the local management entities (LMEs) coordinate at the local level. The responsibilities of the LMEs are listed in the state fiscal year 2004-2005 contract between the North Carolina Department of Health and Human Services and the local management entities, included in the division's complete disaster response plan.

Assessment. A needs assessment team is established at the state and/or local levels to acquire information about the magnitude of the disaster with respect to casualties and damage incurred, the status and needs of the local management entity/state MH/DD/SAS facility director, the capacity of staff from the affected area to respond, and the needs of community leaders and the public in the affected area. State and local resources must be considered first in order to meet the needs assessed.

Crisis Counseling. DMH/DD/SAS coordinates a behavioral health response immediately after impact. The FEMA Crisis Counseling Regular Services Grant also provides crisis counseling services to survivors for a nine-month period after a disaster. These services are provided by full or part-time temporary staff, usually indigenous workers with trained and experienced clinical supervisors. Services are provided through outreach in community settings where survivors live, work, go to school, and congregate. Details of DMH/DD/SAS services and the FEMA Crisis Counseling Grant program follow.

References:

NC DHHS Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) Web page: <http://www.ncdhhs.gov/mhddsas/>

The DMH/DD/SAS Disaster Preparedness, Response, and Recovery Plan includes links to federal and other resources addressing trauma and public health. <http://www.ncdhhs.gov/mhddsas/disasterpreparedness/index.html>

FEMA Crisis Counseling: <http://www.fema.gov/assistance/process/additional.htm#0>

Recovery Assistance Programs and Responsibilities

The recovery phase begins when either the local management entities return to normal operations and provide long-term crisis counseling services to survivors or when response teams are replaced by temporary full-time crisis counselors. The disaster response coordinator of MH/DD/SAS transfers responsibility for service coordination to the local management entities when the recovery phase begins (six to eight weeks after the event) and continues to assist with regular services grant preparation and implementation.

State Disaster Declaration. During disasters or emergencies declared in accordance with Article 1 of Chapter 166A, if the disaster is never declared presidentially, the Division of MH/DD/SAS may have to support within available resources the hiring of full-time temporary crisis counselors, if providing this service to survivors is beyond the existing financial capacity of the affected local management entities.

DMH/DD/SAS maintains a registry of behavioral health professionals trained to provide psychological first aid to the public. The division collaborates with the local management entities and their disaster responders as well as with community response agencies, such as the North Carolina Psychological Foundation-Disaster Response Network, American Red Cross, and North Carolina Critical Incident Stress Management, to provide disaster counseling to emergency response personnel and the public. In emergencies, they provide disaster-related mental health services as appropriate, such as psychological first aid, critical incident stress debriefing, and long-term recovery planning and service delivery.

Federal Disaster Declaration. In a presidentially declared disaster, counselors are hired with funds from FEMA and administered through the Center for Mental Health Services. The needs assessment function will become one of case finding and establishing referral mechanisms between crisis counseling programs and FEMA, DSS, DPH, and other entities that encounter persons at risk.

Local government and private agencies involved in disaster recovery include the following:

Local Management Entities:

<http://www.ncdhhs.gov/mhddsas/lmedirectory.htm>

NC Psychological Foundation Disaster Response Team: <http://www.ncpsychology.com>

NC Critical Incident Stress Management: <http://www.nccism.org>

American Red Cross:

<http://www.redcross.org/where/chapts.asp#NC>

FEMA Crisis Counseling Program (CCP)

The FEMA CCP augments the state's existing behavioral health services by partnering with the Center for Mental Health Services (CMHS), Emergency Mental Health and Traumatic Stress Services Branch (EMHTSSB) to provide technical assistance, consultation, and training for state and local mental health personnel, grant administration, and program oversight.

After a presidential declaration, the state may apply to FEMA for funds to implement a crisis counseling program for disaster survivors. The purposes of the program are stated below.

- Provide short-term support services, including counseling, to disaster survivors and their families to relieve behavioral health problems

caused or aggravated by a disaster or its aftermath

- Address the special behavioral health needs of at-risk groups in a culturally sensitive manner
- Offer training to disaster workers, behavioral health professionals, and health care workers to help them provide behavioral health services to disaster survivors or to identify survivors who need behavioral health referrals
- Refer survivors to disaster relief agencies and assist them with accessing resources to help with recovery

The crisis counseling program has two phases:

- Immediate services (a 60-day program after disaster declaration).
- Regular services (a nine-month program starting three to five months after the initial declaration). A state may be awarded funds for approximately one year of services following the disaster declaration.

Existing local staff deliver services when able.

If supplemental staff are needed, the following provisions apply:

- The disaster coordinator of the Division of MH/DD/SAS serves as project manager to implement and supervise a state-supported program of counseling services (if funding permits) or the federally funded regular services grant program.
- With the support of the Office of Human Resources and with the active involvement of the LME directors, the communication and training team, and the disaster coordinator, a process for recruiting, screening, hiring, training, and deploying crisis counseling staff is negotiated.
- As a general guideline, FEMA-funded crisis counselors are indigenous to the affected area and are supervised by trained clinical staff.
- The recovery phase lasts from six to twelve months, depending on the needs.
- The final 60 days of the project focus on ending the counselor-client services and terminating employment for the counselors.
- Within three months after the conclusion of the recovery phase, an evaluation is done of the plans and preparation, alert and mobilization, and response and recovery phases to revise, refine, and improve the capacity of the Division of MH/DD/SAS to respond.

Services and Training of Crisis Counselors

Local crisis counselors will provide primarily home-based and community based services; outreach will be an integral and primary means of reaching survivors. The Disaster Coordinator of the Division of MH/DD/SAS will ensure that crisis counselors are trained throughout their tenure. Appropriate training may be delivered by Division of MH/DD/SAS staff or by contract staff with special expertise.

Crisis counselors will be trained to provide crisis counseling to local groups affected by the event, to those who served as responders, and to survivors. Crisis counseling training will emphasize the development of cultural competence.

Services will be culturally appropriate and focus on active listening, normalization of emotional responses, problem definition and resolution, advocacy, linkage, support, affirmation, support network development or re-establishment, education, information and referral.

Training will encompass such topics as cultural competence, active listening skills, basic counseling skills, typical and atypical responses to catastrophic events, issues unique to children and the elderly, knowledge of available resources and how to access those, advocacy that supports consumers' access to services for which they are eligible, active referral and follow-up principles, grief counseling principles, anger management, conflict resolution and defusing, education, and consultation techniques.

Priority Populations

Priority populations will include children and their families, people in poverty, the elderly, persons with sensory and other disabilities (including developmental disabilities), persons with serious and persistent mental illness, substance abusers, and those at high risk for experiencing crises.

Appropriate Expenses

Appropriate expenses include crisis counselors and outreach workers to provide direct services to disaster-impacted residents; managers or supervisors of crisis counseling staff at state and local levels; administrative and fiscal support staff. Staffing should be proportional to the size of the disaster and be internally consistent when there are multiple local providers.

References:

US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental

Health Services:

<http://www.mentalhealth.samhsa.gov/cmhs/>

Emergency Mental Health and Traumatic Stress Services Branch:

<http://www.mentalhealth.samhsa.gov/cmhs/EmergencyServices/>

SAMHSA Disaster Technical Assistance Center:

<http://www.mentalhealth.samhsa.gov/dtac/default.asp>

Section 416 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 1974 authorizes FEMA to fund mental health assistance and training activities in areas that the president has declared a disaster.

Contact:

NC MH/DD/SAS Disaster Coordinator, 919-715-2780

Aging and Adult Services

The responsibilities of the Division of Aging and Adult Services (DAAS) in disasters include the following:

- Providing information, direction, and assistance to area agencies on aging (AAAs) and local aging and social service providers
- Supporting efforts of AAAs, local departments of social services, aging service providers, and NCEM
- Assisting and making information available to emergency workers regarding special needs of older and disabled adults in shelters, residences, rest homes, nursing homes, and disaster recovery centers
- Assisting with coordination of resources for older and disabled adults
- Representing the needs and interests of the aging and disabled population and advocating on their behalf at federal/state briefings, meetings, and on committees
- Assisting in identifying housing and services for displaced older and disabled victims
- Providing support to counties in developing and operating shelters for those with special medical needs

DAAS requires uniform information before, during, and after every disaster concerning these factors:

- Status of older and disabled adults and their immediate and anticipated needs

- Approximate locations and numbers of affected older and disabled adults
- Status of service providers and AAAs, including their immediate and anticipated need

DAAS collects this information by activating the DAAS disaster team and implementing a calling model for the AAAs.

Disaster Assistance Programs

As part of disaster recovery, the unmet needs for older adults are addressed under the Special Programs for the Aging, Title IV of the Older Americans Act.

Under this act, funds are provided by the US Administration on Aging to assist older adults (60+) affected by a federally declared disaster.

Funds are flexible and can be used for any unmet need. In the past, funds have been used for reimbursement of medications, replacing damaged items, and case management services.

Eligibility requirements state that the individual must be 60 years or older.

Process. The Division of Aging and Adult Services applies to the US Administration on Aging for grant funds after a federally declared disaster. DAAS contracts directly with regional area agencies on aging (AAAs) in the affected area. AAAs work with local aging service providers to get funds to individuals in need.

Funding requirements. Funding is 100% federal with no state or local matching required.

References:

Federal authorization:

Older Americans Act of 1965, Title IV, Public Law 89-73, Stat. 218, as amended; Public Law 97-115, 95 Stat. 1595; Public law 98-459, Stat. 1767; Public Law 100-175; Public Law 100-628, 42 U.S.C. 3031-3037b; Public Law 102-375

DAAS, Disaster Preparedness Web page:

<http://www.ncdhhs.gov/aging/disaster.htm>

US HHS Administration on Aging, Disaster Assistance Web page:

http://www.aoa.gov/eldfam/Disaster_Assistance/Disaster_Assistance.asp

Contact:

Division of Aging and Adult Services, Disaster Coordinator, 919-733-8400

Safe and Healthy Child Care

In the event of a disaster, the Division of Child Development (DCD) supports child care providers and helps provide safe and healthy child care alternatives for families. The division carries out the following functions:

- Assists in coordinating the relocation of children in affected child care settings
- Assesses providers' needs, including establishing temporary emergency child care
- Makes referrals to family child care home (FCCH) providers (private homes that are registered child care facilities)

Assessment

Assessments are made by staff members, partner agencies, and child care providers.

The DCD director, under the direction of the DHHS Office of Citizen Services (OCS) and the DHHS secretary, oversees and coordinates the activities of the DCD management team, disaster function team leaders, and disaster coordinator.

DCD disaster function teams are activated to assess and communicate the division's capacity to carry out its roles as affected by the disaster and to make provisions for the continuation of core division functions.

DCD assessment responsibilities include the following:

- Communicating with partner agencies (e.g., the Child Care Resource and Referral Council and local agencies, the North Carolina Partnership for Children and local partnerships, and the NC Head Start Association) to assess their role and functionality as affected by the disaster
- Initiating the assessment of child care providers' damages and needs, with assistance of partner agencies
- Assessing the need to relocate children off-site, ensuring that children are safe while they are in child care
- Assessing the need to approve temporary emergency child care arrangements to improve access to child care

- Assessing the need to activate special licensing policies and to reestablish safe child care
- Assessing the continuation of child abuse and neglect investigations involving child care
- Assessing the ability to use subsidy funds to pay for emergency child care
- Assessing the implementation of other assistance for specific disaster needs
- Coordinating communication with the North Carolina Division of Social Services (DSS) about child care facilities and local social service departments
- Coordinating with DCD State Emergency Response Team (SERT) members to ensure the assessment of child care facilities that primarily serve children with special needs

The timeline for assessment is determined by the nature of the specific disaster, with emphasis on supporting child care providers and providing families with safe and healthy alternatives for child care after a disaster.

Shortly after Hurricane Floyd, NC DCD assessed, developed, and implemented emergency licensing policies to make it easier for child care programs to reopen and expand capacity, yet still protect child health and safety.

The DCD-regulated child care provider database is used for ongoing and long-term assessment needs. DCD continues assessments periodically until it determines that child care providers affected by the disaster are able to offer families safe and healthy child care. Some assessments may include the collection of geographic information system (GIS) data layers and spatial mapping of the disaster's impacts on child care providers in the affected areas.

The DCD Disaster Plan provides additional details of assessment functions. Contact information is maintained on confidential DCD disaster function team listings. The Regulatory Services Section of the Division of Child Development uses a phone tree to contact staff members to assess staff member and child care provider needs in affected areas, activate DCD teams, and relay instructions.

Additional communication about assessment may be provided by other DCD partners or other divisions and agencies, such as the following:

- NC Division of Mental Health/ Developmental Disabilities/ Substance Abuse Services (DMH/DD/SAS)
- NC Department of Insurance
- Division of Information Resource Management (DIRM)

- NC Baptist Men
- NC Department of Environmental and Natural Resources (DENR)
- Church of the Brethren
- American Red Cross

DCD disaster function team leaders report to the DCD emergency management team. DCD regional disaster teams facilitate communications and collaboration among DCD and partner agencies at the regional level. Ongoing reports and feedback are provided to the Office of Citizen Services and DCD SERT members and, in turn, are shared with other DHHS divisions and managers.

If a disaster occurs that requires support for child care providers or children in child care, DCD collaborates with other agencies on disaster response activities through the OCS, SERT, and the NC Division of Emergency Management.

Ongoing and Long-Term Assessment

After the initial assessment, the affected staff members, partners, and child care providers will receive additional assessments, as needed.

Additional resources may be needed to complete assessments, including staff members, equipment, supplies, or financial resources. Whether DCD carries out an individual disaster function depends on the specific needs at the time and available resources, both human and financial.

Ongoing efforts may include evaluation of the following:

- Relocation of children to an off-site location
- Need for or duration of temporary emergency child care arrangements
- Special licensing policies allowed
- Continuity of abuse and neglect investigations in child care
- Use of subsidy funds to pay for emergency child care

Assistance Provided

Historically, no federal or state recovery assistance programs or services offer assistance specifically for child care providers. However, there are several potential sources for possible assistance.

Federal Head Start funds were approved for short-term use following Hurricane Katrina to enable preschoolers from evacuated families to receive Head Start services.

DCD provided “Operation Brighter Day” information to partner agencies during the 2004 hurricane season to help homeowners, renters, and business owners learn about child care providers.

Subsidy funds are needed to pay for emergency child care. State funds were used after Hurricane Floyd for emergency subsidized child care.

- DCD worked with DSS and local departments of social services to provide emergency subsidized child care for families affected by the disaster.
- A special loan/grant project was developed using federal DHHS Child Care and Development Funds (CCDF) and private foundation dollars to help child care providers in post-Hurricane Floyd counties to rebuild. Child care providers borrowed for a variety of needs, including construction. Very limited funding is currently available.
- DCD partnered with the Governor’s Highway Safety Program to use federal CCDF to purchase 1,100 car seats for infants and toddlers of families who lost theirs during Hurricane Floyd.
- DCD worked with DMH/DD/SAS to help children and families cope with stress after Hurricane Floyd.

References:

NC DHHS Division of Child Development (DCD) Web page:

<http://ncchildcare.dhhs.state.nc.us/general/home.asp>

Division of Child Development Disaster Plan:

http://ncchildcare.dhhs.state.nc.us/pdf_forms/dccdis.pdf

DCD Emergency Preparedness page:

http://ncchildcare.dhhs.state.nc.us/providers/pv%5Fe_mergency.asp

“Subsidized Child Care Services Manual,” Appendix D: Procedures for Emergency Subsidized Child Care: <http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCSxD.htm>

Governor’s Highway Safety Program Web page:

<http://www.ncdot.org/programs/GHSP/>

Contact:

Division of Child Development Disaster Coordinator, 919-662-4499

Social Services

The Division of Social Services (DSS) is heavily involved in emergency operations center activities, particularly in terms of mass care. DSS is not responsible for making damage assessments, but it provides volunteers as needed to participate in disaster recovery assistance centers and to serve on community relations and damage assessment teams, when requested.

DSS also convenes a communications center in the Albemarle Building in Raleigh to facilitate communications with local departments of social services involved in a disaster. At least daily conference calls are made to discuss local issues and needs.

DSS supervises several services that are administered through county departments of social services. Economic benefit programs particularly applicable in times of disaster recovery include Work First, Crisis Intervention, and Food Stamps. In addition, child protective services may be required in times of disaster. Other than Food Stamps (which is discussed separately below), the programs operate as usual with no modifications for disaster situations.

Work First

Work First provides cash, medical assistance, and services for families with a minor child who meet the eligibility requirements. Applications for assistance are made at county departments of social services. The rules for Work First do not change in a disaster. However, families who were previously ineligible may become eligible due to the disaster's effects, such as business closures resulting in unemployment. Eligibility requirements are found in the DSS Work First manual.

Crisis Intervention

The Crisis Intervention Program (CIP) serves individuals and families who need help to alleviate a heating or cooling-related crisis. CIP funds may be used to pay for heating oil, electricity, blankets, fans, and very short-term housing. The rules for CIP do not change in times of disaster. Typically, applications are made at local departments of social services. In some counties, however, there are other locations.

Eligibility requirements are found in the DSS low-income energy assistance manual.

Child Protective Services

Child Protective Services (CPS) is responsible for ensuring the safety of all children, including minors separated from their families due to evacuation or other displacement.

USDA Food Stamps

After a disaster, USDA Food and Nutrition Services (FNS) makes available Food Stamps services to help those affected by the disaster to purchase food. Food Stamps are 100% federally funded. Staff time is paid for with 50% federal funds and 50% state or county funds. Disaster Food Stamps are contingent upon USDA approval of a Disaster Food Stamp program.

Regular Food Stamp Program. The regular ongoing Food Stamp program has rules to handle small disasters that affect a few individuals. Individuals who have lost food during a natural disaster can request benefits to replace their food loss. This type of request does not require any declaration by the United States Department of Agriculture (USDA) or the state office.

Eligibility requirements for victims of small disasters are the same as for the regular food stamp program. See the NC DSS food stamp eligibility requirements for the regular program in the DSS Food Stamp Manual.

Modified Food Stamp Program. This program is the most common of the food stamp disaster responses and is used for small to medium-size natural disasters. The regular Food Stamp program is run with modifications. Depending on the size of the disaster, the regular program may be run at the same time as the modified one. In larger disasters, USDA allows the state to run the modified program only during the designated application-taking period.

Eligibility for the modified program depends on requirements approved by USDA. The state must request waivers of Food Stamp program rules for the affected areas. The most common program waivers include, but are not limited to, waiver of gross income limits (net income limits only are utilized). In addition, an applicant's declaration of income and expenses is taken unless questionable; nonliquid resources are excluded; out-of-pocket expenses for repairs, temporary lodging, etc., are allowable deductions; employment and training requirements are waived; and hot food is an allowable purchase during the benefit period. The number and extent of waivers granted vary from disaster to disaster and are contingent upon the number of individuals affected and the size of the disaster.

