



Disaster Recovery Center (Disaster Assistance Center) Standard Operating Guide



Appendix to:
Emergency Support Function (ESF) #5 Annex
Georgia Emergency Operations Plan

2014

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Record of Distribution

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Introduction

1.0 Purpose

The Disaster Recovery Center (DRC) and Disaster Assistance Center (DAC) becomes the community focal point for recovery following a major disaster. The DRC/DAC brings together local, state, and federal partners that can provide the much needed assistance and answers to the many questions of disaster survivors. The DRC/DAC must be designed to be flexible and based on the demands and specific issues associated with each disaster. DRC/DAC's are dynamic and ever changing to meet the needs of the affected area. This Standard Operating Guide may be used for a State Disaster Assistance Center, as well as a State/Federal Disaster Recovery Center.

2.0 Scope

The DRC/DAC should be placed as close to the people who are affected by the disaster as possible. This will require an initial assessment of the disaster area to determine where the largest majorities of the people are who have been affected by the disaster reside. Once this initial assessment has been completed, a suitable location can be selected and the appropriate agencies and organizations can be tasked with staffing the DRC/DAC. The effective combination of location and utilization of resources will add up to a successful DRC/DAC operation.

The DRC/DAC can be a fixed facility, a recreation vehicle, a travel trailer, a mobile home unit, or a tent. The Federal Emergency Management Agency requires fixed facilities of 3,000 to 10,000 square feet that must be ADA-compliant. A mobile facility may get up and running in an area while a fixed facility is being sought and prepared to open. This will allow for a more rapid deployment of needed assistance into the affected area.

Each DRC/DAC will be customized for the area it serves and will be staffed and equipped according to what the area needs.

3.0 Policy / Summary of Guidelines

This standard operating guide (SOG) provides the procedures to establish the Disaster Recovery Center (DRC) and Disaster Assistance Center (DAC) following a major disaster. Furthermore, it provides the guidelines to provide assistance to the survivors of the affected areas after the disaster occurs. This document provides guidelines for the development of both a DRC and a DAC, and it outlines the differences between the two types of centers:

- Disaster Recovery Center (DRC)-established when a presidential disaster declaration is issued and includes more federal resources, including FEMA Individual Assistance.
- Disaster Assistance Center (DAC)-established when a presidential disaster declaration is not declared, however anticipated needs of the impacted community indicate additional assistance to individual citizens will be required. DAC's do not offer any assistance from FEMA. However, the basic set up is very similar to that of a DRC.

Since the difference between a DAC and a DRC is the approval of a Presidential Disaster Declaration, some of the tasks will not apply to both types of centers. Therefore, the tasks that apply only to the DRC will be indicated by the Presidential Disaster Declaration (PDD) reference in parenthesis.

4.0 General Objectives

- To provide guidelines to establish the Disaster Recovery Center or a Disaster Assistance Center after a disaster requiring state and federal assistance.
- To provide a general timeline to manage the DRC.
- To provide a one stop service center based upon the anticipated needs for assistance to individual disaster survivors (Individual Assistance Programs).

5.0 Organization and Assignment of Responsibilities

In addition to a Local, State, and FEMA (*Presidential Declaration*) manager at each DRC/DAC, the rest of the FEMA DRC/DAC staff is typically composed of: 1) an applicant assistance lead, b) various applicant assistance representatives (based on the size of the center), c) a receptionist and d) a local applicant assistance representative. Other agency and organizations representatives may be available at a DRC/DAC. These include, but are not limited to:

- FEMA Mitigation (*DRC, Presidential Declaration*)
- FEMA Public Information Office (*DRC, Presidential Declaration*)
- Small Business Administration
- Georgia Department of Human Services, Division of Family and Children Services
- Local Emergency Management/Local Government representation
- Internal Revenue Service
- Social Security Administration
- Red Cross
- Salvation Army
- Georgia Baptist Disaster Relief (Child Care)
- Mental Health
- Georgia Department of Public Health
- Georgia Insurance Commissioner's Office
- Department of Community Affairs

Communications:

Information Technology/Phone Support will be provided by The Georgia Technology Authority in consultation with the DRC/DAC management staff.

Mitigation:

As the DRC opens, FEMA Mitigation (*Presidential Declaration*) provides mitigation advisors, who help with insurance questions, discussing rebuilding techniques, and help people understand the steps in the rebuilding process.

Public Information:

All public information should be coordinated through the Joint Field Office (JFO) (*Presidential Declaration*). Media arriving at the DRC/DAC should be directed by the DRC/DAC Manager to the JFO or program managers for specific questions or information.

- Compilation of DRC/DAC information for press release announcing openings and closings. (Closings should be given at a minimum of 24 hours prior to the closing date and time).
- Distribution of Press Releases
- Documentation of press releases sent should be maintained.
- Handle media inquiries about the center

Public Information Protocol

Georgia Emergency Management Agency (GEMA) has a Public Information Office (PIO) group within the agency. If there is not a GEMA PIO assigned to your DRC/DAC, the DRC/DAC will follow the normal PIO Protocol set forth by GEMA.

Safety and Security:

Safety and security within the DRC/DAC is our most important consideration and responsibility. The safety of the personnel working within the DRC/DAC and to the clients the DRC/DAC serves is paramount.

Small Business Administration (SBA):

The U.S. Small Business Administration Disaster Assistance Program shares in the Federal and State recovery assistance process for disaster survivors, who include renters, homeowners, landlords, business owners, and non-profit organizations that have registered with FEMA. Placed in recovery centers, SBA representatives:

- Provide program information
- Issue SBA loan applications
- Help survivors complete their applications
- Receive and review applications
- Assist with loan closings at the DRC/DAC

After DRC/DACs close, SBA generally remains in the disaster area to continue to provide direct assistance. These SBA-only locations, referred to as “workshops” or “loan assistance centers” may either stay at the DRC/DAC location or relocate.

6.0 General Timeline Set up of the DRC/DAC

6.1 Preparedness

6.1 A: Notification that an emergency or disaster is imminent

- **Responsible:** Local government/community
- **Task:** Preparedness
- **Process Summary:** Upon receiving notification that an emergency or a disaster is imminent, each community in the state should be prepared to provide for the health, safety and welfare for each citizen within the

community. Once these provisions are accomplished the community can begin the process of evaluating the potential needs for recovery.

6.1 B: Coordination with the community

- **Responsible:** Local Emergency Management Director
- **Task:** Identify the possible recovery efforts.
- **Process Summary:** Communities, working through and under the coordination leadership of the local Emergency Management Director should identify the recovery efforts that will be indicated following any emergency or disaster as identified within the Hazard Profile for the community.

