



2020 NORTH CAROLINA Disaster Recovery Framework

North Carolina Emergency Management

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NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

In 2018, North Carolina Emergency Management (NCEM) replaced the 2016 State Recovery Framework and the 2012 State Recovery Operations Plan with the North Carolina Disaster Recovery Framework (also referred to as the State Disaster Recovery Framework or Framework). This transition from Operational Plan to Framework better aligned the state's recovery efforts with those at the federal level (as described in the National Disaster Recovery Framework (NDRF)) and allows North Carolina to remain at the forefront of recovery planning. Expanding on the six Recovery Support Functions delineated in the federal NDRF, the Framework outlines twelve Recovery Support Functions (RSFs) to more accurately describe the way long-term disaster recovery operates in North Carolina.

The goal of the Framework is to offer direction to the North Carolina Disaster Recovery Task Force (also referred to as the State Disaster Recovery Task Force (SDRTF)) in its mission to address the unmet needs of communities affected by any disaster and plan for the long-term recovery and resiliency of North Carolina in the face of future disasters. The Framework describes the role of state agencies and federal, local, and community-based partners in assisting with recovery efforts and is designed to address the complex and unique nature of disasters. Successful recovery efforts and effective resilience planning rely upon the whole community. Because of this, the Framework brings together all players, both public and private, that provide disaster recovery services. The Framework is a result of many years of continued growth in recovery practices and will continue to evolve as changes become necessary.

The NCDRF is updated on a yearly basis by North Carolina Emergency Management. During this process, local, state, federal, and non-governmental partners provide valuable input regarding changes, updates, and possible alterations to the Framework and each Recovery Support Function. This 2019 update includes revisions to describe the role of the new North Carolina Office of Recovery and Resiliency, which, together with NCEM, is charged with administering recovery operations, including coordinating the State Disaster Recovery Task Force, among other responsibilities.

The North Carolina Emergency Management Act, located in Chapter 166A of the North Carolina General Statutes establishes the authority and responsibility of the Governor, state agencies, and local government for emergency management in North Carolina. The Secretary of the Department of Public Safety is responsible to the Governor for all state emergency management activities. Session Law 2018-

136, the 2018 Hurricane Florence Disaster Recovery Act, created the North Carolina Office of Recovery and Resiliency (NCORR) as a new subdivision of the Department of Public Safety to “provide general disaster recovery coordination and public information; citizen outreach and application case management; audit, finance, compliance, and reporting on disaster recovery funds; and program and construction management services” as well as administer the Community Development Block Grant Disaster Recovery program. Together, NCEM and NCORR fulfill the Secretary’s role of emergency management, including long-term recovery and resiliency.

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CHANGE TYPE	NUMBER	CHANGE DATE	DATE POSTED	AUTHORIZED BY
Update	1	17 Jan 20		W. Ray

Change – After annual plan review, a change constitutes the least invasive of the three plan management processes and is conducted annually. A change includes but is not limited to variations in phone numbers, office symbols, locations, etc. A change, despite the level of magnitude, requires a record of changes sheet within the plan to be completed. A change requires a formal signature by the NCEM Deputy Planning Chief.

Update – After annual plan review, if less than 25% of the content within the plan requires a change, an update is constituted. An update could be minor organizational, procedural, and/or situational changes. An update, despite the level of magnitude, requires a record of changes sheet within the plan to be completed. Also, an update requires a formal signature by the NCEM Planning Chief.

Revision – After annual plan review, if greater than 25% of the content within the plan requires a change, a revision occurs. A revision constitutes the most invasive level of change to organization, procedure, situation, overall format, and governing policy. A revision requires a formal signature by the NCEM Director.

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NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

I. INTRODUCTION

A. PURPOSE

The purpose of the North Carolina Disaster Recovery Framework (Framework) is to establish the procedures and activities used by the state of North Carolina to return to pre-disaster conditions as quickly and efficiently as possible following an event and to enable coordination and collaboration among state, federal, local, and nongovernmental partners in planning for future disasters. It describes missions, organization, and concept of operations for the **North Carolina Emergency Management (NCEM) Recovery Section** during activation, as well as the longer-term recovery operations administered by both NCEM and the **North Carolina Office of Recovery and Resiliency (NCORR)**.

The Framework should be used as a guiding document during the recovery phase of an event. It is intended in all instances to be consistent with the *National Incident Management System (NIMS)* and *National Recovery Framework (NRF)*.

B. SCOPE

The Framework is designed to address recovery activities following a disaster event in North Carolina. It applies to all state government departments and agencies that are tasked with providing assistance after an event occurs. It describes the fundamental policies, strategies, and general concept of operations to be used during the post-disaster phase of recovery and is designed to facilitate long-term recovery and resiliency planning.

The federal counterpart to this document is the National Disaster Recovery Framework, coordinated through the **Department of Homeland Security (DHS), Emergency Preparedness and Response, and Federal Emergency Management Agency (FEMA)**. Mitigation activities are described in the state Hazard Mitigation Plan (sometimes referred to as the 322 Plan). Recovery is a complex and long-term process that involves a range of activities and many participants. Recovery begins shortly after the disaster event occurs and can continue for many years. It involves short-term restoration of essential community functions and long-term rebuilding. It also incorporates hazard mitigation and resiliency planning as the restoration and rebuilding take place.

C. MISSION

The mission of the federal, state, and local governments, as well as non-governmental disaster relief organizations, in disaster recovery is to provide immediate assistance to reduce or relieve human suffering and support the restoration of essential services. The state coordinates and directs those operations when local government resources are inadequate or exhausted. Likewise, the state requests and coordinates assistance from other states, the federal government, and private disaster relief organizations as necessary and appropriate.

D. ORGANIZATION

This framework consists of the following:

1. The Basic Recovery Framework, which describes the purpose, scope, situation, policies, and concept of operations for state recovery activities following an event.
2. Annex A, which details recovery functions and responsibilities for each Recovery Support Function.

II. SITUATION AND ASSUMPTIONS

A. CLIMATE

The entire state is susceptible to frontal and air mass thunderstorms. North Carolina experiences 14 tornadoes per year on average. These storms might occur at any time but are most likely in the spring and summer months. During each hurricane season (June 1 – November 30), the North Carolina coast likely will be threatened, if not struck, by at least one tropical storm. Winter storms, generally approaching from the southwest, are triple threats for North Carolina. Depending on their exact tracks, they may deliver heavy snow, severe icing, and heavy rain.

B. VULNERABILITY ANALYSIS

The population of North Carolina is estimated at over 10 million (US Census Bureau, 2018 estimate) spread over a land area of slightly more than 31 million acres. Approximately one third of the North Carolina population lives in the Coastal Plain (however, the population is not evenly distributed throughout that area). Most of the Coastal Plain population is concentrated in the southern section where the major military installations are located. The Piedmont is only one-third the total area of the state but accounts for more than one-half of the state's population. The population is concentrated in the Piedmont Crescent, a large, loosely-defined area that stretches from Charlotte through the Statesville, Winston-Salem, Greensboro-High Point

area, and Burlington to the Raleigh-Durham-Chapel Hill area. The Mountain region is the smallest and least populated section in the state (approximately 15% of the population).

C. HAZARDS ANALYSIS

The Framework addresses all hazards identified in the NC Enhanced Hazard Mitigation Plan. These hazards include:

NATURAL HAZARDS

1. FLOODING

Generally associated with other severe weather, flooding may be in the form of flash floods, mainstem river floods, dam failure, or flooding from wind-driven water. Flooding in one of these forms affects certain areas of the state each year.

2. HURRICANES AND COASTAL HAZARDS

Hurricanes constitute threats in the form of high winds, wave action, storm surge, inundation and other flooding to coastal areas. Wind and water damage can extend to inland parts of the state. Excessive rainfall from hurricanes can result in extensive and damaging inland-river flooding.

3. SEVERE WINTER WEATHER

Snow and ice storms can affect any part of the state, although blizzards with extreme cold, snow, and high winds are infrequent.

4. EXCESSIVE HEAT

Heat is one of the leading weather-related causes of loss of life in the United States and is a deadly occurrence in North Carolina.

5. EARTHQUAKES

The eastern part of the state is less vulnerable to earthquake damage than western areas. The North Carolina coast, however, is possibly vulnerable to tsunamis that could result from seismic activity well out in the Atlantic Ocean.

6. WILDFIRES

Fires can cause disastrous timber and agricultural losses. Dry foliage, rough terrain, and climatic conditions conducive for fires are elements of nature that increase the risk for fires; however, most fires are caused by man. A higher risk for loss of life and property is presented where urban areas interface with forested areas.

7. **DAM FAILURES**

There are almost 5,000 inventoried dams in North Carolina, nearly 3,000 of which are regulated by the **Department of Environmental Quality's Division of Energy, Mineral, and Land Resources**. Roughly 1,500 of the regulated dams pose a High or Intermediate risk to public safety and property should failure occur. Communities continue to develop along the state's rivers—many in potential dam-failure inundation zones.

8. **DROUGHT**

Droughts occur and can affect the agricultural interests in any part of the state. Water shortages related to drought conditions can affect entire communities.

9. **TORNADOES/THUNDERSTORMS**

The entire state is vulnerable to the effects of tornadoes and other severe weather associated with thunderstorms including damaging winds, hail, dangerous lightning, and flooding.

10. **GEOLOGICAL**

Geological hazards refer to landslides, sinkholes and coastal erosion since they are the primary geological hazards that have the ability to cause damage to property and potential loss of life.

11. **INFECTIOUS DISEASE**

Infectious diseases result in clinically evident illness which are transmissible directly from one person to another or indirectly through insects, air, water, blood or other objects. The impact can range from the mild effects of the common cold to the extreme lethality of pneumonic plague or anthrax. There is also a possibility of widespread livestock or poultry disease in North Carolina.

TECHNOLOGICAL HAZARDS

1. **HAZARDOUS SUBSTANCES**

Hazardous materials are found in many different forms and quantities that can potentially cause property damage, injuries, long-lasting health effects, and death. Many of these materials are used and stored on a daily basis in homes and businesses, and transported through major highways, waterways, pipelines, and railways.

Three nuclear power plants operate in North Carolina. Seven others have 50-mile ingestion pathways that include parts of North Carolina. In all, seventy counties are at risk.

2. **RADIOLOGICAL EMERGENCY – FIXED NUCLEAR FACILITIES**

Three nuclear power plants operate in North Carolina with seven other facilities within 50 miles of the state. In total, eleven counties are in the 10-mile plume exposure pathway with 66 counties located in the 50-mile ingestion pathway. Nuclear and radiation accidents can lead to significant consequences to people, the environment or the facility.

3. **TERRORISM**

Historically, North Carolina has not been a prime target for terrorism. The threat is worldwide; however, and it cannot be ignored. The US Military has been a frequent target for terrorists and, since North Carolina has a very significant military presence, the threat is increased. Terrorist activity may range from hostage situations to threats against fixed nuclear facilities.

4. **CYBER**

Cyberattacks are deliberate attacks on information technology systems in an attempt to gain illegal access to a computer, or purposely cause damage. These can happen in both the public and private sector and can be difficult to recognize.

5. **ELECTROMAGNETIC PULSE**

Known as intense pulses of electromagnetic energy resulting from solar-caused effects, EMPs can be naturally occurring or human-caused hazards. They can also result from man-made nuclear and pulse power devices. EMPs can be invisible, unpredictable, and rapid.

D. PLANNING ASSUMPTIONS

1. There are three organizational separations for governmental recovery actions: local, state, and federal. Recovery is a general responsibility of all governments working together.
2. City and county governments develop plans to recover from disaster events using resources to the extent of their capabilities. Regional planning should work in concert with local planning efforts to reduce redundancy and duplication of services while facilitating fast and effective response.
3. Counties enter into mutual aid agreements with each other as necessary to use their resources most effectively in disaster recovery.

4. State agencies have emergency resources and expertise beyond the capabilities of local government. These can be used to assist in disaster recovery.
5. Federal agency resources and expertise can be mobilized to augment local and state efforts in recovery activities that are beyond the state and local government capacities.
6. **North Carolina Voluntary Organizations Active in Disaster (NCVOAD)** is an association of nongovernmental agencies and organizations with significant resources (personnel, equipment, and material) that coordinate with government agencies during recovery actions.
7. **Regional Councils of Government**, economic development agencies, and other regional organizations play key roles during the recovery process.
8. Community, religious, and service groups are actively involved in the short-term response to unmet needs. They possess a unique knowledge of the local needs and are valuable to planning for long-term recovery and redevelopment.

III. CONCEPT OF OPERATIONS

A. GENERAL

The State of North Carolina uses the *National Incident Management System (NIMS)* and the *Incident Command System (ICS)*. This system, originally created to combat wildfire, provides a rational model to prioritize and manage recovery operations.

1. As required by North Carolina law, it is the responsibility of local and state government to organize and plan for the protection of life and property from the effects of hazardous events. (N.C.G.S. §§ 166A-19.1, 166A-19.10, 166A-19.19.12(2) and 166A-19.15.)
2. When the resources of local government are exhausted or when a needed capability does not exist within a local government, the local units of government request assistance from the State.
3. The **State Emergency Operations Center (EOC)** is staffed and operated as the situation dictates the level of state response required. The **EOC** is activated during the response phase and continues to operate through the recovery phase as necessary.
4. As the situation develops or additional assistance is required, **State Emergency Response Team (SERT)** agency representatives may be deployed as **Incident Management Teams (IMTs)** to the affected county (or counties) to provide assistance.
5. The Director of **Emergency Management** may recommend the **Governor** issue an emergency declaration.

6. Based on the severity and magnitude of the situation, the **Governor** may request that the **President** declare a major disaster or an emergency for the state. **North Carolina Emergency Management (NCEM)** alerts **FEMA** that a request for federal assistance will be submitted. **FEMA** may pre-deploy a **Liaison Officer** to the **State EOC** and deploy an Emergency Response Team Advanced Element when a Presidential declaration appears imminent. This request for assistance goes from the **Governor** through **FEMA**. **FEMA** conducts an eligibility review, which is then submitted with the request to the **President**. With a Presidential declaration, **FEMA** is authorized to use the authority of the Stafford Act to reimburse public assistance recovery claims against the Disaster Relief Fund.
7. Federal assistance is provided to the state through a Unified Coordination Group assigned to a **Joint Field Office (JFO)**. The **Secretary of Homeland Security** normally appoints a **Principal Federal Official (PFO)** and/or a **Federal Coordinating Officer (FCO)**. According to the National Recovery Framework, the federal government provides assistance using Emergency Support Functions (ESFs).
8. Planning for recovery is implemented at the same time local governments are taking emergency response actions necessary to protect the public. Preparations are made for rapid deployment of resources necessary to facilitate recovery.
9. With **State Emergency Response Team (SERT)** deactivation, emergency management moves from the response phase to the recovery phase. Initial recovery is marked by establishment of the **JFO**. **FEMA** establishes the **JFO** near the disaster site (often, but not always, initially in Raleigh) and staffs it with reservists who have appropriate expertise. **NCEM** and other state agencies provide liaison and augmentation as required at the **JFO**. **NCEM** personnel remain at the **JFO** as long as necessary to coordinate long-term assistance to disaster victims.
10. The Recovery Committee of the **State Emergency Response Commission (SERC)** is supported by the **State Disaster Recovery Taskforce (SDRT)**. The **SDRT** is made up of the primary government agencies responsible for recovery, as well as important non-governmental partners such as nonprofits and community groups. This structure, working together, helps communities in meeting their recovery needs. The designated Governor's Authorized Representative/State Coordinating Officer serves at the pleasure of the Governor to assume a leadership role as the Chair of the **SDRT**.
11. Recovery efforts continue at the state-established **Disaster Recovery Operations Center (DROC)** after **FEMA** closes the **JFO** and redeploys reservists.

12. **NCVOAD** is in regular communication with the staff located at the **JFO** to communicate recovery needs and efforts to member organizations and partners who may provide needed resources. **NCVOAD** and **NCEM** participate in conference calls to collaborate and share necessary information. **NCVOAD** also engages in activities with partner organizations to form/create local long-term recovery groups in areas affected by the event.

IV. ORGANIZATION AND RESPONSIBILITIES

A. STATE

After a state of emergency is made by either state or local government and county and state emergency management staff have conducted damage assessments, the Governor issues a disaster declaration that defines the disaster area and declares it a *Type 1, 2, or 3 Disaster*. See N.C.G. S. § 166A-19.21.

1. *Type 1 disasters* are smaller and more localized, such as a tornados or isolated flooding. The state is able to respond financially to the emergency and recover without a major federal disaster declaration under the Robert T. Stafford Act (Public Law 93-288, as amended 942 U.S.C. 5133); however a U.S. Small Business Administration Disaster Declaration 13 C.F.R. Part 123, may be requested.
2. *Type 2 disasters* cause more damage to a larger area, such as a hurricane or ice storm that impacts several counties. Federal assistance is required to recover from the disaster. However, the state must request that financial assistance from **FEMA** under the Robert T. Stafford Act (Public Law 93-288, as amended 942 U.S.C. 5133) and submit damage assessments that meet the financial threshold.
3. *Type 3 disasters* devastate a widespread area and cause catastrophic damage, such as a major hurricane. Again, federal assistance is required to recover from the disaster. The state must request that financial assistance from **FEMA** under the Robert T. Stafford Act (Public Law 93-288, as amended 942 U.S.C. 5133) and submit damage assessments that meet the financial threshold.

The state administers several financial assistance programs that help individuals and agencies recover from a natural or manmade disasters and better prepare for future disasters. The state programs may change somewhat with each disaster as funding is allocated in response to particular needs, but the major programs include:

1. The Individual Assistance Program provides grants that help homeowners or renters replace their personal property, rent temporary housing, repair or replace their houses, and pay for any related medical or dental expenses, including crisis counseling. This program is administered by NCEM.

2. The Public Assistance Program helps local governments and certain nonprofits recuperate costs from responding to the disaster, clear debris, and repair or replace roads, buildings, and infrastructure. This program is administered by NCEM.
3. The Community Development Block Grant-Disaster Recovery (CDBG-DR) Program provides funding from the federal Housing and Urban Development Administration (HUD) to assist homeowners in repairing, reconstructing, or elevating their properties. The program also funds buyouts of certain housing in the floodplain, as well as rental assistance. Local governments are also eligible under this program for grants and loans to repair, rebuild, or develop new public buildings and infrastructure, as well as to cover operating expenses and capacity building. NCORR administers this program.

B. FEDERAL

The **Robert T. Stafford Disaster Relief and Emergency Assistance Act** (PL 93-288, as amended 942 U.S.C. 5133) provides the authority for the federal government to respond to disasters and events in order to provide assistance to save lives and protect public health, safety, and property.