Disaster Food Stamp Program. This response is used in large natural disasters that affect a large number of individuals; thus, it is rarely implemented. Only Disaster Food Stamp Program applications are taken during the application-taking period; the regular Food Stamp Program is suspended.

To meet the eligibility requirements for this program, applicants must demonstrate residency; plan to purchase food during the benefit period; and have experienced an adverse effect, such as loss of food, lost income, damage to home or business, etc. Also, the applicant's identity must be verified.

To run a modified or disaster Food Stamp program, state officials must request approval from USDA. The modified or disaster programs are usually implemented seven to ten days after a disaster. Prior to implementation of these programs, commodities may be distributed, and mass feeding sites are usually operated.

The modified or disaster Food Stamp programs are not implemented until grocery stores are operating. Therefore, electricity must be restored to at least some areas of the county in order for these programs to be approved. It is anticipated that clients will be able to access their benefits through their electronic benefits transfer (EBT) cards.

Application Process

Applications are taken at local departments of social services based on the policy developed and distributed to them by state DSS. Policies may change slightly with each disaster based on specific circumstances.

References:

NC Division of Social Services Web site:
<http://www.ncdhhs.gov/dss>

NC Division of Social Services Disaster Plan 2001
<http://www.ncdhhs.gov/dss/county/docs/NCDSSDisasterPlan.pdf>

NC Division of Social Services Work First Manual:
<http://info.dhhs.state.nc.us/olm/manuals/dss/csm-96/man/index.htm>

NC Division of Social Services Low-Income Energy Assistance Manual:
<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-40/man/index.htm>

USDA Food Stamp Program:
<http://www.fns.usda.gov/fsp/>

USDA Food and Nutrition Service Disaster Manual:
<http://www.fns.usda.gov/fdd/programs/fd-disasters/CommodityDisasterManual.pdf>

NC DSS Food Stamp Program Manual:
<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-30/man/index.htm>

NC DSS Food Stamp Disaster Manual:
<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-70/man/index.htm>

Contact:

Division of Social Services, Chief of Economic Services, 919-733-7831

OCCUPATIONAL SAFETY AND HEALTH

The NC Department of Labor through its Division of Occupational Safety and Health contributes to disaster recovery as follows:

- Provides occupational safety and health technical advice to recovery supervisors and workers
- Develops, implements, and monitors an incident personal protective equipment (PPE) program, including the selection, use, and decontamination of PPE; implementation of a respirator fit-test program; and distribution of PPE
- Issues hard hats, gloves, safety vests, ear plugs, and safety glasses to recovery workers
- Conducts logging/chainsaw safety training in the field to help prevent worker injuries
- Provides occupational safety and health technical advice and support to the SERT safety officer and incident command post (ICP) safety officer(s) involved in incident management and, if appropriate, at all incident sites
- Undertakes site-specific occupational safety and health plan development and implementation and ensures that plans are coordinated and consistent among multiple sites, as appropriate
- Identifies and assesses health and safety hazards and characterizes the incident environment, including continued monitoring of incident safety
- Monitors responder personal exposure, including task-specific exposure monitoring for toxins and physical stressors (e.g., noise, heat and cold, and ionizing radiation)

- Evaluates the need for longer term epidemiological medical monitoring and surveillance of responders in conjunction with DHHS
- Assesses and identifies sources for responder safety and health resource needs
- Collects and manages data (e.g., exposure data and accident or injury documentation) to facilitate consistent data formatting and data sharing among responding organizations
- Communicates with labor unions, contractors, and other organizations about responder safety and health issues
- Coordinates and provides incident-specific responder training
- Identifies appropriate immunization and prophylaxis for responders and recovery workers in coordination with DHHS
- Facilitates resolution of any technical or other disputes among cooperating agencies about the activities cited above as the coordinator for the Worker Safety and Health Support Appendix, NCDOL/OSHNC

References:

NC Department of Labor State Emergency Management Plan:
<http://www.ncem.org/ARCHIVES/NCDOLplan.pdf>

NC Department of Labor, Occupational Safety and Health Division Web site:
<http://www.nclabor.com/osha/osh.htm>

Contact:

NC Department of Labor, Emergency Response/Homeland Security Coordinator, 919-807-2846

Housing

After a disaster, safe and secure housing is one of the most important needs of victims. Several state agencies and staff in federal programs may be available to cooperate with local authorities in assisting victims with damaged or destroyed housing. **Disaster victims needing assistance should be sure to register with both FEMA and the state of North Carolina if their homes are damaged or destroyed.**

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

Section Contents

NC Emergency Management and FEMA Assistance

- FEMA Individual Assistance/Individuals and Households Program
- FEMA Pre-Disaster Mitigation Program
- FEMA Hazard Mitigation (“Buyout”) Grant Program
- FEMA Flood Mitigation Assistance Program
- Private Roads and Bridges

NC Division of Community Assistance

- Community Development Block Grants
 - CDBG Supplemental Allocation
 - CDBG Scattered Site Housing
 - CDBG Housing Development Program

NC Department of Health and Human Services

- Division of Social Services and American Red Cross Shelters
- Division of Aging and Adult Services (DAAS) and Special Medical Needs Shelters
- Pets and Shelters

NC Housing Finance Agency

- Urgent Repair Program (URP)
- Single-Family Rehabilitation
- Disaster Rental Assistance
- Rental Production Program

NC Redevelopment Center

- Crisis Housing Assistance Funds (CHAF)
 - State Acquisition and Relocation Funds (SARF) for Homeowners and Renters
 - Home Repair and Rehabilitation
 - Home Replacement
 - Grants to Successful SBA Home Loan Applicants
 - Aid to Local Government
 - USDA Rural Development
- Multifamily Housing Assistance
- Single Family Housing Assistance
 - Repair Loan/Grant Program
 - Disaster Community Facilities

Nonprofit and Voluntary Agencies and Organizations

- North Carolina Voluntary Organizations Active in Disaster (NC VOAD)
- Habitat for Humanity

NC EMERGENCY MANAGEMENT AND FEMA ASSISTANCE

The NC Division of Emergency Management (NCEM) in the Department of Crime Control and Public Safety is the state’s key point of contact for assessing the damage of a disaster and delivering all FEMA recovery assistance programs. FEMA housing assistance includes the Individual Assistance (IA) / Individuals and Households Program (IHP), Pre-Disaster Mitigation (PDM), Hazard Mitigation (“Buyout”) Grant Program (HMGP), and Flood Mitigation Assistance (FMA).

Damage Assessment. NCEM, FEMA, SBA, and the local building and inspections authority form a team to conduct damage assessments days or weeks following a disaster, depending on its scale and type. Assessments typically begin as soon as local governments are ready to provide hosts and guides. The American Red Cross conducts additional assessments and may share this information with this team.

Damage assessment teams require trained personnel, transportation, meals and lodging, digital cameras, GPS units, laptop computers, maps, and building code and floodplain ordinance information.

Individual property owners should report damage through their county or municipal emergency management agency. Ultimately, NCEM must obtain a list of damaged properties.

The state may collect damage information from local authorities through direct participation in damage assessment or from other means.

References:

NC Department of Crime Control and Public Safety, Division of Emergency Management (NCEM) Web site:
<http://www.nccrimecontrol.org/Index2.cfm?a=000003.000010>

FEMA Hazard Mitigation Grant Program (HMGP)
Desk Reference:
<http://www.fema.gov/government/grant/hmgp/index.shtm>

State Mitigation Opportunity Assessment Tool (MOAT) (from NCEM)

NCEM Individual Assistance PDA Standard Operating Procedures

Contacts:

FEMA Region IV, Atlanta, GA, 770-220-5200

US Small Business Administration, 1-800-659-2955

NCEM Director, 919-733-3825

American Red Cross, Washington, DC,
1-866-438-4636

FEMA Individual Assistance (IA) / Individuals and Households Program (IHP)

Assistance from FEMA's Individual Assistance (IA) / Individuals and Households Program (IHP) is described below.

For many individuals and households, FEMA IHP assistance is an essential source of help in addressing temporary lodging and home repair or replacement.

The services IHP provides include the following.

Housing Assistance

- Lodging expenses reimbursement (for a hotel or motel)
- Rental assistance (cash payment for a temporary rental unit or a manufactured home)
- Home repair cash grant
- Home replacement cash grant
- Permanent housing construction (in rare circumstances)

Historically, housing assistance has been 100% federally funded.

Other Needs Assistance

- Medical, dental, and funeral costs
- Transportation costs
- Other disaster-related needs

Historically, other needs assistance has required a 75% federal and 25% nonfederal cost share for

reimbursement to individual citizens for some uninsured losses incurred as a result of a declared disaster event.

Eligibility Requirements

Eligible applicants must meet these requirements:

- Have incurred losses to their primary residence and/or personal property
- Live in a disaster-declared area
- Can confirm that the damage is not covered by insurance or that the insurance settlement is insufficient to meet the losses
- Are US citizens, noncitizen nationals, or qualified aliens
- Cannot currently live in their home, cannot get to their home due to the disaster, or their home requires repairs because of damage from the disaster

Reference:

FEMA Disaster Assistance: Housing and Other Needs Web site:

<http://www.fema.gov/assistance/index.shtm>

Contact:

NCEM Operations Section, Individuals and Households, 919-715-8000

FEMA Pre-Disaster Mitigation (PDM) Program

The FEMA Pre-Disaster Mitigation Program funds competitive grants to state and local governments for projects designed to reduce the future impacts of natural hazards. Some details are listed below.

- The cost share for eligible expenses is 75% federal and 25% nonfederal.
- The appropriation is annual; individual project funding is based on an annual national competition.
- Local governments may apply to NCEM for funding for cost-effective activities that conform to the State Hazard Mitigation Plan (322 Plan).
- NCEM reviews project applications for completeness and eligibility and forwards them to FEMA for national review and ranking.
- FEMA provides funding (75% of eligible costs) to the state to administer the program, making reimbursements of eligible expenses to local governments.

- 25% of eligible project costs must come from nonfederal sources and may be met by cash or in-kind matches.

Eligible Applicants

State and local governments with FEMA-approved hazard mitigation plans

Eligible Project Types

The state establishes priorities for PDM projects and accepts applications. Projects must conform to the State Hazard Mitigation Plan and must meet the cost-effectiveness and environmental requirements promulgated in annual PDM programmatic guidance provided by FEMA. Following are some examples of eligible project types.

- Acquisition and demolition or relocation of hazard-prone properties
- Retrofitting of existing buildings and facilities
- Elevation of certain flood-prone properties
- Storm water management projects

References:

North Carolina State Hazard Mitigation Plan (322)

Authorization: §203 of the Robert T. Stafford Disaster Assistance and Emergency Relief Act (Stafford Act), 42 USC

NCEM Mitigation Section Web page:
<http://www.nccrimecontrol.org/Index2.cfm?a=000003.000010.001623.000177>

FEMA PDM Web page:
<http://www.fema.gov/government/grant/pdm/>

Contacts:

NC Division of Emergency Management, Hazard Mitigation Section, 919-715-8000

FEMA Region IV, Atlanta GA, 770-220-5200

FEMA Hazard Mitigation (“Buyout”) Grant Program (HMGP)

The FEMA Hazard Mitigation (“Buyout”) Grant Program (HMGP) is a combined effort of federal, state, and local governments to end the cycle of repetitive disaster damage and loss.

Mitigation is considered any sustained action taken to reduce or eliminate long-term risk to people and property from natural hazards and their effects.

HMGP funding is authorized under the Robert T. Stafford Disaster Relief Act of 1974 and is based on a formula providing funding at a rate of 7.5% of all public assistance and individual assistance funds authorized following a presidential disaster declaration.

A key purpose of the HMGP is to ensure that the opportunity to take critical mitigation measures to protect life and property from future disasters is not lost during the recovery and reconstruction process following a disaster.

Eligible Applicants

Eligible applicants are state and local governments with FEMA-approved flood mitigation plans and membership in good standing with the National Flood Insurance Program (NFIP). The state administers the program. The following entities are eligible to apply for funding:

- State and local governments
- Certain private nonprofit organizations and institutions
- Native American tribes

Eligible Project Types

Projects must conform to the State Hazard Mitigation Plan and meet FEMA’s cost-effectiveness and environmental standards. Examples of eligible project types are listed below.

- Acquisition and demolition or relocation of hazard-prone properties
- Retrofitting of existing buildings and facilities
- Elevation of certain flood-prone properties
- Infrastructure protection measures
- Storm water management
- Minor structural flood control project
- Mitigation planning projects and other scientific “paper” projects designed to help identify and or quantify hazard mitigation issues and solutions

Funding

- The cost share for eligible expenses is 75% federal and 25% nonfederal.
- The appropriation is based on 7.5-20% of the total amount allotted to the state for FEMA Public Assistance and Individual Assistance.

- Local governments may apply to NCEM for funding for cost-effective projects that meet the FEMA eligibility requirements.
- 25% of eligible project costs must come from nonfederal sources and may be met by cash or in-kind matches. The total amount of matching funding needed depends on the total Stafford Act outlay.

References:

FEMA Hazard Mitigation Grant Program:

<http://www.fema.gov/government/grant/hmgp/>

Eligibility requirements: 44 CFR 206N

State HMGP Administrative Plan (404)

State Hazard Mitigation Plan (322)

FEMA Publication 345: Hazard Mitigation Program

NCEM Hazard Mitigation Grant Program (HMGP)

Web page:

<http://www.nccrimecontrol.org/Index2.cfm?a=000003.000010,001623,000177,000498>

Contact:

NC Division of Emergency Management, State Hazard Mitigation Section, 919-715-8000,

<http://www.nccrimecontrol.org/Index2.cfm?a=000003.000010,001623,000177>

FEMA Flood Mitigation Assistance (FMA) Program

FEMA's Flood Mitigation Assistance (FMA) program is designed to alleviate the effects of future disasters on disaster-prone properties. Projects are designed to reduce payment of National Flood Insurance Program (NFIP) claims.

“Mitigation” is considered any sustained action taken to reduce or eliminate long-term risk to people and property from natural hazards and their effects.

Eligible Applicants

Eligible applicants are state and local governments with FEMA-approved flood mitigation plans and membership in good standing with the National Flood Insurance Program (NFIP).

Eligible Project Types

The state establishes priorities for project funding. Projects must conform to the State Hazard Mitigation

Plan and must meet the cost-effectiveness and environmental requirements. Projects must provide measurable protection to structures that are insurable under the National Flood Insurance Program (NFIP).

Examples of eligible project types include these:

- Acquisition and demolition or relocation of hazard-prone properties
- Retrofitting of existing buildings and facilities
- Elevation of certain flood-prone properties

Funding

The annual federal appropriation is based on the state's pro-rata share of all NFIP claims paid nationwide during the preceding fiscal year.

- The cost share for eligible expenses is 75% federal and 25% nonfederal.
- Local governments may apply on behalf of owners of properties that are identified as NFIP repetitive loss structures. That is, they are NFIP-insured properties that have incurred two losses in the past 10-year period that have resulted in payment of NFIP claims of at least \$1000.
- FEMA reviews projects and awards funding based on the projected budget. The state has not historically provided a 25% match of federal funds.
- Nonfederal sources must pay 25% of eligible project costs and may be cash or in-kind matches.
- Since the state typically relies on the individual property owner or local government to make the match, no state funds (except for administrative costs) have been incurred.

References:

FEMA National Flood Insurance Program Web sites

For homeowners and renters:

<http://www.fema.gov/plan/prevent/floodins/infoc on.shtm>

For state and local officials:

<http://www.fema.gov/business/nfip/infosl.shtm>

Cost-effectiveness and environmental requirements: 44 CFR 78.11

NC State Hazard Mitigation Plan (322)

NCEM National Flood Insurance Program Web page:

<http://www.nccrimecontrol.org/nfip>

Contacts:

NC Division of Emergency Management, 919-715-8000, State Hazard Mitigation Section Web page: <http://www.nccrimecontrol.org/index2.cfm?a=000003,000010,001623,000177>

FEMA Region IV, Atlanta GA, 770-220-5200

Private Roads and Bridges

Flooding or rapid moving waters can damage or destroy private roads and bridges that provide access to many homes. Historically, citizens with access damages and home damages have been eligible for up to \$5,100 from FEMA for real property needs. Under the IHP Housing Assistance program, FEMA assesses and records both the damage to the housing structure (the home) and the access (private road or bridge) to the home.

In the past, the state, recognizing that citizens may not receive enough FEMA assistance to make the needed repairs to their access, has provided additional state funds for assistance. Guidelines and eligibility requirements are listed below.

- Citizens must apply with FEMA prior to applying for assistance from the state.
- The state will not duplicate benefits citizens have already received from FEMA or other sources for their access or bridge.
- Citizens must live in a declared county.
- The damaged road or bridge must access the primary home at the time of the disaster. The applicant may be a renter or homeowner of this primary residence.

Contact:

NC Division of Emergency Management, Operations Section, 919-733-2931

DIVISION OF COMMUNITY ASSISTANCE (DCA)

The Division of Community Assistance (DCA) in the NC Department of Commerce does not directly assess damages; instead, it responds to inquiries from communities with funding provided through the Department of Housing and Urban Development (HUD) and the state of North Carolina.

Community Development Block Grants

Communities can use Community Development Block Grant (CDBG) funds to assist in disaster recovery. CDBG funds come from US Housing and Urban Development (HUD) through the NC Department of Commerce, Division of Community Assistance.

Supplemental Appropriation. One way communities may use CDBG funds is through supplemental appropriation by Congress in response to a natural disaster. Since CDBG supplemental funds are not guaranteed and are not part of a standing program, the state must apply for them. Program activities and design are determined for and specific to each disaster.

Small Cities CDBG Program. A second way CDBG funds can be used for disaster response is through the North Carolina small cities CDBG program. These funds are allocated to the state annually and can be made available for disaster recovery on a priority basis in two ways.

First, if communities have open CDBG projects with uncommitted funds and want to address hurricane-related activities, they can ask to amend their open projects.

Second, if there are uncommitted small cities CDBG funds in other program categories that have not been awarded to local governments, the Department of Commerce can reallocate them for hurricane efforts through an urgent need award process.

CDBG Supplemental Allocation

After a presidentially declared disaster, Congress has historically appropriated additional funds for recovery. Funding for this program has included money from the state's regular CDBG allocation, and Congress has also appropriated supplemental Community Development Block Grant (CDBG) funds.

Eligibility Requirements

Historically, declared counties and municipalities have been allowed to apply for up to \$600,000 from the \$3 million in CDBG urgent need funding.

Contact:

NC Division of Community Assistance, Program Development Staff, 919-733-2850 or TDD 1-800-735-2962

CDBG Scattered Site Housing

The scattered site housing (SSH) category is designed to provide grants to local governments to address critical housing needs of families.

Eligibility Requirements

Grants are made on a noncompetitive basis to each county every three years. Funds are targeted to improve housing conditions of very low-income families.