6.1 C: Mitigation

- **Responsible:** Local government/community
- **Task:** Mitigate the impacts of the identified hazards.
- **Process Summary:** Every effort available to the community to mitigate the impacts of the identified emergencies and disasters should be taken. However, all communities are confronted with limitations and the unforeseen.

6.2 Pre- Setup (Activation/Response)

6.2 A: Declaration

- **Responsible:** Local Chief Executive of the County
- **Task:** Issue “A State of Emergency Declaration”
- **Process Summary:** Immediately following, and in some cases prior to the onset of an emergency or disaster, the local Chief Executive of the county should issue “A State of Emergency Declaration” for the community. This will activate all available resources and allow the community to take the legal steps necessary for management of the disaster

6.2 B: Damages Assessments

- **Responsible:** Local Emergency Management Director
- **Task:** Damages Assessments
- **Process Summary:** The local Emergency Management Director should have in position Damage Assessment Teams to review and determine the damages within the community. If it is determined that damages incurred by the community meet the federal guidelines for the Individual Assistance and a “Governor’s Emergency Declaration”, followed by a “Presidential Declaration”, are issued, the order may be issued to establish Disaster Recovery Centers (DRC). If a Presidential Declaration is not issued, the locals may work with the State to establish the Disaster Assistance Centers (DACs).

6.3 Setting up the DRC/DAC

6.3 A: State Manager for each DRC/DAC

- **Responsible Agency:** Director of GEMA
- **Task:** Assign the State Manager for each DRC/DAC
- **Process Summary:** The Director of GEMA will assign a State Manager for each DRC/DAC to be established. The State Manager should be ready to mobilize within twenty-four (24) hours to begin the process of establishing the local DRC/DAC.

6.3 B: National Teleregistration Center (NTC) (*Presidential Declaration*)

- **Responsible Agency:** FEMA
- **Task:** 1-800 number activation
- **Process Summary:** The National Teleregistration Center (NTC) located in Denton, Texas, serves as an optional means of applying for individual assistance and human services without making a personal appearance at a Disaster Recovery Center (DRC). FEMA publicizes a 1-800 number upon activation of the NTC. Whereas DRCs should be open within four days of the President's disaster declaration, Teleregistration services must be available within 24-hours of the declaration. The center is expected to have sufficient staff on board and personnel briefed on the specifics of the recent disaster prior to the activation.

6.3 C: DRC/DAC Site Selection

- **Responsible Agency:** Fire Prevention/Safety Personnel or State Fire Marshal's Office
- **Task:** DRC/DAC Safety Site Inspection
- **Process Summary:** During the Disaster Recovery Center (DRC)/Disaster Assistance Center (DAC) selection and preparation phase, an inspection should be completed to determine if safety risks are an issue and if so determined, can be mitigated to an acceptable level. The inspection can be handled by the local (city or county-depending on the jurisdiction) fire prevention/safety personnel. If no one in the jurisdiction is available or qualified, a request to the State Operation Center (SOC) can be made for someone from the State Fire Marshal's Office to handle the inspection.

Once the building is determined to be safe for use, a daily inspection prior to opening each morning by the DRC/DAC Manager should be completed. The manager should also encourage the initial inspector to return at his/her discretion for unannounced facility inspections throughout the entire period of operation.

6.3 D: DRC Setup

- **Responsible Agency:** GEMA
- **Task:** Mobilization of resources to the DRC/DAC
- **Process Summary:** Mobilization will be dependent upon the impacts of the disaster and its duration. If the community has been evacuated and citizens have not been allowed to return the twenty-four hour timeline is

not as critical but the DRC/DAC should be open and ready to meet the needs of the disaster clients upon their return.

6.3 *E: Open DRC/DAC

- **Responsible Agency:** GEMA
- **Task:** Open the DRC
- **Process Summary:** Ideally, and under most circumstances following a Presidential Declaration, the DRC should be open within ninety-six (96) hours following the onset of the disaster. If a Presidential Declaration is not issued, the DAC could be opened within a reasonable amount of time following the onset of the disaster.

6.3 Closing the DRC

- **Responsible Agency:** County / GEMA / FEMA
- **Task:** Closing the DRC
- **Process Summary:** The County, GEMA and FEMA (*if Presidential Declaration*) jointly coordinate to determine when the DRC/DAC is no longer required. The State DRC/DAC Coordinator and FEMA Group Supervisor shall provide notice to the County EM Director or designee and facility owner to inform them of the closure date.
- **DRC closing checklist:**
 - Prepare and post “Closing” signs on the door and throughout the DRC/DAC:
 - Include registration toll free number and additional services that will continue once agencies are no longer present.
 - Prepare a list of all names and addresses for all agencies or persons supporting the DRC for a “Letter of Recognition”
 - Inventory all State Accountable Property and prepare for transition to the State Logistics Response Center.
 - Clean the DRC/DAC area.
 - Participate in the Final DRC/DAC Inspection.
 - Notify Community Emergency Response Teams, Disaster Housing Coordinators, Community Volunteer Organizations Active in Disaster (VOAD) and other agencies of the confirmed closure date and time.
 - Prepare and forward final DRC/DAC Reports to the DRC/DAC Coordinator to include:
 - Daily DRC/DAC Reports;
 - Daily Agency Sign-In;
 - State Disaster Housing Surveys;
 - Accountable State Property List and
 - Unmet needs

7.0 Facilities

7.1: Mobile DRCs/DACs

Mobile DRC/DACs are designed to arrive quickly at a stricken area and to give better flexibility in placement. They can be driven to a location and operations can be set up

rapidly. The mobile DRC/DAC can set up at a location and bring State, Federal, and local assistance to disaster survivors while a fixed DRC/DAC is under construction.

These mobile units generally do not stay in one location for more than four or five days at a time before moving on to the next area of need. After a mobile DRC/DAC leaves an area, it can return later if necessary. Although Mobile DRCs/DACs are necessary to provide a more rapid response within an area, a fixed facility is much more desirable due to the need for space and amenities that are available in a fixed facility and not in a mobile facility.

7.2 Areas for Consideration

7.2 A: Physical considerations:

- Square Footage
- ADA Requirements
- Heating and Air Conditioning
- Restroom facilities for Men and Women (Identification of separate facilities for staff)
- Electrical Infrastructure
- Tele Communications infrastructure
- Break area for staff
- Command area
- Child Care Area
- Parking Area
- Transportation to and from the parking area if needed
- Janitorial and maintenance service

7.2 B: Equipment and Supplies:

Each agency should supply based upon their individual needs:

- Basic office supplies
- Legal pads
- Pens and pencils
- Reams of paper, post it notes
- Message Pads
- Staplers w/ refills,
- Paper clips
- Binder clips
- File folders
- Express postage packages
- Envelopes
- Replacement print cartridges
- Highlighters and Markers

7.2 C: Office Equipment:

- Computers
- Printers
- Power Strips
- Copy Machines (Service Contracts)
- Document shredders
- Fax machines

- Cord Covers

7.2 D: Tables and Chairs:

- Folding tables and chairs based upon size of facility and DRC/DAC requirements (Waiting area, staff break room, agency tables, security, and command area)

7.2 E: Telecommunications:

- DSL/Wireless Internet connections
- Dedicated Fax Lines
- Telephone Drops with handsets (minimum of one per agency)
- Telephone and computer banks for online and telephonic registration.