1. Designated departments and agencies have been assigned responsibilities under the National Response (and Recovery) Framework. These agencies are respectively grouped under **Emergency Support Functions (ESFs)**. Each **ESF** is headed by a primary agency, which has been selected based on its authorities, resources, and capabilities in the particular functional area.
2. Other agencies have been designated as support agencies for one or more **ESFs** based on their resources and capabilities to support the functional area. The **ESFs** serve as the primary mechanism through which federal response assistance will be provided to assist the state in meeting response and recovery requirements in an affected area. Federal assistance will be provided under the overall direction of the **Principal Federal Officer (PFO)** or, if a **PFO** is not assigned, under coordination of the **FCO**.
3. Federal assistance is to supplement state and local government response and recovery efforts. **ESFs** will coordinate with the **FCO** and the affected state to identify specific response and recovery requirements and will provide federal response assistance based on state identified priorities.
4. The Hazard Mitigation Grant Program helps minimize the cost of future disasters by relocating structures out of flood zones or other hazard-prone areas, flood-proofing critical facilities, or completing projects that minimize damage from natural hazards.

The **Small Business Administration** provides low-interest loans that help homeowners or renters replace their personal property, rent temporary housing, and/or repair or replace their homes. It also provides low-interest loans to businesses to repair or rebuild their property and to recover from loss of wages and income.

V. ACTIVATION

1. The North Carolina Disaster Recovery Framework is activated when a disaster has occurred or is imminent. The **Governor** may issue an executive order (or proclamation of state of emergency) that activates the emergency response, recovery, and mitigation aspects of state, local, and inter-jurisdictional disaster plans that apply to the disaster area.
2. Based on the severity of the event, the **State Disaster Recovery Task Force** may be activated and call its subcommittees, the “Recovery Support Functions,” to convene with the intent of addressing any unmet needs as a result of the disaster.
3. Should the event evolve into a disaster with appropriate declarations, state personnel will augment the Federal Joint Field Office, when established, and continue recovery activities from the **State Disaster Recovery Operations Center** after **FEMA** has closed the **JFO**.

VI. CONTINUITY OF GOVERNMENT

A. LINE OF SUCCESSION

1. STATE

The **Governor** shall have general direction and control of all aspects of the State Emergency Management program including the preparation for, response to, and recovery from war or peacetime disasters (N.C.G.S. § 166A-19.10).

The **Lieutenant Governor** shall become **Governor** upon the death, resignation, or removal from office of the **Governor**. During the absence of the **Governor** from the state, the **Lieutenant Governor** shall be **Acting Governor**. The continuing line of succession as Acting **Governor** shall be as prescribed by law. Next in the line are the **President of the Senate** and **Speaker of the House of Representatives**. If none of the above can act as **Governor**, then the **Officer of the State of North Carolina** who is highest on the following list, and who is not under disability to serve as **Acting Governor**, shall then become **Acting Governor**: **Secretary of State, Auditor, Treasurer, Superintendent of Public Instruction, Attorney General, Commissioner of Agriculture, Commissioner of Labor, and Commissioner of Insurance**.

2. STATE DEPARTMENTS AND AGENCIES

All state departments and agencies within departments must establish lines of succession in accordance with laws governing their organizations.

DELEGATIONS OF EMERGENCY AUTHORITY RELATED TO RECOVERY

1. North Carolina General Statutes § 166A: NC Emergency Management Act

This Act establishes the authority of the **Governor**, state agencies, and local governments in mitigation of, preparation for, response to, and recovery from natural and man-made disasters or hostile military action.

2. North Carolina General Statutes § 143B-600: Department of Public Safety Emergency Powers and Duties

This act establishes the authority of the **Secretary of Public Safety** to coordinate activities of all state agencies and resources in response to a disaster.

VITAL RECORDS

The **Department of Natural and Cultural Resources** is primarily responsible for the preservation and destruction of public records created by all state and local agencies and institutions of higher education in North Carolina. Each department of government is required to have an approved records retention and disposition schedule. Each department of government is responsible for working with the department to identify and maintain vital and essential records; including health, birth/death, land, criminal, tax, licensing, legal, utility system map, fire department, public works, and any other records necessary for continuing government functions. Emergency management records and files are reviewed annually. Records identified for permanent preservation are sent to the **State Archives** per approved records retention and disposition schedules.

PROTECTION OF GOVERNMENT RESOURCES

Emergency Management resources, facilities, and personnel are sufficiently dispersed and located to ensure relative survivability during a disaster. State and local governments should have plans in place to safeguard key personnel, facilities, and general resources. Jurisdictions along flood plain areas should apply procedures to the 100-year flood plain. School buses should be parked in safe areas and supplies or essential equipment should be located in varied locations to prevent inadvertent loss. Key personnel should be trained in periodic exercises to become familiar with emergency roles.

VII. FRAMEWORK DEVELOPMENT AND MAINTENANCE

A. PLANNING

1. State, public, and private organizations share responsibility for safeguarding the public's health and safety. It is essential that the response and recovery activities of all parties be fully integrated.
2. This framework has been developed and coordinated with all participating organizations, and it provides for the integrated response and recovery activities. This allows each organization to have a clear understanding of its role during emergencies and disasters.

B. REVIEW

1. This framework will be reviewed as necessary, but at least annually.
2. Each stakeholder agency involved is responsible to keep applicable portions of the framework, together with annexes and appendices thereto, accurate and up to date.

C. Changes to Framework

All readers are invited to submit recommended changes to this plan. Changes should be justified and keyed to page and paragraph numbers. Recommended changes should be made in the form of substitute language and forwarded to **North Carolina Office of Recovery and Resiliency**, Attention: State Disaster Recovery Task Force, Recovery Support Functions Managers, P.O. Box 110465. Recommendations can also be provided via email using disasterrecovery@ncdps.gov. Changes to the plan will be published and distributed as necessary.

VIII. LEGAL IMMUNITIES AND LIABILITIES

Several provisions in N.C.G.S. § 166A-19.60, provide for the protection of individuals involved in training for and conducting emergency operations. Questions pertaining to these matters should be referred to the Office of General Counsel of the North Carolina Department of Public Safety or the Public Safety Section of the North Carolina Department of Justice.

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

COMPREHENSIVE AGENCY LIST

Primary State Agencies:

- NC Department of Administration (NCDOA)
 - Commission of Indian Affairs
 - Council for Women & Youth Involvement
 - Division of Non-Public Education
 - State Property Office
- NC Department of Agriculture and Consumer Services (NCDA&CS)
 - Emergency Programs Division (EP)
 - North Carolina Forest Service (NCFS)
- NC Department of Commerce (NCDOC)
 - Division of Employment Security (DES)
 - Division of Workforce Solutions
 - Economic Development Partnership of North Carolina (EDPNC)
 - Labor & Economic Analysis Division (LEAD)
 - Rural Economic Development Division (REDD)
- NC Department of Natural and Cultural Resources (NCDNCR)
 - Division of Archives and Records
 - Division of Historical Resources
- NC Emergency Management (NCEM)
- NC Department of Environmental Quality (NCDEQ)
 - Division of Water Resources (DWR)
 - State Energy Program (SEP)
- NC Department of Health and Human Service (NCDHHS)
 - Division of Child Development and Early Education (DCDEE)
 - Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (MH/DD/SAS)
 - Division of Public Health (DPH)
- Division of Social Services (DSS)
 - Division of Aging and Adult Services (DAAS)
 - Division of Vocational Rehabilitation Services (DVRS)
 - Division of Medical Assistance (DMA)
 - Division of Health Services Regulation (DHSR)
 - Division of Services for the Deaf and Hard of Hearing (DSDHH)
 - Division of Services for the Blind (DSB)
 - Office of Rural Health (ORH)
- NC Department of Insurance (NCDOI)

NC Department of Public Safety (DPS)
NC Department of Public Instruction (NCDPI)
 Safe and Healthy Schools Support (SHSS)
NC Department of Transportation (NCDOT)
NC Commission on Volunteerism and Community Service
NC Cooperative Extension (NCCE)
NC Office of State Budget and Management (OSBM)

Supporting Agencies/Organizations:

Advisory Council on Historic Preservation (ACHP)
American Institute of Conservation (AIC)
Centers for Disease Control (CDC)
Child Care Resource and Referral Council
Coastal Resources Commission (CRC)
Cooperative Extension Services Offices
Council of State Archivists (CoSA)
County Animal Response Team (CART)
Cultural Resources Emergency Support Team (CREST)
Food and Nutrition Service (FNS)
Golden LEAF
Head Start Association
Internal Revenue Service (IRS)
National Archives (NARA)
National Historical Publications and Records Commission (NHPRC)
NC Association of Independent Schools (NCAIS)
NC Association of Regional Councils of Government
NC Baptist Men (NCBM) Disaster Relief
NC Community College System (NCCCS)
NC Cooperative Extension (NCUC)
NC Emergency Framework (NCEF)
NC Emergency Response Commission
NC Home Builders Association (NCHBA)
NC Housing Finance Agency (NCHFA)
NC Independent Colleges and Universities (NCICU)
NC League of Municipalities (NCLM)
NC Office for Historically Underutilized Businesses
NC Partnership for Children
NC Preservation Consortium
NC Rural Economic Development Center
NC State Agriculture Response Team (NCSART)
NC Voluntary Organizations Active in Disaster (NCVOAD)
NC Wildlife Resources Commission

Law Enforcement Division
Engineering and Land Water Access Section
Small Business and Technology Development Center (SBTDC)
Smart Start & the NC Partnership for Children
State Disaster Recovery Team (SDRT)
State Emergency Response Taskforce (SERT)
State Farm Services Agency
State Historical Records Advisory Boards (SHRAB)
UNC School of Government
U.S. Environmental Protection Agency (EPA)
NC Conference United Methodist Church
University of NC System (UNC)
United Way of North Carolina
NC Voluntary Organizations Active in Disaster (NCVOAD)
Volunteer Reception Center
Western NC Conference United Methodist Church

Supporting Federal Agencies:

Economic Development Administration (EDA)
Federal Emergency Management Agency (FEMA)
 Individual Assistance (IA)
 Public Assistance (PA)
Federal Highway Administration (FHWA)
U.S. Army Corps of Engineers (USACOE)
U.S. Department of Agriculture (USDA)
 Animal and Plant Health Inspection Service (APHIS)
 County Emergency Board (CEB)
 Farm Service Agency (FSA)
 Natural Resource Conservation Service (NRCS)
U.S. Department of Commerce (DOC)
 Economic Development Administration (EDA)
U.S. Department of Homeland Security (DHS)
U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Labor
 Occupational Safety and Health Administration (OSHA)
U.S. Department of Transportation (DOT)
U.S. Fish and Wildlife Service (FWS)
U.S. Food and Drug Administration (USFDA)
U.S. Nuclear Regulatory Commission (NRC)
U.S. Small Business Administration (SBTDC)

COMPREHENSIVE ACRONYM LIST

STATE

AGAR	-	Alternative Governor's Authorized Representative
CEB	-	County Emergency Board
CRC	-	Coastal Resources Commission
DCD	-	Division of Child Development
DOA	-	Department of Administration
DPS	-	Department of Public Safety
DRC	-	Disaster Recovery Center
DROC	-	Disaster Recovery Operation Center
EMAC	-	Emergency Management Assistance Compact
EOC	-	Emergency Operations Center
FIC	-	Federal Information Center
FNS	-	Food and Nutrition Service
FSA	-	Farm Service Agency
GAR	-	Governor Authorized Representative
ICS	-	Incident Command System
NCGIS	-	NC Geographic Information Systems
NCACC	-	North Carolina Association of County Commissioners
NCDA&CS	-	North Carolina Division of Agriculture and Customer Service
EP	-	Emergency Programs Division
NCFS	-	North Carolina Forest Service
NCDEQ	-	NC Department of Environmental Quality

NCDHHS	-	Department of Health and Human Services
NCDHHS DPH	-	Division of Public Health
NCDHHS DMH/DD/SAS	-	Division of Mental Health, Developmental Disabilities/Substance Abuse Services
NCDHHS SS	-	Division of Social Services
NCDEQ DWR	-	Division of Water Resources
NCDOC	-	North Carolina Department of Commerce
NCDOT	-	North Carolina Department of Transportation
NCEM	-	North Carolina Emergency Management
NCESF	-	North Carolina Emergency Support Functions
NCHBA	-	North Carolina Home Builders Association
NCHFA	-	North Carolina Housing Finance Agency
NCLM	-	NC League of Municipalities
NCSART	-	NC State Agriculture Response Team
NCUC	-	NC Utilities Commission
NCVOAD	-	North Carolina Voluntary Organizations Active in Disaster
NC VRC	-	NC Veterinary Response Corps
NC WRC	-	North Carolina Wildlife Resources Commission
OEMS	-	Office of Emergency Medical Services
PDM	-	Pre-Disaster Mitigation
PO	-	Project Officer
RC	-	Resource Coordinator
RCC	-	Regional Coordination Center

RD	-	Regional Director
RPA	-	NC Recreation & Park Association
SCO	-	State Coordinating Officer
SDRT	-	State Disaster Recovery Taskforce
SEP	-	State Energy Program
SERT	-	State Emergency Response Team
SHMO	-	State Hazard Mitigation Officer
VMAT	-	Veterinary Medical Assistance Team

FEDERAL

B&WK	-	Business and Workforce
CDBG	-	Community Development Block Grants
CDC	-	Center for Disease Control
CGIA	-	Center for Geographic Information and Analysis
DCMP	-	Disaster Case Management Program
DPAO	-	Deputy Public Assistance Officers
DRC	-	Disaster Recovery Center
DSCO	-	Deputy State Coordinating Officer
EDO	-	Executive Director for Operations
EOC	-	Emergency Operations Center
ESF	-	Emergency Support Function
FCO	-	Federal Coordinating Officer
FEMA	-	Federal Emergency Management Agency
FHWA	-	Federal Highway Administration
FCIC	-	Federal Citizens Information Center
HUD	-	Department of Housing and Urban Development
IA	-	Individual Assistance
JFO	-	Joint Field Office
NRC	-	U.S. Nuclear Regulatory Commission
NRF	-	National Response Framework
OSHA	-	Occupational Safety and Health Administration

PA	-	Public Assistance
PAC	-	Public Assistance Coordinator
PAO	-	Public Assistance Officer
PDA	-	Preliminary Disaster Assessment
PIO	-	Public Information Officer
RAP	-	Risk Assessment and Planning
RSF	-	Recovery Support Function
SBA	-	Small Business Administration
SBTDC	-	Small Business and Technology Development Center
SCL	-	Special Considerations Liaison
STEP	-	Sheltering and Temporary Essential Power
VOL&DON	-	Volunteer and Donations
USCOE/USACE	-	U.S. Army Corps of Engineers
USDA	-	U.S. Department of Agriculture
USDA APHIS	-	Animal and Plant Health Inspection Service
USDOT	-	U.S. Department of Transportation
USEPA	-	U.S. Environmental Protection Agency
USFDA	-	U.S. Food and Drug Administration
USFWS	-	U.S. Fish and Wildlife Service

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ANNEX A

NORTH CAROLINA RECOVERY OPERATIONS FRAMEWORK

FUNCTIONS AND RESPONSIBILITIES OF THE RECOVERY SUPPORT FUNCTIONS

A. PURPOSE

This annex describes the subcommittees of the State Disaster Recovery Task Force, which are referred to as the “Recovery Support Functions” or “RSFs”. The RSFs are comprised of various state departments and agencies, as well as nongovernmental groups and volunteer organizations, which all have responsibilities and roles during disaster recovery.

These responsibilities and roles are described below, and the RSFs are identified by name and number.

B. SITUATION

Individual state departments and agencies, nongovernmental groups, and volunteer agencies have special resources and capabilities that will be crucial to effective recovery from a full range of disasters and emergencies (including catastrophic events).

C. ASSUMPTIONS

Agencies will offer their special resources and capabilities in accordance with N.C.G.S. § 166A.

D. MISSION

As described in the basic framework and various appendices to this annex.

E. ORGANIZATION

As described in the basic framework and various appendices to this annex.

F. CONCEPT OF OPERATIONS

As described in the basic framework and various appendices to this annex.

G. REFERENCES

As listed in the basic framework, Annex Y, and various appendices to this annex.

APPENDICES

Appendix 1	RSF 1 Emergency Management
Appendix 2	RSF 2 Communications & Intergovernmental Relations
Appendix 3	RSF 3 Non-Profit & Volunteerism
Appendix 4	RSF 4 Health and Human Services
Appendix 5	RSF 5 Transportation & Infrastructure
Appendix 6	RSF 6 Business & Workforce Development
Appendix 7	RSF 7 Environmental Preservation
Appendix 8	RSF 8 Housing
Appendix 9	RSF 9 Agriculture
Appendix 10	RSF 10 Cultural Resources
Appendix 11	RSF 11 Education
Appendix 12	RSF 12 Long-Term Community Planning, Capacity Building & Resiliency

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APPENDIX 1 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 1: EMERGENCY MANAGEMENT

Primary State Agencies:

North Carolina Emergency Management (NCEM)

Public Assistance (PA)

Individual Assistance (IA)

Hazard Mitigation (HM)

Risk Management

North Carolina State Emergency Response Team (SERT)

North Carolina State Disaster Recovery Taskforce (SDRT)

North Carolina Office of Recovery and Resiliency (NCORR)

North Carolina Office of State Budget and Management (OSBM)

Supporting Federal Agencies/Organizations:

Federal Emergency Management Agency (FEMA)

I. INTRODUCTION

A. PURPOSE

The purpose of this RSF is to make recommendations on the procedures for assessing the impact of a disaster immediately following an event and on the administration of various state and federal recovery programs.

NCEM also coordinates disaster recovery activities among the members of the **SDRT**. In their various state and federal roles, members of the Emergency Management **RSF** determine recovery priorities, identify resource needs for disaster recovery, justify necessary state and federal assistance, and identify structures unsafe for occupation. **NCEM** may coordinate with the **Emergency Management RSF** in establishing the procedures for staging and allocating necessary equipment and for determining which facilities (e.g., transitional housing, sheltering) will be needed in the event of a disaster.

B. SCOPE

NCEM activities include the following:

- A. Conduct initial damage assessments using windshield and aerial drone surveys.
- B. Tabulate and enter information into **WebEOC**.
- C. Assess affected areas and establish dollar amount assessments of damage to all public structures using assessment teams made up of federal, state, and local partners within their area of responsibility. Teams will also assess the level of damage to homes and businesses affected in their area of responsibility.
- D. Assist with establishing basic needs for the population in the affected areas after an event.
- E. Assist with coordination of residents in need of housing from shelters to transitional shelters.
- F. Administer various recovery programs, including Individual Assistance, Public Assistance, and the Hazard Mitigation Grant Program.

NCORR activities include the following:

- A. Administer the Community Development Block Grant-Disaster Recovery Program.

II. CONCEPT OF OPERATIONS

This RSF may meet to conduct its activities, as outlined in the Scope. Potential activities include developing recommendations, conducting research, writing reports, supporting grant applications, developing external partnerships, leading or participating in trainings, communicating with other nonprofits and community organizations, and collaborating with other RSFs.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

STATE COORDINATING OFFICER (SCO)

- A. Coordinates state activities in cooperation with the **Federal Coordinating Officer (FCO)** to administer disaster recovery efforts.
- B. Coordinate state and local disaster relief activities and implements the **State Emergency Plan**.
- C. Ensure that all affected local jurisdictions are informed of the declaration, the types of assistance authorized, and the counties eligible to receive such assistance.
- D. Work with the **FCO** to establish field offices as necessary to coordinate and monitor assistance programs, and to disseminate information.
- E. Oversee the implementation of all disaster services, functions, and programs (**Human Services, Mitigation, Public Information**, etc.).
- F. Ensure any applicable state disaster recovery programs comply with federal rules and regulations.
- G. Establish policies for **Joint Field Office (JFO)** operations.
- H. Request direct federal assistance, as necessary.