Application Process

Counties, as lead agents, receive funds by submitting a detailed plan describing how funding is to be distributed to meet housing priorities. These plans involve all interested municipalities in each county.

Funding

Maximum grant of \$400,000

Contact:

Division of Community Assistance, Program Development Section Chief, 919-733-2850

CDBG Housing Development Program

The housing development (HD) category provides funds to support projects that create additional units of affordable housing, single and multifamily, for low- and moderate-income (LMI) people. Priority is given to rental housing in tier 1 and tier 2 counties, state development zones, and 21st century communities.

Eligibility Requirements

Except for 22 entitlement cities that receive funds directly from HUD, all municipalities are eligible to receive small cities CDBG funds. All counties, except for the two HUD-designated urban counties of Wake and Cumberland, are eligible to apply for small cities CDBG funds. All municipalities in the two counties are ineligible except for Holly Springs in Wake County and Linden in Cumberland County.

Application Process

There is an open window for priority areas. CDBG/tax credit/RPP projects are due at the same time as the NC Housing Finance Agency's deadline.

Funding

The maximum grant amount for rental and homeownership is \$250,000. The maximum amount for an individual development account is \$50,000.

Reference:

US HUD Community Development Block Grant Web site:
<http://www.hud.gov/offices/cpd/communitydevelopment/programs/>

Contact:

NC Division of Community Assistance, Program Development Staff, 919-733-2850, or TDD 1-800-735-2962,
<http://www.nccommerce.com/en/CommunityServices>

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Social Services (DSS) and the American Red Cross

The NC Department of Health and Human Services offers shelter assistance through the programs described below. The state of North Carolina has a memorandum of agreement with the American Red Cross (Red Cross) for it to operate appropriate shelter facilities. The responsibility for staffing a shelter is often shared at the local level by the American Red Cross and county departments of social services. Some county disaster plans also designate county departments of social services to open and fully operate shelters.

General Public Shelters

Shelters are usually public buildings that meet ADA standards but have limitations in meeting the medical demands of certain special needs populations. (See Special Medical Needs Shelters below.) Whenever possible, shelters are also expected to provide reasonable accommodations, such as ramps, interpreters, handicap accessible restrooms, and effective communication devices.

The Red Cross may provide cots, blankets, and other comfort accommodations when the nature of the disaster is immediate.

Evacuees are encouraged to bring sleeping and personal needs items and medications when advance evacuation time is possible.

Eligibility Requirements

Eligible recipients of shelter are self-sufficient disaster victims who need no outside professional

assistance in daily living or are accompanied by family members or other caregivers who can assist them.

Reference:

NC Department of Health and Human Services Web page: <http://www.ncdhhs.gov/>

Division of Aging and Adult Services (DAAS)

Special Medical Needs Shelters

The Division of Aging and Adult Services (DAAS) is responsible for oversight of the special medical needs shelters described below.

Counties are not required to open these types of shelters. Caregivers are required to accompany patients to these shelters. The shelters have no age requirement for patients.

Special Medical Need Patient Categories

Support Level I includes individuals requiring recurring professional medical care, special medical equipment and/or continual medical surveillance, and who may need to be considered for admission into a hospital or nursing home.

Terms of Shelter. Support Level I individuals should be transferred to a special care shelter designated in the county mass care plan or an appropriate alternate facility as soon as possible. Arrangements should be made by hospitals, nursing homes, adult care homes, and other group care facilities to relocate their patients or residents to a like facility to the extent possible. A registered nurse must be present at all times in the designated temporary infirmary or special care shelter.

Care Providers. The agency or person normally responsible for the patient's care will maintain responsibility if the patient is only temporarily sheltered in the facility. If the hospital or other facility officially admits the patient, however, it assumes responsibility for patient care.

Examples of Eligible Support Level I Special Need Populations. This support level includes, but is not limited to, persons or patients with severe respiratory illness (oxygen or ventilator dependent); with dialysis requiring more than three weekly visits; who are comatose; with paralysis, who are not wheelchair mobile; with severe mental disturbance (potentially violent) or severe mental illness; who are

bed-confined, requiring intravenous feeding or medications; with severe mental retardation; who are in the end stage of Alzheimer's; who are unstable due to insulin dependence; who are unstable due to grand mal seizures; who require a catheter other than urinary; with chronic incontinence; with advanced senile dementia; who require complex dressings and continual changes; with unstable cardiac; and who are recently discharged surgical patients (except outpatient surgery).

Support Level II includes individuals requiring some medical surveillance or special assistance. These individuals may be assigned to a special needs shelter or unit.

Terms of Shelter. Shelter residents in Support Level II may be accommodated in most public shelters in the temporary infirmary section, if one exists, for extended periods of time. Transfer to a more appropriate facility may be considered on a case-by-case basis. A registered nurse provided by the local public health department or another medical provider must be present at all times in the designated temporary infirmary or special care shelter.

Care Providers. The care for persons in Support Level II will be provided by the agency or persons providing pre-shelter care. These include, but are not limited to, nursing home staff, adult home care staff, home health or hospice care staff, public health staff, other special medical staff, and friends or relatives who normally provide in-home care.

Examples of Support Level II Special Need Populations. This support level includes, but is not limited to, persons or patients with severely reduced mobility, with moderate mental illness (nonviolent) or moderate mental retardation, who are infants on APNEA monitors, and with HIV/AIDS who are moderately to severely symptomatic.

Support Level III includes individuals who are independent and capable of performing activities of daily living. Some of these individuals may need limited special assistance or some surveillance due to preexisting health problems.

Terms of Shelter. Individuals in this support level should be able to stay in regular public shelters unless additional health problems arise. The disaster health services staff will be able to provide the care that is necessary. If the care required exceeds the American Red Cross protocols, then other arrangements in a special care shelter, hospital, or other facility may be necessary.

Care Providers. Persons in this support level usually do not require special care but may need surveillance and monitoring to detect potentially serious medical developments. Some persons may need limited physical assistance.

Examples of Support Level III Special Need Populations. This support level includes, but is not limited to, individuals in wheelchairs, with epilepsy, with mild to moderate muscular diseases, with diabetes who are self administering insulin, who are heart patients with medical devices, with hemophilia, with artificial limbs, who are visually or hearing impaired, in nonwalking casts, with special diets, with asthma, with significant speech impediments, who are colostomy patients, with urinary catheters, who are dialysis patients, and with HIV/AIDS who are asymptomatic or mildly symptomatic.

Reference:

NC Division of Social Services Disaster Plan 2001:
<http://www.ncdhhs.gov/dss/county/docs/NCDSSDisasterPlan.pdf>

Contacts:

Division of Social Services, 919-733-3055

Division of Aging and Adult Services, Disaster Coordinator, 919-733-8400

Pets and Shelters

Shelters do not usually accept pets. The NC State Animal Response Team (NC SART) is an independent 501(c)3 organization that primarily deals with the sheltering of displaced pets when their masters' homes are severely damaged or destroyed. Pet owners residing in shelters may contact NC SART for assistance with pet care.

For more information on NC SART, see the Agriculture section of this document.

Contacts:

Executive Director, State Animal Response Team, 1-888-989-SART

National Web site: <http://www.sartusa.org>

NC Web site: <http://www.ncsart.org>

NC HOUSING FINANCE AGENCY (NCHFA)

The NC Housing Finance Agency (NCHFA) creates affordable housing opportunities for North Carolinians whose needs are not met by the market. The NCHFA does not specifically assess damages. Rather, it utilizes information about damage provided by other sources (NCEM, local governments, etc.). Descriptions of its housing programs for disaster assistance follow.

NCHFA responds to disasters with resources provided by Congress and the NC General Assembly.

Urgent Repair Program (URP)

To alleviate threats to life and safety in owner-occupied housing, NCHFA provides, through nonprofits and local governments, grants of up to \$5,000 per unit to homeowners with special needs. Repayment of the funds is not required.

Eligibility Requirements

The current program serves elderly or disabled homeowners who earn less than 50% of the median income for the area.

Process

Nonprofits and local governments apply to the NCHFA for funding to provide urgent repairs and accessibility modifications to households in their service areas. The application process is competitive. Individual households cannot apply to the NCHFA directly; they must contact their local government or the nonprofit serving their area to inquire whether those organizations have urgent repair projects, some of which are NCHFA-funded.

Funding Requirements

The NCHFA currently invests up to \$5,000 per unit and is dependent on a flexible source of grant funding. It currently operates with agency funds and interest earned from the Housing Trust Fund.

Single-Family Rehabilitation

NCHFA's current Single Family Rehabilitation (SFR) Program provides up to \$40,000 per unit (with an average of \$25,000 per unit) to rehabilitate owner-

occupied housing. This program works through nonprofits and local governments to make forgivable loans to individual households.

Eligibility Requirements

The current program is limited to low-income elderly and disabled homeowners whose homes are in need of substantial rehabilitation.

Process

Nonprofits and local governments apply to NCHFA for funding to rehabilitate homes in their service areas. The application process is competitive. Individual households cannot apply to the NCHFA directly; they must contact local governments or nonprofits serving their area to inquire whether those organizations have Single Family Rehabilitation projects.

Funding Requirements

NCHFA has previously invested approximately \$25,000 per unit.

Disaster Rental Assistance

Disaster rental assistance is for victims of natural disasters seeking temporary living quarters. It is a short-term rent assistance program providing funding to individual households to make up the difference between the rent they can afford to pay and the rent necessary for an available rental unit.

Eligibility Requirements

Income standards apply; they vary according to the funding source available and program used. The rented units must be of a certain quality. This program, which is offered only in the event of a disaster, is dependent on the NCHFA's receiving funds appropriate to operate a rent assistance program.

Process

The program is administered by nonprofit organizations or housing authorities around the state; individual households can contact local housing authorities to see whether assistance is available.

Funding Requirements

This program requires an emergency appropriation of Housing Choice Vouchers (Section 8) or HOME funds from HUD for Tenant-Based Rental Assistance, or other federal or state funding that is appropriate for disaster rental assistance. Funding per household varies according to household income and the rental cost of the unit.

Rental Production Program

The Rental Production Program (RPP) provides gap financing for the development or rehabilitation of rental housing affordable to low-income households (earning below 60% of median family income for the area). Usually RPP funds are used in conjunction with Federal Low Income Housing Tax Credits. In the event of a disaster, the NCHFA can provide financing for the development or rehabilitation of rental housing, provided NCHFA receives an appropriate funding source from HUD or the General Assembly and provided it receives quality applications for housing in appropriate areas.

Eligibility Requirements

Applications must be for economically viable rental developments meeting quality standards. Contact the NCHFA for detailed information about the requirements.

Process

Usually the NCHFA provides one cycle of funding per year in which rental developments can receive RPP funding. In the event of a disaster, the NCHFA may fund additional awards.

Funding Requirements

The development of new affordable rental units costs approximately \$100,000 per unit, and the NCHFA may invest about 25% through the RPP.

Reference:

NCHFA Web site: <http://www.nchfa.com>

Contact:

NC Housing Finance Agency, Rental Investment Policy Coordinator, 919-877-5700

NC REDEVELOPMENT CENTER

The NC Redevelopment Center (NCRC), located in the NC Department of Crime Control and Public Safety, was established after Hurricane Floyd and reactivated after the hurricanes and tropical storms of 2004.

It oversees and implements housing assistance programs if a disaster is of the magnitude necessary to provide state-funded housing assistance. It may also work in conjunction with assistance provided through FEMA, HUD, USDA, and other federal and private resources. The NCRC oversees implementation of the delivery of Crisis Housing Assistance Funds (CHAF), which are programs designed to meet the critical unmet needs of eligible victims not otherwise covered by state, federal or private resources.

All NCRC CHAF programs are state-funded, and require special state appropriations and/or a specially designated funding source.

Damage Inspections. Inspections of impacted primary residences are conducted by FEMA, state, and local assessment teams; local government building inspectors; and private housing inspectors and/or rehabilitation specialists.

NCRC uses the National Emergency Management Information System (NEMIS) reports provided by FEMA as a tool to determine levels of need.

Resources Required. Requirements for inspections are listed below.

- Rehabilitation specialists may conduct initial inspections.
- Applicants for the CHAF program must complete Housing Recovery Assistance (HRA) forms during the eligibility assessment process.
- Housing counselors, local governments, or county Housing Recovery Assistance Centers (HRAC) collect damage information in person from CHAF applicants and use NEMIS reports.

Crisis Housing Assistance Funds (CHAF)

NCRC oversees and implements the delivery of Crisis Housing Assistance Funds through these six CHAF programs:

- State Acquisition and Relocation Funds (SARF) for Homeowners
- SARF for Renters

- Housing Assistance Fund Home Repair and Rehabilitation
- Housing Assistance Fund Home Replacement
- Grants to Successful Small Business Administration Home Loan Applicants
- Aid to Local Government

Eligibility for CHAF

Applicants must follow these steps:

1. Register with FEMA. Families who do not complete the application process are ineligible for any CHAF assistance. Families are required to have the following items:
 - Documentation of application approval or denial from the FEMA Individuals and Households Program (IHP)
 - Documentation or other demonstration of ineligibility for sufficient SBA home loan assistance
2. Attempt to access all other available public and private sources of funds, including insurance.
3. Report any disaster assistance received from any other sources, since it may be considered a duplication of benefit (DOB) with CHAF assistance.
4. Register for assistance at the Housing Recovery Assistance Center (HRAC) at a county cooperative extension agent office or via the Governor's Emergency Information Bilingual Hotline.

Beginning in 2006, the NCRC is the primary administrator of all CHAF programs. Local governments that want to administer their own CHAF programs must apply with the NCRC. They must state the contractors and/or consultants with whom they will partner, along with their necessary qualifications to administer the CHAF program.

References:

NC Redevelopment Center Web page:
<http://www.nccrimecontrol.org/Index2.cfm?a=00003.001158>

2005 CHAF Guidelines:
<http://www.nccrimecontrol.org/Index2.cfm?a=00003.001158.001174>. The guidelines are revised as new issues arise or clarification is needed.

Hurricane Floyd Recovery Act of 1999, SL 1999-463 Extra Session

Hurricane Recovery Act of 2005, SL 2005-1

Contact:

For information on all CHAF programs, contact the NC Redevelopment Center, Director's Office; 919-733-1566

State Acquisition and Relocation Fund (SARF)

SARF assistance may be provided to eligible homeowners and involuntarily displaced renters to meet unmet housing needs. Homeowners whose primary residence is acquired (bought out) as part of a federal Hazard Mitigation Grant Program (HMGP) Buyout and whose FEMA assistance is inadequate to provide comparable replacement housing may be eligible. Renters who are involuntarily displaced by the acquisition of their primary residence (rental unit, mobile home part, etc.) may be eligible.

Application Process

To receive SARF assistance, a locality must state that it has submitted an application or letter of intent to the North Carolina Division of Emergency Management, HMGP (Buyout) that meets the HMGP requirements and must adopt a written Optional Coverage Relocation Plan (OCRP). It must also provide for equitable payments and assistance within each class of displaced persons. SARF funds may be available to eligible communities in amounts proportional to the final HMGP grant award.

SARF for Homeowners Assistance

SARF for Homeowners Assistance may be available to homeowners whose primary residence is being acquired in an HMGP or state buyout and whose assistance from FEMA is inadequate to provide comparable replacement housing. It is designed to provide additional assistance if the acquisition price (pre-disaster fair market value) of the house being acquired is not sufficient to allow the homeowner to purchase a comparable replacement house within the same general geographic area and outside the floodplain. SARF for Homeowners assistance is used to pay the difference between the pre-disaster fair market value of the home being purchased under the HMGP buyout and the cost of a comparable replacement home.

SARF may be used to cover costs that are normally paid by the buyer in an ordinary real estate transaction.

SARF for Homeowners assistance is provided as a five-year deferred loan, which is forgiven twenty percent (20%) per year, so that a homeowner who

occupies the replacement home for five years does not repay the assistance.

The NCRC awarded up to \$50,000 per property under the 2005 CHAF SARF for Homeowners Assistance Program.

References:

2005 CHAF Guidelines

CHAF State Rule 4 NCAC 19L.1003

Locality's Optional Coverage Relocation Plan (A sample OCRP is available from the NCRC Web site.)

Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA), 42 U.S.C. 4601 et. seq., and its implementing regulations at 49 C.F.R. Part 24

SARF for Renters Assistance

Funds may be used to provide SARF for renters assistance to involuntarily displaced renters whose primary residence is being acquired in or displaced by a HMGP or state buyout.

Eligibility Requirements

The renter must reside in a rental unit that will be acquired or relocated under the HMGP buyout program, or must have moved into temporary housing from a unit to be acquired or displaced under the HMGP or state buyout program.

The home or unit to be acquired must be the renter's primary residence. Households in which all members are full-time, undergraduate students are not eligible.

Rental relocation assistance may cover reasonable and necessary moving expenses, rent and utility differential for 42 months. Rental relocation assistance may also be provided as down payment assistance for renters who wish to become homeowners. SARF for Renters assistance may take the form of a grant, which the displaced renter does not have to repay.

References:

CHAF State Rule 4 NCAC 19L.1003

Optional Coverage Relocation Plan

Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA)

42 U.S.C. 4601 et. seq., and its implementing regulations at 49 C.F.R. Part 24

2005 CHAF Guidelines

CHAF Home Repair and Rehabilitation

CHAF provides repair and rehabilitation housing assistance to low-income homeowners whose primary residence was damaged by a specific, declared disaster; is not subject to buyout; is not covered by adequate insurance; and is not eligible for an adequate SBA loan.

Eligibility Requirements

A homeowner-applicant must qualify as the owner-occupant at the time of the event, which means the homeowner-applicant occupied the residence at the time of the disaster and is the legal owner.

CHAF assistance may be used to repair the damaged dwelling to the standard of the home's predisaster status and make it decent, safe, and sanitary.

Assistance takes the form of a 0% deferred loan with a 5-year prorated recapture period, secured by a note and deed of trust recorded with the register of deeds.

If the home is sold before the end of the five-year period, a prorated amount of the repair assistance must be repaid to the state. The local government and the homeowner-applicant must execute a promissory note and deed of trust in the total amount of CHAF assistance provided to the homeowner-applicant.

Assistance is not to exceed \$35,000 per property without prior written approval from the NCRC.

Reference:

NCRC 2005 CHAF Guidelines

CHAF Home Replacement

Replacement housing assistance may be available to low-income homeowners whose primary residence was destroyed by a specific, declared disaster; is not subject to buyout; is not covered by adequate insurance; and is not eligible for an adequate SBA loan.

Eligibility Requirements

The homeowner-applicant must qualify as the owner-occupant at the time of the event, which means the homeowner-applicant occupied the residence at the time of the disaster and is the legal owner.

CHAF replacement assistance may be used to provide comparable decent, safe, and sanitary replacement housing.

Homeowners with existing mortgages on destroyed properties are required to maintain their mortgage payments if they rebuild on the same lot or to transfer the mortgage if they build on a different lot.