7.2 F: Safety and Security

- Law Enforcement and Security needs
- Fire Prevention/Safety Personnel
- EMS/First Aid Stations and plan
- Risk Management

7.3 Characteristics of a DRC/DAC

- Located in/Near the disaster area
- Need sufficient square footage of floor space
- Waiting area seating capacity for 100 people
- Adequate vehicle parking space
- Access for handicapped individuals
- Separate area for crisis counseling
- Separate area for child care
- Separate area for first aid station
- Adequate Utilities (Especially Communications)
- Janitorial Services
- Located close to public transportation
- Adequate rest rooms
- Folding tables and chairs
- Provide reading and writing assistance
- Provide interpretation assistance as needed

7.4 Scheduled Time Change Notification

It is important for DRC/DAC operations to be dynamic and change with the needs of the persons in the affected area after a disaster. As the needs change and needs are met, the DRC/DAC Manager may determine that the hours of the DRC/DAC need to be modified. This may be due to either a small flow of disaster survivors through the DRC/DAC or a need for a change in time due to survivors beginning to return to work and needing additional hours in the DRC/DAC to make it available to survivors who may be working during the DRC/DAC open hours.

7.5 Safety and Security Outline

- A DRC/DAC safety and security manager should be established prior to the DRC/DAC opening.
- Arrangements for an affective law enforcement presence should be made prior to opening. The number of officers needed will be based on an overall assessment of the status of the persons being served and the possibility of changes that could affect the persons being served or other outside influences.
- Prior to the DRC/DAC opening the safety and security manager should inspect the facility for safety and security issues.
- On Site safety and security training should be conducted as determined by the DRC/DAC manager and the safety and security manager.
- Formal security assessment should be conducted at each proposed site.
- Security and safety briefing should be conducted prior to opening and with new staff members.
- The DRC/DAC safety and security manager should adjust security if conditions change and respond to crises or potential crises. This may include the request of additional resources as needed to handle escalating events.
- The DRC/DAC Safety and Security Manager should also be made aware and stay apprised of potential triggers for escalation of violence or unruliness and outside influences on the DRC/DAC.

8.0 DRC/DAC State Manager

8.1: Responsibilities

8.1 A: Overview – The State DRC/DAC Manager is the principal State representative in the DRC/DAC and maintains administrative control over all other State and local personnel assigned to work in the DRC/DAC. In a fixed site DRC/DAC, where the facility is provided by the Host County, the State DRC/DAC Manager is the individual in the DRC/DAC responsible for the operation of the building. This responsibility includes opening and closing of the building each day and insuring that the county carries out its responsibilities for maintenance, etc. Security is normally a FEMA (*Presidential Declaration*) responsibility, but when the State Manager feels security is inadequate, he / she should coordinate with the county for increased security. Responsibility for the initial layout of the facility, including signage, is jointly shared with the FEMA manager and both should work together to assure that all personnel assigned to work in the facility have sufficient space to carry out their function. If Crisis Counseling intends to operate within the facility, they will require a separate room or partitioned area well away from the other operations. The State Manager should also meet with the Crisis Counseling team leader to insure they are distributing information about the DRC/DAC programs and operations as they meet with the disaster clients.

8.1 B: Checklist of Activities and Duties

1. The facility should be held for usage if possible but not placed in service until directed by the GEMA Director or designee. As the State manager, you will be provided guidance by a GEMA assigned representative concerning logistics (i.e.

who will be responsible for setting up, payment etc. of phone, computer lines, electric etc.).

2. DRC/DAC hours are normally 8:00 a.m. to 6:00 p.m. each day. Times and days of operation may vary according to the identified needs of the community through the local EMA and Field Coordinator, and as per the instructions of the Georgia Emergency Management Agency Director. The DRC/DAC manager should meet with the DRC/DAC staff each day at 7:30 a.m. or at least 30 minutes prior to opening the facility to review priorities, to discuss unusual events such as scheduled press or Legislative visits, facility operations, safety rules and concerns and other matters relating to the facility. In a *Presidential Declaration* the State and FEMA Managers may combine staff meetings where they find it more efficient to do so.
3. The DRC/DAC Manager should also have each person assigned to work in the facility to sign in on the Staff Daily DRC/DAC Roster. It is appropriate that the manager request each person to check the roster for both the morning and afternoon operations. The roster provides a written record of each day's agency representation within the facility and provides an immediate personnel accountability system if the center must be evacuated or in the case of an emergency. (A copy of roster immediately follows this SOG.) All agency representatives within the facility should be required to provide the contact numbers as listed and should check with the DRC/DAC Manager prior to departing the facility and upon return.
4. Assure that security has been scheduled and local law enforcement backup is notified of your presence in case of an emergency. The State Manager should obtain a telephone listing of all local emergency agencies and of the local government for use within the facility.
5. Coordinate with the county or other responsible agency to ensure that proper arrangements have been made for janitorial service, waste management and potable water if needed.
6. Assure that staff is in place and ready for business at scheduled time of opening.
7. When sharing space with some other activity, work closely with the host facility manager to optimize the operation of the center.
8. Establish contact with the local Emergency Management Director. The local EMA Director should be encouraged to have a representative of his / her agency present in the center during the hours of operation. Encourage the local EMA Director to provide a listing of available personnel support resources for the DRC/DAC staff, i.e. food services, hotels, laundry services, etc.
9. Assure that enough of the proper supplies and equipment are on hand to manage the administrative duties.

10. Meet daily with the FEMA Manager to discuss problems and successes of the day and to plan the next day's activities and objectives. (*Presidential Declaration*).
11. Assume primary contact with any media arriving at the DRC/DAC, directing them to the JFO or program managers for specific questions or information. Coordinate with Public Information Officers (PIOs) to ensure a consistent message. The media should not be allowed free and open access to the facility. The DRC/DAC manager should coordinate with the FEMA PIO (*Presidential Declaration*) to provide tours of the facility after all workers within the facility have been formally notified of the visit.
12. Mediate disputes within the center.
13. If the center becomes overloaded, evaluate the client flow and institute a "cutoff" number of clients each afternoon. The manager can consider an appointment schedule and means if circumstances dictate. This should be coordinated with the State DRC/DAC Coordinator as well as the FEMA manager (*Presidential Declaration*).
14. Fax a daily activity report to the DRC Coordinator in the Joint Field Office (JFO) at the appointed time each day.
15. Participate in the daily conference call at the appointed time each day.
16. Upon closure of the DRC/DAC, confer with the facility manager to ensure that the area is clean and acceptable. Ensure that all equipment and resources are returned or released to the proper entities.