DEPUTY STATE COORDINATING OFFICER (DSCO)

NCEM Recovery Chief normally is designated as the **DSCO**.

- A. Implement state activities in conjunction with **FEMA** to administer recovery efforts.
- B. Serve as principal point-of-contact to coordinate state and local disaster relief activities and implements the state emergency plan.
- C. Coordinate the dissemination of all disaster related information including, but not limited to, declaration status, types of assistance authorized, changes to the declaration of local jurisdictions, state agencies, as well as local and state public officials.
- D. Supervise the establishment of the **JFO** in conjunction with **FEMA**.
- E. Implement any and all applicable policies set forth by **FEMA** and the **SCO**.
- F. Oversee and manage the daily operations of the **JFO**.
- G. Approve necessary and required expenditures applicable to disaster recovery efforts and **JFO** operations.
- H. Approve the release of any information to the media and public sector.
- I. Determine the staffing and budget requirements for **JFO** operations.
- J. Assume the **SCO** duties in the absence of the **SCO**.
- K. Perform other duties and responsibilities as directed by the **SCO**.

OPERATIONS CHIEF

- A. Ensure the administration of disaster assistance programs in accordance with the **State Administrative Plan** and **Federal regulations**.
- B. Ensure staffing and budgeting requirements necessary for program management.
- C. Determine staffing and budgeting requirements necessary for program management.
- D. Train and supervise operations staff.
- E. Coordinate requests for assistance from other state agencies as needed (e.g., **State Emergency Response Teams (SERT)** functions).

PUBLIC ASSISTANCE (PA)

Provide assistance to states, local governments, and certain nonprofit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the **President**.

- A. Overall administration of the **PA Program** is the responsibility of the **PA Branch**, which is in the **Recovery Section** of **NCEM**. The **PA Branch** will review and update the administrative plan annually, as well as whenever there is a **PA Disaster Declaration**.
- B. The **PA Branch** of the **Recovery Section** within the **NCEM** is responsible for implementation of the **PA Program**.

Management and staffing requirements:

- 1. The **Recovery Chief** supervises the **Public Assistance Branch** as well as other programs within the **Recovery Section**.
- 2. The **PA Manager** administers the **PA Branch** with the supervisors directing the **Grants Managers** in the day-to-day operations and performance of the Branch. The **PA Supervisors** will serve as the **Deputy PA Officers (DPAOs)** and, in conjunction with the **State Coordinating Officer (SCO)** and the **NCEM Director - Governor's Authorized Representative (GAR)**, will administer the **State PA Program's** disaster recovery plan and field operations structure.
- 3. The **PA Branch** also employs temporary employees to fill vacant positions, unmet requirements, and missions. The **PA Branch** uses legal support at the **Department of Public Safety (DPS)** to handle specific legal/policy research. The **PA Branch** will employ selected disaster reservists who have been trained in the **PA Program** to work as **Public Assistance Officers (PAOs)** or in specialized areas such as insurance, environment, debris, historic preservation, or as established by the **PA Program** and so forth in disaster and special non-disaster events.

INDIVIDUAL ASSISTANCE (IA)

A. Management and Staffing Requirements:

The **IA Branch** of **NCEM** is responsible for implementation of the **IA Program (IAP)**.

1. The **Deputy Recovery Chief** supervises the **IA Branch** within the **Recovery Section**. The **IA Manager (IAM)** administers the **IA Program** and supervises the **IA Planning Coordinators**.
2. The **Deputy Recovery Chief** and the **IAM** in conjunction with the **Recovery Chief, Operations Section Chief**, and the **NCEM Director** administer the state **IA Program's disaster recovery program** and field operations structure.

B. Individual Assistance Manager Responsibilities:

1. Oversee the daily operation of the **IA Program**.
2. Assist **FEMA** in determining applicant eligibility.
3. Make project eligibility recommendations to **FEMA**.
4. Monitor the **IA** disaster situation.
5. Assess state and federal resource needs.
6. Coordinate with **FEMA**, state, and local governments for **Preliminary Damage Assessment (PDA)** time, location, extent of damage, duration, etc.
7. Identify state human resources for **Disaster Recovery Centers (DRC)**, including other state agencies.
8. Complete additional tasks as needed.

C. IA Coordinator Responsibilities:

1. Serve as an **IA liaison** between the applicant and **FEMA**.
2. Establish and sets up **DRC** sites during disaster times.
3. Manage hotlines at **DRCs** during and after events.
4. Coordinate resources with communities and individuals during disasters.

5. Attend monthly and quarterly **FEMA IA** conference calls/meetings.
6. Attend quarterly **NC Voluntary Organizations Active in Disaster (NCVOAD)** meetings.
7. Conduct presentations on **IA Program** to community resources, government agencies, and voluntary agencies.
8. Train reservists and other community resource people on the **IA Program**.
9. Maintain direct contact with state emergency management staff and local governments.
10. Liaise to the **Governor's Citizens Corps Coordinator**.
11. Develop and implement the **Disaster Housing Plan**.
12. Attend other meetings as directed.

RESERVIST PROGRAM

A. The **Individual Assistance Branch** will employ selected disaster **Reservists** who have been trained on the **IA Program** in disaster and **IA** non-disaster events. Reservists are state employees working on an intermittent basis to form a major work element of the **State Emergency Response Team's (SERT)** disaster response and recovery operations.

B. Duty Assignments:

Reservists are eligible for a wide variety of duties in the **North Carolina Emergency Operations Center (EOC)**, **JFO** and **DRC**. The **Deputy Recovery Section Chief**, in coordination with the appropriate Program Manager, will select the best-qualified applicants to fill established positions.

C. Activation:

Reservists will be activated only under three circumstances:

1. Training and development authorized by the **SERT** Leader.
2. Expanded or emergency **EOC/JFO** operations.
3. Special Projects.

- D. The **SERT Leader** manages funding for the **Reservist Program** during training and development activations. Reservists are not funded to perform routine staff functions. Reservist attendance at meetings, conferences, or training sessions must be coordinated at least two weeks in advance with the Chief of **SERT**.
- E. During a developing disaster or emergency, the **Deputy Recovery Section Chief** will recommend to the **Division Director** or **Deputy Director** whether reservists should be activated. In the case of **JFO** operations, the **Deputy Recovery Section Chief** will recommend reservists' activation. **NCEM Program Managers** will contact and schedule the appropriate reservists for work. During emergency operations, reservists may be contacted to determine their availability for duty; however, they will not be asked to cancel other commitments and await possible activation. Under most circumstances, 48 hours' notice will be provided prior to deployment to work a site.
- F. The final authority for activation is the **Director of NCEM** or the **Deputy Director**.

MITIGATION SECTION

To provide better service with available funding, **NCEM** has separated the Hazard Mitigation Branch into two groups and placed the **HM** grants management component in the Recovery Section and has moved the plans group into **NCEM's** Risk Management Section.

A. MITIGATION GRANT BRANCH

In Recovery, the new Mitigation Grant Branch gives us a better focus on maximizing available funding and better customer service for not just 404/HMGP (i.e. "expedited" process that could potentially interface with the Individual Assistance Branch), but also 406 projects (in the Public Assistance Branch) and non-disaster grant funding. The **HM** Grants Branch has a special focus on the programmatic and fiscal requirements for maintaining North Carolina's new Enhanced Plan status—a designation that has been extremely advantageous in its most recent disaster declaration.

B. RISK MANAGEMENT SECTION

The focus is on providing a new approach to mitigation plans through regionalization using newly-developed automated risk management tools developed in the Risk Management shop. This approach should assist these communities in providing a comprehensive plan while maximizing funding.

This focus also allows for closer collaboration with ongoing floodplain mapping and other risk and vulnerability analysis activities.

Based on the risk assessment from these new plans, **NCEM** has developed a new recovery planning template to specifically assist communities with their local recovery planning. This template is in its final stages and will be rolled out to local communities as a web-based product. The goal is to help counties establish the procedures and activities to assist them in their recovery efforts. This template provides counties with the structure to develop Recovery Support Functions with their roles and responsibilities. It assists counties in identifying each of the **RSFs**' purposes and operations for both pre-event and post-event. This should enable communities to be better prepared for short-term restoration and long-term rebuilding.

NORTH CAROLINA OFFICE OF RECOVERY AND RESILIENCY (NCORR)

Administer the Community Development Block Grant – Disaster Recovery (CDBG-DR) program of the federal Housing and Urban Development Authority (HUD). Coordinate the SDRTF and the RSFs. Guide resiliency and climate change adaptation policy for the state.

NORTH CAROLINA OFFICE OF STATE BUDGET AND MANAGEMENT (OSBM)

Deliver statewide budgetary, management and information services to advise the Governor, state agencies and legislature on the most effective use of public resources.

NORTH CAROLINA STATE DISASTER RECOVERY TASK FORCE (NCSVRT)

Convene appropriate Recovery Support Function members to discuss unmet needs and priorities for recovery.

B. SUPPORTING AGENCIES

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- A. **FEMA** assists state and local governments with a variety of activities related to emergency management during all phases of an event (Preparedness, Mitigation, Response, and Recovery). **FEMA** works to reduce the loss of life and property by helping communities prepare for, respond to, and recover from a variety of disasters. **FEMA** has the primary federal responsibility to assess damage in any major disaster.

- B. **FEMA** also administers a myriad of disaster assistance programs offered by the Federal Government, many of which require a disaster declaration by the **President** of the United States (pursuant to the Stafford Act). A Presidential Disaster Declaration provides the most comprehensive federal assistance to an affected area after an event. This declaration includes full **FEMA** assistance that covers both **PA** and **IA**.

APPENDIX 2 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

***RECOVERY SUPPORT FUNCTION 2: COMMUNICATIONS &
INTERGOVERNMENTAL RELATIONS***

Primary State Agencies:

North Carolina Emergency Management (NCEM)

North Carolina Office of Recovery and Resiliency (NCORR)

Office of the Governor

Supporting Agencies/Organizations:

NC League of Municipalities

NC Association of County Commissioners

NC Association of Regional Councils of Government

UNC School of Government

I. INTRODUCTION

A. PURPOSE

The purpose of this RSF is to further 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 the needs to the state easily and to 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.

B. SCOPE

Communication and cooperation among all levels of government are vital following a disaster. Important points of contact in intergovernmental communication include those described below:

- A. Maintain vitality of all levels of government following a disaster.
- B. Conduct periodic education and training sessions for local officials.
- C. Handle individual local government inquiries and requests.

II. CONCEPT OF OPERATIONS

This RSF meets on a regular basis to conduct its activities, as outlined in the Scope. Potential activities include developing recommendations, conducting research, writing reports, supporting grant applications, developing external partnerships, leading or participating in trainings, communicating with other nonprofits and community organizations, and collaborating with other RSFs.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- A. Serve as the central repository for executed agreements and provides an annual listing of authorized entities and contact information to all participants.
- B. Coordinate aid and assistance to the requesting party.

- C. Maintain records of all requests and may serve as a **FEMA** reimbursable entity.

OFFICE OF THE GOVERNOR:

- A. Work with the state disaster team to compile all damage assessment information and needs.
- B. Draft communication from the **Governor** to the state's congressional delegation, highlighting the current status of recovery and identifying remaining unmet needs that require federal funds.

B. SUPPORTING AGENCIES

**NC LEAGUE OF MUNICIPALITIES
NC ASSOCIATION OF COUNTY COMMISSIONERS**

- A. Work with their member local governments to facilitate the dissemination of information on unmet needs to the state and to their congressional delegation in support of federal supplemental funding.
- B. Provide workshops and conferences to educate and train local officials.
- C. Communicate local government perspective to state and federal delegations.
- D. Utilize regional agencies to leverage local capacity.

NC ASSOCIATION OF REGIONAL COUNCILS OF GOVERNMENT

- A. Disseminate current information on state and federal programs of concern to local governments.
- B. Advise members on program changes and the availability of funding or programs that are important to their local governments.

UNC SCHOOL OF GOVERNMENT

Provide information and insight to public assistance activities regarding Code of Federal Regulations, **FEMA** public assistance regulations and legal interpretations.

STATE DISASTER RECOVERY TASKFORCE (SDRT):

- A. All members of the **State Disaster Recovery Taskforce (SDRT)** serve as primary points of contact in collecting all damage assessment information & all recovery needs.
- B. All recovery team members submit frequent damage assessments to the **Governor's** office immediately following the event.

LOCAL & TRIBAL GOVERNMENT

- A. Sign an agreement with the state in order to access the voluntary system of mutual aid and assistance.
- B. Identify local needs or available local resources and initiate requests or offers for assistance according to the mutual aid agreement.
- C. Participate in available education and training opportunities.
- D. Protect life and property by inspecting buildings, removing debris for safe passage, and providing extra law enforcement within damaged areas.
- E. Long-term recovery may involve every facet of local government management and community involvement.
- F. 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.
- G. It is critical that local governments plan for needs especially during the first 48-72 hours of a disaster regardless of state or federal assistance provided.

APPENDIX 3 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 3: NON-PROFIT & VOLUNTEERISM

Lead Agency:

NC Voluntary Organizations Active in Disaster (NCVOAD)

Supporting Agencies/Organizations:

American Red Cross

Legal Aid of North Carolina

**North Carolina Commission on Volunteerism and Community Service,
Office of the Governor**

North Carolina Community Foundation

North Carolina Emergency Management

North Carolina Inclusive Disaster Recovery Network / Rural Forward NC

North Carolina Pro Bono Resource Center

North Carolina Rural Center

United Way of North Carolina

I. INTRODUCTION

A. PURPOSE

The purpose of the **Non-Profit and Volunteerism Recovery Support Function** is to establish and recommend best practices for serving survivors, coordinating volunteers, receiving and distributing donations of goods and cash, and coordinating with NCEM and community organizations.

B. SCOPE

Activities include:

- A. Researching and recommending best practices for nonprofits in disaster recovery to achieve their missions and serve local needs.
- B. Coordinating with NCEM to ensure effective communication between nonprofits and NCEM
- C. Recommending best practices for NCEM to work effectively with nonprofits
- D. Providing a platform for coordination and communication among nonprofit organizations working in disaster recovery

II. CONCEPT OF OPERATIONS

This RSF meets on a regular basis to conduct its activities, as outlined in the Scope. Potential activities include developing recommendations, conducting research, writing reports, supporting grant applications, developing external partnerships, leading or participating in trainings, communicating with other nonprofits and community organizations, and collaborating with other RSFs.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (NCVOAD)

- A. Cooperates, communicates, coordinates, and collaborates with its member organizations, National VOAD members and partners to ensure the effective and efficient utilization of unaffiliated volunteers and donated goods.
- B. Promote sustained coordination with county emergency management and local long-term recovery groups.

B. SUPPORTING AGENCIES

NC COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE IN THE OFFICE OF THE GOVERNOR

- A. The Commission is the lead agency for coordinating unaffiliated volunteers, donated goods, and cash donations.

NC RURAL CENTER

- A. Serve as the state's leading resource for policy, program and financial assistance in North Carolina's most rural counties.

UNITED WAY OF NORTH CAROLINA

- A. Represents 57 North Carolina United Way organizations.
- B. Provides technical, consultative and unified marketing services to member organizations.
- C. Promotes philanthropy and volunteerism.
- D. Manages NC 2-1-1, a 501(C)(3) agency providing health and human services information

AMERICAN RED CROSS

An organization guided by the Congressional Charter and Fundamental Principles of the International Red Cross Movement to provide relief to survivors of disasters and help prevent, prepare for, and respond to emergencies. The organization is scalable to respond to events ranging from single family fires in the local community to presidentially declared disasters covering multiple states.

- A. Individual Client Services includes the services provided to disaster clients through a casework process. These activities and services may include direct financial assistance for replacement of essential items, counseling services, health-related services, and reunification or welfare information services.
- B. The functional area of Mass Care provides activities and services on a congregate basis to the community as a whole, such as sheltering, feeding, distributing bulk items, providing information about the availability of services, and making resources available for long term recovery (e.g., CAN, volunteer background checks).

- C. Partnership arrangements with other organizations (e.g., **NCBM Disaster Relief, The Salvation Army, Seventh Day Adventist Church**, local restaurants, food distribution centers) provide preparation and distribution of food to disaster survivors and relief workers through fixed sites and mobile feeding.
- D. The **American Red Cross** distributes free basic items such as personal hygiene items, cleaning supplies (e.g., mops, pails, brooms, etc.) or bottled water to disaster survivors.
- E. Depending upon the size and scope of the relief effort, the **American Red Cross** may provide respite centers with a wide range of services to meet the needs of emergency workers responding to the disaster. This site allows them to rest and recuperate while remaining in close proximity to the work location.
- F. Emergency aid stations in convenient locations are direct service sites set up with the goal of taking care of basic emergency needs by providing services and support directly to affected individuals.
- G. Shelters may be in government-supplied facilities or churches, community centers, and/or commercially available buildings as arranged through partnership agreements with the facility. They are an integrated service delivery method jointly staffed by community programs and mental health and health workers.

APPENDIX 4 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 4: HEALTH & HUMAN SERVICES

Lead Agencies:

North Carolina Department of Health and Human Service (NCDHHS)

Supporting Agencies/Organizations:

Centers for Disease Control (CDC)

North Carolina Department of Environmental Quality (NCDEQ)

North Carolina Department of Agriculture and Consumer Services (NCDA&CS)

North Carolina Cooperative Extension (NCCE)

North Carolina Utilities Commission (NCUC)

North Carolina Emergency Management (NCEM)

I. INTRODUCTION

A. PURPOSE

The purpose of Health and Human Services is to provide procedures to ensure that health and human services issues are adequately addressed during disaster recovery.

B. SCOPE

Activities include making provisions for or coordinating each of the following: sheltering, first aid, water/ice/food, hygiene, sanitation, crisis counseling, transitional housing, family grants, animal needs, medication, care for vulnerable populations (e.g., orphaned children, elderly), and door-to-door needs assessments.

II. CONCEPT OF OPERATIONS

PRE-EVENT

- A. Identify probable public health hazards resulting from a disaster.
- B. Develop recommendations for public health issues, including the following:
 - 1. Debris clearance and disposal.
 - 2. Air quality and open burning.
 - 3. Water quality and conservation.
 - 4. Hazardous materials cleanup and disposal.
 - 5. Sewage disposal and contamination.
 - 6. Vector and animal control.
- C. Develop public education information concerning the use of untreated water, contaminated food and other unsanitary practices following disasters.
- D. Develop a format for preparing health-related information for release to the general public by the **Public Information Officer (PIO)**.
- E. Develop procedures for implementing public health activities following a disaster.
- F. Develop procedures for deploying personnel into affected areas to provide surveillance and monitoring of public health following major disasters.