The state or local government must verify that the mortgage is current at the time of application and at the time of closing on the new replacement home.

Assistance takes the form of a 0% deferred loan for a period of ten years, secured by a promissory note and deed of trust recorded with the register of deeds.

If the home is sold within the first five years, the entire principal is due and payable upon sale. A prorated recapture period extends from year six through year ten, and the amount is reduced by 20% per year. If the homeowner lives in the replacement home for ten years, the loan is forgiven and the lien cancelled.

The state or local government and the homeowner-applicant must execute a promissory note and deed of trust in the total amount of CHAF assistance provided to the homeowner-applicant.

Assistance is not to exceed \$75,000 per property without prior written approval from the NCRC.

Reference:

NCRC 2005 CHAF Guidelines

Grants to Successful SBA Home Loan Applicants

Homeowners successful in receiving a Small Business Administration (SBA) home loan as a result of damages to their primary residence from the disaster may receive grant funds to pay back or reduce the principal of the SBA home loan.

For persons successful in receiving an SBA home loan, the state may provide a grant to pay-back, or reduce the principal of the SBA home loan.

For persons successful in receiving and SBA home loan approval notice, but who did not accept the SBA home loan, the state may provide a grant to assist with the repair or replacement of their damaged primary residence.

Eligibility is based upon age, household income, and the amount of damage to the real property of the primary residence. No grant shall exceed the amount of damage to the residence as verified by the SBA damage assessment.

To avoid duplication of benefits, homeowners are obligated to report this grant (if accepted) to SBA or other federal or state disaster assistance programs.

References:

NCRC 2005 CHAF Guidelines

SBA Disaster Loan Web page:

<http://www.sba.gov/services/disasterassistance/index.html>

Aid to Local Government

NCRC may make additional funds available to disaster-declared local governments to aid in the administration of CHAF projects. Local governments may use these funds to hire or contract for the following:

- Housing counselors
- Additional housing inspectors
- Project coordinators (staff hired by the local government specifically to lead the implementation of the CHAF program)
- Rehabilitation specialists used to conduct initial inspections (Otherwise, rehabilitation specialist work involving write-ups is an expense charged under service delivery.)

Local governments must request these funds in addition to the CHAF victim assistance funds.

NCRC awards these funds to local governments based on the scope of work as identified by the local government during the CHAF application process.

Housing counselors meet with homeowner-applicants to assess their disaster-related needs; educate them on the eligibility criteria, requirements and benefits available to them under each of the various programs; and to screen them to determine eligibility for the various programs.

Housing counselors review all relevant documentation and assist homeowner-applicants in understanding, completing, and signing the CHAF application and all required CHAF program forms. Housing counselors then process applications for homeowner-applicants who are reasonably expected to meet the basic eligibility criteria for CHAF funds.

The local government and/or the administrator/consultant oversee the rebuilding process and ensure that new construction meets all 2005 CHAF program requirements, local floodplain management ordinances, and state and local building codes. The local government utilizes housing inspectors and rehabilitation specialists to ensure that

applicable warranties and guarantees are in place, the contractor certifies that the work is complete, the homeowner-applicant signs off on the work, and there is a final inspection report. (See the 2005 CHAF Guidelines for more information.)

Application Requirements

The local government must clearly demonstrate a need for these funds in its CHAF application. The application must specify the amount of Aid to Local Government funds needed for each activity: housing counselors, housing inspectors, and rehabilitation specialists. The applicant must provide a description of the duties that persons paid with these funds will perform and a budget, including salary and benefits, for each proposed position.

Reference:

NCRC 2005 CHAF Guidelines

US DEPARTMENT OF AGRICULTURE (USDA) RURAL DEVELOPMENT

The USDA Rural Development provides a number of rural housing assistance programs for disaster recovery.

Multifamily Housing Assistance

The Multifamily Housing Assistance programs are described below.

Disaster Loan/Grant Funding

The purpose of these loans and grants is to provide assistance for constructing or repairing apartment complexes in rural designated disaster areas for very low and low-income tenants, as well as farm laborers.

Disaster Rental Assistance

This program provides rental assistance for victims of natural disasters seeking temporary living quarters in USDA Rural Development financed complexes. USDA may make additional funds available after a disaster to provide assistance in covering rental payments in Rural Development housing.

Eligibility Requirements

An applicant, or principals of the applying entity, must meet these requirements:

- Be a US citizen or qualified alien
- Not be debarred or suspended from any federal programs
- Not be delinquent on any other federal debt
- Have financial resources to commit to the project
- Control the proposed site
- Demonstrate a market for the proposed complex

If the applicant is an organization, it must be a partnership or limited partnership, consumer cooperative, trust, state or local public agency, corporation, limited liability company, nonprofit organization, Indian tribe, association, or other entity that will be the owner of the project for which an application for funding from the agency is submitted.

Funding

Funding is subject to federal legislation. USDA encourages applicants to leverage funding with other sources, such as NCHFA, Low-Income Tax Credit, Federal Home Loan Bank, or others.

Application Process

The applicant entity must respond to a disaster notice of funds available (NOFA), published in the Federal Register, or contact a USDA Rural Development office listed below.

Reference:

USDA Rural Development, Multifamily Housing Web page:
<http://www.rurdev.usda.gov/nc/mfhousg.htm>

Contact:

USDA Rural Development, NC Central Office, 919-873-2000, <http://www.rurdev.usda.gov/nc/do-list.htm>

Single Family Housing Assistance

The Single Family Housing Assistance program provides loans to construct or repair single family homes in rural designated disaster areas for very low and low-income applicants.

Eligibility Requirements

An applicant, or principals of the applying entity, must meet these qualifications:

- Be a US citizen or qualified alien and of legal capacity
- Lack decent, safe, and sanitary housing
- Have a credit history indicating successful potential homeownership
- Have very low or low income based on HUD guidelines
- Have debt structure that does not exceed 41 total debt, 29 PITI (VLow), 33 (Low)
- Reside in a rural area or town with a population of 20,000 or less

Application Process

Applicant must file an application at any USDA Rural Development office.

Funding

Funding will be subject to congressional legislation, and leveraging with other sources (NCHFA) is encouraged.

Reference:

USDA Rural Development, Single Family Housing Web page:
<http://www.rurdev.usda.gov/nc/sfhousg.htm>

Contact:

USDA Rural Development, NC Offices, 919-873-2000

Single Family Housing Repair Loan/Grant Program

This program assists with repair of single family homes in rural designated disaster areas for very low and low income homeowners. Grants are available to very low applicants age 62 and above who cannot afford a 1% loan.

Eligibility Requirements

Applicants must meet these requirements:

- Be a US citizen or qualified alien and of legal capacity
- Have a credit history indicating successful repayment (for a loan)
- Have very low or low income based on HUD guidelines
- Own the property
- Have a dwelling that needs repairing

Application Process

An applicant must file an application at any USDA Rural Development office.

Funding

Funding is subject to federal legislation. Leveraging with other funding sources (weatherization, CDBG) is encouraged.

Contact:

USDA Rural Development, NC Offices, 919-873-2000

Disaster Community Facilities

The Disaster Community Facilities program provides a loan or grant to establish or repair essential community facilities in designated disaster areas for nonprofits or units of government.

Eligibility Requirements

Applicants must meet the following requirements:

- Be a nonprofit or public body that serves a population of less than 20,000
- Be unable to obtain private credit at reasonable rates and terms
- Have a facility considered essential to the community

Application Process

An applying entity must do the following:

- Respond to a disaster notice of funds available (NOFA) published in the *Federal Register*
- File an application at any USDA Rural Development office

Contact:

USDA Rural Development, NC Offices, 919-873-2000

NONPROFIT AND VOLUNTARY AGENCIES AND ORGANIZATIONS

Nonprofit and voluntary organizations are a critical facet of disaster recovery in North Carolina. Such organizations contribute human resources, money, and/or materials to help hurricane victims repair or rebuild their homes.

NC Voluntary Organizations Active in Disaster

The NC Voluntary Organizations Active in Disaster (NCVOAD) is a collection of more than twenty state voluntary organizations involved in disaster recovery. Members are not-for-profits that are statewide in scope and purpose and have voluntary memberships and constituencies. In addition, these organizations must have a statewide disaster response program and a policy of committing resources to meet the needs of people affected by disaster without discrimination as to race, creed, gender, or age.

For more information on voluntary organizations, see the Volunteers and Donations section of this document.

References:

National Voluntary Organizations Active in Disaster (NVOAD) Web site: <http://www.nvoad.org>

NVOAD Long-Term Recovery Manual: <http://www.nvoad.org/articles/LTRManualFinalApr232004a.pdf>

NCVOAD list of members: <http://www.dem.dcc.state.nc.us/NcVOAD/index.htm>

NC Emergency Operations Plan (EOP), Tab D to Appendix 5 to Annex A: Volunteer and Donations Management Procedures: <http://www.nemaweb.org/?1677>

Entire NC Emergency Operations Plan (EOP): <http://www.dem.dcc.state.nc.us/NCEOP/NCEOP-Public-Sep2005.pdf>

Contact:

NC VOAD, President, 828-933-8142

Habitat for Humanity

Habitat for Humanity Disaster Response partners with low-income families to build decent, affordable homes. As a builder of affordable housing, Habitat works to provide long-term solutions to the housing needs of disaster victims.

References:

Habitat for Humanity is organized by local affiliates. For information on NC local affiliates, see this Web site: <http://www.habitat.org/cd/local/>

Disaster recovery information:

<http://www.habitat.org/disaster/>

Wake County Habitat's Reuse Center, 919-833-6768,

<http://www.habitatwake.org/reuse/index.html>

Contact:

National Disaster Response Office (Americus, GA),
1800-HABITAT, ext. 2979

Intergovernmental Relations

Disaster recovery requires effective cooperation and collaboration among federal, state, and local governments. After a disaster, local governments play a primary recovery role. They must be able to communicate needs to the state easily and understand what assistance is available. Both local and state governments must be able to interact efficiently with the many federal agencies involved in disaster recovery as well as with private and nonprofit partners.

Section Contents

Communication and Cooperation among Levels of Government
 Local Community Disaster Recovery Overview
 NC Statewide Emergency Management Mutual Aid and Assistance Agreement
 FEMA Public Assistance Program
 Request for Supplemental Federal Assistance for Unmet Needs

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

COMMUNICATION AND COOPERATION AMONG LEVELS OF GOVERNMENT

Communication and cooperation among all levels of government are vital following a disaster. Important points of contact in intergovernmental communication include those described below.

Division of Emergency Management, NC
 Department of Crime Control and Public Safety (NCEM)

- Provides an information entry point into the recovery process for local officials
- Conducts periodic education and training sessions for local officials
- Handles individual local government inquiries and requests

Other State Agencies Administering Recovery Programs

- Provide program information and communicate directly with local governments

Local Governments

- Identify local recovery priorities and request assistance from state program agencies
- Participate in available education and training opportunities

Intergovernmental Relations, Office of the Governor

- Communicates issues of state level representatives of city and county governments to appropriate state officials
- Facilitates responses to issues and concerns identified by representatives of local government

NC Association of County Commissioners (NCACC) and NC League of Municipalities (NCLM)

- Provide workshops and conferences to educate and train local officials
- Communicate local government perspective to state and federal delegations

References:

NCEM: <http://www.nccrimecontrol.org/em>

NCACC: <http://www.ncacc.org>

NCLM: <http://www.nclm.org>

Contacts:

NCEM, Director, 919-733-3825

NCACC, Director of Research and Public Technology, 919-715-4360

NC League of Municipalities, Senior Policy Analyst, 919-715-4126

Office of the Governor, Deputy Director of Intergovernmental Affairs, 919-733-5811

LOCAL COMMUNITY DISASTER RECOVERY OVERVIEW

Community recovery after a disaster is a complex and long-term process involving a range of activities and many participants. Recovery begins shortly after the disaster occurs and may continue for many years. For local governments, it involves short-term restoration of essential community functions and long-term rebuilding. It also incorporates mitigation of hazards as the restoration and rebuilding take place.

Local government recovery actions involve the following:

- Analyzing post-disaster conditions and opportunities for restoring the community to pre-disaster condition or better
- Identifying needs and priorities in repairing and restoring essential facilities for short-term functioning of the community
- Initiating hazard abatement (short-term) and mitigation (long-term)
- Initiating housing recovery (short- and long-term)
- Identifying methodology for business recovery and resumption
- Providing support for essential economic facility recovery (e.g., ports, highways, and railways)
- Maximizing available state and federal assistance

Recovery Process

Disaster recovery requires the community to organize itself to make decisions, set priorities, and work with affected subgroups of the population and important stakeholders. Long-term recovery committees develop and begin to function early in the recovery phase of a disaster and generally when FEMA makes available the Individual and Households Program. The recovery process involves:

- Developing strategies to plan for recovery of hard-hit individual areas while allowing normal functions to continue in unaffected areas
- Developing strategies for community participation and stakeholder investment
- Reorganizing the bureaucracy and policy-adoption process for recovery

Roles and Responsibilities

Local government must protect life and property by inspecting buildings, removing debris for safe passage, and providing extra law enforcement within damaged areas. Long-term recovery may involve every facet of local government management and community involvement.

A disaster may not require state or federal assistance. Local governments may be able to manage on their own or turn to surrounding local governments for help under mutual aid agreements. When a disaster's effects extend beyond local resources, local officials may request state or federal assistance.

It is critical that local governments plan for unmet needs, especially during the first 48-72 hours of an emergency, regardless of state or federal assistance provided.

References:

NCEM: <http://www.nccrimecontrol.org/em>

NCACC: <http://www.ncacc.org>

NCLM: <http://www.nclm.org>

Contacts:

NCEM, Deputy Director, 919-733-2931

NCACC, Director of Research and Public Technology, 919-715-4360

NC League of Municipalities, Senior Policy Analyst, 919-715-4126

Office of the Governor, Deputy Director of Intergovernmental Affairs, 919-733-5811

NC STATEWIDE EMERGENCY MANAGEMENT MUTUAL AID AND ASSISTANCE AGREEMENT

The state and local governments in NC have executed a voluntary agreement that details the responsibilities of participating local governments during a disaster. The agreement facilitates the state's offering and local governments' requesting resources not only during disaster recovery but also during the processes of preparedness, mitigation, and response. The agreement covers eligibility requirements for reimbursement from state and federal resources.

Division of Emergency Management, NC Department of Crime Control and Public Safety (NCEM)

- Serves as the central repository for executed agreements and provides an annual listing of authorized entities and contact information to all participants
- Coordinates aid and assistance to the requesting party
- Maintains records of all requests and may serve as a FEMA reimbursable entity

Local Governments

- Sign an agreement with the state in order to access the voluntary system of mutual aid and assistance
- Identify local needs or available local resources and initiate requests or offers for assistance according to the mutual aid agreement
- Maintain records of requests and assistance for FEMA reimbursement

NC League of Municipalities (NCLM) and NC Association of County Commissioners (NCACC)

- Help NCEM promote the participation of individual local governments through education and program awareness
- Help implement mutual aid agreements during declared disasters by voluntarily staffing a station within the state's emergency operations center

References:

General authority: General Statute 166A-10(b)

NC Statewide Emergency Management Mutual Aid and Assistance Agreement, Revision - February 2004

NCEM: <http://www.nccrimecontrol.org/em>

NCLM: <http://www.nclm.org>

NCACC: <http://www.ncacc.org>

Contacts:

NCEM, Deputy Director, 919-733-2931

NC League of Municipalities, Senior Policy Analyst, 919-715-4126

NCACC, Director of Research and Public Technology, 919-715-4360

Office of the Governor, Deputy Director of Intergovernmental Affairs, 919-733-5811

FEMA PUBLIC ASSISTANCE (PA)

The FEMA Public Assistance (PA) Grant Program provides assistance to states, local governments, and certain nonprofit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the president. The program offers supplemental federal grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain private nonprofit organizations. The federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (often the state) determines how the nonfederal portion (up to 25%) is shared with the eligible applicants.

FEMA Project Categories

To streamline the processing of public assistance grants, FEMA uses the following categories.

Category A. Debris Removal. Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles and other disaster-related material deposited on public and, in very limited cases, private property

Category B. Emergency Protective Measures. Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property

Category C. Roads and Bridges. Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting, and signs

Category D. Water Control Facilities. Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels falls under category D, but the eligibility of these facilities is restricted.

Category E. Buildings and Equipment. Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles

Category F. Utilities. Repair of water treatment and delivery systems, power generation facilities and distribution lines, and sewage collection and treatment facilities.

Category G. Parks, Recreational Facilities, and Other Items. Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category is also used for work that cannot be characterized adequately elsewhere.

Application Process (Reimbursement of Applicant's Funds)

After a natural or man-made event that causes extensive damage, FEMA coordinates with North Carolina to implement the Public Assistance Grant Program. The funding reimbursement process consists of the steps listed below.

1. Preliminary Damage Assessment

The preliminary damage assessment determines the magnitude and impact of the damage. A FEMA/state team usually visits local applicants and views the area first-hand to assess the scope of damage and estimate repair costs. North Carolina uses the results to determine if the situation exceeds the combined capabilities of statewide and local resources and to verify the need for supplemental federal assistance. The preliminary assessment also identifies any unmet needs requiring immediate attention. Applicants should identify any immediate expenditures for emergency work to federal/state teams. This information may be used to provide expedited funding if a disaster is declared in the area.

2. Presidential Disaster Declaration

Upon the governor's declaration of a state of emergency in North Carolina, officials evaluate the recovery capabilities of the state and local governments. If the damage exceeds their recovery capability, the governor normally sends a request letter to the president, directed through the FEMA regional director. The president then decides whether or not to declare a major disaster or emergency. After a presidential declaration is issued, FEMA designates the area eligible for assistance and announces the types of assistance available. FEMA provides supplemental assistance for state and local government recovery expenses. The federal share is always at least 75% of the eligible costs.

3. Briefing for Applicants

Following the president's declaration, a federal/state team conducts a meeting as soon as practicable to

inform prospective applicants of available assistance and eligibility requirements.

4. Submission of Request for Public Assistance by Applicant

Applicants must complete and submit FEMA form 90-49, titled the Request for Public Assistance, to start the grant process and open a case management file. Applicants must submit the form to the state public assistance officer within 30 days of FEMA's designating an area eligible for assistance. The form may be delivered in person at the briefing for applicants, by mail, or by fax. In addition to general claim information, the case management file includes records of meetings and discussions, phone messages, and any special issues or concerns that may affect funding.

5. Kick-off Meeting with Public Assistance Coordinator

The state public assistance coordinator and an applicant liaison hold a kick-off meeting with each applicant to discuss damage, assess needs, identify issues for special consideration, and prepare a plan for facility repair. The applicant liaison discusses documentation and reporting requirements.