9.0 DRC/DAC Logistic Support

1. Following a Presidential Disaster Declaration or a State of Georgia Disaster Declaration the decision to open Disaster Recovery Centers (DRC) or Disaster Assistance Center (DAC) in the affected area may be made by the FEMA Joint Field Office and The Georgia Emergency Management Agency. This is a collaborative process and is based upon the need for assistance to individual citizens (Individual Assistance Programs).
2. If possible the DRC/DAC should be located as close as possible within the disaster area. The extent of local damages and availability of utility services will play an important factor in this decision.
3. The determination of the physical size of the center should be based upon the extent of the disaster and the potential population to be served and should large enough to allow for adequate positioning of agencies and flow of clients within the facility. Safety should be paramount within the decision process. DRCs/DACs may need to be as large as a vacated department store, i.e. Supermarket or can be operated in a school cafeteria or a county courtroom. Many factors must be

considered in this decision and is best guided by the experience of the state and FEMA DRC managers.

4. The local Emergency Management Agency Director should be intimately involved in this process and should be a member of the decision team. The EMA director should assist in locating the DRC/DAC and make the initial contact with the property owner for the facility to be utilized as a DRC. Ideally, the DRC should be county owned property as there will usually not be any state funds available for rent or lease payments. However, if FEMA is involved in the DRC/DAC operations, federal funds may be available for this purpose.
5. A GEMA field coordinator, if available, should conduct an inspection of the proposed facility prior to committing the facility for use as a DRC/DAC.
6. The facility should be held for usage if possible but not placed in service until directed by the GEMA Director or designee. As the State manager, you will be provided guidance by a GEMA assigned representative concerning logistics (i.e. who will be responsible for setting up, payment etc. of phone, computer lines, electric etc.).
7. If the State manager is told by the GEMA representative or designee that it will be the responsibility of the locals to arrange for custodial services and telecommunications services it will be the responsibility of the local EMA Director to get these services in place. The number of each will be determined by the extent of operations. The costs of these services may be the responsibility of the impacted county. However, if FEMA (*Presidential Declaration*) is involved in the DRC operations, federal funds may be available for this purpose. Once the lines have been installed, the telephone numbers are not to be released to anyone. The state DRC/DAC manager will make the decision as to whom and when the contact numbers are to be released.

Suggested agency telephone lines are:

- A. GEMA State Manager
 - B. FEMA Manager (*Presidential Declaration*)
 - C. Small Business Administration
 - D. Department of Labor
 - E. Internal Revenue Service
 - F. Others as identified
8. The FEMA Manager and the State Manager should have telephones that are located away from the other lines as well as the general flow of the facility.
 9. A key to the facility should be provided to the state DRC/DAC Manager (usually a field coordinator). The DRC/DAC State Manager will open and close the facility at the designated times. If a key is unavailable, the facility owner / manager must be instructed and coordinated with to ensure that the facility is opened and closed at the appropriate times.
 10. Depending upon the disaster and the location of the DRC/DAC, arrangements may have to be made for the transport of disaster clients to and from the

DRC/DAC. This is the responsibility of the local government and should follow the assignments made within the Local Emergency Operations Plan (LEOP), Emergency Support Function (ESF) 1 Transportation.

11. The state DRC/DAC Manager is responsible for the proper conduct of all state agency staff. Should problems arise with another state agency representative, the state DRC/DAC manager should immediately notify the State DRC/DAC coordinator or the GEMA director. The FEMA manager has operational authority of the FEMA staff.
12. The state DRC/DAC Manager is responsible for safety within the facility. The manager should coordinate with the local Fire Prevention / Safety personnel and seek an inspection prior to the opening of the facility. The manager should encourage the inspector to return at his/her discretion for unannounced facility inspections throughout the entire period of operation.
13. The state DRC/DAC Manager is also responsible for enforcing a strict no smoking, no eating, no loitering within the DRC/DAC. Locations for staff breaks and meals will be identified by the state DRC/DAC manager.
14. The state DRC/DAC Manager along with the FEMA DRC/DAC Manager should ensure that signs identifying each agency within the facility are visible at all times as well as outside signage that identifies the facility.
15. If a facility has been selected that does not have tables and chairs the FEMA manager usually assumes the responsibility for procurement.
16. The state and FEMA DRC/DAC managers should determine the arrangements of the tables and chairs for each agency within the facility to ensure that the desired flow and safety measures are accomplished.
17. The FEMA (*Presidential Declaration*) manager is responsible for making reports to the Joint Field Office as pertaining to the DRC/DAC operation.

10.0 DRC/DAC Agency Representation

10.1 Overview

Disaster Recovery Centers and Disaster Assistance Centers are established to provide information and assistance to the survivors of a disaster. In a disaster of significant proportions, each declared county may have a DRC/DAC established. However, in some mitigating circumstances such as a community suffering damages to the extent where DRC/DAC operations are made impossible or impractical, joint DRCs/DACs may be established in neighboring counties that serve more than one county. This is a decision that must be made at the time of need by the State Coordinating Officer and the Federal Coordinating Officer.

10.2 DRC/DAC Staff

DRCs/DACs are staffed by representatives of federal, state and local governments which have the responsibility to provide services to the survivors of the disaster. Each disaster and the required services and agencies that provide these services must be determined at the time of need. Services may vary as will the representatives.

10.3 List of Agencies

Although the list of agencies can be exhaustive, listed below are suggested agencies for DRC/DAC operations.

10.3 A: Federal Agencies:

- FEMA Registration (*DRC, Presidential Declaration*)
- FEMA National Tele-registration Center DRC Coordinator (*DRC, Presidential Declaration*)
- FEMA Manager (*DRC, Presidential Declaration*)
- FEMA PIO (*DRC, Presidential Declaration*)
- FEMA Mitigation (*DRC, Presidential Declaration*)
- Small Business Administration
- U S Army Corps of Engineers (USACE)
- Temporary Housing
- Individual and Family grants
- Social Security and Veterans Affairs
- U S Department of Agriculture (USDA)
- Department of Housing and Urban Development (HUD)
- Internal Revenue Service (IRS)

10.3 B: State Agencies:

- GEMA
- Department of Family and Children Services (DFCS)
- Department of Community Affairs (DAC)
- Mental Health / Crisis Counseling
- Insurance Commissioner's Office
- Medicaid Representative
- Department of Labor / Disaster Unemployment
- Legal Services
- Department of Public Safety

10.3 C: Local Agencies:

- Local Emergency Management
- Local Government Representative
- Local Law Enforcement (Security and Visibility)
- Public Health
- Building Inspections and Permits
- Public Information Officer (PIO)
- Cooperative Extension Agent

10.3 D: Voluntary Organizations Active in Disasters (VOAD):

- Red Cross
- Salvation Army
- Southern Baptist

11.0 Standard Operating Guide Maintenance

This guide will be reviewed every two years and updated as required. In addition the guides shall be evaluated for recommended revisions and corrective measures as an integral part of the Agency Exercise or Event After Action Reports / Improvement Plans, as well as internal reviews that will follow the issuance of any Governor Executive Order or passage of legislation impacting the Agency.