- G. Develop mutual aid agreements for health inspectors.

POST-EVENT

Short-Term Post Event

- A. Coordinate to ensure that all personnel involved with this recovery function have the proper identification and re-entry pass for access to impacted areas.
- B. Coordinate for aerial support, as necessary.
- C. Conduct door-to-door needs assessments, if necessary. The **Division of Social Services** coordinates assessments during events that do not receive a disaster declaration. Once the needs assessments have been completed, the **Division of Social Services** will coordinate the logistics of implementing the needs assessment with the agencies involved with this recovery function. There is also coordination to acquire goods, services, and volunteers for the people who need them. This recovery function also assists with providing for unmet needs.
- D. Monitor for high-risk infectious disease areas. Infectious disease areas will be assessed and monitored by teams of epidemiologists conducting field studies. Injury and disease patterns will be assessed and technical assistance provided to control potential disease outbreaks.
- E. Coordinate animal control and disposal of animal carcasses.
- F. Coordinate assistance in collection and control of animals.
- G. Coordinate locations and volunteers to manage efforts to shelter and locate lost animals.
- H. Work with the **NCDA&CS State Veterinarian's Office** and the NC Cooperative Extension to educate farmers on the disposal of large animal carcasses.
- I. Coordinate the inspection of hazardous sites such as damaged homes and facilities, private wells and septic systems, public water and sewer facilities, and areas where vector-borne diseases may occur. Inspection activities include conducting bacteria tests of potable water systems and well fields to determine if water is safe to drink.
- J. Inspecting damaged homes and workplaces to determine if health risks exist.

- K. Inspecting other sites where vector-borne diseases may develop, such as areas where debris, sewage, and contaminated water have collected.
- L. Identify and locate special needs citizens in conjunction with **OEMS** and *ESF 8*.

Long-Term Post Event

- A. The Health Department consults on needs, capabilities, and resources of the healthcare and public health community and relays that information to the **Emergency Operations Center (EOC)**.
- B. Address general inpatient/outpatient needs by having hospitals establish alternate care sites to better serve the residents and divert flow from hospital campuses.
- C. Open and operate triage and dispensing locations dedicated to treatment of a specific illness (e.g., pandemic influenza). Triage and dispensing locations have been established.
- D. Coordinate with Disaster Survivor Assistance programs to disseminate information to the public through the **Joint Information Center (JIC)**.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

This department contributes to a variety of several assessment and assistance recovery efforts during and following a disaster. The **NCDHHS Division of Social Services** 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 Division of Social Services State Emergency Response Team (SERT) Human Services lead** uses this information to compile necessary reports to the **DHHS** secretary and division directors. **NCDHHS Division of Social Services** serves as the central point of contact for all of the following **DHHS**.

NCDHHS DIVISION OF SOCIAL SERVICES (DSS)

- A. **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.
- B. Convenes a communications center in the Albemarle Building in Raleigh to facilitate communications with local departments of social services involved in a disaster.
- C. 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, the programs operate as usual with no modifications for disaster situations.

NCDHHS DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE ABUSE SERVICES (MH/DD/SAS)

- A. Provides quality support to achieve self-determination for individuals with intellectual and/or developmental disabilities.
- B. Provides quality services to promote treatment and recovery for individuals with mental illness and substance abuse disorders.

NCDHHS DIVISION OF AGING AND ADULT SERVICES (DAAS)

- A. Monitors and assesses aging services and programs funded through the Older Americans Act and State Allocations.
- B. Provides training to support adult programs and services through the county departments of social services.
- C. Staffs the Governor's Advisory Council on Aging which makes recommendations to the Governor and Secretary of Health and Human Services aimed at improving human services to the elderly.

NCDHHS DIVISION OF HEALTH SERVICES REGULATION (DHSR)

- A. Oversees medical, mental health and adult care facilities, emergency medical services, and local jails.
- B. Ensures those in facilities are receiving safe and appropriate care.

NCDHHS DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING (DSDHH)

- A. Ensures that all deaf, hard of hearing, or deaf-blind citizens have the ability to communicate their needs and to receive information easily and effectively in all aspects of their lives.

NCDHHS DIVISION OF VOCATIONAL REHABILITATION SERVICES (DVRS)

- A. Provides counseling, training, education, transportation, job placement, assistive technology and other support services to people with disabilities.

NCDHHS DIVISION OF SERVICES OR THE BLIND (DSB)

- A. Provides services to people who are visually impaired, blind and deaf-blind to help them reach goals of independence and employment.

NCDHHS DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION (DCDEE)

- A. Supports child care providers and helps provide safe and healthy child care alternatives for families. The division carries out the following functions:
 - 1. Assists in coordinating the relocation of children in affected child care settings; assesses providers' needs, including establishing temporary emergency child care; and makes referrals to Family Child Care Home (FCCH) providers (private homes that are registered child care facilities).
 - 2. Provides assessments by staff members, partner agencies, and child care providers.
 - 3. Oversees and coordinates the activities of the **DCDEE** management team, disaster function team leaders, and disaster coordinator, under the direction of the **NCDHHS Division of Social Services** and the **NCDHHS** secretary.
 - 4. Activates **DCDEE** disaster function teams 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.
 - 5. **DCDEE** assessment responsibilities include the following:
 - a. 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.
- b. Initiating the assessment of child care providers' damages and needs, with assistance of partner agencies.
 - c. Relocating children off-site to ensure children are safe while they are in child care.
 - d. Approving temporary emergency child care arrangements to improve access to child care.
 - e. Activating special licensing policies to reestablish safe child care.
 - f. Continuing child abuse and neglect investigations involving child care.
 - g. Using subsidy funds to pay for emergency child care.
 - h. Implementing other assistance for specific disaster needs.
 - i. Coordinating communication with the North Carolina **DSS** about child care facilities and local social service departments.
 - j. Ensuring the assessment of child care facilities that primarily serve children with special medical needs.
6. Whether **DCDEE** carries out an individual disaster function depends on the specific needs at the time and available resources, both human and financial.
7. Ongoing efforts may include evaluation of the following:
- a. Relocation of children to an off-site location.
 - b. Extension of duration of temporary emergency child care arrangements.
 - c. Allowing special licensing policies.
 - d. Continuation of abuse and neglect investigations in child care.
 - e. Using subsidy funds to pay for emergency child care.

NCDHHS DIVISION OF PUBLIC HEALTH (DPH)

- A. Coordinates a follow-on public health assessment to document the health impacts of the disaster.
- B. The assessment is a joint effort that **involves the DPH Environmental Health Section (EHS); 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.
- C. 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, and collection of geographic information system (GIS) data layers for the spatial mapping of the disaster's impacts on public health.
- D. In coordination with the **DHHS Division of Social Services, the Division of Public Health** leads five major public health assessment and surveillance initiatives:
 - 1. Follow-on public health assessments to address ongoing and long-term effects.
 - 2. Public health surveillance of the displaced populations and disaster response/recovery workers.
 - 3. EHS assessment of permanent food establishments, long term care facilities, and lodging.
 - 4. Human health environmental risk assessments such as ground water.
 - 5. Epidemiological studies of selected long-term impacts.

DIVISION OF PUBLIC HEALTH (DPH), ENVIRONMENTAL HEALTH SECTION (EHS)

Safeguards life, promotes human health, and protects the environment through the practice of modern environmental health science, the use of technology, rules, public education, and dedication to the public trust.

- A. Oversees the authorization of all agents enforcing North Carolina health-related rules.

B. SUPPORTING AGENCIES

DEPARTMENT OF ENVIRONMENTAL QUALITY (DEQ)

Serves as the lead stewardship agency for the preservation and protection of North Carolina's outstanding natural resources; offers technical assistance to businesses, farmers, local governments, and the public; and encourages responsible behavior with respect to the environment.

DIVISION OF WATER RESOURCES (DWR)

- A. Protects and enhances North Carolina's surface water and groundwater resources through quality monitoring programs, efficient permitting, responsible management, fair and effective enforcement, and excellence in public service.
- B. Provides centralized intern training for newly hired environmental health specialists working for the county health departments, certification for public water supply operators, and general training for staff.
- C. Issues pollution control permits, monitors permit compliance, evaluates environmental quality, and carries out enforcement actions for violations of environmental regulations.
- D. Administers the policies and rules established by the state's **Environmental Management Commission**.

STATE ENERGY PROGRAM (SEP)

- A. Collaborates with state agencies and private sector partners to develop effective responses to energy emergencies.
- B. Provides education and outreach to partners regarding energy disruption.

DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

- A. Coordinates the ESF 11 response using public-private partnerships between vital government agencies, industry, and volunteers. See RSF 9 for more information.
- B. Coordinates in-state aid (e.g. county to county) and with national NGOs for assistance in management of identified ESF-8 issues including sheltering of animals.

FOOD AND DRUG PROTECTION

- A. Assists with and regulates proper management and disposition of food commodities including adulterated food and crops

FOOD DISTRIBUTION

- A. Maintains warehouses with USDA commodities and associated conveyances

MEAT AND POULTRY INSPECTION DIVISION

- A. Provides oversight on proper slaughter, handling, and disposal of affected meats and poultry following disasters.

STRUCTURAL PEST CONTROL AND PESTICIDES

- A. Monitors post event issues with pesticide manufacturing and storage facilities.

VETERINARY DIVISION

- A. Advises on animal health issues and regulates mortality management.

NORTH CAROLINA COOPERATIVE EXTENSION (NCCE)

Provides a broad range of educational programs that are of benefit to farmers, rural and urban residents, community leaders, homemakers, parents, and youth.

- A. Through educational programs, publications, and events, **Cooperative Extension** field faculty deliver unbiased, research-based information to North Carolina citizens.
- B. Helps people put research-based knowledge to work for economic prosperity, environmental stewardship, and an improved quality of life.
- C. Focuses on the following concerns of North Carolinians: sustainable agriculture, rural revitalization, waste management, water quality, food safety and quality, youth at risk, environmental protection and conservation of natural resources, families in crisis, and health and human safety.
- D. During times of disaster, the **Cooperative Extension** provides its educational expertise and agricultural knowledge to assist farmers and others with disaster recovery. They serve as a key agency in the agricultural

damage assessment process and assist with fatality management of livestock.

NORTH CAROLINA UTILITIES COMMISSION

Regulates electric, telephone (including payphone service and shared tenant service), natural gas, water, wastewater, water resale, household goods transportation, busses, brokers, and ferryboats. The **Commission** is also responsible for administering programs in North Carolina to ensure the safety of natural gas pipelines.

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the county, as necessary, and acts as a liaison with the **Federal Emergency Management Agency (FEMA)** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.
- D. Develops and maintains partnerships with state, federal, and voluntary organizations that deliver resources to disaster victims.
- E. Develops and maintains programs, policies, and partnerships to administer human service programs.

CENTERS FOR DISEASE CONTROL (CDC)

- A. Prepare people for emerging health threats. The **CDC** provides guidance on diseases and health related issues, collects and disseminates data and statistics related to diseases and conditions, emergencies and disasters, environmental health, injury and violence safety, life stages and populations, and traveler and workplace safety.
- B. **CDC** engages in a number of valuable activities and programs. Activities and programs include Snap Shots of State Population Data (SNAPS) which provides local-level community profile information nationwide.
- C. Surveillance to include case definitions, illness recognition and detection, as well as planning systems.

- D. Training and Education on risk communications, public health, and clinical training; laboratory training; trauma and mental health resources; and healthcare facilities.

U.S. FOOD AND DRUG ADMINISTRATION (FDA)

Responsible for ensuring the safety of food.

- A. Activities include ensuring that foods are wholesome and sanitary; monitoring human and veterinary drugs, human biological products, the safety of medical devices, and cosmetics; and electronic products that emit radiation following the relevant guidance. Ensures that these products are accurately represented to the public.
- B. **FDA** operates under a mandate authorized by the Federal Food, Drug, and Cosmetic Act (FD&C Act). The **FDA** also has authority under the Public Health Service Act to prevent the transmission of communicable diseases.

U.S. DEPARTMENT OF AGRICULTURE (USDA), FARM SERVICE AGENCY

Primary federal agency for most agricultural disaster recovery activities.

USDA COUNTY EMERGENCY BOARD (CEB)

- A. Conducts agricultural damage assessments at the county level.
- B. Provides agricultural disaster relief in the form of low interest loans called emergency (EM) loans which are intended to enable farmers to return to their normal farming operations as soon as possible after a disaster.
- C. Provide programs for crop loss, livestock, farm structures, trees, cropland, waterways, and other needs.

RURAL DEVELOPMENT AGENCY

- A. Offers a number of rural housing assistance programs for disaster recovery.
- B. 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.
- C. The Multifamily Housing Assistance programs are Disaster Loan/Grant Funding and Disaster Rental Assistance:
 - 1. 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.

2. 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.

NC DHHS DIVISION OF SOCIAL SERVICES, FOOD AND NUTRITION SERVICE (FNS)

- A. Coordinates with state, local, and voluntary organizations to provide food for shelters and other mass feeding sites, distribute food packages directly to households in need in limited situations, and issue emergency **Disaster Supplemental Nutrition Assistance Program (D-SNAP)**.
- B. As part of the **National Response Framework (NRF)**, **FNS** supplies food to disaster relief organizations such as the Red Cross and the Salvation Army for mass feeding or household distribution.
- C. State agencies notify **USDA** of the types and quantities of food that relief organizations need for emergency feeding operations. Thus, **FNS** also authorizes states to operate a **D-SNAP**.
- D. Makes Food Stamps services available to help those affected by the disaster purchase food.

APPENDIX 5 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY PLAN

RECOVERY SUPPORT FUNCTION 5: TRANSPORTATION & INFRASTRUCTURE

Primary State Agencies:

North Carolina Department of Environmental Quality

North Carolina Department of Agriculture and Consumer Services

North Carolina Cooperative Extension

North Carolina Department of Transportation

North Carolina Emergency Management

North Carolina Electric Membership Corporation

Supporting Agencies/Organizations:

North Carolina Wildlife Resources Commission

U.S. Army Corps of Engineers (USACOE)

U.S. Economic Development Administration (EDA)

UNC School of Government

Federal Emergency Management Agency (FEMA)

U.S. Fish and Wildlife Service (FWS)

Duke Energy

I. INTRODUCTION

A. PURPOSE

The purpose of the Transportation and Infrastructure Recovery Function is to provide recommendations on procedures for performing the timely removal, transport, storage, elimination, and/or recycling of disaster debris; identifying unmet needs; rebuilding or repairing of damaged public infrastructure; procedures for restoring utilities to pre-disaster conditions as quickly as possible following a disaster; and developing a more resilient transportation system and state-wide infrastructure.

B. SCOPE

Activities include the following:

- A. Maintain a current inventory of all public buildings and develop an inventory of all public infrastructure.
- B. Identify potential **Public Assistance (PA)** projects before an event, if possible.
- C. Conduct damage assessments.
- D. Develop a plan of action.
- E. Coordinate with state agencies and municipalities.
- F. Provide information to the public.
- G. Restore utilities based on pre-determined priorities.

II. CONCEPT OF OPERATIONS

PRE-EVENT

- A. Obtain and maintain contracts for debris removal. Critical issues include identifying who pays and who assumes liability, as well as determining how to address property owners who do not want to participate.
- B. Maintain a **Federal Emergency Management Agency (FEMA)** approved debris management plan. Determine current landfill sites and what types of debris they can handle.
- C. Identify areas where there is likely to be debris from damaged structures and identify storage sites for the debris.

- D. Determine who will have salvage rights to building materials and used bricks.
- E. Make provisions to do recycling on-site.
- F. Determine how asbestos, hazardous materials, and fuel spill removal will be handled via contractors and subcontractors.
- G. Determine who will be responsible for identification and removal of downed or potentially hazardous trees.
- H. Develop a process for building owners to reclaim valuables recovered from debris.
- I. Develop and maintain a debris management plan. Coordinate development of the plan with ESF 3 – Public Works and Engineering Services. The plan should include strategies for each of the following (debris collection for all types of debris):
 - 1. Non-hazardous municipal solid waste (e.g., food, clothing, garbage, plastic, paper, bottles, cans, household items, non-hazardous).
 - 2. Vegetative debris (e.g., tree limbs, brush, shrubs, leaves).
 - 3. Construction and demolition waste (e.g., brick, block, lumber, glass, roofing, metals, miscellaneous home furnishings).
 - 4. Biological waste (e.g., sharps, bandages, blood vials).
 - 5. Hazardous waste (e.g., flammable materials, explosives, industrial and agricultural chemicals, cleaners, solvents, fertilizer).
 - 6. Household hazardous waste (e.g., paints, gasoline, oil, pesticides, pool chemicals, batteries, household cleaners).
 - 7. Metals and white goods (e.g., refrigerators, stoves, washing machines, dryers, window air conditioners, water heaters).
 - 8. Identification of temporary storage areas.
 - 9. Recycling – Use temporary site for volume reduction, when possible.
 - 10. Debris disposal.
 - 11. Support for dead animal disposal.
 - 12. Identification and handling of hazardous waste.

13. Administration.

14. Dissemination of information to the public.

- J. Ensure that debris contracts and monitoring contracts are in place.
- K. Maintain a list of state-owned structures and the insurance documentation for each.
- L. Develop a pre-event restoration plan to restore utility services (e.g., power, sewage, telephone, cable) to normal.

POST-EVENT

- A. Coordinate with Emergency Management Recovery Function to determine what public infrastructure has been damaged.
- B. Assist in safeguarding and maintaining damaged buildings, as necessary, until they can be repaired.
- C. Coordinate with Environmental Preservation Recovery Function for debris cleanup of parks and other state-owned properties, as well as inspection and repair of facilities and equipment.
- D. Coordinate with Health and Human Services Recovery Function to determine whether any damaged infrastructure is impeding efforts to provide services to victims.
- E. Coordinate emergency road clearance and right-of-way debris removal for reconnaissance of damaged areas and passage of emergency personnel and equipment.
- F. Identify incident sites requiring debris clearance and management (e.g. public rights-of-way, public property and private property).
- G. Recommend disposal sites for debris, including temporary staging areas and debris reduction sites.
- H. Coordinate debris collection and hauling.
- I. Coordinate the removal of debris with county, state, and federal environmental officials.
- J. Prepare a letter for **FEMA** seeking reimbursement for orphaned roads.

- K. Coordinate with Environmental Preservation Recovery Function to ensure that debris operations are not causing further environmental damage (such as air quality issues related to burning) and that debris operations are not breaking any environmental regulations.
- L. Coordinate debris separation. Separate hazardous materials and hazardous waste from debris to the extent possible. Sorting at origin is the best approach. Debris from residential and commercial properties should be separated into four general groups:
 - 1. Raw garbage.
 - 2. Rubbish garbage.
 - 3. Yard waste (vegetative debris).
 - 4. Construction / building rubble.
- M. Coordinate debris disposal:
- N. Identify debris disposal issues (e.g., hazardous materials).
- O. Secure necessary environmental permits and legal clearances.
- P. Determine methods of disposal, as appropriate:
 - 1. Consider incineration methods (e.g., open pit burning).
 - 2. Consider mulching and chipping to clean vegetative debris.
 - 3. Haul mulched or chipped debris out of the affected areas.
 - 4. Mix mulch or chipped clean debris with soil to improve agricultural productivity.
 - 5. Reuse / recycle aluminum, plastic, and vegetative debris to the extent possible.
- Q. Administer and monitor contracted services:
 - 1. Full-time monitoring is necessary to prevent fraud, maintain records, and report progress on debris operations.
 - 2. Documentation is critical and should include the following:
 - a. Methods for removal and units of measurement.