6. Project Formulation and Cost Estimating

Project formulation documents the damage to a facility, identifies the scope of eligible work, and estimates costs. The process enables applicants to consolidate multiple work items administratively into single projects to expedite approval and funding and facilitate project management. Repair projects are divided by dollar amounts into small and large projects to facilitate review and funding. In most disasters, the majority of work consists of small projects costing from \$1,000 to \$57,500. (The latter amount is the small project threshold for federal fiscal year 2006 and is adjusted annually.) Funding for small projects is based on the federal share, usually 75% of the approved estimate of eligible work. A project may include more than one damaged site.

7. Project Review and Validation

The approval process begins with the public assistance coordinator's review of project worksheets for completeness. Validation follows review to confirm the eligibility, compliance, accuracy, and reasonableness of small projects and to ensure that the applicant receives the maximum amount of assistance available under the law. All aspects of approximately 20% of the small projects formulated by each applicant are validated, including the sites, estimating methods, and documentation.

The public assistance coordinator has the authority to approve projects up to \$100,000 and to forward them for funding. The coordinator sends projects over this threshold to the public assistance officer with a recommendation for approval. Once approved, they too are forwarded for funding.

8. Obligation of Federal Funds and Disbursement to Applicants

FEMA and the state of North Carolina (grantee) share responsibility for making Public Assistance Grant Program funds available to applicants. FEMA obligates the federal share of the approved amount and notifies the state of the funds' availability. The money remains in a federal account until the state is ready to award it. As grantee, the state must provide its portion of the nonfederal share of the grant amount and must notify the applicant that funds are available. The state is required to pay the federal share to the applicant as soon as practicable after FEMA has obligated the funds.

Payment for small projects is based on the estimate prepared during project approval. Large projects are funded on documented actual costs. Because of the nature of most large projects, work typically is not complete at the time of project approval. In such cases, FEMA obligates funds based on an estimated cost. The state is prohibited from immediately drawing down such money. Instead, the state makes progress payments to the applicant as actual costs are documented. Upon completion of a large project, an applicant must submit documentation to the state to account for all incurred project costs. The state is responsible for ensuring that all costs are associated with the approved scope of work and for certifying that work has been completed in accordance with FEMA standards and policies. The state then submits documentation of project costs to FEMA. Upon review and a possible final inspection, FEMA determines whether to obligate funds for the project.

9. Appeals and Closeout

Applicants may request reconsideration of funding decisions through a two-level appeals process. The first level appeal is to the regional FEMA director and the second to the assistant director at FEMA Headquarters. The applicant must file an appeal with supporting documentation with the state within 60 days of receipt of a notice of the decision being appealed. The documentation should explain why the applicant believes the original determination is wrong and the amount of the adjusted request.

Project worksheet closeout is an important last step in the Public Assistance Grant Program process. The purpose of closeout is to certify that all recovery work has been completed, appeals have been resolved, and all eligible costs have been reimbursed.

For more information on FEMA Public Assistance, see the Transportation and Infrastructure section of this document.

Reference:

FEMA Public Assistance (PA) Grant Program:
<http://www.fema.gov/government/grant/pa/index.shtm>

Contact:

NCEM Public Assistance Section Manager, 919-715-8000

REQUEST FOR SUPPLEMENTAL FEDERAL ASSISTANCE FOR UNMET NEEDS

Immediately following a disaster, the state collects comprehensive information on damage assessment and losses that will not be covered under standard FEMA assistance programs and works to obtain federal funds to meet those unmet needs. If necessary, the governor may choose to address the members of Congress to further delineate the identified needs.

State Disaster Recovery Team (SDRT)

- All members of the SDRT serve as the primary points of contact in collecting all damage assessment information and all recovery needs.
- All recovery team members submit frequent damage assessments to the Governor's Office immediately following the event.

Office of the Governor

- Works with the SDRT to compile all damage assessment information and needs.
- Drafts communication from the governor to the state's congressional delegation, highlighting the current status of disaster recovery and identifying remaining unmet needs that require federal funds.

Governor's Washington, DC, Office

- Serves as the primary point of contact between the state, its congressional delegation, and federal agencies.
- Coordinates with the DC offices of other states affected by disaster.

North Carolina League of Municipalities and North Carolina Association of County Commissioners

- Work with their member local governments to facilitate the communication of information on unmet needs to the state and to the NC congressional delegation in support of federal supplemental funding.

Historically, disasters have created needs, such as those listed in the table entitled Federal Supplemental Requests for Unmet Needs, which can be found on the proceeding pages. The North Carolina delegation has worked to bring federal funding to the state via the federal programs listed in the table. In addition, there have been needs for which there is no federal program. The state may elect to work with its congressional delegation to appropriate necessary funds outside of an established program.

Contact:

Office of the Governor, Deputy Director of Intergovernmental Affairs, 919-733-5811

Federal Supplemental Requests for Unmet Needs	
Need	Federal Program
Agriculture	
Uninsured Crop Loss	USDA, Farm Service Agency (FSA): Crop Disaster Program (CDP)
Damage to Farmlands	USDA, Natural Resource Conservation Service (NRCS): Emergency Conservation Program (ECP)
Damage to Orchard Trees	USDA, Risk Management Agency (RMA): Tree Assistance Program (TAP)
Damage to Agricultural Waterways and Drainage Structures	USDA, Farm Service Agency (FSA): Emergency Watershed Program (EWP)
Damage to Farm Buildings	
Displaced Migrant and Seasonal Farm Workers	USDA Migrant and Seasonal Farm Worker Appropriation
Housing	
Damage to Substandard Housing	HUD Community Development Block Grant (CDBG)
Damage to Rental Properties – Assistance for Renters	HUD Tenant Based Relocation Assistance (TBRA)
Damage to Homes of the Elderly	USDA Rural Development Section 504 Home Repair Grant Program
Extensive Damage to Housing in Floodplain (Beyond FEMA)	HUD Disaster Recovery Initiative (DRI); HUD CDBG
Forests	
Damage to Rivers and Streams	USDA, Natural Resource Conservation Service (NRCS): Emergency Conservation Program (ECP)
Damage to Forest Resources	USDA Forest Service Cooperative Forest Management Grants Program
Danger of Forest Fires	USDA Forest Service Fire Suppression Fund
Beaches	
Damage to Beaches and Dunes	US Army Corps of Engineers
Marine Fisheries	
Damage to Marine Fisheries	National Oceanic and Atmospheric Administration
Community Facilities	
Inadequate Rural Community Facilities	USDA Rural Development Community Facilities Grants Program
	USDA Rural Development Community Facilities Direct Loan or the Guaranteed Loan Program
Tourism	
Impaired Tourism Industry	

Federal Supplemental Requests for Unmet Needs	
Need	Federal Program
Labor	
Dislocated Workforce	Department of Labor, Employment and Training Administration: National Emergency Grants (NEG), Disaster Unemployment Assistance (DUA)
Transportation	
Damage to Interstate Highways	Federal Highway Administration (FHWA) Emergency Relief Program
Damage to Private Bridges and Roads	
Hazard Mitigation	
HMGP Requests Beyond the FEMA Allocation	
Landslide Hazard Identification and Mitigation	
Emergency Water and Sewer Power Generation and Treatment Capacity	
Relocation and Removal of Threatened Oceanfront Properties	

Risk Management

Recovery from a disaster involves addressing a number of risks and liabilities. The North Carolina Department of Insurance and the Department of Justice work with many other state, federal, and local governments and private organizations to minimize the risk of damage and loss due to a disaster and its recovery efforts.

This section provides a brief and limited overview of some of the key legal, risk, and liability concerns. For further details or information regarding other concerns, contact the General Counsel for Crime Control and Public Safety or the other appropriate agency.

Section Contents

Risk Management and Liability Concerns

- FEMA and Other Assistance Programs
- Volunteers
- Insurance for State Agencies and Universities
- Use of Personal Vehicles
- Aviation Liability
- State Property
- Worker's Compensation
- Finances
- Communication and Outreach
- Environment
- Agriculture
- Purchase and Contract
- Debris Removal and Transportation
- Housing

Department of Insurance
Department of Justice, Office of the Attorney General

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at

<http://www.osbm.state.nc.us/disaster>.

RISK MANAGEMENT AND LIABILITY CONCERNS

The following is an overview of some issues and concerns that arise during long-term disaster recovery.

FEMA and Other Assistance Programs

Maximum Allowable Benefits

The SERT team and NCEM partner with FEMA to assess damage and deliver FEMA assistance to disaster victims. It is highly important that all assistance from FEMA's emergency response teams be consistent with existing law and policy. Assistance is capped by statute and regulation.

Example: A payment from FEMA's public assistance program for an uninsured public facility in a floodplain must be reduced by the maximum amount of flood insurance proceeds that would have been available had the facility been covered by flood insurance.

Audit Review

Grants are subject to audits; thus, individualized legal review of grants for proper grant language is vital. Improperly documented grant receipts are subject to de-obligation, potentially at the expense of the state.

FEMA Liaisons

State government departments are encouraged to establish a contact person responsible to ensure managerial involvement regarding FEMA-affected decisions.

Example: The Division of Budget, Planning, and Analysis in the Department of Environment and Natural Resources (DENR) has a DENR FEMA coordinator. This person develops and periodically reviews FEMA policy and procedures, oversees the annual training of department staff in FEMA-related topics, and serves as a departmental focus of FEMA activity and point of contact.

Reference:

Stafford Act § 406(d)

Contact:

CCPS General Counsel, 919-733-2126, ext. 236

Volunteers

Volunteers providing emergency services are legally protected from civil liability in North Carolina due to legislation amending NC General Statute Section 1-539.10, Immunity from civil liability for volunteers.

However, there are limitations on civil liability protections for emergency volunteers. They include the following:

- No immunity is granted if services are not deemed reasonable under the circumstances.
- No immunity is granted if acts or omissions amount to gross negligence, wanton conduct, or intentional wrongdoing.
- No immunity is granted if the volunteer is responsible for (or operating) a vehicle.
- The standard of care requirement is not altered by the statute, nor is the liability of persons rendering professional services.
- No qualified immunity is granted to the extent the volunteer or charitable organization has liability insurance.

For more information on volunteers, see the Volunteers and Donations section of this document.

References:

N.C.G.S. § 1-539.10, Immunity from civil liability for volunteers:

http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_1/GS_1-539.10.html

House Bill 1297, Session Law 2005-273, MRC and CERT Volunteers Qualified Immunity:

<http://www.ncga.state.nc.us/Sessions/2005/Bills/House/HTML/H1297v6.html>

Insurance for State Agencies and Universities

Automobile Liability and Physical Damage Insurance on State Vehicles. All state agencies, universities, and community colleges are required to maintain liability insurance for all state-owned vehicles. The state rejects uninsured or underinsured

motorist coverage. The coverage is automatic, and state agencies complete a self audit at the beginning of the policy year. Physical damage insurance provides collision and comprehensive coverage for scheduled state-owned vehicles. State agencies must individually schedule their vehicles for the auto physical damage policy at the desired coverage using the Department of Insurance Web site.

Reference:

N.C.G.S. § 58-31-50. Liability insurance required for state-owned vehicles:

http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_58/GS_58-31-50.html

Use of Personal Vehicles on State Business. The following policy outlines liability insurance for personal vehicles used on state business.

When an employee uses a personal automobile for state business, the employee's insurance provides the primary coverage. However, the state's liability insurance may provide excess liability coverage after all valid and collectable insurance has been exhausted.

The state's automobile insurance will not reimburse individuals for deductibles under their private insurance.

Any claims involving liability, comprehensive, or collision insurance should be reported to the driver's insurance carrier. Claims are then settled between the insurance carrier and the individual. The state insurance is involved only as outlined above.

Note: The state reimbursement rate for personal use of private automobiles has an insurance cost allocated into the rate.

Aviation Liability. The state maintains a master policy to protect against liability and hull damage connected with the use of scheduled aircraft. Any state agency can purchase coverage depending upon the agency's needs and can include liability coverage of bodily injury, property damage, passenger bodily injury, and medical payments. Fixed wing or rotary wing aircraft are eligible for coverage. Agencies schedule aircraft to be covered. The policy provides minimum liability limits and includes "guest voluntary settlement" for passengers and crew.

Excess Liability for State Employees. The policy provides excess liability insurance for employees covered under the Defense of State Employees Act, Article 31A of NCGS 143. All state agencies, universities, and community colleges participate.

Property (State Buildings and Contents). The Risk Management Division of the Department of Insurance handles insurance for losses to the state's buildings and their contents. Property insurance is typically provided through the State Property Fire Insurance Fund, although coverage for certain types of property may be provided by the Department of Insurance (DOI) through private insurance companies. All state buildings and contents are eligible for property insurance coverage. To receive reimbursement for property losses, state agencies must have purchased insurance for the peril that caused the loss from the State Property Fire Insurance Fund or from a private insurance company through DOI.

Workers' Compensation. The state self-funds or insures workers' compensation in accordance with the North Carolina General Statutes.

Contact:

Office of State Fire Marshal, Risk Management Division, 919-661-5880

Finances

To avoid the risks of waste, fraud, and abuse, management in all organizations should recognize the importance of, and commit to, the establishment and maintenance of a strong system of internal control.

Specifically, all transactions and other significant events should be clearly documented, recorded, and classified. Transactions and significant events should be executed by authorized persons only.

Separation of Duties. Organizations should identify responsible parties to carry out each aspect of the financial process to reduce the risk of error, waste, or wrongful acts as well as the risk of such acts going undetected. Qualified and continuous supervision should be provided to ensure that internal control objectives are achieved. Assign specific individuals to custody, accountability, and maintenance for assets. Periodic comparison should be made of the assets with the records to determine whether the two agree.

Only state employees or authorized volunteers should handle state funds.

Reporting Concerns of Violation. Notify the NC State Bureau of Investigation as well as the Risk Management Division of the Department of Insurance upon discovery of a loss involving

employee dishonesty or computer fraud no later than 30 days after the discovery of the loss.

Contacts:

SBI, Risk Management Division, 919-662-4500

Department of Insurance, Risk Management Division, 919-661-5880

For more information on finances, see the Finance section of this document.

Communications and Outreach

Communication Guidelines. Published by the US Department of Health and Human Services, the document, *Communicating in a Crisis: Risk Communication Guidelines for Public Officials*, may be a useful resource for public officials on the general principles of effective communication and on working with the news media.

Reference:

Communicating in a Crisis: Risk Communication Guidelines for Public Officials:
<http://www.riskcommunication.samhsa.gov/index.htm>

Proper Assignment of Communication

Responsibilities. The individual communicating with the public or media must always be the appropriate individual to do so. The information conveyed must be accurate and appropriate for the situation and the environment in which it is being delivered.

Proper Release of Public Records and

Information. Follow state guidelines for releasing any public records or information. Refer to "Guidelines for Public Records" at the following Web site for applicable public records laws and other pertinent information.

Reference:

"Guidelines for Public Records,"
<http://www.ah.dcr.state.nc.us/records/guidelines.htm>

Involve Appropriate State Officials. Involve the agency's general counsel, the public information officer, and/or the Governor's Press Office when appropriate before disseminating information. Information to be released may be protected by the

Privacy Act and/or exempt as a public record under the Public Records Act.

For more information on communications, see the Communications and Outreach section of this document.

Environment

Environmental Regulations Overview. The North Carolina Department of Environment and Natural Resources (NC DENR) maintains a list of statutes, administrative code provisions, and policies that affect the broad range of environmental concerns of any disaster recovery effort.

Waivers of Documentation and NC Environmental Policy Act (NCEPA). The NC Administrative Code may preclude the requirement of certain environmental documentation during a disaster event. Such issues should be discussed with agency legal counsel before making decisions.

Reference:

15A NCAC 01C.0412

Contact:

NC DENR General Counsel, 919-715-0691

For more information on environmental issues, see the Environment section of this document.

Agriculture

If the state provides supplemental funds in addition to USDA assistance programs, NCDACS must establish clear communication with the USDA Farm Service Agency (FSA) and/or Animal and Plant Health Inspection Service (APHIS) to ensure that the assistance programs operate in concert without leaving gaps or creating redundancies.

Issues in Sharing Agency Information.

Documentation, verification of claims, and available funding are significant issues facing program administrators and staff. The success of disaster recovery programs depends on the cooperation of state and federal agencies in securely and effectively sharing information, some of which may be subject to privacy laws. Failure to effectively and appropriately document and verify information shared between agencies may lead to issues of fraud or inequitable award distribution.

Memorandum of Understanding (MOU). A memorandum of understanding between NCDACS and USDA/FSA is necessary to minimize staff hours, miles, and expenses and to improve reimbursement time to the applicants. This MOU would be used only in the case of a crop disaster. MOUs between NCDACS and USDA/APHIS shall also be pursued and enacted in the case of mass animal disposal or similar disaster. If at the time of a disaster a MOU is not in place, the project manager or NCDACS person of authority instigates discussions with appropriate USDA officials to begin a process that will allow sharing of critical data. This practice ultimately saves the state thousands of hours and dollars in data collection and improves the accuracy of the data.

Communications and Outreach. NCDACS should ensure that applicants for USDA assistance take all the necessary steps required to be eligible for other assistance. This may include, but is not limited to the following:

- Completing an application for USDA assistance
- Signing a waiver, if necessary, to allow exchange of information between NCDACS and USDA
- Filing insurance claims

Qualification. Risk management may involve determining whether the damage qualifies for assistance. Another issue is the lack of documentation for the loss. In the case of crop loss, USDA/FSA data have been used to determine approval of the applicant's loss. If the claim has not been filed with USDA/FSA, then field verifiers must visit the farm to collect claim data and loss documentation. Claims should not be approved or denied in the field. The packet containing all documents should be returned to Raleigh, where an approval team should be responsible for reviewing them. Specific notes from the field verifiers can be used to help determine whether a claim is approved.

Maximum Payments. Legislation may authorize payment amounts when available funding is less than is needed to pay claims at the authorized level.

Example: Although legislation may allow payment for up to 40% of the damages, the available funding distributed across qualified applications may only allow reimbursement at a rate of 30%. Under this example, the total amount of all losses must be determined before a reimbursement rate can be calculated. This step delays loss payments to all applicants in that claim category.

Payment Cap. Depending on the size of the loss and the reimbursement rate, some claimants may receive very large payments. Federal programs impose a

dollar and percentage cap on individual payments. Several high payouts can cause the total payout amount to rise above the amount allocated, thereby reducing the total payout percentage. Imposing a state cap may allow remaining applicants to receive the maximum payment percentage.

Confidentiality. Regardless of the program, NCDACS personnel have access to sensitive financial data, including Social Security numbers and Employer Identification numbers. Measures must be undertaken to protect this information during the claims process and while the information is retained under the records retention schedule. While much of the information is public record, proper scrutiny of data is necessary before the information is released for public review.

Contact:

NCDACS Agricultural Program Administrator, 919-807-4300

For more information on agricultural issues, see the Agriculture section of this document.

Purchase and Contract

Special Emergency Purchasing Provisions.

NCEM and certain members of the State Emergency Response Team (SERT) are authorized to make certain purchases for emergency protective measures, which include ice, water, generators, food, and other necessary supplies.