References

1. Federal

- A. Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining State, Territorial, Tribal, and Local Government Emergency Plans, March 2009.
- B. National Incident Management System (NIMS), December 2008.
- C. National Response Framework, Federal Emergency Management Agency, January 2008.

2. State

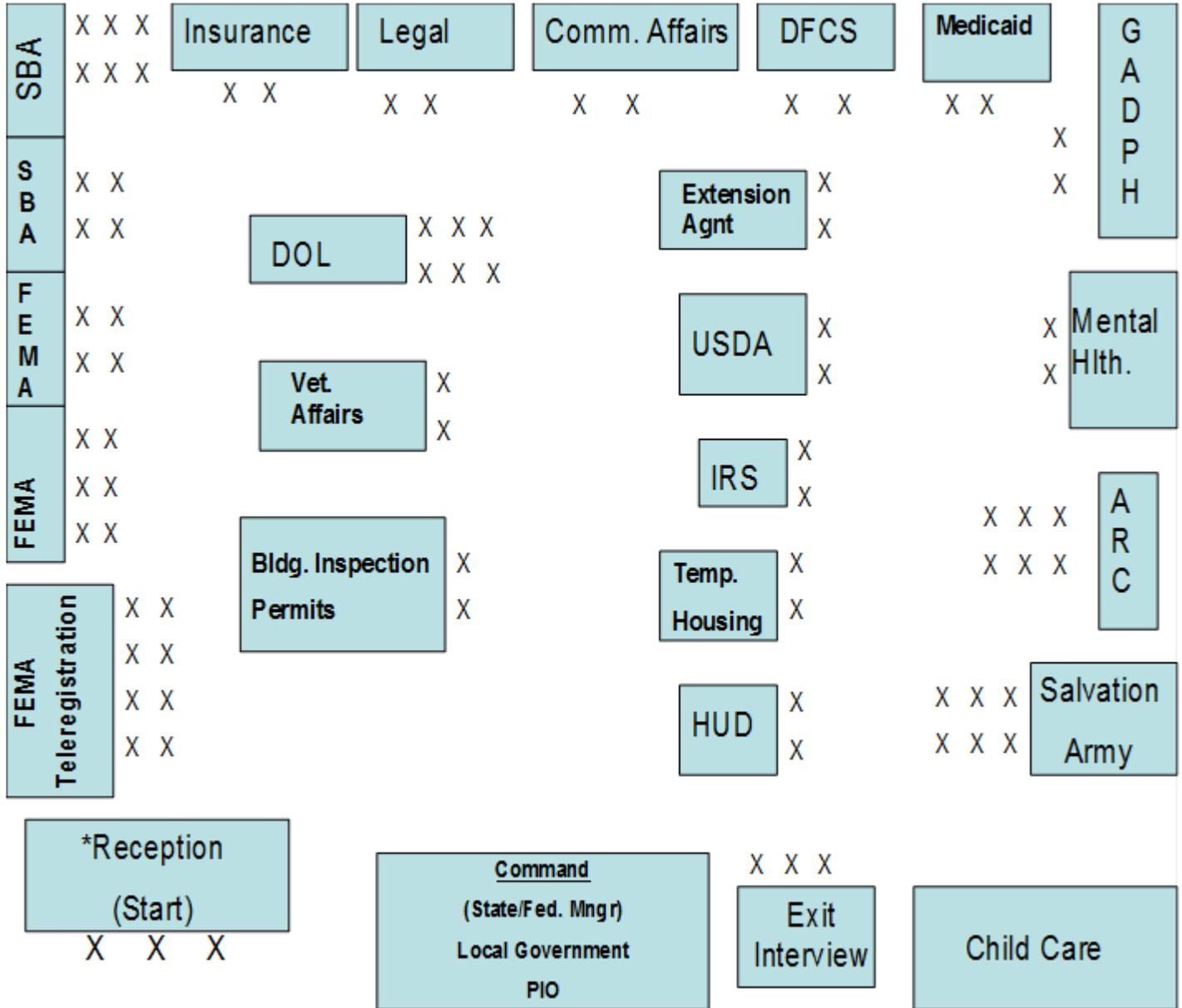
- A. Georgia Emergency Operation Plan (Base Plan)
- B. Emergency Support Function Annexes
- C. Support Annexes
- D. Incident Annex

Appendices

Appendix A: DRC/DAC Diagram

- The following is a SAMPLE of how a DRC/DAC may be set up.
- The set up will be determined by the facility space/design as well as if it is a State DRC/DAC or State/Federal DRC.
- The “x” represents chairs. Again the number of chairs you will have be determined by the facility shape and size.
- Remember be Flexible!

DRC/DAC Diagram



Appendix B: DRC Office Supply Push Pack (sample of supplies)

- 1 Box - copy paper
- 2 Packs - legal pads
- 1 box - regular size file folders
- 6 - Expandable folders
- 6 packs - pack's post-it notes
- 2 boxes - ink pens
- 2 packs - note pads
- 4 - Stapler's w/staples
- 5 rolls - tape
- 2 - Tape dispensers
- 2 packs - highlighters
- 2 boxes -pencils
- 1 - Pencil sharpener
- 2 bottles - white-out
- 5 - Black sharpies
- 5 - Black regular markers
- 1 packs - colored markers
- 1 box - rubber bands
- 1 pack - push pins or thumb tacks
- 3 boxes - Medium binder clips
- 2 boxes - paper clips
- 25 - CD's
- Shredder cross cut
- Printer cartridges (for FC's printers) 450 HP numbers 56/57
- 4 power strips
- 4 rolls duct tape
- 4 Heavy Gauge Extension cords
- Express postage (20 flat and 10 large documents)

Appendix C: Registration/Registrar Responsibilities:

- Obtaining identification information from each applicant.
- Explaining registration/referral process.
- Interview applicants to determine their disaster related losses and needs.
- Refer applicants to each possible source of assistance.
- Offer equal access of information to people with disabilities
 - General Guidelines:
 1. Courtesy and patience are the most important things. People with disabilities are people, just like everyone else.
 2. Listen. Don't make assumptions – appearances can be deceiving.
 3. Terminology is important: certain vocabulary can be demeaning, so some words are never used (e.g., “crippled,” “retarded,” “deaf and dumb”)
 4. Simplify the complicated by using plain language. Slow down and try again if someone seems confused.
 5. Offer assistance, but respect a “no” answer.
 6. Know where the nearest accessible restroom are located.
 7. Service animals may accompany persons with disabilities into the center. A service animal may serve as a guide, pull a wheel chair, fetch or carry things, alert its owner to sign of an imminent seizure, or alleviate anxiety. Service animals are not pets and should be treated as working animals. They are not required to be certified or identified in any way. You may ask whether the animal is a service animal, and usually should accept the answer. The owner is responsible for the animal's behavior. If the animal poses a direct threat to health or safety it may be excluded.
 8. Multiple challenges compound. It's up to us to make sure their challenges do not increase in the DRC/DAC.

Appendix D: Local Contact Information Form Sample



GEORGIA EMERGENCY MANAGEMENT AGENCY Disaster Recovery Center Local Contact Information

Date: _____
 County: _____
 DRC Name: _____
 DRC Location: _____

Agency	Primary Contact Name	E-mail Address	Contact Numbers
			Agency Cell
EMA			
Board of Commissioners			
City of			
City of			
Sheriff's Office			
Police Department			
Fire Department			
EMS			
School System			
Red Cross			
DFACS			



**GEORGIA EMERGENCY MANAGEMENT AGENCY
Disaster Recovery Center
Local Contact Information**

Date: _____
 County: _____
 DRC Name: _____
 DRC Location: _____

Agency	Primary Contact Name	E-Mail Address	Contact Numbers Agency Cell
Public Works			
9-1-1 Administration			
Public Health/Mental Health			
Hospital			
Extension Service			
Coroner's Office			
Public Information (local)			
Public Information (FEMA)			
Public Information (GEMA)			
DRC Facility Owner			
Local Television			



**GEORGIA EMERGENCY MANAGEMENT AGENCY
Disaster Recovery Center
Local Contact Information**

Date: _____
County: _____
DRC Name: _____
DRC Location: _____

Agency	Primary Contact Name	E-Mail Address	Contact Numbers	
			Agency	Cell
Local Radio				
Laundry Services				
Local Pharmacy				
Hotel				
Restaurant Delivery				

Appendix G: DRC/DAC Demobilization Information Sample

SAMPLE

DRC Locations/Managers:

- **Americus Sumter County DRC:**
Gertrude Davenport Inc.
1607 Martin Luther King Blvd.
Americus GA 31709
State Manager: Gary Wiley 404 210 3011

- **Crawford/Taylor County DRC:**
Business Development Center
1011 Hwy 341 N.
Roberta GA 31078
State Manager: Tod Keys 706 621 1190

- **Baker County DRC:**
Former East Baker School
139 Roosevelt St.
Newton GA 39870
State Manger: Gary Rice 229 406 2412

- **Mitchell County DRC:**
Mitchell County EOC
4767 Highway 37 East
Camilla GA 31730
State Manger: Jeff Braswell 229 309 9145/Gary Rice 229 309 9145

- **McDuffie County DRC:**
Sweetwater Gymnasium
180 Sweetwater Park Dr
Thomson GA 30824
State Manger: Pete Golden 478 993 5678

Current Hours of Operation:

All current DRCs/DACs are scheduled to be open from 8:00 a.m. until 6:30 p.m. 7 days per week until further notice.

DRC/DAC Demobilization Issues:

Lead Time for public information:

It is necessary to allow adequate time (to be determined by GEMA/FEMA public affairs) to distribute information on closing dates and times prior to DRCs/DAC's closing. We want to minimize the number of customers that show up at the DRCs/DACs after closing unaware the site has already been closed.

Supply Consolidation and Restocking:

Surplus state provided supplies should be gathered by the DRC/DAC manager and returned to GEMA Head Quarters when possible. A determination should be made whether to utilize the supplies in the normal office supply pool or to develop a push pack for DRCs/DACs with the supplies that do not have a shelf life.

Facility Demobilization and Turnover:

We must ensure that the facilities that we are using are cleaned and rearranged to the state in which they were before we began using them. The DRC/DAC manager should work with the facility managers at each location to ensure a smooth transition. Facility operators should be kept up to date in regards to the expected closing dates for the DRCs/DACs located in their facility for planning purposes.

Personnel Demobilization:

DRC/DAC managers and other GEMA staff assigned to the DRCs/DACs should check with their supervisors for reassignment after the DRCs/DACs close. GEMA staff should keep their supervisors aware of potential closing dates of the DRC so to ensure a smooth transition to their next job *assignment*.

Lodging:

Lodging is being handled individually as needed by the DRC/DAC staff or through their normal procedures for securing lodging.

IT/Phone Service Demobilization:

Georgia Technology Authority should be contacted via the State Operations Center once a definite closing date and time for the DRC has been established. A plan should be developed for demobilizing phone lines and internet connections where provided by GTA and the local telephone companies. It will be important in some DRCs/DAC's to coordinate between GTA and the local phone companies.

Chairs and Tables:

Chairs and tables if rented or borrowed from an outside source should be scheduled and coordinated for return as soon after the closing of the DRC/DAC as possible.

Post-Closing Point of Contact:

Each DRC/DAC manager should identify someone who is assigned to the facility where the DRC/DAC was located who could be a point of contact for any customers who come in after the DRC/DAC closing date. This person should be given printed and reference material along with an informational briefing to allow them to assist customers who may come to the DRC/DAC and require assistance. If the facility is a vacant facility then someone else in the community should be identified to be a point of contact.

The Small Business Administration (SBA) will be setting up Disaster Loan Outreach Centers after the DRC/DAC closes to give clients a location where they can do follow up after their initial application and continue providing assistance. A list of these locations will be communicated to the DRC/DAC personnel.

Appendix H: Demobilization Forms

The following pages can be copied and used for the facility closure.