- b. Hours of operation.
 - c. Equipment and personnel requirements.
 - d. Regulatory issues.
 - e. Safety requirements.
- R. Assess public infrastructure and problems as they relate to utility restoration:
- 1. Request estimates from utility providers about damage impacts and length of service interruption. If estimates range from weeks to months, determine the need for each of the following:
 - a. Temporary housing or business sites.
 - b. Potable water.
 - c. Portable power generation.
 - 2. Report findings to Emergency Operations Center, as appropriate.
- S. Coordinate with other utilities to develop an incident action restoration plan based on the pre-event restoration plan to restore utility services.
- T. Incorporate service providers in the planning and decision-making process.
- U. Follow the priority sequence established for restoring power and communication:
- 1. Damaged transmission system (e.g. poles, lines).
 - 2. Damaged electrical substations.
 - 3. Damaged electrical distribution systems.
 - a. Priority #1 – Emergency response and recovery facilities (e.g., community emergency operations or command centers, response/recovery centers) with no emergency power or telephone service.
 - b. Priority #2 – Water treatment and pumping facilities, special care centers, nursing home facilities with no emergency power, law

enforcement and fire stations with no emergency power, staging areas and distribution centers requiring emergency power, and detention centers.

- c. Priority #3 – Wastewater treatment plants and lift stations, general telephone services, solid waste facilities, medical facilities having emergency power, nursing homes having emergency power, law enforcement and fire stations having emergency power, public shelters still housing evacuees and the homeless, adult congregate living facilities, facilities serving as disaster application centers for federal disaster relief, and public and private facilities (e.g. government facilities handling emergency purchasing, designated grocery store/restaurant outlets) necessary for resource management and distribution activities.
- d. Priority #4 – Community areas receiving minor damage and other government facilities.
- e. Priority #5 – Community areas receiving major damage.
- f. Priority #6 – Community areas receiving catastrophic damage.

V. Follow the priority sequence established for restoring water and sewer:

- 1. Priority #1 – All water treatment plants.
- 2. Priority #2 – Wastewater treatment plants.
- 3. Priority #3 – Pumping stations.
- 4. Priority #4 – Elevated tank sites.

FEMA PUBLIC ASSISTANCE GRANT PROGRAM

Provide assistance to states, local governments, and certain nonprofit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the **President**.

PROJECT CATEGORIES:

- A. Category A – Debris Removal = Clearance of trees and woody debris, building wreckage, sand, mud, silt, gravel, vehicles, and other disaster related material deposited on public and in very limited cases, private property.
- B. 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.
- C. Category C – Roads & Bridges = Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting, and signs.
- D. 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.
- E. Category E – Buildings & Equipment = Repair or replacement of buildings, including their contents and systems, heavy equipment, and vehicles.
- F. Category F – Utilities = Repair of water treatment and delivery systems, power generation facilities and distribution lines, and sewage collection and treatment facilities.
- G. 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.

REIMBURSEMENT OF APPLICANT'S FUNDS:

- A. Conduct **Preliminary Damage Assessment** – this determines the magnitude and impact of the damage.

1. **FEMA**/state teams visit local applicants and views the area first hand to assess the scope of damage and estimate repair costs.
2. State 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.
3. Preliminary assessment also identifies any unmet needs requiring immediate attention.

PRESIDENTIAL DECLARATION:

- A. Upon the **Governor's** declaration of a state of emergency in North Carolina, officials evaluate the recovery capabilities of the state and local governments.
- B. If the damage exceeds their recovery capability, the **Governor** normally sends a request to the **President**, directed through **FEMA's** regional director.
- C. The **President** decides whether or not to declare a major disaster or emergency.
- D. After a presidential declaration is issued, **FEMA** designates what areas are eligible for assistance and announces the types of assistance available.

SUBMIT REQUEST FOR PUBLIC ASSISTANCE (RPA): Applicants must complete and submit a **RPA** form to start the grant process and open a case management file.

- A. Applicants must submit the form to the state public assistance officer within 30 days of **FEMA's** designating an area eligible for assistance.

HOLD KICK-OFF MEETINGS WITH PUBLIC ASSISTANCE COORDINATOR:

- A. Local officials notify applicants of the location and time of Kick-Off Meeting.
- B. Applicants bring all necessary references and materials to meeting.

IDENTIFY PROJECTS AND ESTIMATE COSTS:

- A. Project formulation documents the damages, identifies the scope of eligible work, and estimates costs.

- B. The process enables applicants to consolidate multiple work items into single projects to expedite approval and funding.
- C. Repair projects are divided by dollar amounts.

REVIEW AND VALIDATE PROJECTS:

- A. Validation follows review to confirm eligibility, compliance, accuracy, and reasonableness of projects to ensure that the applicant receives the maximum assistance available.
- B. The public assistance coordinator has the authority to approve projects up to \$100,000 and to forward them for funding.
- C. Once projects over this threshold are approved, they are also sent forward for funding.

OBLIGATE FEDERAL FUNDS AND DISBURSE TO APPLICANTS:

- A. Appeals & Closeout
 - 1. 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.
 - 2. The documentation should explain why the applicant believes the original determination is wrong and the amount of the adjusted request.
 - 3. Closeout is an important last step in the Public Assistance Grant Program.
 - 4. Closeout is to certify that all recovery work has been completed, appeals have been resolved, and all eligible costs have been reimbursed.
- B. Request for Supplemental Federal Assistance for Unmet Needs.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

Uses techniques to protect, manage, and develop the forest resources of the state through management of existing resources, development and creation of new and better forests, and protection of these valuable resources.

- A. Conducts reforestation services, forest fire prevention and suppression, and insect and disease control.
- B. Operates tree seedling nurseries, long range forestry planning and technical development, water quality controls, urban forestry assistance, training, and support to volunteer fire departments and forestry education.
- C. Provides professional assistance in technical areas by foresters and specialists on the district staff who are responsible for managing all programs administered by the counties within that district.

PROPERTY AND CONSTRUCTION DIVISION

Inventory of all **NCDA&CS** buildings and insurance coverage. Coordinates damage assessments and develops plan of action for repairs for **NCDA&CS** properties. Serves as **NCDA&CS** lead for public assistance questions.

VETERINARY DIVISION

- A. Consults on regulatory issues related to livestock and poultry carcass disposal.

DIVISION OF SOIL AND WATER CONSERVATION*

*In cooperation with local soil and water conservation districts.

- A. Administers a variety of special disaster recovery cost share programs as directed in disaster response legislation approved by the **N.C. General Assembly**. This may include:
 - 1. Debris removal from and restoration of streams
 - 2. Repairs to roads and ponds used for agricultural purposes.

- B. Administers the NC Agriculture Cost Share Program to reduce the delivery of agricultural nonpoint source (**NPS**) pollution into the water courses of the state.
- C. Administers the NC Community Conservation Assistance Program to reduce the delivery of nonpoint source pollution into the waters of the state related to stormwater from non-agricultural sources.
- D. Administers the NC Agricultural Water Resources Assistance Program to assist farmers and landowners to:
 - 1. Identify opportunities to increase water use efficiency, availability and storage;
 - 2. Implement best management practices to conserve and protect water resources;
 - 3. Increase water use efficiency or
 - 4. Increase water storage and availability for agricultural purposes

NORTH CAROLINA COOPERATIVE EXTENSION

Provides a broad range of educational programs that benefit farmers, rural and urban residents, community leaders, homemakers, parents, and youth.

- A. Delivers unbiased, research-based information to North Carolina citizens through educational programs, publications, and events.
- B. Helps people put research-based knowledge to work for economic prosperity, environmental stewardship and an improved quality of life.
- C. Focuses on sustainable agriculture, rural revitalization, waste management, water quality, food safety and quality, youth at risk, environmental protection and conservation of natural resources, families in crisis, and health and human safety.
- D. Provides educational expertise and agricultural knowledge to assist farmers and others with disaster recovery. They serve as a key agency in the agricultural damage assessment process and assist with livestock fatalities.

DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

Serves as the lead stewardship agency for the preservation and protection of North Carolina's outstanding natural resources; offers technical assistance to businesses, farmers, local governments, and the public; and encourages responsible behavior with respect to the environment.

DIVISION OF COASTAL MANAGEMENT

Works to protect, conserve, and manage North Carolina's coastal resources through an integrated program of planning, permitting, education, and research.

- A. Carries out the state's Coastal Area Management Act, the Dredge and Fill Law, and the federal Coastal Zone Management Act of 1972 using rules and policies of the N.C. **Coastal Resources Commission (CRC)**.
- B. Collects and analyzes data for erosion rates, wetlands conservation, and restoration.
- C. Assesses the impacts of coastal development.
- D. Examines beach erosion and inlet (breach) formation or migration as well as recreational beach access.

DIVISION OF WATER RESOURCES (DWR)

Protects and enhances North Carolina's surface water and groundwater resources through quality monitoring programs, efficient permitting, responsible management, fair and effective enforcement, and excellence in public service.

- A. Issues pollution control permits, monitors permit compliance, evaluates environmental quality, and carries out enforcement actions for violations of environmental regulations.
- B. Administers the policies and rules established by the state's **Environmental Management Commission**.

STATE ENERGY PROGRAM (SEP)

- A. Collaborates with state agencies and private sector partners to develop effective responses to energy emergencies.
- B. Provides education and outreach to partners regarding energy disruption.

NORTH CAROLINA WILDLIFE RESOURCES COMMISSION (NCWRC)

Dedicated to the conservation and management of the state's fish and wildlife resources. Comprised of a number of divisions that will assist communities during an event.

LAW ENFORCEMENT DIVISION

- A. Enforces the rules and regulations established by the **WRC** and **General Assembly**. Wildlife enforcement offices are sworn, full time law enforcement officers. They enforce game, fish, and boating laws to protect the resources of the state and the safety of its citizens.

B. Engineering and Land and Water Access Sections

Direct, plan, design, manage and construct projects for the **WRC**, including Boating Access Areas, Game Land maintenance, and Aids to Navigation waterway markers. Staff in these sections include engineers, biologists, foresters, and technicians as well as heavy equipment and hauling units necessary to maintain WRC infrastructure.

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the County, as necessary, and acts as a liaison with the **Federal Emergency Management Agency (FEMA)** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.
- D. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster victims.
- E. Develops and maintains programs, policies, and partnerships to administer human service programs.

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION (NCDOT)

Primary state agency overseeing the recovery and restoration of the state's transportation infrastructure.

- A. Activating an Emergency Highway Traffic Regulation Plan during an event. **NCDOT** has developed the Emergency Highway Traffic Regulation Plan to manage traffic and regulate 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.
- B. 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. **NCDOT** also contains a number of divisions that assist localities during an event.

DIVISION OF HIGHWAYS

The key agency involved in assessing the impact of a disaster on state maintained roads and highways and in restoring them to their pre-disaster conditions.

- A. Provides assistance for collecting and clearing vegetative/sand debris and delivering vegetative debris to debris management sites operated by local governments.
- B. Conducts preliminary damage assessments and damage and inspection reports. Reporting procedures are coordinated through **NCDOT** county maintenance personnel and district offices.
- C. Repairs or replaces bridges or roadways damaged in a disaster. The Rail Division responds, as requested, to needs initiated through **the Emergency Management Assistance Compact (EMAC)**. 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 hindered by the disaster.

- D. **The Ferry Division** plays a crucial role in both evacuations and the transportation of resources and equipment in the event of a disaster. Upon request from the state **Emergency Operations Center (EOC)**, the **Ferry Division** transports fuel, generators, and heavy debris removal equipment.
- E. **The Aviation Division** provides resources for aerial photography and reconnaissance needed in disaster-related damage assessment. **NCDOT** receives reimbursements from **FEMA** and **Federal Highway Administration (FHWA)** for its work. 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.

NORTH CAROLINA ELECTRIC MEMBERSHIP CORPORATION

NCEMC is one of the largest generation and transmission cooperatives in the nation and consists of a family of corporations formed to support the state's 27 electric cooperatives.

- A. Provides reliable, safe and affordable energy and related services to more than 950,000 households and businesses in 93 counties in North Carolina.
- B. Responsible for electricity purchase contracts and transmission.
- C. Provides trade association services to the state's electric cooperatives.

B. SUPPORTING AGENCIES

U.S. ECONOMIC DEVELOPMENT ADMINISTRATION (EDA)

Maintains a mission to advance economic development in distressed locations across the United States.

- A. Coordinates with a variety of agencies and organizations to develop and deploy potential economic development strategies to mitigate from natural and man-made disasters and support long-term economic resiliency.
- B. Provides competitive grant assistance to support infrastructure and technical assistance that advances economic development objectives.
- C. Provides economic development data and training to assist in formation of economic development plan.

UNC SCHOOL OF GOVERNMENT

Provide information and insight to public assistance activities regarding Code of Federal Regulations, **FEMA** public assistance regulations and legal interpretations.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- A. **FEMA** assists state and local governments with a variety of activities related to emergency management during all phases of an event (Preparedness, Mitigation Response, and Recovery). **FEMA** works to reduce the loss of life and property by helping communities prepare for, respond to, and recover from a variety of disasters.
- B. **FEMA** has the primary federal responsibility to assess damage in any major disaster. **FEMA** also administers a myriad of disaster assistance programs offered by the Federal Government many of which require a disaster declaration by the **President** of the United States (pursuant to the Stafford Act). A Presidential Disaster Declaration provides the most comprehensive federal assistance to an affected area after an event. This declaration includes full **FEMA** assistance that covers both **Public Assistance (PA)** and **Individual Assistance (IA)**.

U.S. ARMY CORPS OF ENGINEERS (USACOE)

Engages in the construction, operation, and maintenance of flood control dams, hydro electrical facilities, navigational locks, and other water control structures.

- A. Continues to work on new construction and assist communities with flood mitigation activities and levee inspection and repair.
- B. Engages in floodplain management planning assistance, stream bank and shoreline protection, and aquatic ecosystem restoration.
- C. Provides technical assistance with assessment of levels of debris following an incident.

U.S. FISH AND WILDLIFE SERVICE (USFWS)

Mission is to conserve, protect, and enhance fish and wildlife and their habitats.

- A. Coordinates with a variety of agencies and organizations engaging in cost sharing activities aimed at limiting the negative impacts of flooding on fish and wildlife.

- B. Assists with restoration projects and system analysis of floods to limit future damages.
- C. Manages a Fire Management Program aimed at cost effectively managing fire safety to lower the risk of catastrophic fires. Under this program the agency provides mutual aid to other federal, state, and local fire management agencies.
- D. Provides a number of services and resources regarding animal pathogens, testing of sick and dead birds, sample testing of wild birds, and monitoring the testing of sentinel animals.

U.S. DEPARTMENT OF AGRICULTURE - NATURAL RESOURCES CONSERVATION SERVICE (USDA-NRCS)

NRCS provides technical mitigation consultation for erosion related damages threatening infrastructure and roads.

- A. Manages an **Emergency Watershed Protection (EWP) Program** to assist sponsors (e.g. counties, local municipalities, districts, etc.) to implement recovery measures that protect (i.e. not repair damages to) life, structures, or infrastructure from further damages created by a natural disaster that causes erosion related damages affecting watershed functions. Assistance must be through eligible project sponsors. **EWP** does not repair roads nor infrastructure but can be utilized to implement erosion control and stabilization measures to protect roads and infrastructure. Local **NRCS** offices are the primary contacts for program information.

DUKE PROGRESS ENERGY

- A. Established a comprehensive storm response plan that includes four levels of storm response:
 - 1. Area (Level 1).
 - 2. Operations Center (Level 2).
 - 3. Regional (Level 3).
 - 4. System (Level 4).
 - 5. Any of these levels may be implemented at any given time depending on the situation.

- B. Operations Center storm coordinator or alternate is responsible for authorizing **Duke Progress Energy's** Storm Implementation Plan and has the responsibility for all aspects involving the planning, preparation, and execution of the Operations Center Storm Plan.
- C. Electrical Power restoration priority guides are pre-established and include:
 - 1. Priority 1: Feeder with hospitals, municipal water and sewer plants, and emergency shelters.
 - 2. Priority 2: Feeders for other critical infrastructure including nuclear generating plant sirens, food distribution centers, law enforcement and fire/rescue stations, central communications centers, and other services identified as crucial for the welfare of the general public.
 - 3. Priority 3: All other distribution primary feeders, tap or branch lines, transformers, and services.

SPECTRUM CABLE

Spectrum Cable will work to restore cable services (including internet) to their customers. They will also be responsible for communicating with the **EOC** to ensure coordination as services are being restored.

NORTH CAROLINA DEPARTMENT OF INSURANCE

- A. Runs a disaster mediation program.
- B. Assists individuals who have had insurance claims partially or completely denied during an event.
- C. Facilitates discussions between insured and insurance companies using mediators.

OFFICE OF THE STATE FIRE MARSHAL

- A. Conducts damage assessments.
- B. Facilitates the need for fire equipment for affected fire departments.

APPENDIX 6 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

***RECOVERY SUPPORT FUNCTION 6: BUSINESS AND
WORKFORCE DEVELOPMENT***

Primary State Agencies:

North Carolina Department of Commerce

Supporting Agencies/Organizations:

Carolina Small Business Development Center

Economic Development Partnership of North Carolina

Golden LEAF Foundation

**North Carolina Community Colleges - Small Business Center Network
(SBCN)**

North Carolina Emergency Management (NCEM)

North Carolina Office of Historically Underutilized Businesses (HUB)

North Carolina Rural Center

Self-Help Credit Union

Small Business Administration (SBA)

Small Business and Technology Development Center (SBTDC)

U.S. Economic Development Administration (EDA)

I. INTRODUCTION

A. PURPOSE

To advance business and workforce recovery after disaster, especially in small and medium-sized businesses.

B. SCOPE

- A. Provide a platform for collaboration among organizations that serve businesses, the workforce, and economic development during the long-term recovery after disaster
- B. Support activation and utilization of the Business Recovery Collaborative, a group of organizations which collaborate on offering business recovery services. The Business Recovery Collaborative includes the following partnering organizations: **Commerce, SBTDC, SBCN, EDPNC, Golden LEAF, and NC Rural Center**. The RSF itself is not a convener of the Collaborative, but communication should be open between the Collaborative and the RSF.
- C. Develop and maintain centralized website for business recovery resources. The link is shared via press releases from the Department of Commerce or Governor's office.
- D. Advise federal, state, and local public and private organizations on best practices for business and workforce recovery programs
- E. Enhance coordination between NCEM and organizations that serve small and medium-sized businesses

II. CONCEPT OF OPERATIONS

The RSF meets on a regular basis, especially around times of disaster, to achieve its purpose and scope. The RSF sets priorities for its work depending on the needs identified among recovering businesses and workers and based on the interests and capacities of its members. For example, in 2019, the RSF wrote recommendations to SBA on how federal business recovery resources could be aligned with state resources, such as co-locating business recovery centers. These recommendations were sent to SBA and NCEM and NCORR were carbon-copied.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

DEPARTMENT OF COMMERCE

The state's lead economic development organization.