References:

N.C.G.S. § 143-57, Purchases of articles in certain emergencies

1 NCAC 5B.1602, Emergencies

Purchase and Contract Division. The Purchase and Contract Division (Department of Administration) establishes term contracts for goods and services needed during a disaster; and assists in locating mobile homes, supplies, meals, cots, blankets, ice, etc.

Special Emergency Authority of Secretary of Administration. In cases of emergency, the Secretary of Administration may obtain, in the open market, any necessary supplies, materials, equipment, printing, or services for immediate deliver to any department, institution, or agency of state government. Expenditures exceeding ten thousand

dollars (\$10,000) must be reported promptly to the Division of Purchase and Contract.

References:

N.C.G.S. § 143-57 and 1 NCAC 5B.1602

Contact:

Division of Purchase and Contract State Purchasing Officer, 919-807-4515

Debris Removal and Transportation

FEMA is authorized to provide grants to state or local government for debris removal. FEMA may make grants to any state or local government or owner or operator of a private nonprofit facility for the purpose of removing from publicly or privately owned lands and waters any debris or wreckage resulting from a major disaster.

FEMA authorizes reimbursement for debris removal that it determines to be in the public interest. Under federal regulations, FEMA has reimbursed for debris removal when there are threats to public health and safety or to the economic recovery of the community or when significant damage to improved property is likely. If these requirements are not met, FEMA will not reimburse the state.

Debris removal has been the largest expenditure for the state during a disaster or emergency. The state faces management and financial risks when it performs debris removal. If FEMA deems certain debris removal costs ineligible, it will not reimburse the state for those costs.

References:

44 C.F.R. § 206.224

FEMA: Debris Removal from Private Property, http://www.fema.gov/government/grant/pa/9523_13.shtm

American Bar Association. Are You Ready? What Lawyers Need to Know about Emergency Preparedness and Disaster Recovery, <http://www.abanet.org/statelocal/areyouready.pdf>

System Roads. System roads are roads owned by a state or local government agency.

Typically, the state performs debris removal on state system roads, whereas local governments (such as

municipalities) perform debris removal on city streets.

The State Emergency Operations Plan (EOP) tasks the NC Department of Transportation (NCDOT) as the primary agency to perform debris removal from state system roads. The Division of Highways (DOH) hires contractors to perform the debris removal. State liability exposure exists as a result of these contracts.

Nonsystem Roads. Nonsystem roads may be defined as those roads that are not recognized for maintenance by either the state or local government. A significant number of the state's roads are nonsystem roads. These roads may have public right-of-way.

FEMA may authorize the reimbursement for debris removal from nonsystem roads if it finds that it is "in the public interest." Likewise, if FEMA determines that the debris removal is not "in the public interest," it will not provide reimbursement.

However, should FEMA approve the debris removal, the state has determined that it will be responsible for removal under the conditions established by FEMA, and in accordance with a Memorandum of Agreement (MOA) between NC Department of Crime Control and Public Safety (CCPS), Division of Emergency Management (NCEM), and NC Department of Transportation (NCDOT). The MOA provides a method for NCEM to task NCDOT to perform debris removal from private property and nonstate system roads and streets.

To receive reimbursement from FEMA, the work must meet FEMA's work eligibility requirements, which state that the item of work must be the legal responsibility of an eligible applicant. FEMA may assert that it is not the legal responsibility of NCDOT or DOH to clear debris from nonsystem roads and that expenses are, therefore, not reimbursable.

State financial risk exists if the state performs debris removal on nonsystem roads and FEMA determines that the work does not meet its work eligibility requirements because it is not the legal responsibility of an eligible applicant. If FEMA makes such a determination, it will not reimburse the state for debris removal from nonsystem roads.

Reference:

44 C.F.R. § 206.223

Private Property. FEMA reimburses for debris removal on private property only if it causes a public

health and safety hazard, the work is pre-approved by FEMA, and the property owner's insurance is deducted from the amount of federal assistance.

North Carolina's Emergency Operations Plan indicates that state agencies will not remove debris from private property unless a "Right-of-Entry" form is signed by the property owner. See also the MOA between CCPS, NCEM and NCDOT, and DOH.

The EOP states that NCDOT will not perform debris removal from private property unless it is tasked by the governor to do so, and it will remove the debris from the public right-of-way only.

The state's liability exposure exists if the state does not perform debris removal on private property and it is determined that debris removal on private property was necessary to protect the public health and safety. Furthermore, the state's liability exposure exists if state agencies perform debris removal on private property but did not have the property owner execute the "Right-of-Entry" form prior to the removal of debris from the owner's property.

For more information on debris removal, see the Transportation and Infrastructure section of this document.

References:

Stafford Act at 42 U.S.C. §5121 et. seq.
 Title 44 of the *Code of Federal Regulations*
 FEMA Public Assistance Policy Digest
 FEMA Public Assistance Guide
 FEMA Applicant Handbook
 FEMA Debris Management Guide
 FEMA Public Assistance Response and Recovery Directorate Policy Memoranda
 Chapter 166A of the *NC General Statutes*
 NC Emergency Operations Plan
 American Bar Association. Are You Ready? What Lawyers Need to Know about Emergency Preparedness and Disaster Recovery, <http://www.abanet.org/statelocal/areyouready.pdf>

Contact:

NC Division of Emergency Management, Public Assistance, 919-715-8000, ext. 307

Housing

Liability in State Housing Assistance Programs.

State liability exposure exists when a local government delegates its CHAF program to the state or when the state issues a waiver in order to administer/implement the local government's CHAF program. Once such delegation or waiver occurs, the state then accepts the managerial, financial, and legal risk involved in administering or implementing the local government's CHAF program.

Duplication of Benefits. If a local government, instead of the state, applies to administer the CHAF program, the applying local government must establish a process that verifies the family's efforts to access federal and state assistance; this ensures that there is no duplication of benefits. A duplication of benefits (DOB) analysis must be performed for all assistance received from federal, state, or private resources.

If an applicant's home is repaired or replaced under the CHAF Repair or Replacement program and the applicant later decides to participate in the HMGP Buyout Program, the amount of CHAF funds provided to repair or replace the damaged dwelling is a duplication of benefits with the HMGP buyout funds. Therefore, if the applicant participates in the HMGP buyout, the amount of CHAF funds provided to repair or replace the damaged dwelling must be deducted from the HMGP buyout proceeds.

Homeowners who decline a valid HMGP buyout offer or decline to participate in an HMGP buyout proposed for their neighborhood are not eligible for state CHAF funds for repair or replacement of their property.

State housing assistance funds may be provided only for repair or replacement of primary residences. Assistance is not available for families or landlords to repair or replace second homes or rental property. The property must have been owner-occupied at the time of the disaster to be eligible for repair or replacement. The homeowner-applicant must show proof of ownership at the time of application.

Eligibility. All houses that are built or altered through disaster assistance programs must be in an area regulated by a unit of local government with a floodplain management ordinance and at completion of the state-funded activity must comply with the ordinance.

Reference:

Chapter 4 of the NC Administrative Code, Subchapter 19L

Contacts:

NC Redevelopment Center Director, 919-733-1566, and Agency Legal Specialist, 919-716-6534

For more information on housing issues, see the Housing section of this document.

Victims Compensation

The Division of Victims Compensation Services (Department of Crime Control and Public Safety) reimburses citizens who suffer medical expenses and lost wages as a result of being an innocent victim of a crime committed in North Carolina. Should a terrorist incident occur in North Carolina, victims and their families are eligible to apply for assistance.

Assistance covers medical care, counseling, lost wages, and funerals. North Carolina is a payer of last resort, paying for financial losses not covered by other sources, including, but not limited to, health insurance; auto or disability insurance; public funds, such as Medicaid or workers' compensation; or restitution paid by the offender.

The program does not compensate victims for damaged or stolen property or for pain and suffering.

Eligibility. To be eligible, applicants must fall into one of the following categories:

- Victim, defined as a person who suffers personal injury or death caused by criminally injurious conduct, which is defined as conduct that poses a substantial threat of personal injury or death and is punishable under the law
- Dependent of a deceased victim
- Person authorized to act on behalf of a victim or dependent
- Third person who provided benefits to the victim or his/her family other than in the course or scope of his/her employment, business, or profession

References:

Victims Compensation Services Division Web site: <http://www.nccrimecontrol.org/vcs>

NC Crime Victims Compensation Act (N.C.G.S. § 15-B)

Contact:

Victims Compensation Services Division Director,
919-733-7974

NC DEPARTMENT OF INSURANCE (DOI)

Assessment Responsibilities

In the event of a catastrophe, the state must gain quick and necessary information concerning the magnitude of the disaster. This information assists in the determination of a federal disaster declaration, and it assists insurance industry personnel in preparing to serve the consumers' needs. NCEM may call upon the Department of Insurance, through its SERT agreements, to establish damage assessment teams, which are staffed by Department of Insurance personnel.

Office of the State Fire Marshal (OSFM)

The Office of the State Fire Marshal provides inspection personnel to assist local inspection authorities.

This office may be mobilized and become part of the State Emergency Response Team by taking on the role of lead agency for emergency response functions, damage assessment, and inspection assistance through a separate agreement with NCEM.

The Risk Management Division handles insurance for losses to state buildings, as well as business-related property contained in those buildings.

Public Services Group

Consumer, Agent Services, and Investigations Divisions are responsible for assisting consumers, insurance agents, insurance adjusters, and insurance companies with insurance matters that arise after a natural disaster.

Assistance Programs and Responsibilities

Fire and Rescue Response

DOI performs various functions dealing with the response of fire and rescue equipment. For example, DOI personnel may assist in the coordination of local fire and rescue efforts, staff a local emergency

operations center, act as the incident management team, or participate in swift water rescue.

Typically, NCEM reacts to requests for these types of assistance.

References:

NC Department of Insurance Web site:

<http://www.ncdoi.com/>

NC DOI disaster information Web page:

http://www.ncdoi.com/Consumer/consumer_disaster.asp

Contact:

Office of State Fire Marshal, 919-661-5880

Insurance for State Buildings and Contents

The Risk Management Division handles insurance for losses to the state's buildings and the contents in these buildings.

The State Property Fire Insurance Fund typically provides property insurance, although coverage for certain types of property may be placed by DOI through private insurance companies. All state buildings and contents are eligible for property insurance coverage. To receive reimbursement for property losses, state agencies must have purchased insurance for the peril that caused the loss from the State Property Fire Insurance Fund or from a private insurance company through DOI.

Contact:

Office of State Fire Marshal, Risk Management Division, 919-661-5880

Consumer Assistance Operations

The DOI Public Services Group assists consumers and other affected licensed parties (agents, adjusters, and insurance companies) with insurance matters that arise due to natural disasters. Assistance may include the following services.

Consumer Division

- Answers policy coverage questions
- Responds to consumer complaints
- Participates in Victim Assistance Centers (VACs) established in designated counties

- Furnishes insurance brochures and complaint forms to consumers
- Furnishes statistical data relating to complaints, inquiries, and VACs

Agent Services Division

- Assists consumers in locating a company adjuster or agent
- Notifies insurance companies of the parameters for utilizing emergency adjusters
- Responds to licensure questions involving agents and adjusters

Investigations Division

- Responds to consumer-reported situations involving fraud
- Responds to situations reported by an insurance company, agent, or adjuster involving fraud

Contacts:

Consumer Division, 919-733-4935

Agent Services Division, 1-800-546-5664

Investigations Division, 919-807-6840

DEPARTMENT OF JUSTICE OFFICE OF THE ATTORNEY GENERAL

The Attorney General's Office is comprised of several sections that advise state agencies in legal matters. The Consumer Protection Section of the Attorney General's office maintains a list of section attorneys and their specialties (see below).

Each member of the Attorney General's Office can assist an assigned state agency with issues following an emergency/disaster. Additionally, the Attorney General's staff can help the public with certain disaster-related issues.

Contact:

The Attorney General's Office publishes a list of its staff and their responsibilities in the Aid to Local Government List. This information is included in the Contact Information section of this document under the "Risk Management" heading.

Transportation and Infrastructure

Restoring the transportation and infrastructure of an affected area is essential for effective disaster recovery and requires the involvement and collaboration of many government and non-governmental agencies.

Section Contents

NC Department of Transportation

- Highways
 - Debris Removal
 - Restoration of Infrastructure
- Railroads
- Ferries
- Aviation

State Construction

Federal Highway Administration

- Emergency Relief
- Permanent Repairs

FEMA Public Assistance

Electric Utilities

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

NC DEPARTMENT OF TRANSPORTATION (NCDOT)

The NC Department of Transportation (NCDOT) is the primary state agency overseeing the recovery and restoration of the state's transportation infrastructure.

NCDOT Emergency Highway Traffic Regulation Plan. After the activation of the State Emergency Operations Center (EOC) and the State Emergency Response Team (SERT), the Emergency Highway Traffic Regulation Plan manages traffic and regulates highway use to expedite and facilitate vehicle movement. The plan includes civilian evacuations, military movements, and responsibilities of each participating state and federal department managing the roadways during an emergency.

NCDOT responsibilities include these:

- Implementing appropriate emergency response plan(s) based on the event
- Providing road closure, condition and detour information as changes occur and as required
- Evaluating highway damage and determining the effect on traffic movement
- Monitoring the travel capacities of the clear and regulated routes
- Designating highways as regulated routes within the Strategic Highway Network pursuant to the event
- Coordinating with adjoining states to facilitate highway traffic movements
- Implementing the Ferry Division Emergency Operations Plan
- Preparing and releasing highway information to the public and pertinent governmental agencies, and coordinating public information activity with the EOC/SERT Public Information Office to ensure consistency of information/instructions to the public

Specific agency responsibilities are described below by NCDOT divisions.

Highways

The North Carolina Division of Highways is the key agency involved in assessing the impact of a disaster on state-maintained roads and highways and in restoring them to their predisaster conditions. Assistance provided by the division includes debris removal and restoration of infrastructure.

Assessment

The Division of Highways conducts preliminary damage assessments and damage and inspection reports. Reporting procedures are coordinated through NCDOT county maintenance personnel and district offices. Information is collected and tasks are assigned for recovery efforts based upon priorities of restoring transportation services.

Debris Removal

The division picks up, reduces, and disposes of all debris caused by a hurricane, snow and ice, flood, tornado, wildfire, or other disaster. To qualify for

removal, debris must be storm related, be on NCDOT right-of-way, and pose an immediate threat to public health and safety. Debris located off NCDOT right-of-ways is not eligible for removal. The department receives reimbursements from US FEMA and the Federal Highway Administration (FHWA). General maintenance funds are reimbursed at 75% of the eligible cost.

For more information on debris removal, see the Risk Management section of this document.

Restoration of Infrastructure

The Division of Highways repairs or replaces bridges or roadways damaged in a disaster. Eligibility requires that the structure or roadway be on the NCDOT state-maintained road system. Ineligible structures and roads include private bridges and roads not maintained by NCDOT (i.e., nonsystem roads). NCEM must review and determine the eligibility of projects. General maintenance funds are reimbursed at 75% of the eligible cost.

References:

NCDOT Web site: <http://www.ncdot.org/>

FEMA Public Assistance Grant Program Web site: <http://www.fema.gov/government/grant/pa/index.shtm>

Federal Highway Administration Emergency Relief Program Web site: <http://www.fhwa.dot.gov/programadmin/erelief.html>

NCDOT Emergency Response and Procedures Manual

Stafford Act at 42 U.S.C. §5121 et. seq.

Title 44 of the *Code of Federal Regulations*

FEMA Public Assistance Policy Digest

FEMA Public Assistance Guide

FEMA Applicant Handbook

FEMA Debris Management Guide

FEMA Public Assistance Response and Recovery Directorate Policy Memoranda

Chapter 166A of the *North Carolina General Statutes*

NC Emergency Operations Plan

Contact:

NCDOT State Road Maintenance Unit, 919-733-3725

Railroads

The North Carolina Rail Division responds as requested to needs initiated through the Emergency Management Assistance Compact (EMA). It assists the National Guard and other groups by transporting troops, other personnel, and/or equipment to disaster response points. The division also helps railroads file claims with FEMA and oversees the restoration of any rail service that was hindered by the disaster. General maintenance funds are reimbursed at 75% of the eligible cost.

Reference:

NCDOT Emergency Response and Procedures Manual

Contact:

NC Rail Division, 919-733-7245

Ferries

The NC Ferry Division plays a crucial role in both evacuations and the transportation of resources and equipment in the event of a disaster. Responsibilities are listed below.

Emergency Evacuation from Ocracoke Island

When notified by a proper authority of Ocracoke Island evacuation, the Ferry Division alters ferry schedules and routes as necessary to accommodate the existing requirements.

Transport of Emergency Equipment

Upon request from the state Emergency Operations Center (EOC), the Ferry Division transports fuel, generators, and heavy debris removal equipment. FHWA reimburses NCDOT for general maintenance funds at 100% of the eligible cost.

References:

NCDOT Ferry Division Web site: <http://www.ncdot.org/transit/ferry>

NCDOT Emergency Response and Procedures Manual

Contact:

NC Ferry Division, 252-473-3461

Aviation

The NC Aviation Division provides resources for aerial photography and reconnaissance needed in disaster-related damage assessment. NCDOT receives reimbursements from FEMA and FHWA for its work. General maintenance funds are reimbursed at 75% of eligible the cost. The division also helps assess damage to public airports upon request and allocates state and federal funds, if available, for repair and restoration to airport infrastructure.

References:

Aviation Division Web site:

<http://www.ncdot.org/transit/aviation>

NCDOT Emergency Response and Procedures Manual

Contact:

NC Aviation Division, 919-840-0112

STATE CONSTRUCTION OFFICE

The State Construction Office provides professional staff and technical expertise as necessary to assist the Division of Emergency Management or other agencies as requested. Services offered for disaster recovery include the following:

- Processing cost estimates and contracts related to construction or renovation of state buildings
- Reviewing and approving all plans and specifications
- Supervising the letting of design contracts
- Overseeing inspection and acceptance of all work done
- Conducting assessments of state facilities to identify deficiencies
- Providing administrative and technical support to the State Building Commission

For additional information on the State Construction Office, see the Risk Management section of this document.

Reference:

State Construction Office Web site:

<http://www.nc-sco.com>

Contact:

State Construction Office, Director, 919-807-4100

FEDERAL HIGHWAY ADMINISTRATION

The Federal Highway Administration (FHWA) in the US Department of Transportation oversees the maintenance and operation of all federal highways. It is the primary federal agency in restoring this infrastructure after a disaster. The FHWA Emergency Relief (ER) program uses the Highway Trust Fund for repair or reconstruction of federally aided highways and roads on federal lands that have suffered damage as a result of natural disasters or catastrophic failures from an external cause. The ER program supplements the commitment of resources by the states, its political subdivisions, and other federal agencies to help pay for unusually heavy expenses resulting from extraordinary conditions.