FACILITY DEMOBILIZATION FORM		
Incident Name	Date/Time	DRC Location
Name of Facility Released	Actual Release Date/Time	
State DRC Manager Name	Facility Manager Name	
Condition of Facility When Released		
Signature of State DRC Manager	Signature of Facility Manager	
Remarks:		
Demobilization Plan Check off		
Documentation of Task Completion <i>DRC Manager Check Off the Appropriate Box to Confirm task completion per Demobilization Plan, includes any notes:</i>		

- Public Information/Awareness_____
- Supply Consolidation/Restocking_____
- Facility Demob/Turnover_____
- Personnel_____
- Demobilization_____
- Lodging_____
- IT/Phone Service_____
- Demob_____
- Office Furniture/Equipment_____
- Post-Closing Point of Contact Identified (Note if GEMA Personnel)_____
- Lease/Rental Agreement (If Applicable)_____

State DRC Coordinator's Signature:

Reviewed and Approved

Remarks:

DRC Location	
State DRC Manager	
Agencies Represented in DRC	
Number of Personnel Assigned to DRC (Cumulative, all agencies)	
Number of Individuals Visiting and/or Receiving Services at DRC (Cumulative)	
Number of Phone Lines in Facility	Number of Phone Lines Procured by GEMA
Termination Status of Phone Lines	
Number of DSL Lines	Number of DSL Lines Procured by GEMA
Termination Status of DSL Lines	
Telecommunications/IT Hardware Procured by GEMA and Status	
Tables, Chairs and other Office Furniture Procured by GEMA and Status	
Porta-Toilets Procured by GEMA and Status	
Dumpsters/Garbage Service Procured by GEMA and Status	
Other Services and Equipment Procured by GEMA and Status	

Please attach a cumulative DRC/DAC report.

Appendix I: Tools and Additional Resources:

www.disasterassistance.gov

Mission

The Disaster Assistance Improvement Program's (DAIP) mission is to provide disaster survivors with information, support, services and a mechanism to access and apply for disaster assistance through collaborative, data-sharing efforts between federal, tribal, state, local and private sector partners.

On December 31, 2008, DAIP set up a website called DisasterAssistance.gov. The website helps you:

- Find disaster assistance that meets your personal needs.
- Locate more than 70 forms of assistance from 17 federal agencies.
- Apply for disaster assistance.
- Reduce the number of forms you have to fill out.
- Check the status of your application.
- Locate a FEMA Disaster Recovery Center (DRC) near you.
- Find a hotel or place to live.
- Find information on food and nutrition programs.
- Have your Social Security benefits sent to a new address.
- Learn about Small Business Administration (SBA) loans for homeowners, renters, and businesses.
- Locate resources in your community to help you move forward.

E-Government

DAIP is an E-Government program. This program helps reduce duplication across the government. The DisasterAssistance.gov website:

Makes it easy for citizens to get services and interact with the government.

- Improves government efficiency and effectiveness.
- Improves government's responsiveness to citizens.

www.georgiahousingsearch.otg

Sponsored by the Georgia Department of Community Affairs, GeorgiaHousingSearch.org provides detailed information about rental properties and helps people find housing to best fit their needs. The service can be accessed at no cost online 24 hours a day or through a toll-free, bilingual call center at 1-877-428-8844, available M-F, 9:00 am - 8:00 pm EDT.

The fast, easy-to-use FREE search lets people look for rental housing using a wide variety of criteria and special mapping features. Housing listings display detailed information about each unit. The service also provides links to housing resources and helpful tools for renters such as an affordability calculator, rental checklist, and information about renter rights and responsibilities.

Property owners and managers, including Housing Authorities and private landlords, can use this service to manage their property listings FREE of charge. Listings can include

pictures, maps, and information about nearby amenities. Property owners and housing authorities can register and manage their listings online or via phone and fax.

The site uses software created by Socialserve.com, a national non-profit provider of housing locator services. Socialserve.com is responsible for maintaining the site and providing toll-free call center support. For additional information, contact Socialserve.com at 1-877-428-8844 or info@socialserve.com.)

www.gmha.com

GMHA's purpose is to advance the factory-built housing industries through

- Lobbying for reasonable, non-discriminatory, federal, state, and local laws.
- Promoting the benefits of factory-built home ownership to consumers
- Promote ethical and legal business transactions between customers and GMHA members through compliance of a Code of Ethics
- Development of studies, reports and other information pertinent to the growth and advancement of the factory-built housing industries.

www.gainsurance.org

The Georgia Department of Insurance:

- The state of Georgia is part of the U.S. insurance regulatory framework which is a highly coordinated state-based national system designed to protect policyholders and to serve the greater public interest through the effective regulation of the U.S. insurance marketplace. Through the National Association of Insurance Commissioners (NAIC), U.S. insurance regulators establish national standards and best practices conduct peer reviews and coordinate their regulatory oversight to better protect the interests of consumers while ensuring a strong, viable insurance marketplace. U.S. insurance regulators also participate in the International Association of Insurance Supervisors (IAIS) along with the NAIC by participating in major standard setting initiatives, including working with fellow regulators from around the world to better supervise cross-border insurers, identifying systemic risk in the insurance sector, and creating international best practices.

www.allpropertymanagement.com

At All Property Management, we make finding property managers easy. Whether you're looking for someone to manage a single-family residence, apartment building, commercial property, or homeowners' association, you can use our database of thousands of property management companies to:

- Search for property management companies by zip code
- View up-to-date descriptions of these property managers' services
- Receive fast, free quotes

www.municode.com

All your city's codes, right at your fingertips.

- At Municode, our goal is to provide you with the easy access and an intuitive interface to over 2,900 online codes spread throughout all 50 states. While browsing our Code Library, you'll find that these codes are available on any platform - desktop, tablet, and mobile.

<http://www.oci.ga.gov/FireMarshal/ManufacturedHousing.aspx>

- Manufactured homes are built as dwelling units of at least 320 square feet in size with a permanent chassis to assure the initial and continued transportability of the home. All transportable sections of manufactured homes built in the U.S. after June 15, 1976, must contain a HUD label. The label is the manufacturer's certification that the home section is built in accordance with HUD's construction and safety standards. HUD standards cover Body and Frame Requirements, Thermal Protection, Structural, Plumbing, Electrical, Fire Safety and other aspects of the home. They are published in the Code of Federal Regulations at 24 CFR 3280.

<http://www.fema.gov/housing-resources>

Housing Resources

Disaster Housing Resource Center, via the links below you can access information on the Catastrophic Housing Annex, National Disaster Housing Strategy, Permanent Housing Resources, Interim Housing Resources, and Alternative Housing Pilot Program (AHPP).