Division of Employment Security: provides unemployment insurance for unemployed North Carolinians, including those impacted by a disaster.

Division of Workforce Solutions: administers federal Workforce Innovation and Opportunity Act funds, which provide resources for classroom training, work-based learning opportunities, and other employment-related services for eligible individuals and companies, including those impacted by a disaster.

Labor and Economic Analysis Division: administers and collects data, conducts research, analyses, and reports and disseminates information on the state's economy, labor force and workforce-related issues.

Rural Economic Development Division: provide resources for planning and support for rural communities and infrastructure, including those impacted by a disaster.

NC DEPARTMENT OF ADMINISTRATION, OFFICE FOR HISTORICALLY UNDERUTILIZED BUSINESSES (NC HUB)

Purpose: Promotes economic opportunities for historically underutilized businesses in State Government contracting and procurement that will foster their growth and profitability.

Scope:

- A. Manages the Statewide Uniform Certification process to certify eligible firms as Historically Underutilized Businesses (**HUBs**).
- B. Encourages the use of **HUBs** by state and local public entities on building construction projects as well as goods and services purchases.
- C. Provides business development resources / opportunities for **HUBs**.
- D. Collects and reports spending data from state and local public entities on the use of **HUBs** in construction and procurement processes. Disaster event

support includes sharing response and recovery resources from **FEMA**, **NCEM**, and other Business & Workforce Development partners with **HUB** vendors as well as state and/or local public entities. Disaster related bid opportunities (pre and post disaster) can be posted on the **HUB** Office website by state and/or local public entities.

PRE-EVENT

- A. Maintain a list of **HUB** vendors that can assist with disasters preparation, response and recovery.
- B. Work with **NCEM** to determine best categories to capture for the list such as debris removal and management, cut and push operations, general contractors, roofing, electrical, plumbing, generators, food for shelters and disaster response workers, etc.
- C. Share list of **HUB** vendors that can assist with disasters with public entities statewide (by e-mail, posting on **HUB** Office website, sharing with **NCEM**, **NC League of Municipalities**, **NC Municipal Clerks Association**, **NC City and County Management Association**, **NC Association of School Business Officials**, **NC Association of Community College Business Officials**, **UNC – School of Government** and other organizations as appropriate).

POST-EVENT

Short-Term Recovery Phase

- A. Identify impacted Counties, consider reaching out to **HUB** vendors in those counties to see if they need help or if they are in a position to help (bid on disaster related procurement opportunities)
- B. Share information with **HUB** vendors about recovery resources for individual impacts and business impacts (**Small Business Administration**, **SBTDC**, **Rural Center**, **FEMA**, etc.)
- C. Expedite review of certification applications from impacted counties.
- D. Share information with impacted local governments, universities, community colleges about recovery resources (**FEMA** or **NCEM** webinars / trainings, **HUB** Office Bid Opportunities page)

- E. Contact public entities in affected counties to see how they have been impacted and if their ability to report on **HUB** spending has been compromised (will it affect their ability to report on time).

Long-Term Recovery Phase

- A. Conduct **HUB** certification outreach for potential **HUB** vendors targeted to affected counties.
- B. Provide training for **HUBs** on how to identify and respond to procurement opportunities related to disasters.
- C. Participate in state recovery programs (such as **STEP** or the Housing Recovery Program), as needed, to offer outreach opportunities to **HUB** vendors and/or scoring of prequalification packets.
- D. Provide training on the **HUBSCO** system to impacted counties about how to report spending with **HUBs** on recovery projects (particularly of public buildings and water/waste water infrastructure).

SMALL BUSINESS AND TECHNOLOGY DEVELOPMENT CENTER (SBTDC)

The **SBTDC** is operated in partnership with the **US Small Business Administration (SBA)**. The **SBTDC** is the state's lead resource for business counseling and technical assistance to small and mid-sized businesses. It has 15 offices across the state.

Pre-event

- A. Provides one-on-one counseling or workshops for small and mid-size businesses around disaster preparedness and recovery.

Post-event

- A. Coordinates with the NC Department of Commerce in convening the Business Recovery Collaborative Partners.
- B. Conducts outreach to the small and mid-size business community through press, client networks, economic development partners, and state and federal emergency response entities.
- C. Assists businesses in assessing the financial impact of a disaster, reconstructing financial records, and preparing **SBA** and **State of North Carolina** disaster loan applications.

- D. Provides assistance to the **NC Department of Commerce** in administering emergency bridge loans, state disaster loans, or rebate programs when activated.
- E. Coordinates with **FEMA** to identify qualified NC businesses to contract for products and/or services at the federal, state, or local level both pre-event and post-event.

NORTH CAROLINA COMMUNITY COLLEGES – SMALL BUSINESS CENTER NETWORK (SBCN)

- A. The **SBCN** is the state’s largest small business assistance program, providing business counseling, high-impact training and resource and referral information to prospective and existing small businesses through its 58 Small Business Centers.
- B. The **SBCN** is the lead resource for local community outreach, information and workshops on the business disaster recovery process and resources.
- C. Pre-event, Small Business Centers provide workshops and one-on-one counseling sessions to assist businesses with disaster preparedness.
- D. Post-event, Small Business Centers coordinate with local, state and federal agencies to assist businesses with disaster recovery, including the provision of disaster loan application assistance.

NORTH CAROLINA RURAL CENTER

- A. The state’s leading resource for policy, program and financial assistance in North Carolina’s most rural counties.

ECONOMIC DEVELOPMENT PARTNERSHIP OF NORTH CAROLINA:

- A. The public-private partnership for business recruitment and retention, travel and tourism, international trade and business information.
- B. **Business Link North Carolina (BLNC)**: a toll free call center, (1-800-228-8443), BLNC serves as the state’s lead resource for information about licensing and permitting, and information about programs and resources to assist businesses from startup to recruited industries.
- C. **Regional Industry Managers**: assigned to each of the 8 Prosperity Zones across the state; they help to connect existing businesses and industry with business disaster recovery process and resources.

GOLDEN LEAF FOUNDATION

Golden LEAF awards grants to 501(c)(3) nonprofits and governmental entities across North Carolina focused on three priorities: agriculture, job creation and retention, and workforce preparedness. The **Disaster Recovery Act** of 2016 (S.L. 2016-124) appropriated \$5 million to **Golden LEAF** to provide grants to eligible entities capable of making loans to small businesses to assist with economic recovery. As loan capital is repaid to each entity, half will return to **Golden LEAF** to establish a loan pool for future disaster recovery lending.

Following the event, **Golden LEAF** may make grants from the disaster loan pool to eligible entities to provide loans to businesses.

U.S. ECONOMIC DEVELOPMENT ADMINISTRATION (EDA)

Maintains a mission to advance economic development in distressed locations across the United States.

- A. Coordinates with a variety of agencies and organizations to develop and deploy potential economic development strategies to mitigate from natural and man-made disasters and support long-term economic resiliency.
- B. Provides competitive grant assistance to support infrastructure and technical assistance that advances economic development objectives.
- C. Provides economic development data and training to assist in formation of economic development plan.

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the County, as necessary, and acts as a liaison with the **Federal Emergency Management Agency (FEMA)** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.
- D. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster victims.

- E. Develops and maintains programs, policies, and partnerships to administer human service programs.
- F. Executes the Re-Entry Certification Plan as delegated by the **Secretary** of the **Department of Public Safety** to support the speedy return to normalcy.
- G. **NCEM** Business Emergency Operations Center (**BEOC**) collaborates with **FEMA** in the development of a Private Sector Functional Plan. As the operation fully transitions from response to recovery, the joint Private Sector function has five primary objectives:
 - 1. Serve as the primary Points of Contact (**POCs**) and the **NCEM/FEMA** presence/liaisons for Joint Field Office (**JFO**) leadership, chambers of commerce, trade associations, institutions of high education, major employers, and economic development organizations (i.e. Small Business and Technology Development Center).
 - 2. Foster collaborative relationships between state entities that have a role in emergency management as it relates to the private sector, in particular where those relationships didn't previously exist.
 - 3. Manage expectations while ensuring the private sector remains apprised of response/recovery efforts and receives information needed to make informed decisions.
 - 4. Gather information as early as possible with commitments for long-term recovery donations and support.
 - 5. Act as **POC** with partners for immediate support of temporary and transitional housing.
 - 6. Provide information to the **JFO** concerning private sector issues, trends, and needs. Support **FEMA** field teams as necessary.
 - 7. Coordinate the proper and punctual routing of stakeholder resources being made available or donated.
- H. The **BEOC** will transition its response operation protocols with partners to a long-term recovery framework. This will be primarily achieved through the following engagement mechanisms:
 - 1. Conducting a teleconference hot wash with BEOC members to capture what went well, what needs improvement, and what needs to be changed within the **BEOC** construct, **WebEOC** platform, and response-to-recovery steps.

2. **NC 2-1-1** housed in the **BEOC** and rapid coupling of donations needs with resources.
3. Re-entry (see “F” above).
4. Field engagement into the hardest-hit counties and communities with focus on chambers of commerce, major employers, economic development centers, academic institutions, and trade associations.
5. Facilitate conference calls as needed with state counterparts and stakeholder networks.
6. Continue to engage new partners as additional offers for donation, volunteers and foundation support come into the **BEOC**.

APPENDIX 7 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 7: ENVIRONMENTAL PRESERVATION

Primary State Agencies:

North Carolina Department of Environmental Quality (NCDEQ)

North Carolina Department of Agriculture and Consumer Services (NCDA&CS)

North Carolina Wildlife Resources Commission (NCWRC)

North Carolina Emergency Management (NCEM)

Supporting Agencies/Organizations:

North Carolina Cooperative Extension (NCCE)

Centers for Disease Control (CDC)

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA)

U.S. Department of Transportation (DOT)

U.S. Environmental Protection Agency (EPA)

U.S. Food and Drug Administration (FDA)

U.S. Nuclear Regulatory Commission (NRC)

Federal Emergency Management Agency (FEMA)

I. INTRODUCTION

A. Purpose

The purpose of the Environmental Preservation Recovery Support Function is to advance the preservation and restoration of North Carolina's physical environment, and to advance the use of nature-based solutions to disaster recovery and resiliency.

B. Scope

Provide a platform for collaboration among state agencies and nonprofit organizations that focus on environmental issues during the long-term recovery after disaster as well as forward-looking resiliency. Advise federal, state, and local public and private organizations on best practices for environmental recovery and resiliency.

II. CONCEPT OF OPERATIONS

The RSF meets on a regular basis to achieve its purpose and scope, with a focus on developing and providing recommendations for environmental preservation in recovery and forward-looking resiliency efforts.

INITIAL ASSESSMENTS CONDUCTED BY MEMBER AGENCIES

- A. **Division of Coastal Management (DEQ).** With transportation support from the **Division of Marine Fisheries** examines beach erosion and inlet (breach) formation or migration as well as recreational beach access.
- B. **Division of Energy, Mineral, and Land Resources (DEQ).** Assesses landslide hazards and dam failure or dam breaches.
- C. **Division of Environmental Health (DHHSDEH).** Coordinates an assessment outreach effort for environmental health hazards. For a full list, see the "Follow-on Public Health Assessment" section below.
- D. **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.
- E. **Division of Soil and Water Conservation (NCDA&CS).** Assists local governments in assessing stream debris clearance and stream restoration.
- F. **Division of Waste Management (DEQ).** Assesses contamination from hazardous chemicals, underground storage tanks, impacts on retired landfills, and impacts on former industrial sites.

- G. **Division of Water Resources (DEQ).** Assesses impacts to wastewater treatment facilities and infrastructure, sewage spills, oil spills, and overtopping of swine lagoons.

JOINT PRELIMINARY DAMAGE ASSESSMENT (PDA)

- A. **DEQ** participates in state and local joint **PDAs**. The **NCEM** within the **Department of Public Safety (DPS)** compiles this material into standard worksheets used by the **NCEM Public Assistance (PA) Section**.
- B. The reports are submitted through **NCEM** and included in the governor's major disaster declaration request.

FOLLOW-ON PUBLIC HEALTH ASSESSMENT

- A. **The Division of Public Health (DHHS)** coordinates a follow-on public health assessment to document the health impacts of the disaster.
- B. The assessment is a joint effort that involves the **DHHS 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**; and the **Federal Uniform Public Health Service** to document the impacts.
- C. Assessment includes extended monitoring of the following:
 - 1. Mold abatement.
 - 2. Asbestos removal and abatement.
 - 3. Contamination from hazardous chemicals.
 - 4. Contamination from unknown industrial sites.
 - 5. Continuation of notifications to boil water.
 - 6. Collection of geographic information system data layers for spatial mapping of the disaster's impacts on public health.
- D. 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.

II. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

Serves as the lead stewardship agency for the preservation and protection of North Carolina's natural resources; offers technical assistance to businesses, farmers, local governments, and the public and encourages responsible behavior with respect to the environment. Debris issues such as approval of sites for collection and staging, opening burning of debris, collections of household hazardous materials, and other concerns can be addressed by **NCDEQ** through the Disaster Response Coordinator.

DIVISION OF COASTAL MANAGEMENT

- A. Works to protect, conserve, and manage North Carolina's coastal resources through an integrated program of planning, permitting, education, and research.
- B. Carries out the state's Coastal Area Management Act, the Dredge and Fill Law, and the federal Coastal Zone Management Act of 1972 using rules and policies of the **N.C. Coastal Resources Commission (CRC)**.
- C. Collects and analyzes data for erosion rates, wetlands conservation, and restoration.
- D. Assesses the impacts of coastal development.
- E. Examines beach erosion and inlet (breach) formation or migration as well as recreational beach access.

DIVISION OF WATER RESOURCES

- A. Protects and enhances North Carolina's surface water and groundwater resources through quality monitoring programs, efficient permitting, responsible management, fair and effective enforcement, and excellence in public service.
- B. Provides centralized intern training for newly hired environmental health specialists working for the county health departments, certification for public water supply operators, and general training for staff.
- C. Issues pollution control permits, monitors permit compliance, evaluates environmental quality, and carries out enforcement actions for violations of environmental regulations.

- D. Administers the policies and rules established by the state's **Environmental Management Commission**.

**DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
(NCDA&CS)**

AGRONOMIC SERVICES DIVISION

- A. Monitors and advises on damages to crops and nutrient issues resulting from storm damage.

EMERGENCY PROGRAMS DIVISION (EP)

- A. Coordinates the ESF 11 response using public-private partnerships between vital government agencies, industry, and volunteers. See RSF 9 for more information.

FOOD AND DRUG PROTECTION DIVISION

- A. Assists with and regulates proper management and disposition of food commodities including adulterated food and flooded crops.

NORTH CAROLINA FOREST SERVICE (NCFS)

- A. Uses techniques to protect, manage, and develop the forest resources of the state through management of existing resources, development and creation of new and better forests, and protection of these valuable resources.
- B. Conducts reforestation services, forest fire prevention and suppression, and insect and disease control.
- C. Operates tree seedling nurseries, long range forestry planning and technical development, water quality controls, urban forestry assistance, training, and support to volunteer fire departments and forestry education.
- D. Professional assistance in technical areas is provided by foresters and specialists on the district staff who are responsible for managing all programs administered by the counties within that district.

SOIL AND WATER CONSERVATION DIVISION

- A. Administers a variety of cost share programs related to both agricultural roads and river/stream debris removal and restoration.

STANDARDS DIVISION

- A. Monitors post-event issues with gasoline pumps, LP gas, and price scanners.

STRUCTURAL PEST CONTROL AND PESTICIDES

- A. Monitors post event issues with pesticide manufacturing and storage facilities.

VETERINARY DIVISION

- A. Advises and regulates the appropriate disposition of animal mortality working with **NCDEQ** guidelines.

DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

- A. Safeguards life, promotes human health, and protects the environment through the practice of modern environmental health science, the use of technology, rules, public education, and dedication to the public trust.
- B. Provides centralized intern training for newly hired environmental health specialists working for the county health departments.
- C. Oversees the authorization of all agents enforcing North Carolina health-related rules.

NORTH CAROLINA WILDLIFE RESOURCES COMMISSION (NCWRC)

Dedicated to the conservation and management of the state's fish and wildlife resources. Comprised of a number of divisions that will assist communities during an event:

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the County, as necessary, and acts as a liaison with **FEMA** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.

- D. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster victims.
- E. Develops and maintains programs, policies, and partnerships to administer human service programs.

B. SUPPORTING AGENCIES

NORTH CAROLINA COOPERATIVE EXTENSION (NCCE)

Provides a broad range of educational programs that are of benefit to farmers, rural and urban residents, community leaders, homemakers, parents, and youth.

- A. Through educational programs, publications, and events, **Cooperative Extension** field faculty deliver unbiased, research-based information to North Carolina citizens.
- B. Helps people put research-based knowledge to work for economic prosperity, environmental stewardship, and an improved quality of life.
- C. Focuses on the following concerns of North Carolinians: sustainable agriculture, rural revitalization, waste management, water quality, food safety and quality, youth at risk, environmental protection and conservation of natural resources, families in crisis, and health and human safety.
- D. During times of disaster, the **Cooperative Extension** provides its educational expertise and agricultural knowledge to assist farmers and others with disaster recovery. They serve as a key agency in the agricultural damage assessment process and assist with fatality management of livestock.

CENTER FOR DISEASE CONTROL (CDC)

- A. Prepare people for emerging health threats. The **CDC** provides guidance on diseases and health related issues. It collects and disseminates data and statistics related to diseases and conditions, emergencies and disasters, environmental health, injury and violence safety, life stages and populations, and traveler's and workplace safety.
- B. The **CDC** engages in a number of valuable activities and programs. Activities and programs include Snap Shots of State Population Data (SNAPS) which provides local-level community profile information nationwide to assist communities in preparedness for all hazards.

- C. Surveillance to include case definitions, illness recognition, and detection as well as planning systems.
- D. Training and Education on risk communications, public health, and clinical training as well as laboratory training; trauma and mental health resources; and healthcare facilities.

U.S. DEPARTMENT OF LABOR, OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

- A. Assists communities following a disaster event with ensuring that workers remain safe during recovery operations.
- B. Provides valuable guidance and information related to a variety of issues that may arise during recovery operations. This includes safety information related to aerial lifts, heat and sun, asbestos hazards, spiders, carbon monoxide, chain saws, chippers, rescue of animals, lead hazards, crane safety, respirators, electrical safety, West Nile Virus, and various other concerns.
- C. **OSHA** also provides Public Service Announcements (PSAs) and training on safety issues that may be present in the community.
- D. Under the *National Response Framework (NRF)*, **OSHA** assists communities with:
 - 1. Identifying and assessing worker health and safety hazards.
 - 2. Assessing the resources needed to protect workers.
 - 3. Providing technical expertise in a variety of safety related issues.
 - 4. Managing the creation and implementation of a site-specific health and safety plan (HASP).
 - 5. Providing assistance with Personal Protective Equipment (PPE).
 - 6. Collecting data on accidents and injuries.
 - 7. Coordinating and providing incident-specific response and recovery training.
 - 8. Assisting with the development and distribution of educational materials on preventing and mitigating hazards.