Assessment Responsibilities. NCDOT county maintenance personnel coordinate all damage inspection reports through the district offices and the State Road Maintenance Unit, which submits all reports to USDOT FHWA.

Emergency Relief

The Emergency Relief Program (ER) provides for repair and restoration of highway facilities to predisaster conditions.

Eligibility requirements state that the roadway or bridge damage must be on federally aided highways and must be the direct result of an approved natural disaster or catastrophic failure. The ER funds are not intended to replace other federal aid or state or local funds for new construction to increase capacity, correct nondisaster deficiencies, or otherwise improve highway facilities.

General maintenance funds are reimbursed at 100% of the actual cost for the first 180 days after the disaster.

Permanent Repairs

Permanent repairs are undertaken to restore a highway to its predisaster condition after emergency repairs have been completed.

Eligibility requires that the roadway and bridge damage be on federally aided highways that were damaged by an approved natural disaster or catastrophic failure. Ineligible structures and roads include private bridges and roads not part of the federal aid system, i.e., secondary routes and nonsystem roads.

General maintenance funds are reimbursed at 90% and 80% of the actual cost.

References:

US DOT FHWA Emergency Relief Program Web site:
<http://www.fhwa.dot.gov/programadmin/erelief.html>

US DOT FHWA Emergency Relief Manual,
<http://www.fhwa.dot.gov/reports/erm/index.htm>

A Summary of Emergency Relief (ER) Procedures for Federal-Aid Highways:
<http://www.fhwa.dot.gov/ildiv/handout.htm>

Title 23, United States Code, Section 125,
 Authorization of FHWA Emergency Relief Program

Contact:

NCDOT State Road Maintenance Unit, 919-733-3725

FEMA PUBLIC ASSISTANCE

The Public Assistance (PA) Grant Program in the Federal Emergency Management Agency provides assistance to states, local governments, and certain nonprofit organizations to help recover from major disasters or emergencies declared by the president. Through the program, FEMA provides supplemental federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain private nonprofit organizations. The federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (often the state) determines how the non-federal share (up to 25%) is shared with the sub grantees (eligible applicants).

Following a disaster, the governor requests that FEMA conduct a joint preliminary damage assessment with the state to verify damage and estimate the amount of supplemental assistance needed. The governor then sends a request letter to the president, directed through the regional director of the appropriate FEMA region. After a declaration is made, FEMA designates the areas eligible for assistance and the types of assistance available.

Reporting procedures are coordinated through the NCDOT State Road Maintenance Unit, NCDOT county maintenance personnel and district offices, and FEMA.

The FEMA PA program provides assistance as indicated below for the following categories applicable to transportation and infrastructure of the nonfederal highway system.

Category A: Debris Removal

The program covers activities to pick up, reduce, and dispose of all debris caused by a hurricane, snow and ice, flood, tornado, wildfire, or other disaster.

Eligibility requires that the debris be storm related, be on NCDOT right-of-way, and pose an immediate threat to public health and safety. Debris located off NCDOT right-of-way is not eligible.

NCDOT receives reimbursements from FEMA. The work must be completed within six months of the disaster declaration date. General maintenance funds are reimbursed at 75% of the eligible cost.

Contact:

NCDOT State Road Maintenance Unit, 919-733-3725, or NCDOT county maintenance facilities

Category B: Emergency Protective Measures

Emergency protective measures include eliminating or reducing immediate threats to life, public health, or safety. They also include eliminating or reducing immediate hazards that pose threats of significant damage to improved public property.

Eligibility requires that actions be taken to reduce disaster damage, ensure the continuation of essential public services, and protect lives and public health or safety. Ineligible structures and roads include private bridges and roads not maintained by NCDOT, i.e., nonsystem roads.

Generally, work is performed 72 hours prior to the disaster and 72 hours immediately following the disaster. General maintenance funds are reimbursed at 75% of the eligible cost.

Contact:

NCDOT State Road Maintenance Unit, 919-733-3725

Category C: Roads and Bridges

Eligibility requires that damage be a result of the declared disaster. Upgrades necessary to meet current standards for road and bridge construction may be eligible for public assistance. Ineligible structures and roads include private bridges and roads not maintained by NCDOT, i.e., nonsystem roads.

Work must be completed within 18 months of the disaster declaration date. General maintenance funds are reimbursed at 75% of the eligible cost.

Contact:

NCDOT State Road Maintenance Unit, 919-733-3725

Category E: Buildings and Equipment

Eligibility requires that damage be a result of the declared disaster. Buildings, including contents, are eligible for repair or replacement. When equipment is not repairable, FEMA will approve the cost of replacement with used items that are approximately the same age, capacity, and condition.

Applicants must provide FEMA with insurance policies and settlement information. General maintenance funds are reimbursed at 75% of the eligible cost.

For more information on FEMA public assistance, see the Intergovernmental Relations section of this document.

References:

FEMA Public Assistance Grant Program Web site:
<http://www.fema.gov/government/grant/pa/index.shtm>

Categories of Work:

http://www.fema.gov/government/grant/pa/re_categories.shtm

Public Assistance Guide, FEMA-322

Contacts:

NCEM Public Assistance Section Manager, 919-715-8000, ext. 307

NCDOT State Road Maintenance Unit, 919-733-3725

ELECTRIC UTILITIES

After any disaster, restoration of utilities to all customers is a top priority. It is important that utility providers repair and rebuild infrastructure while putting high priorities on the safety of the public and the personnel restoring service, as well as compliance with all environmental regulations.

Planning

For predictable events, such as ice storms, hurricanes, and other weather-related events, planning begins several days prior to the actual event. Planning activities include the following:

- Placing all personnel on alert
- Modeling the damage impact based on weather projections
- Holding conference calls to mutual aid utilities
- Notifying key suppliers
- Making conference calls to regions and support teams to confirm event plans
- Contacting state and county emergency management organizations
- Issuing public safety messages to the media

Response

The initial focus is immediate safety hazards, such as downed electrical wires and other conditions that may endanger the public. Initial response is made by locally assigned resources. The priority for restoration is generally in the order listed below with many restorations occurring simultaneously.

- Public safety-related situations (e.g., fallen power lines)
- Emergency services (hospitals, fire departments, police stations, etc.)

- Critical infrastructure (water and sewer facilities)
- Main feeder lines and subfeeders to restore the greatest number of customers
- Lateral tap lines, followed by transformer outages and individual service lines

Damage assessment is made by assessment teams that may be staged in a designated area in preparation for a major storm or may be traveling to the areas soon after the storm has passed through. Early assessment focuses on the main feeders and subfeeders. Assessment of smaller tap lines and individual services follows the initial review. Work begins on the most critical lines while assessments are underway. Assessments are consolidated for an overall view of the damage to ensure adequate resources are available to assist with the recovery.

Resources

In a major event, local resources are supplemented by those within a company, from other companies, and from other regions. In the most severely damaged areas, the workforce is significantly larger than normal. It is not unusual for crews to arrive from 15 or more other states after a major disaster. Although a central organization may monitor progress, obtain resources, and provide oversight, management of the recovery occurs near the actual damage. Typically, the recovery is managed by geographic regions and site locations.

Mutual aid agreements are used in sharing resources for utility restoration. **For more information on mutual aid agreements**, see the Intergovernmental Relations section of this document.

Shelters and Mass Care. Power providers work closely with local and county officials to identify and determine the restoration priority of critical facilities within a service area or jurisdiction before an emergency or disaster occurs. Local and county officials must evaluate the effectiveness of providing shelter and mass care while considering power outage and restoration intervals.

FEMA Public Assistance Category F: Utilities

Many utilities are eligible for FEMA Public Assistance. Typically, eligible utilities include the following.

- Water treatment plants and delivery systems
- Power generation and distribution facilities (including generators, substations, and power lines)
- Sewage collection systems and treatment plants
- Telecommunications

The facility owner is responsible for determining the extent of damage incurred. FEMA does not provide funds for random surveys to look for damage, such as video inspection of sewer lines.

If disaster-related damage is evident, FEMA may pay for inspections to determine the extent of the damage and method of repair.

While FEMA will pay for restoration of damaged utilities, FEMA does not provide funds for increased operating expenses resulting from a disaster. Similarly, FEMA cannot provide funds for revenue lost if a utility is shut down. However, the cost of establishing temporary emergency services in the event of a utility shut-down may be eligible.

For more information on FEMA public assistance, see the Intergovernmental Relations section of this document.

Issues and Challenges to Power Restoration

Some of the major issues and challenges to power restoration following a disaster are listed below.

Access to Areas for Making Repairs

- Debris removal and clearing trees from roads
- Road closures
- Colocated infrastructure

Logistical Support

Typically, logistical support is provided by the utility, but additional outside supplementation may be needed for items such as the following:

- Housing and meals for a large external workforce
- Fuel for equipment and vehicles
- Security of personnel and equipment

Coordination with Emergency Response and Recovery Entities

Some of the issues requiring coordination include these:

- Overweight and driver restriction waivers
- Seamless and real-time situational awareness

Communications

- Loss of infrastructure (land lines, cellular)

References:

Local or County Emergency Management Offices:
<http://www.ncem.org/Localem.htm>

ElectriCities of North Carolina:
<http://www.electricities.com>

North Carolina Electric Membership Corporation:
<http://www.ncemcs.com>

Dominion North Carolina Power:
<http://www.dom.com>

Duke Energy: <http://www.duke-energy.com>

Progress Energy: <http://www.progress-energy.com>

North Carolina State Energy Plan:
<http://www.energync.net/programs/docs/awareness/NCEEPlan.pdf>

Contacts:

Investor-owned power companies, municipal power companies, and electric membership corporations throughout the state have assigned local and county liaisons, designated emergency personnel, or initiated emergency call-down or contact listings to facilitate restoration of service. Additionally, emergency planners and managers at NCEM and subject experts from the State Emergency Response Team (SERT) are available to address energy concerns of local and county governments.

North Carolina Emergency Management,
 Infrastructure Support Coordinator, 919-733-0795

State Energy Office, Energy Emergencies, 919-733-1892

Volunteers and Donations Management

During and following a major disaster, requirements for goods and services may exceed local and state capabilities. Volunteers and donations management plays a major role in meeting these needs.

Section Contents

General Operating Procedures
Governor's Emergency Information Bilingual Hotline
Donated Goods
Volunteers
Monetary Donations

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

The state's effort to manage volunteers and donations includes a public information campaign with a toll-free hotline to provide emergency information and guidance about donated goods, as well as recruit volunteers. The state maintains contact with county donations liaisons, assesses and prioritizes affected area needs, develops a strategy for soliciting and managing donated goods and spontaneous volunteers, and deploys resources to meet specified needs.

GENERAL OPERATING PROCEDURES

These operating procedures are a continuation of the volunteers and donations management procedures found in Tab D to Appendix 5 to Annex A of the North Carolina Emergency Operations Plan (EOP).

The Office of the Governor, NC Commission on Volunteerism and Community Service, manages the state's spontaneous and unaffiliated volunteers and donations during the State Emergency Response Team (SERT) activation.

The state's volunteers and donations manager coordinates with the Human Services and Logistics branches of the Emergency Operations Center (EOC). Representatives from NC Voluntary

Organizations Active in Disaster (NCVOAD) work in the Human Services Branch during activation.

The state's volunteer and donations manager closely communicates, collaborates, and coordinates with the Federal Emergency Management Agency's Voluntary Agency Liaison (FEMA VAL) that is deployed to NC after a disaster.

The FEMA VAL coordinates disaster relief activities of established and ad-hoc voluntary organizations in providing goods or services to victims, and assists the community in forming a long-term recovery group with other organizational representatives.

The Volunteer and Donations Management Reference Guide for Long-Term Recovery is produced in the Office of the Governor, NC Commission on Volunteerism and Community Service, which is located in Room 1184 of the Administration Building at 116 West Jones Street, Raleigh, NC.

GOVERNOR'S EMERGENCY INFORMATION BILINGUAL HOTLINE

The Office of the Governor, NC Commission on Volunteerism and Community Service, manages a toll-free phone number where phone operators provide potential donors with pertinent information about donated goods and register spontaneous or unaffiliated volunteers. The hotline is located in Room 2087 on the second floor of the Administration Building, 116 West Jones Street in Raleigh.

The governor activates the hotline when an emergency deems it necessary to do so, and remains open until it is no longer necessary. Depending on the nature and severity of the event, the hotline may remain open during a portion of long-term disaster recovery efforts.

Reference:

Hotline Standard Operating Procedures Manual is included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery.

DONATED GOODS

Soliciting for Donations – Public Information Campaign

At the onset of the disaster, the state’s volunteer and donations manager implements a public information campaign to encourage donations of specific goods, funding, and/or services needed to address the disaster. The campaign continues, if necessary, into the long-term recovery phase of the event.

The Governor’s Press Office and the Office of Public Information in the NC Department of Crime Control and Public Safety coordinate the campaign. A sample press release is included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery. Speeches by the governor and senior state officials inform the public of the need for donations and how they can best contribute.

Processing Incoming Offers of Donated Goods

Offers of donated goods are received via the hotline, and phone operators enter donor and product information into an online database.

Operators are provided with pertinent shipping and delivery information that is relayed to the donor. All donors are responsible for shipping or delivering their donated product(s) to the state’s long-term recovery warehouse (see below). Donors must prearrange delivery of all shipments with warehouse management before delivery can be accepted. The warehouse informs donors if their product is needed and provides them with shipping information.

The state’s volunteer and donations manager monitors the database to determine the nature and quantity of items being donated and whether offers need special attention.

If a state long-term recovery warehouse is not opened during an event, hotline operators direct offers of donated goods to NCVOAD member organizations that may have their own warehouse facilities (e.g., Salvation Army, Methodist Disaster Response, etc.).

Receiving and Distributing Donated Goods

Donated goods that are unsuitable for use in the long-term recovery phase or that are health hazards are not accepted, including used mattresses. Unusable items that cannot be turned away are destroyed or donated

to a member organization of NCVOAD or other suitable charity.

After the warehouse receives goods, NCVOAD member organizations are informed of the inventory. In turn, the organizations inform the warehouse manager about items needed, coordinate pickup, and distribute donations to needy localities. The organizations provide their own transportation or supplies. They also document the chain of custody of the goods or supplies to the end user.

The warehouse manager must be prepared to handle and dispose of unneeded and unwanted donated goods. Any donation that is designated or restricted to a specific organization is referred to that organization.

A sample NCVOAD membership list, <http://www.dem.dcc.state.nc.us/NcVOAD/index.htm>, is included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery.

Long-Term Recovery Warehouse

The state’s volunteer and donations manager determines whether the state will open a long-term recovery donated goods warehouse for a limited amount of time. Factors include the following:

- Nature and severity of the event
- Damage assessments from the state and NCVOAD organizations
- Need for major long-term recovery efforts
- Warehouse location and management

The volunteer and donations manager attempts to secure a free warehouse facility, including any feasible, vacant state-owned facility.

The volunteer and donations manager determines the location of the warehouse and contacts Adventist Disaster Services (ADS), which manages the warehouse through a memorandum of understanding (MOU). A sample MOU is included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery.

Items such as building materials, supplies, etc., that are received in the response phase of the disaster but are not immediately needed are stored in the warehouse.

VOLUNTEERS

Soliciting for Volunteers – Public Information Campaign

Based on volunteer needs assessments, the state's volunteer and donations manager may deem it necessary to launch a public recruitment campaign to address the immediate and long-term need for assistance. The Governor's Press Office and the Office of Public Information in the NC Department of Crime Control and Public Safety coordinate the campaign.

Speeches by the governor and senior state officials inform the public of the need for volunteers and how people can best serve. A sample press release may be found in the Volunteer and Donations Management Reference Guide for Long-Term Recovery.

In the latter phases of long-term recovery, the volunteer and donations manager solicits volunteers for NCVOAD organizations through e-mail messages to NC Volunteer Centers and press releases from the Governor's Press Office.

Registering Volunteers

Operators at the Governor's Emergency Information Bilingual Hotline register spontaneous or unaffiliated volunteers (those who are not connected with, or trained by, disaster response organizations). Registration includes detailing the volunteer's skills, experience, and availability to work. The state volunteer and donations manager provides operators with specific guidance for providing information to volunteers.

Placing or Referring Volunteers

Volunteers may be referred to a member agency of NCVOAD or to a volunteer reception center (VRC) near the geographic area affected by the disaster. A VRC is a clearinghouse where the following activities occur.

- Spontaneous volunteers can register.
- Local agencies or organizations express their need for volunteers.
- Volunteers are matched with the needs.

VRCs are set up in the response phase of disasters but may be in place in the beginning stages of long-term recovery. They should be set up with the acknowledgment and support of local emergency

management directors. Both guidance for setting up a VRC and a list of volunteer centers are included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery. Volunteer centers may also be found at

<http://www.volunteernc.org/code/volcentrs.htm>.

Volunteers may be told they are not currently needed.

MONETARY DONATIONS

After a disaster, the governor may create a state-managed disaster relief fund to provide people with an option for making financial donations to assist victims. If created, the Governor's Office (NC Commission on Volunteerism and Community Service) manages the fund.

Disbursement guidelines are developed in the Governor's Office with representatives from the Policy Office, Intergovernmental Affairs, and the NC Commission on Volunteerism and Community Service.

Sample guidelines from previous funds are included in the Volunteer and Donations Management Reference Guide for Long-Term Recovery.

A nonprofit organization serves as a financial agent for the fund and waives administrative fees. All donations are received by the NC Commission on Volunteerism and Community Service, recorded, and transported to the nonprofit for deposit in the bank. The NC Commission on Volunteerism and Community Service informs the fund's financial agent when, to whom, and for what amount checks are to be written.

After funds have been disbursed to meet the emergency needs of the victims, unspent funds may be distributed to member organizations of NCVOAD to be used in long-term recovery efforts.

Soliciting for Financial Donations – Public Information Campaign

The Governor's Press Office coordinates the campaign to solicit for financial donations. Speeches by the governor and senior state officials inform the public of the donations policy and how the public can best contribute. The campaign encourages people to make a financial donation to an organization active in disaster response or to the Governor's Disaster Relief Fund.

References:

The Volunteer and Donations Management Reference Guide for Long-Term Recovery is published by the NC Commission on Volunteerism and Community Service, which is located in Room 1184 of the Administration Building, 116 West Jones Street, Raleigh, NC. For a copy of the reference guide, contact the state's volunteer and donations manager.