- [Alternative Housing Pilot Program](#)
- [Catastrophic Housing Annex](#)
- [Interim Housing Resources](#)
- [National Disaster Housing Strategy](#)
- [Permanent Housing Resources](#)

Disaster Assistance Available from FEMA

Housing Needs

- **Temporary Housing** (a place to live for a limited period of time): Financial assistance may be available to rent a different place to live, or a government provided housing unit when rental properties are not available. [Search for information about housing rental resources.](#)
- **Repair:** Financial assistance may be available to homeowners to repair damage from the disaster to their primary residence that is not covered by insurance. The goal is to make the damaged home safe, sanitary, and functional.
- **Replacement:** Financial assistance may be available to homeowners to replace their home destroyed in the disaster that is not covered by insurance. The goal is to help the homeowner with the cost of replacing their destroyed home.
- **Permanent or Semi-Permanent Housing Construction:** Direct assistance or money for the construction of a home. This type of help occurs only in insular areas or other locations specified by FEMA, where no other type of housing assistance is possible.

www.hud.gov

Community Development Block Grants (Disaster Recovery Assistance)

Nature of Program: HUD provides flexible grants to help cities, counties, parishes, and states recover from presidentially declared disasters, especially in low- and moderate-income areas. HUD publishes allocations and program requirements in notices in the Federal Register. Generally, CDBG requirements apply unless modified by an appropriations statute, waived, or supplanted by alternative requirements. CDBG Disaster Recovery Assistance is also subject to requirements of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act).

When major disasters occur, Congress may appropriate additional funding for the CDBG program as Disaster Recovery grants to rebuild the affected areas and bring crucial seed money to stimulate the recovery process. Because CDBG funds a broad range of activities, CDBG Disaster Recovery assistance helps communities and neighborhoods that otherwise might not recover due to limits on other resources. Disaster Recovery grants supplement disaster programs of the Federal Emergency Management Agency (FEMA), the Small Business Administration, and the U.S. Army Corps of Engineers.

www.fema.gov

About the FEMA Website

The FEMA website is updated 24-hours per day, 7-days per week so you'll always have the latest information relevant to national emergencies. FEMA webpages are organized into several major sections, each with its own main landing page.

This redesigned website for the Federal Emergency Management Agency was launched on July 20, 2012. If you would like to report an error on a specific page, please email femawebmaster@dhs.gov, and please include the full URL of the page in question.

www.usda.gov

http://www.usda.gov/wps/portal/usda/usdahome?navid=DISASTER_ASSISTANCE

USDA works closely with agencies across the Federal Government to prepare for and respond to emergencies, hazards, outbreaks or other incidents. This page provides a collection of information, tools and resources to help individuals, families, small businesses and communities during emergencies.

Natural Disasters and Severe Weather

- Drought
- Hurricane Relief
- Storms, Tornadoes, and Flooding
- Wildland Fires

Responding to Outbreaks and Incidents

- Avian Influenza
- BP Gulf Oil Spill
- Influenza in Swine
- Radiation Safety

Obtaining Assistance

- Food and Disaster Assistance
- Housing and Disaster Assistance from FEMA
- Search for Disaster Assistance Programs

Preparation and Planning

- Keeping Food Safe During Emergencies

Additional Information on Assistance

- Fact Sheet: USDA Programs that Assist Individuals and Small Businesses (PDF, 75KB, updated Sept. 2013)

- Report: Secretary Vilsack's Action to Aid Disaster Survivors

<http://www.sba.gov/content/disaster-assistance>

Disaster Assistance

Disaster can strike at any time, and even the most prepared businesses and business owners can be adversely impacted. If your business has been impacted by a disaster, the SBA can help by providing disaster assistance.

Disaster assistance is money provided to individuals, families and businesses in an area whose property has been damaged or destroyed following a Presidential-declared disaster; and whose losses are not covered by insurance. Loans may be available to businesses that have suffered an economic loss because of the disaster. Assistance is available from the Federal Emergency Management Agency (FEMA), the SBA, the Farm Services Agency (FSA) and state governments.

- **Disaster and Economic Injury Loans** - The SBA and USDA provide low interest loans to businesses and individuals to repair or replace real estate, personal property, machinery and equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.
- **Home and Property Disaster Loans** - Renters and homeowners alike may borrow up to \$40,000 to repair or replace clothing, furniture, cars, appliances, etc. damaged or destroyed in the disaster. Homeowners may apply for up to \$200,000 to repair or replace their primary residence to its pre-disaster condition.
- **Disaster Assistance Loans** - SBA provides low interest disaster loans to homeowners, renters, businesses of all sizes and private, nonprofit **organizations** to repair or replace real estate, personal property, machinery & equipment, inventory and business assets that have been damaged or destroyed in a declared disaster.
- **Economic Injury Loans** - If your small business or private, nonprofit organization has suffered economic injury, regardless of physical damage, and is located in a declared disaster area, you may be eligible for financial assistance from the U.S. Small Business Administration.
- **Military Reservist Economic Injury Disaster Loans** - Provides funds to eligible small businesses to meet their ordinary and necessary operating expenses that they were unable to meet due to an essential employee being "called-up" to active duty in their role as a military reservist.
- **Farm Emergency Loans** - Offers emergency loans to help producers recover from production and physical losses due to drought, flooding, other natural disasters, or quarantine.

The Farm Service Agency also provides a disaster assistance guide for farmers and ranchers for natural disaster losses resulting from drought, flood, fire, freeze, tornadoes, and pest infestation

- **Employment Assistance**

- Disaster Unemployment Assistance Supplies information on financial assistance for self-employed individuals who have lost their jobs due to federally declared disasters.
- Midwest Flood Recovery Assistance Covers National Emergency Grants for temporarily employing displaced workers.
- **Tax Relief Assistance**
 - Federal Tax Relief for Individuals and Businesses Lists tips and resources to help individuals and business located in federally declared disaster areas.
 - Disaster Losses Kit for Businesses Provides tax information for claiming unreimbursed casualty losses on property that was destroyed by a natural disaster.

<http://www.dds.ga.gov/aboutus/contactus.aspx>

Department of Driver Services (DDS) Mobile Emergency Driver's License Trailer

Recovery from a disaster can be a long and drawn out process and the lack of appropriate identification or driver license can make the recovery process take even longer. Often times, citizens need quick access to their identity documents to obtain public aid and to file insurance claims. Fortunately, the State of Georgia Division of Driver Services (DDS) has a mobile trailer for issuance of emergency driver's licenses and identification cards. The mobile network solution allows DDS to access its internal network with minimal equipment and allows DDS Driver Examiners to remotely issue licenses and ID's from most anywhere in the state. The unit can be used to respond to an incident such as a fire, flood or building maintenance at a single DDS customer service center that requires the site to physically relocate to a temporary location for an extended time period. In addition, the mobile trailer will also be able to respond to localized natural disasters such as a tornado, hurricane or flood that may require DDS to establish a satellite location to serve the impacted residents. ***The DDS Mobile Trailer can be requested by a local jurisdiction or DRC/DAC Manager by calling the State Operations Center (SOC) and expressing a need for assistance with providing driver's licenses/I.D.'s to residents. If the trailer is available in the SOC Resource database, the SOC will connect the locals with the DDS in order to get the trailer transported.*** For more information, log onto the DDS Website or call the GEMA State Warning Point at 1-800-TRY-GEMA.