U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)

Works to develop and enforce environmental regulations enacted by Congress. This includes providing environmental cleanup services after a disaster.

- A. Assists communities with guidance on disaster related debris removal and overall recovery from natural disasters.
- B. Provides funding for environmental education, wetlands protection, and watershed restoration.

U.S. FOOD AND DRUG ADMINISTRATION (FDA)

Responsible for ensuring the safety of food.

- A. Activities include:
 - 1. Ensuring that foods are wholesome and sanitary.
 - 2. Monitoring human and veterinary drugs, human biological products, the safety of medical devices and cosmetics.
 - 3. Ensuring electronic products that emit radiation follow the relevant guidance.
 - 4. Ensuring that these products are accurately represented to the public.
- B. **FDA** operates under a mandate authorized by the Federal Food, Drug, and Cosmetic Act. The **FDA** also has authority under the Public Health Service Act to prevent the transmission of communicable diseases.

U.S. NUCLEAR REGULATORY COMMISSION (NRC)

Formulates policies and regulations governing nuclear reactor and materials safety, issues orders to licensees, and adjudicates legal matters brought before it.

- A. **Executive Director for Operations (EDO)** carries out the policies and decisions of the Commission and directs the activities of the program offices. The offices reporting to the **EDO** ensure that the commercial use of nuclear materials in the United States is conducted safely.
- B. Four (4) regional offices conduct inspection, enforcement, and emergency response programs for licensees within their borders.

- C. The Commission also develops emergency preparedness policies, regulations, programs, and guidelines for both currently licensed nuclear reactors and potential new nuclear reactors.
- D. Provides technical expertise regarding emergency preparedness issues and interpretations.
- E. Conducts and directs the **NRC** program for response to incidents.

U.S. DEPARTMENT OF AGRICULTURE – NATURAL RESOURCES CONSERVATION SERVICE (USDA-NRCS)

NRCS' mission is to support America's farmers, ranchers and forest landowners in their voluntary conservation efforts through a network of more than 3,000 service centers in communities nationwide.

- A. Manages an **Environmental Quality Incentives Program (EQIP)** provides financial and technical recovery assistance to clients to address natural resource concerns and deliver environmental benefits such as improved water and air quality, conserved ground and surface water, reduced soil erosion and sedimentation, and improved or created wildlife habitat. Local NRCS offices are the primary contacts for program information.
- B. Manages an **Emergency Watershed Protection Floodplain Easement Program (EWP-FPE)** that offers an alternative method to traditional **EWP** Program Recovery. **USDA's Natural Resources Conservation Service (NRCS)** recommends this option to landowners and others where acquiring an easement is the best approach (more economical and prudent) to reduce threat to life and/or property. A major goal of **EWP-FPE** is to restore the land, to the maximum extent possible, to its natural condition. Restoration techniques include the use of structural and non-structural practices to restore the flow and storage of floodwaters, control erosion, and to improve management of the easement.

APPENDIX 8 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 8: HOUSING

Primary State Agencies:

North Carolina Housing Coalition

Supporting Agencies/Organizations:

Disability Rights of North Carolina

Federal Emergency Management Agency (FEMA)

Golden LEAF Foundation

Habitat for Humanity of North Carolina

Legal Aid of North Carolina

North Carolina Apartment Association

North Carolina Coalition to End Homelessness

North Carolina Department of Administration (NCDOA)

North Carolina Department of Commerce (NCDOC)

North Carolina Division of Health and Human Services

North Carolina Emergency Management (NCEM)

North Carolina Home Builders Association (NCHBA)

North Carolina Housing Finance Agency

North Carolina Office of Recovery and Resiliency (NCORR)

North Carolina Voluntary Organizations Active in Disaster (NCVOAD)

U.S. Department of Agriculture (USDA), Rural Development

U.S. Department of Housing and Urban Development (HUD)

I. INTRODUCTION

A. PURPOSE

To develop recommendations and resources based on the following needs: To identify and determine pre-event disaster housing activities as well as establish sheltering, transitional housing, and long-term housing opportunities and activities during each phase of an event. The ultimate objective is to assist disaster survivors to obtain safe and healthy permanent housing as quickly and efficiently as possible after an event and maintain that housing over time.

B. SCOPE

Develops recommendations for NCEM, NCORR, and other audiences that assist disaster survivors with the following:

- A. Address the housing needs of individual survivors and families.
- B. Ensure that housing choices meet minimum housing quality standards.
- C. Restore survivors' homes to a safe, sanitary, and secure condition.
- D. Help survivors relocate to different housing options if necessary.
- E. Prevent increases in homelessness after a disaster.
- F. Help guide the process of rebuilding the local housing infrastructure.
- G. Identify and implement hazard mitigation activities and zoning regulations for rebuilding housing structures (e.g., building codes, changes in zoning, floodplain consideration, etc.).
- H. Identify specific housing recovery programs offered at each level of government as well as by private and nonprofit organizations.

Serve as a platform for communication and collaboration among organizations working towards housing recovery and resilience in North Carolina. For example, the Housing Recovery Function Group should establish connections with housing providers that do not primarily provide disaster housing including Continuums of Care and Public Housing Agencies.

II. CONCEPT OF OPERATIONS

This RSF meets on a regular basis to conduct its activities, as outlined in the Scope. Potential activities include developing recommendations, conducting research, writing reports, supporting grant applications, developing external partnerships, leading or participating in trainings, communicating with other nonprofits and community organizations, and collaborating with other RSFs.

While the primary role of Housing RSF is to advise on housing recovery and resiliency, other potential activities could include:

PRE-EVENT

- A. The Housing RSF should establish a plan to provide rental assistance and housing relocation services to survivors unable to receive FEMA-funded rental assistance based on the Back@Home program implemented after Hurricane Florence.
- B. The Housing RSF should identify and incorporate lessons learned from previous events into relevant plans, policies, and procedures related to disaster housing.
- C. The Housing RSF should discuss and recommend how disaster housing planning and operations will be funded (e.g., repair, rebuilding, providing temporary and permanent housing, etc.).
- D. The Housing RSF ensures that disaster housing planning, approaches, and policies consider the most vulnerable populations (e.g., elderly, handicapped, non-English speaking, etc.).

POST-EVENT

- A. Develop a disaster-specific housing strategy to present to the Recovery Chief for discussion and approval, as appropriate
- B. Seek input and coordinate with agencies and organizations that can assist in disaster housing operations (e.g., lenders, realtors, home owners associations, land and housing developers, public housing agencies, homeless service providers, **LME/MCOs**, etc.) and provide rental assistance and relocation assistance s to disaster survivors.
- C. Coordinate with homeless service providers in the disaster-affected area to identify disaster survivors in the homeless service system and connect them to disaster housing resources.

- D. Coordinate and communicate with **FEMA** and other critical agencies and organizations.
- E. Disseminate information, in coordination with the PIO, on interim, short-term and long-term housing recovery programs and options

BACKGROUND ON HOUSING RECOVERY

Short-Term Disaster Housing – Interim Housing

Interim housing is defined as housing that disaster survivors can occupy in the time between leaving an emergency shelter and returning to their homes (permanent housing).

Long-Term Disaster Housing

Long-term disaster housing involves assisting residents with obtaining permanent housing as quickly as possible after an event. This includes assisting residents with finding permanent housing opportunities or solutions, including repairing homes to safe and sanitary conditions, providing housing search and relocation assistance, and connections to rental assistance resources.

In the past, some of these programs included the following types of housing assistance:

- A. Crisis Housing Assistance Funds (CHAF)
 - 1. **CHAF** Home Repair and Rehabilitation.
 - 2. **CHAF** Home Replacement.
- B. State Acquisition and Relocation Funds (SARF)
 - 1. **SARF** for Homeowners Assistance.
 - 2. **SARF** for Renters Assistance.
- C. Other Needs Assistance
 - 1. Grant to Successful **SBA** Home Loan Applicants.
 - 2. Aid to Local Government.
- D. Sheltering and Temporary Essential power (STEP)
 - 1. Rapid minimal repair to permit re-occupancy, with later completion.
 - 2. Repairs to be done by contractor or voluntary agency.

Permanent Housing

Based on the damage assessment, and information provided by **FEMA** and gathered from the **Department of Social Services** and voluntary agencies, the Housing RSF determines how many people require assistance with permanent housing. Typically, this count includes low-income individuals and families, certain groups of renters and the homeless.

- A. Identify and assess usable housing units (number, locations, capabilities – utilities, security needs, public transportation availability, etc.).
- B. Identify and assess the number of rental units that may be available for use as permanent housing.
- C. Identify and assess mobile homes and mobile home parks.
- D. Identify sources of short- and long-term rental assistance for disaster survivors.

Possible permanent housing opportunities include vacant rental units (rental homes and beach rentals, condos, townhomes and apartments, manufactured housing).

Funding Permanent Housing

- A. **Presidential Declaration:** During an event resulting in a Presidential Disaster Declaration, there will be a number of different opportunities for disaster housing funding assistance. The county and individual residents should familiarize themselves with the funding and project eligibility requirements for each of the programs offered.
- B. **FEMA:** Refer back to *Funding Temporary Housing* on page A-8-6.
- C. **SBA:** Refer back to *Funding Temporary Housing* on page A-8-6.
- D. **Department of Housing and Urban Development (HUD):** Provides low income housing options to existing clients affected by a disaster as well as those who qualify as a result of the disaster event. **HUD** offers **Community Development Block Grants (CDBG)** to assist in disaster recovery.
- E. **Public Housing Authorities/Agencies (PHA): PHAs** are funded by **HUD** but have broad local discretion to put in place preferences for disaster survivors to receive Housing Choice Vouchers / Section 8 and Public Housing.
- F. **North Carolina-Funded Rental Assistance:** North Carolina may provide rental assistance to people who are unable to receive other forms of

permanent housing, based on the successful Back@Home program implemented after Hurricane Florence. North Carolina also has rental assistance programs, including ESG, Targeted/Key, and TCLI/TCLIV that may be able to assist disaster survivors that meet eligibility criteria.

G. American Red Cross and VOADs

- H. State Offered Programs: The state of North Carolina may offer a number of programs that can assist disaster survivors with housing issues. At this time, the **North Carolina Housing Finance Agency (NCHFA)** annually offers the Urgent Repair Program (URP), Essential Single-Family Rehabilitation Loan Pool (ESFRLP), and a Rental Production Program.
- I. Housing Recovery Function Group identifies and works with voluntary and community-based organizations that can assist in the rebuilding process, in coordination with the Public Information Officer, and provides the public with information related to permanent disaster housing programs and overall recovery assistance.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA HOUSING COALITION

B. SUPPORTING AGENCIES

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the county, as necessary, and acts as a liaison with **FEMA** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.
- D. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster survivors.
- E. Develops and maintains programs, policies, and partnerships to administer human service programs.

NORTH CAROLINA OFFICE OF RECOVERY AND RESILIENCY

- A. Responds to inquiries from communities with funding provided through **HUD** and the state of North Carolina.
- B. Manages Community Development Block Grants (**CDBG**) provided by **HUD** to assist in disaster recovery.
- C. Applies for supplemental CDBG funds. One way communities may use **CDBG** funds is through supplemental appropriation by Congress in response to a natural disaster. **CDBG** supplemental funds are not guaranteed and are not part of a standing program. Thus, the state must apply for them. 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. If there are uncommitted small cities **CDBG** funds in other program categories that have not been awarded to local governments, the **NCDOC** can reallocate them for hurricane efforts through an urgent need award process.

NORTH CAROLINA HOUSING FINANCE AGENCY (NCHFA)

Creates affordable housing opportunities for North Carolinians whose needs are not met by the market.

- A. **NCHFA** does not specifically assess damages, rather, it utilizes information about damage provided by other sources (**NCEM**, local governments, etc.).
- B. Responds to disasters with resources provided by Congress and the NC General Assembly.
- C. **NCHFA** provides, through nonprofits and local governments, loans to homeowners.
- D. Through urgent repair project nonprofits and local governments apply to the **NCHFA** for funding to provide urgent repairs and accessibility modifications to households in their service areas.

- E. 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.
- F. The **NCHFA** currently funds the Essential Single-Family Rehabilitation Loan Pool (**ESFRLP**) and the Urgent Repair Program (**URP**) to repair and rehabilitate low-income owner properties. These programs work through nonprofits and local governments to make forgivable loans to individual households. Nonprofits and local governments apply to **NCHFA** for funding to rehabilitate homes in their service areas. Individual households must contact local governments or nonprofits serving their area to inquire whether those organizations have **ESFRLP** and/or **URP** projects.
- G. 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). 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.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- A. Assists state and local governments with a variety of activities related to emergency management during all phases of an event (Preparedness, Mitigation Response, and Recovery).
- B. Works to reduce the loss of life and property by helping communities prepare for, respond to, and recover from a variety of disasters. **FEMA** has the primary federal responsibility to assess damage in any major disaster.
- C. Administers a myriad of disaster assistance programs offered by the Federal Government, many of which require a disaster declaration by the **President** of the United States (pursuant to the Stafford Act). A Presidential Disaster Declaration provides the most comprehensive federal assistance to an affected area after an event. This declaration includes full FEMA assistance that covers both **PA** and **IA**.

- D. Assists **NCVOAD** and the state in the establishment of structured long term recovery groups consisting of representatives from local nonprofits, faith-based organizations, public sector and municipal county government to address unmet needs, including housing, **FEMA Voluntary Agency Liaisons** provide initial and long-term technical assistance.

U.S. SMALL BUSINESS ADMINISTRATION (SBA)

The **SBA** provides low interest loans to homeowners, renters, businesses, and private nonprofit organizations to assist with recovery activities following an event. In disasters that are not large enough to justify a Presidential Disaster Declaration, the **SBA** may assess the number of damaged homes and businesses and declare an **SBA** agency disaster. Under an **SBA** declaration, the **SBA** opens one or more **Disaster Recovery Centers (DRCs)** in the declared counties and staffs them with loan officers to assist disaster survivors with their paperwork. The **SBA** can make federally subsidized loans to repair or replace homes, personal property, or businesses that sustained damages not covered by insurance. The **SBA** can provide three types of disaster loans to qualified homeowners and businesses:

- A. Home disaster loans for homeowners and renters to repair or replace disaster related damages to home or personal property.
- B. Business physical disaster loans for business owners to repair or replace disaster-damaged property, including inventory and supplies.
- C. 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.

U.S. DEPARTMENT OF AGRICULTURE (USDA)

RURAL DEVELOPMENT

- A. Agency offers a number of rural housing assistance programs for disaster recovery.

SINGLE FAMILY HOUSING ASSISTANCE

- A. This program provides loans to construct or repair single family homes in rural designated disaster areas for very low-income applicants.

DISASTER LOAN/GRANT FUNDING

- A. 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-income tenants, as well as farm laborers.

DISASTER RENTAL ASSISTANCE

- A. This program provides rental assistance for survivors 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.

NC DHHS DIVISION OF SOCIAL SERVICES, FOOD AND NUTRITION SERVICE (FNS)

- A. Runs **Emergency Solutions Grants Program**, which provides funding to qualified local governments and non-profit organizations to: Improve the number and quality of emergency shelters; Provide essential services to shelter residents; Re-house homeless individuals and families; and Prevent families and individuals from becoming homeless. This is a non-disaster program which can provide helpful resources for disaster survivors.
- B. The **Transitions to Community Living Initiative (TCLI)** provides eligible adults living with serious mental illnesses the opportunity to choose where they live, work and play in North Carolina. This initiative promotes recovery through providing long-term housing, community-based services, supported employment and community integration. This is a non-disaster program which can provide helpful resources for disaster survivors.
- C. Coordinates with state, local and voluntary organizations to provide food for shelters and other mass feeding sites, distribute food packages directly to households in need in limited situations and issue emergency Disaster Supplemental Nutrition Assistance Program (**D-SNAP**). Supplies food to disaster relief organizations such as the **Red Cross** and **The Salvation Army** for mass feeding or household distribution as part of the **National Response Framework (NRF)**.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

HUD works to help people buy homes, afford rent, create affordable rental housing, exit homelessness, pursue community and economic development, and enforce fair housing laws. **HUD** assists local communities in recovering from a disaster by providing Community Development Block Grants (**CDBG**), and coordinating **HUD's** multiple rental assistance programs.

- A. The **HUD** Greensboro Field Office acts as a liaison to help each of its grantees participate in disaster recovery, including Public Housing Agencies, Continuums of Care, and private multifamily owners.
- B. Communities may use **CDBG** funds through supplemental appropriation by Congress in response to a natural disaster.
- C. **CDBG** supplemental funds are not guaranteed and are not part of a standing program, so the state must apply for them. Program activities and design are determined for and specific to each disaster.
- D. **CDBG** funds can also be used for disaster response 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:
 1. 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.
 2. Second, if there are uncommitted small cities **CDBG** funds in other program categories that have not been awarded to local governments, the **NCDOC** can reallocate them for hurricane efforts through an urgent need award process.

LEGAL AID OF NORTH CAROLINA

- A. Working in partnership with the Federal Emergency Management Agency (**FEMA**), the **American Red Cross**, the **Young Lawyers Division of the American Bar Association**, state and local bar associations, as well as other national and local recovery organizations, **LANC** sets up hotlines and staffs **FEMA** disaster recovery centers immediately after a disaster to address the legal needs of survivor such as problems related to housing, benefits, consumer issues, **FEMA** appeals and reconsiderations, and insurance.
- B. **LANC** works to preserve affordable housing and to prevent homelessness in the wake of a natural disaster by helping survivors remove barriers to

accessing recovery funds, by preserving tenancies, bringing fair housing and habitability claims, and by providing legal support to community economic development groups engaged in long-term recovery efforts.

- C. **LANC** addresses cases involving evictions from or admissions to public and other federally subsidized housing complexes, and terminations of housing subsidies like Section 8 housing vouchers.

NORTH CAROLINA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (NCVOAD)

A collection of more than 30 state voluntary organizations involved in disaster recovery.

- A. Members are nonprofits that are currently active in disaster relief, have a history of demonstrated disaster experience, and have voluntary memberships and constituencies.
- B. Organizations must have a policy of committing resources to meet the needs of people affected by disaster without discrimination as to race, creed, gender, or age.

HABITAT FOR HUMANITY

Disaster Response partners with low-income families to build decent, affordable homes.

- A. Works to provide long-term solutions to the housing needs of disaster survivors.
- B. Works with the global Habitat community in the areas of disaster mitigation, preparedness, shelter, and long-term recovery initiatives.
- C. Focuses on the housing needs that arise from natural disasters and humanitarian emergency conflicts.
- D. Offers consultation in the areas of technical information; program design and implementation; and disaster response policies, protocols, and procedures. It also provides support and informational resources for disaster mitigation and preparedness for affiliates and national programs located in disaster-prone areas.