In addition to the items referenced in this section, the reference guide also includes:

National VOAD *Long-Term Recovery Manual*

in English:

<http://www.nvoad.org/articles/LTRManualFinalApr232004a.pdf>

in Spanish:

<http://www.nvoad.org/articles/SpanishLTRManualFinal04-2004.pdf>

“Guidelines for Donations” (pp.78-80) from “Rebuilding a Community” (Weyerhaeuser):

<http://www.weyerhaeuser.com/katrina/HurricaneKatrinaResponse-EmployersGuide.pdf>

Sample Resource List – Tropical Storm Frances
Victim Assistance Guide – Tropical Storm Frances

Reaching Out to Those in Need: A Guide to Establishing a Successful Disaster Relief Fund,
<http://www.nccrimecontrol.org/div/em/publications/887DisasterGuide.pdf>

Sample press releases that solicit for donated goods and volunteers

VOAD Web Sites

National VOAD: <http://www.nvoad.org>

North Carolina VOAD:

<http://www.dem.dcc.state.nc.us/ncvoad/index.htm>

North Carolina Emergency Operations Plan (EOP),
Tab D to Appendix 5 to Annex A: Volunteer and Donations Management Procedures

Entire North Carolina Emergency Operations Plan (EOP):

<http://www.dem.dcc.state.nc.us/NCEOP/NCEOP-Public-Sep2005.pdf>

Tab D to Appendix 5 to Annex A: Volunteer and Donations Management Procedures:

<http://www.nemaweb.org/?1677>

Contacts:

Volunteer and Donations Manager, NC Commission on Volunteerism and Community Service, Office of the Governor, 919-715-8676

NC Voluntary Organizations Active in Disaster, President, 828-933-8142

Abbreviations for Disaster Recovery

AAA	Area Agency on Aging
AGI	Adjusted Gross Income
AILFP	American Indian Livestock Feed Program (USDA)
APT	Agency for Public Telecommunications (NC)
ARC	American Red Cross
ARC	Appalachian Regional Commission
BDAP	Business Disaster Assistance Program (NC)
C&E	Contingency and Emergency Funds
CCPS	Department of Crime Control and Public Safety (NC)
CDBG	Community Development Block Grant (US HUD)
CDP	Crop Disaster Program (USDA)
CEB	County Emergency Board (USDA)
CERT	Community Emergency Response Team
CFO	Chief Financial Officer
CGIA	Center for Geographic Information and Analysis (NC)
CHAF	Crisis Housing Assistance Funds (NC)
CHNA	Community Health and Needs Assessment
CMS	Centers for Medicare and Medicaid Services (US)
DAAS	Division of Aging and Adult Services (NC)
DCA	Division of Community Assistance (NC)
DCD	Division of Child Development (NC)
DCM	Division of Coastal Management (NC)
DDAP	Dairy Disaster Assistance Program (USDA)
DEH	Division of Environmental Health (NC)
DENR	Department of Environment and Natural Resources (NC)
DET	Division of Employment and Training (NC)

DFM	Direct Federal Mission
DFR	Division of Forest Resources (NC)
DFS	Division of Facilities Services (NC)
DHHS	Department of Health and Human Services (NC)
DHS	Department of Homeland Security (US)
DLR	Division of Land Resources (NC)
DMA	Division of Medical Assistance (NC)
DMH/DD/SAS	Division of Mental Health, Developmental Disabilities and Substance Abuse Services (NC)
DOB	Duplication of Benefits
DOI	Department of Insurance (NC)
DOT	Department of Transportation
DPH	Department of Public Health (DPH)
DPI	Department of Public Instruction (DPI)
DRC	Disaster Response Center (NC)
DRI	Disaster Recovery Initiative (US HUD)
DSS	Division of Social Services (NC)
DSWC	Division of Soil and Water Conservation (NC)
DUA	Disaster Unemployment Assistance (US DOLETA)
DWM	Division of Waste Management (NC)
DWQ	Division of Water Quality (NC)
ECP	Emergency Conservation Program (USDA)
EOC	Emergency Operations Center (NC)
EOP	Emergency Operations Plan (NC)
EPR	Emergency Preparedness and Response (US DHS)
ER	Emergency Relief (US FHWA)
ERT	Early Response Team
ESC	Employment Security Commission of NC (NC)
EWP	Emergency Watershed Protection (USDA)

FCO	Federal Coordinating Officer
FDA	Food and Drug Administration (US)
FDP	Forest Development Program
FEMA	Federal Emergency Management Agency (US)
FHWA	Federal Highway Administration (US)
FIP	Feed Indemnity Program (USDA)
FMA	Flood Mitigation Assistance Program (US FEMA)
FRP	Forest Recovery Program (NC)
FSA	Farm Service Agency (USDA)
GIS	Geographic Information System
HHS	Health and Human Services (US)
HIP	Hurricane Indemnity Program (USDA)
HMGP	Hazard Mitigation Grant Program (US FEMA)
HRA	Housing Recovery Assistance
HUD	Housing and Urban Development (US)
IA	Individual Assistance (US FEMA)
IHP	Individuals and Households Program (US FEMA)
JIC	Joint Information Center
LAP	Livestock Assistance Program (USDA)
LIP	Livestock Indemnity Program (USDA)
LME	Local Management Entity
MERCI	Marion Edwards Recovery Center Initiative
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NAP	Noninsured Crop Disaster Assistance Program (USDA)
NASS	National Agricultural Statistics Service (USDA)
NCACC	Association of County Commissioners (NC)

NCCES	Cooperative Extension Service (NC)
NCDACS	Department of Agriculture and Consumer Services (NC)
NCEM	Division of Emergency Management (NC)
NCHAN	Health Alert Network (NC)
NCHFA	Housing Finance Agency (NC)
NCLM	League of Municipalities (NC)
NCRC	Redevelopment Center (NC)
NCVOAD	Voluntary Organizations Active in Disaster (NC)
NEG	National Emergency Grant (USDOLETA)
NEMIS	National Emergency Management Information System (US FEMA)
NFIP	National Flood Insurance Program (US FEMA)
NOFA	Notice of Funds Available
NRCS	Natural Resources Conservation Service (USDA)
OBD	Operation Brighter Day (NC)
OCS	Office of Citizen Services (NC DHHS)
OEMS	Office of Emergency Medical Services (NC)
ONA	Other Needs Assistance (US FEMA)
OSBM	Office of State Budget and Management (NC)
OSC	Office of the State Controller (NC)
OSFM	Office of State Fire Marshal (NC)
PA	Public Assistance (US FEMA)
PAPRS	Phone Activated Paperless Request System
PDA	Preliminary Damage Assessment
PDM	Pre-Disaster Mitigation (US FEMA)
PHRST	Public Health Regional Surveillance Team
PIO	Public Information Officer
PPE	Personal Protective Equipment
RAC	Recovery Assistance Center (NC)

RD	Rural Development (USDA)
RPP	Rental Production Program
SARF	State Acquisition and Relocation Funds (NC)
SBA	Small Business Administration (US)
SBC	Small Business Center
SBTDC	Small Business and Technology Development Center (NC)
SCO	State Coordinating Officer
SDRT	State Disaster Recovery Team
SEB	State Emergency Board
SERT	State Emergency Response Team (NC)
SMARTT	State Medical Asset/Tracking Tool (NC)
SMAT	State Medical Assistance Teams (NC)
TAP	Tree Assistance Program (US)
TBRA	Tenant Based Relocation Assistance (US HUD)
TIP	Tree Indemnity Program (USDA)
URP	Urgent Repair Program (NCHFA)
USCOE	Army Corps of Engineers (US)
USDA	Department of Agriculture (US)
USDOLETA	Department of Labor Employment and Training Administration
UST	Underground Storage Tank
VOAD	Voluntary Organizations Active in Disaster
VRC	Volunteer Reception Center
WIA	Workforce Investment Act (USDOLETA)
WSISP	Water Sampling and Inspection Survey Program

Index

- 166A, 2, 3, 4, 12, 46, 47, 55, 56, 97, 108, 114
 Administrator's Physical Loss Notification, 9, 18
 Agency for Public Telecommunications (APT), 40
 American Indian Livestock Feed Program (AILFP), 24
 animal burial, 27
 Association of County Commissioners, North Carolina, vi, ix, xviii, xix, 38, 95, 97, 100
 Attorney General, xvi, xx, xxi, 46, 111
 Aviation Division, xxii, 115
 business counseling, 31
 business loans, 31
 Center for Geographic Information and Analysis (CGIA), 44
 Child Protective Services, 75
 Community Development Block Grant, vi, 8, 83, 84, 101
 Community Health and Needs Assessment, 64
 Contingency and Emergency (C&E) Funds, 2, 56
 Cooperative Extension Service, 17, 25, 28, 32, 36, 37
 cost center, 57
 county code, 57
 County Emergency Board (CEB), 9, 17, 26, 28
 crisis counseling, 3, 6, 70, 71
 Crisis Housing Assistance Funds (CHAF), vi, 88, 89, 90, 91, 109
 Crisis Intervention, 75
 Crop Disaster Program (CDP), 18, 25, 101
 Crop Loss Assistance, 25
 Dairy Disaster Assistance Program (DDAP), 21
 dam replacement, 46
 debris, 3, 7, 20, 46, 48, 53, 97, 107, 108, 114, 116, 118
 removal from roads, 107, 113
 Department of Administration, ix, x, xxii, 58
 Purchase and Contract Division, 107
 Department of Agriculture and Consumer Services (NCDACS), v, ix, xvi, 17, 24, 58, 106
 Agricultural Statistics Service, 26
 Emergency Programs, 27
 Food and Drug Protection Division, 26
 Plant Industry Division, 27
 Veterinary Division, 27
 Department of Commerce, v, ix, xx, 29, 32, 33, 34, 58, 83
 Department of Crime Control and Public Safety, v, ix, xvi, xx, xxi, 2, 11, 35, 55, 58, 97, 108, 122, 123
 Department of Environment and Natural Resources, vi, xv, xviii, 25, 27, 43, 44, 45, 47, 49, 50, 51, 58, 63, 64, 65, 74, 103, 106
 Department of Health and Human Services, vi, ix, xix, xx, 39, 44, 58, 65, 69, 71, 105
 Department of Insurance, NC, vi, x, xxi, xxii, 73, 103, 104, 105, 110
 Department of Justice, NC, vi, x, 103, 111
 Department of Public Instruction, xviii, 38
 Department of Transportation, vi, x, xxi, xxii, 108
 Direct Federal Mission (DFM), 46, 51
 disaster declaration, v, 3, 4, 8, 18, 24, 29, 30, 32, 36, 44, 46, 47, 51, 55, 58, 66, 71, 81, 110, 116, 117
 Disaster Recovery Reserve, 56
 Disaster Unemployment Assistance (DUA), 6, 33
 Division of Aging and Adult Services, x, xx, 63, 72, 73, 86
 Division of Child Development, x, xx, 63, 73, 74
 Division of Coastal Management (DCM), 43
 Division of Emergency Management (NCEM), v, vi, ix, xv, xvi, xix, xx, xxi, 2, 11, 12, 29, 36, 38, 44, 46, 68, 72, 74, 79, 80, 81, 82, 83, 86, 88, 95, 96, 97, 99, 103, 107, 108, 110, 114, 115, 119
 Division of Environmental Health (DEH), xviii, 43, 44, 63, 64, 65
 Division of Facility Services, x, xix, 44, 63, 64, 68, 69
 Long Term Disaster Assessment Teams, 69
 Division of Forest Resources (DFR), 43, 44
 Division of Land Resources, xviii, xix, 44, 46, 47, 49, 50
 Division of Marine Fisheries, 43
 Division of Medical Assistance, xix, 63
 Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, 44, 63, 64, 69
 Division of Public Health, ix, xix, 28, 44, 63, 64
 Division of Social Services, x, xx, 63, 65, 66, 67, 73, 75, 76, 84, 85, 86
 Division of Soil and Water Conservation (DSWC), 43
 Division of Waste Management, xviii, xxi, 43, 46, 47
 Division of Water Quality, xviii, xxi, 27, 44, 48, 49, 50
 donations, vi, 28, 39, 121, 122, 123, 124
 Drinking Water, 45, 52, 53
 Water Sampling and Inspection Survey Program, 45
 economic injury disaster declaration, 9
 electric utilities, xv, xxii, 117
 elevation, 81, 82
 Emergency Conservation Program (ECP), 20, 101
 Emergency Loan Program, 19

- Emergency Operations Center (EOC), 35, 69, 113, 114, 121
- Emergency Operations Plan (EOP), 93, 108, 124
- Emergency Protective Measures, 3, 7, 97, 116
- Emergency Watershed Protection (EWP), vi, xix, 48, 49, 50, 101
- Employment Security Commission of NC, v, xvii, 29, 30, 33, 34
- Environmental risk assessment, 64
- Farm Structure and Equipment Loss, 25
- Farmers' Legal Action Group, 19
- Federal Emergency Management Agency (FEMA), vi, xv, xvi, 3, 5, 6, 7, 8, 11, 13, 14, 26, 29, 30, 33, 36, 40, 44, 45, 46, 47, 48, 51, 58, 65, 66, 67, 70, 71, 72, 79, 80, 81, 82, 83, 88, 89, 96, 97, 98, 99, 101, 102, 103, 107, 108, 114, 115, 116, 117, 118, 121
- Federal Highway Administration (FHWA), 102, 114
Emergency Relief (ER), 115
- Feed Indemnity Program (FIP), 23
- Ferry Division, xxii, 113, 114, 115
- Fishermen, 25
- Flood Insurance Rate Maps (FIRMs), 12
- Floodplain Mapping, xv, 12
- Follow-on Public Health Assessment, 43, 44, 64
- Food and Drug Administration (FDA), 26
- Food Stamps, vi, 75
- Forest Development Program (FDP), 45
- Forest Recovery Program. *See* Forestland Restoration
- Forestland Restoration, 45
- Governor's Emergency Information Bilingual Hotline, xv, 13, 25, 39, 121
- Governor's Office, vi, x, xvii, 35, 36, 39, 123
Commission on Volunteerism and Community Service, vi, x, xvii, xxiii, 36, 38, 39, 121, 123, 124
Legislative Office, xvii, 37
Press Office, xvii, 36, 37, 38, 39, 105, 122, 123
- Habitat for Humanity, xx, 93
- Hazard Mitigation Grant Program (HMGP), 7, 8, 11, 44, 79, 80, 81, 82, 89, 102, 109
- Hazardous Materials Emergency Regional Response Team, 12
- Healthcare Rapid Assessment Teams, 69
- Highway Trust Fund, 115
- Highways, xxii, 102, 113
- Housing Finance Agency, NC (NCHFA), 86, 87, 92
- Individual Assistance (IA), 3, 5, 6, 8, 79, 80, 81
- Individuals and Households Program (IHP), 5, 11, 79, 80
Other Needs Assistance (ONA), 5
- Information Release Authority, 39
- Insurance and liability, 104
Auto, 104
Aviation, 104
- Joint Information Center (JIC), 35
- landfills, 43, 46, 53, 54
- League of Municipalities, North Carolina, vi, ix, x, xviii, xix, 38, 95, 96, 97, 100
- Livestock Assistance Program (LAP), 22
- Livestock Indemnity Program (LIP), 23
- Marion Edwards Recovery Center Initiative) Foundation (MERC), xxiii
- Mennonite Disaster Service, xxiii, 2
- Mutual Aid, xviii, xix, 96, 97, 118
- National Agricultural Statistics Service (NASS), 17
- National Flood Insurance Act of 1968, 3
- National Flood Insurance Program (NFIP), xvi, 3, 7, 8, 12, 81, 82
- NC Health Choice, vi, 65, 66, 67
- NC Medicaid, vi, 65, 66, 67
- NCVOAD, vi, 38, 122, 123
- Non-insured Crop Disaster Assistance Program (NAP), 19
- North Carolina Accounting System (NCAS), 56, 57, 58
- Office of Emergency Medical Services, xix, 44, 63, 64, 68
- Office of State Budget and Management (OSBM), v, vi, ix, 55, 56, 57
- Office of State Fire Marshal (OSFM), 110
- Office of the Governor
Intergovernmental Affairs, xix, 123
- OPEN/net, 41
- Operation Brighter Day, 35, 37, 74
- pesticides, 27
- Phone Activated Paperless Request System (PAPRS), 58
- Preliminary Damage Assessment, 43, 44, 48, 98, 116
- presidential declaration, 6, 9, 30, 67, 70, 98
- Public Assistance, vi, xv, xxii, 3, 7, 11, 36, 44, 48, 81, 98, 99, 103, 108, 114, 118
- Public Health Information Network (PHIN), 65
- Public health surveillance, 64
- Rail Division, xxii, 114
- Rapid Community Health Assessment, 64
- Recovery Assistance Centers (RACs), 25, 28, 36, 37
- Red Cross, xv, 2, 28, 70, 74, 79, 80, 84
- Redevelopment Center, North Carolina (NCRC), 88, 89, 90, 91
- rental assistance, 87, 91
- Salvation Army, x, xv, xxiii, 2, 41, 122
- SBA physical disaster declaration, 8
- Small Business Administration (SBA), v, xvi, 4, 5, 7, 8, 9, 13, 29, 30, 31, 32, 79, 88, 90, 91
agency declaration, 30
Disaster Loans, 6
Disaster Recovery Centers, 30
- Small Business and Technology Development Center (SBTDC), xv, xvi, 13, 29, 32
First Responder Team, 32
- solid and hazardous waste, 46

- special flood hazard areas (SFHA), 7
- Stafford Act, 3, 4, 5, 6, 7, 8, 33, 55, 81, 82, 104, 108, 114
- State Acquisition and Relocation Funds (SARF), vi, 4, 88, 89
- State Animal Response Team (SART), 28
- State Bureau of Investigation, 47, 105
- State Children's Health Insurance Program. *See* NC Health Choice
- State Construction Office, x, xxii, 115
- State Disaster Recovery Team (SDRT), 12, 35, 58, 99
- Communication and Outreach Subcommittee, 35
- Financial Subcommittee, 58
- State Emergency Board (SEB), 9, 17
- State Emergency Response Team (SERT), 12, 35, 43, 63, 64, 68, 69, 73, 74, 76, 103, 107, 110, 113, 119, 121
- State Medical Asset/Tracking Tool (SMARTT), 69
- State Medical Assistance Teams (SMAT), 69
- State of Disaster, 2
- Tree Assistance Program (TAP), 21, 101
- Underground Storage Tank, 47
- unemployment assistance. *See* Disaster Unemployment Assistance (DUA)
- Uniform Public Health Service, 44
- United States Department of Agriculture (USDA), 17
- Farm Service Agency, v, 11, 13, 17, 18, 19, 20, 21, 22, 23, 24, 25, 101, 106
- Natural Resources Conservation Service (NRCS), vi, xix, 17, 25, 49, 101
- Rural Development, vi, xx, 50, 91, 92, 93, 101
- Urgent Repair Program (URP), 86
- US Department of Labor Employment and Training Administration, 33
- USDA Emergency Disaster Designation, 9
- utilities, vi, 7, 45, 49, 117, 118
- Victims Compensation Services, 109
- Voluntary Organizations Active in Disaster (VOAD), xviii, xxiii, 93, 124
- volunteers, vi, x, xxiii, 104, 121, 123
- wastewater, 7, 53
- Water Sampling and Inspection Survey Program, 45, 65
- Work First, 75
- Workforce Development, NC Commission on, 34
- Workforce Investment Act (WIA), 33