- E. Habitat for Humanity's Disaster Response offers consultation in the areas of technical information; program design and implementation; and disaster response policies, protocols, and procedures. It also provides support and informational resources for disaster mitigation and preparedness for affiliates and national programs located in disaster-prone areas.

NORTH CAROLINA HOME BUILDERS ASSOCIATION (NCHBA)

A dynamic group of builders and associate member firms across the state who pool information and efforts to provide the collective clout and muscle the home building industry needs for self-protection for the benefits of its members and for the protection of home buyers.

- A. By meeting together, sharing ideas, and mobilizing efforts, they contribute to the economic growth of each individual member.
- B. Plays a key role in helping maintain consistently higher industry standards of conduct, quality, and ethics.
- C. Membership helps crystallize collective opinions in order to affect change in Congress, the N.C. General Assembly, the courts, and regulatory agencies.

NORTH CAROLINA COALITION TO END HOMELESSNESS

NCCEH works with communities to address root causes of homelessness by developing and implementing data-driven strategies that are focused on permanent housing and appropriate services.

- A. NCCEH provides technical assistance to homeless service providers and systems and to the disaster response systems on best practices for finding rapid housing solutions.
- B. NCCEH acts as a bridge between the homeless service system and the disaster response system and disaster survivors.
- C. NCCEH was a lead agency in the Back@Home program after Hurricane Florence.

APPENDIX 9 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 9: AGRICULTURE

Primary State Agencies:

North Carolina Department of Agriculture and Consumer Services (NCDA&CS)

North Carolina Cooperative Extension Service

North Carolina Forest Service (NCFS)

North Carolina Wildlife Resources Commission (NCWRC)

Supporting Agencies/Organizations:

North Carolina State Agriculture Response Team (NCSART)

North Carolina Department of Environmental Quality (NCDEQ)

Natural Resources Conservation Service

U.S. Army Corps of Engineers (USACOE)

U.S. Department of Agriculture (USDA)

I. INTRODUCTION

A. PURPOSE

To identify services that will be provided to assist the agricultural community as they recover from a disaster and determine which agencies provide those services.

B. SCOPE

Develops recommendations for NCEM, NCORR, and other audiences that assist the agricultural industry, family farmers, workers, and the communities that rely on North Carolina agriculture with recovery and long-term resiliency to disasters.

II. CONCEPT OF OPERATIONS

The RSF would meet to further its purpose and scope. The RSF may coordinate with state and federal agricultural agencies to provide information and guidance to the public regarding federal programs that may be available in times of disaster.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

AGRICULTURAL DEVELOPMENT AND FARMLAND PRESERVATION

- A. Coordinate or assist other Divisions in the administration of any agricultural disaster programs as appropriated and directed by the NC General Assembly.

AGRONOMIC SERVICES DIVISION

- A. Monitors and advises on damages to crops and nutrient issues resulting from storm damage.

EMERGENCY PROGRAMS DIVISION (EP)

- A. Provides leadership within the **NCDA&CS** and the agricultural community for emergency preparedness and response.
- B. Establishes public-private partnerships between vital government agencies, industry, and volunteers.

- C. In collaboration with **the State Agriculture Response Team (SART), USDA Animal and Plant Health Inspection Service (APHIS), NC Cooperative Extension**, and others, evaluates the effect of the disaster on the agricultural industry.
- D. Leads the response in providing technical guidance and assistance to producers and the agricultural industry in managing mortality or necessary services to prevent further animal mortality.
- E. Collaborates with other divisions and **SART** in conducting assessments or coordinating local response.
- F. Assist other Divisions in the administration of any agricultural disaster programs as appropriated and directed by the NC General Assembly.

FOOD AND DRUG PROTECTION DIVISION

- A. Assists with and regulates proper management and disposition of food commodities including adulterated food and flooded crops.

NORTH CAROLINA FOREST SERVICE (NCFS)

- A. Conducts reforestation services, forest fire prevention and suppression, and insect and disease control.
- B. Operates tree seedling nurseries, long range forestry planning and technical development, water quality controls, urban forestry assistance, training, and support to volunteer fire departments and forestry education.
- C. Professional assistance in technical areas is provided by foresters and specialists on the district staff who are responsible for managing all programs administered by the counties within that district.

MEAT AND POULTRY INSPECTION DIVISION

- A. Provides oversight on proper slaughter, handling, and disposal of affected meats and poultry following disasters.

DIVISION OF SOIL AND WATER CONSERVATION, in cooperation with local soil and water conservation districts.

- A. Administers a variety of special disaster recovery cost share programs as directed in disaster response legislation approved by the **N.C. General Assembly**. This may include:

1. Debris removal from and restoration of streams.
 2. Repairs to roads and ponds used for agricultural purposes.
- B. Administers the NC Agriculture Cost Share Program to reduce the delivery of agricultural nonpoint source (**NPS**) pollution into the water courses of the state.
- C. Administers the **NC Community Conservation** Assistance Program to reduce the delivery of nonpoint source pollution into the waters of the state related to stormwater from non-agricultural sources.
- D. Administers the NC Agricultural Water Resources Assistance Program to assist farmers and landowners to:
1. identify opportunities to increase water use efficiency, availability and storage;
 2. implement best management practices to conserve and protect water resources;
 3. increase water use efficiency or
 4. increase water storage and availability for agricultural purposes

STANDARDS DIVISION

- A. Monitors post-event issues with gasoline pumps, LP gas, and price scanners.

STRUCTURAL PEST CONTROL

- A. Monitors post event issues with pesticide manufacturing and storage facilities.

VETERINARY DIVISION

- A. Advises and regulates the appropriate disposition of animal mortality working with **NCDEQ** guidelines.

STATE AGRICULTURE RESPONSE TEAM (SART)

- A. Assists with the sheltering of displaced pets when their owners' homes are severely damaged or destroyed.

- B. Partners with state and federal agencies to assess the impact of a disaster on animal agriculture and companion animal populations.
- C. Supports state agencies with trained volunteers in disaster response and recovery phases.
- D. Facilitates communications with deployed personnel; enlists help from additional volunteers, agencies, and states as needed; and provides access to specialists on various topics of animal disaster management and recovery.
- E. Implements feed assistance program to include collaboration with other state agencies on hay donations and transportation.
- F. Supports co-located sheltering efforts of the **American Red Cross** and other organizations responsible for human shelters.
- G. Provides logistical support to **cooperating** animal assistance units.
- H. Provides management support for donations of animal feed, cages, medical supplies, and transportation related to disaster response and recovery.
- I. Serves as a nonprofit fiscal agent in support of state-defined animal needs.

NORTH CAROLINA WILDLIFE RESOURCES COMMISSION (NCWRC)

Dedicated to the conservation and management of the state's fish and wildlife resources, comprised of a number of divisions that will assist communities during an event.

LAW ENFORCEMENT DIVISION

- A. Enforces the rules and regulations established by the **WRC** and **General Assembly**. Wildlife enforcement officers are sworn, full time law enforcement officers. They enforce game, fish, and boating laws to protect the resources of the state and the safety of its citizens.

ENGINEERING AND LAND AND WATER ACCESS STATIONS

- A. Direct, plan, design, manage and construct projects for the **WRC**, including Boating Access Areas, Game Land maintenance, and Aids to Navigation waterway markers. Staff in these sections include engineers, biologist, foresters, and technicians as well as heavy equipment and hauling units necessary to maintain WRC infrastructure.

B. SUPPORTING AGENCIES

U.S. ARMY CORPS OF ENGINEERS (US ACOE)

- A. Assists communities with developing flood mitigation activities and levee inspection and repair.
- B. Engages in floodplain management planning assistance; stream, bank, and shoreline protection and aquatic ecosystem restoration.
- C. Provides technical assistance with assessment of levels of debris following an incident.

U.S. DEPARTMENT OF AGRICULTURE (USDA)

FARM SERVICE AGENCY (FSA)

- A. Conducts agricultural damage assessments at the county level using the **USDA County Emergency Board**.
- B. Provides agricultural relief in the form of low interest emergency loans to enable farmers to return to normal farming operations as soon as possible following a disaster.
- C. Establishes local point of contact for the state through **FSA** county offices.
- D. Provides programs for crop loss, livestock, farm structures, trees, cropland, and other needs.

NC DHHS DIVISION OF SOCIAL SERVICES, FOOD AND NUTRITION SERVICE

- A. Coordinates with state, local, and volunteer organizations to provide food for shelters and other mass feeding sites, distribute food packages directly to households in need in limited situations, and issue emergency Disaster Supplemental Nutrition Assistance Program (**D-SNAP**).
- B. Supplies food to disaster relief organizations such as the **Red Cross** and the **Salvation Army** for mass feeding or household distribution.
- C. Makes Food Stamps services available to help those affected by the disaster to purchase food.

U.S. DEPARTMENT OF AGRICULTURE - NATURAL RESOURCE CONSERVATION SERVICE (USDA – NRCS)

NRCS' mission is to support America's farmers, ranchers and forest landowners in their voluntary conservation efforts through a network of more than 3,000 service centers in communities nationwide.

- A. Manages an Environmental Quality Incentives Program (**EQIP**) provides financial and technical recovery assistance to clients to address natural resource concerns and deliver environmental benefits such as improved water and air quality, conserved ground and surface water, reduced soil erosion and sedimentation, and improved or created wildlife habitat. Local NRCS offices are the primary contacts for program information.

- B. Manages an Emergency Watershed Protection (**EWP**) Program to assists sponsors (e.g. counties, local municipalities, districts, etc.) to implement recovery measures that protect life, structures, or infrastructure from further damages created by a natural disaster that causes erosion related damages affecting watershed functions. Assistance must be through eligible project sponsors. **EWP** may be utilized to clear debris and restore waterways (natural and constructed) after an event and stabilize erosion that could damage structures, roads, and infrastructure. Local **NRCS** offices are the primary contacts for program information.

APPENDIX 10 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 10: CULTURAL RESOURCES

Primary State Agencies:

North Carolina Department of Natural and Cultural Resources (NCDNCR)

Division of Archives and Records

Division of Historical Resources

Division of Education and Outreach

North Carolina Department of Administration (NCDOA)

North Carolina Emergency Management (NCEM)

Supporting Agencies/Organizations:

Advisory Council on Historic Preservation (ACHP)

Federal Emergency Management Agency (FEMA)

American Institute of Conservation (AIC)

Council of State Archivists (NP)

I. INTRODUCTION

A. PURPOSE

The purpose of the Cultural Resources Recovery Support Function is to advise governmental agencies and citizens on how to account for cultural resources in planning for, responding to, and recovering from natural disasters.

B. SCOPE

Cultural Resources include public records, historic and archaeological resources, and cultural heritage collections. Primary activities include offering technical assistance to government agencies, private organizations, and citizens on the protection of cultural resources and conducting regulatory review of federal and state disaster recovery undertakings.

II. CONCEPT OF OPERATIONS

The RSF would meet to further its purpose and scope. The RSF may coordinate with state and federal agricultural agencies to provide information and guidance to the public regarding federal programs that may be available in times of disaster, and may offer technical assistance to state and local government agencies and individual property owners on the repair and restoration of damaged historic properties.

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

NCDNCR is the state agency responsible for using the state's cultural resources to build the social, cultural, and economic future of North Carolina. **NCDNCR's** mission is to enrich lives and preserve the state's history.

- A. The **Division of Archives and Records** possesses the authority to regulate the management and destruction of public and essential records (GS 132 and 121).
- B. The **Division of Historical Resources' State Historic Preservation Office (HPO)** conducts an ongoing statewide historic architectural survey to identify, document, and record properties having historical, architectural, archaeological, or other cultural significance and maintains a **GIS** mapping system. The Division's **Office of State Archaeology (OSA)** maintains information on archaeological sites recorded around the state. The **HPO** and

OSA coordinate and review any projects or undertakings that may affect a historic site/building, district, object, or archaeological site listed in or eligible for listing in the **National Register of Historic Places**, pursuant to *Section 106 of the National Historic Preservation Act 1966*, or listed in the National Register, pursuant to *NC G.S. 121-12(a)*.

- C. The **Division of Education and Outreach** supports the Cultural Resources Emergency Response Team (**CREST**) through coordination, training, and recovery supplies. **CREST** team members are located across the state and can respond to a disaster and provide the **CREST** leadership in Raleigh with initial damage assessments. The team is deployed on an as-needed basis to provide collections recovery assistance after life-safety concerns have been addressed by **NCEM**.

NORTH CAROLINA DEPARTMENT OF ADMINISTRATION (NCDOA)

Owns properties and buildings throughout the state and is generally responsible for their maintenance. In the event that a natural or man-made disaster affects a property or building on **the National Register of Historic Places**, or may be a historic property, **NC DOA** first notifies the **HPO** which advises and helps to coordinate appropriate historic treatment through *NC G.S. 121-12(a)*. **The HPO** provides continual access to **NCDOA** regarding the location of historic buildings and sites through a public **GIS** mapping program and for archaeological sites through a limited access **GIS** mapping system.

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Prepares, responds, recovers from, and mitigates the effects of disaster events.

- A. Assists the county with the preliminary damage assessment.
- B. Coordinates with and supports the county, as necessary, and acts as a liaison with the **Federal Emergency Management Agency (FEMA)** for federal assistance.
- C. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.
- D. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster victims.
- E. Develops and maintains programs, policies, and partnerships to administer human service programs.

B. SUPPORTING AGENCIES

ADVISORY COUNCIL ON HISTORIC PRESERVATION (ACHP)

Promotes the preservation, enhancement, and sustainable use of the nation's diverse historic resources and advises the **President** and **Congress** on national historic preservation policy. **ACHP** adopted the Unified Federal Environmental and Historic Preservation Review Process, an element of the *Sandy Recovery Improvement Act (SRIA)* that allows consultation in regard to the *National Historic Preservation Act, Section 106*.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- A. **FEMA** assists state and local governments with a variety of activities related to emergency management during all phases of an event (Preparedness, Mitigation, Response, and Recovery). **FEMA** works to reduce the loss of life and property by helping communities prepare for, respond to, and recover from a variety of disasters.
- B. **FEMA** has the primary federal responsibility to assess damage in any major disaster. **FEMA** also administers a myriad of disaster assistance programs offered by the Federal Government, many of which require a disaster declaration by the **President** of the United States (pursuant to the **Stafford Act**). A Presidential Disaster Declaration provides the most comprehensive federal assistance to an affected area after an event. This declaration includes full **FEMA** assistance that covers both **Public Assistance (PA)** and **Individual Assistance (IA)**.
- C. **Heritage Emergency National Task Force (HENTF)** helps institutions and individuals learn how to protect valuables from disasters. **HENTF** offers tools and information to cultural institutions and the general public for preparing for and responding to emergencies that affect important historical and cultural resources. **HENTF** partners with 42 national service organizations and federal agencies, including the **American Institute for Conservation (AIC)**, to protect cultural heritage from the effects of natural disasters or other emergencies and promotes the incorporation of cultural and historic assets into disaster planning and mitigation efforts to create a more effective and coordinated response to emergencies and to better assist the public in recovery.

AMERICAN INSTITUTE FOR CONSERVATION (AIC)

- A. Consults with **NCDNCR** through their National Heritage Responders program to preserve and restore cultural heritage and historical resources.

COUNCIL OF STATE ARCHIVISTS (COSA)

- A. **CoSA** is the association serving the 56 state and territorial archives. **CoSA** works with to the **National Historical Publications and Records Commission (NHPRC)**, the **National Archives (NARA)** and other national organizations to ensure that the nation’s documentary heritage is preserved and accessible and communicates archival and records concerns at a national level.

APPENDIX 11 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

RECOVERY SUPPORT FUNCTION 11: EDUCATION

Agencies and Organizations:

North Carolina Community College System (NCCCS)

North Carolina Emergency Management (NCEM)

North Carolina Department of Public Instruction (DPI)

North Carolina Department of Administration (NCDOA)

North Carolina Independent Colleges and Universities

North Carolina Association of Independent Schools

Smart Start & the North Carolina Partnership for Children

University of North Carolina System (UNC)

I. INTRODUCTION

A. Purpose

To assist with identifying and addressing the needs of educational systems during long-term disaster recovery and to reduce the impact of future disasters on education.

B. Scope

Provide research and recommendations to state and local government on best practices for:

- A. Reducing the impact of disasters on students' education at all levels
- B. Repairing and restoring educational facilities
- C. Coordinating collaboration across educational institutions
- D. Improving the resilience of educational institutions and systems in North Carolina

II. CONCEPT OF OPERATIONS

This RSF meets on a regular basis to conduct its activities, as outlined in the Scope. Potential activities include developing recommendations, conducting research, writing reports, supporting grant applications, developing external partnerships, leading or participating in trainings, communicating with other nonprofits and community organizations, and collaborating with other RSFs.

Potential topics for this RSF include:

- A. The development of digital learning products that allow students to continue their education while in interim housing outside their school district or while their school facility is closed.
- B. Increasing insurance coverage of school facilities, adding generators, and addressing structural vulnerabilities

III. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

UNIVERSITY OF NORTH CAROLINA SYSTEM (UNC)

CAMPUS SAFETY AND EMERGENCY OPERATIONS

- A. Provides guidance to **UNC** constituent institutions to prepare and recover from natural disasters.
- B. Serves as a direct liaison between the **UNC** campuses, local, state, federal, and private agencies to enhance strategic planning and mitigation both within the university system and with external agencies to better prepare for natural disasters.
- C. Acts as a liaison between the **UNC** campuses and the **SDRT** to assist with recovery efforts.

NORTH CAROLINA COMMUNITY COLLEGE SYSTEM (NCCCS)

- A. Acts as a liaison between the **North Carolina Emergency Response Commission and the State Disaster Recovery Team** and North Carolina's 58 community colleges. The **President's Office** holds a position on the Commission.
- B. The System Office provides guidance to institutions to strategically prepare for, mitigate the impact of, and recover from emergency events.
- C. Where possible, the System Office will facilitate inter-governmental and intercollegiate collaboration for emergency preparation and recovery.

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- A. Prepares, responds, recovers from, and mitigates the effects of disaster events.
- B. Assists the county with the preliminary damage assessment.
- C. Coordinates with and supports the county, as necessary, and acts as a liaison with the **Federal Emergency Management Agency (FEMA)** for federal assistance.
- D. Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster.

- E. Develops and maintains partnerships with state, federal, and volunteer organizations that deliver resources to disaster survivors.
- F. Develops and maintains programs, policies, and partnerships to administer human service programs.

NORTH CAROLINA DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

SAFE AND HEALTHY SCHOOLS SUPPORT (SHSS)

- A. Assists with achieving educational goals, safe environment, and economy of operation and meeting statutory requirements by providing leadership, strategic direction, professional consultation, technical assistance, and other services as needed.
- B. Relays unmet needs of affected survivors to the **EOC** and **SDRT**.
- C. Assists with coordinating recovery efforts in the affected disaster areas.

NORTH CAROLINA INDEPENDENT COLLEGES AND UNIVERSITIES (NCICU)

COLLABORATIVE PROGRAMS

- A. Acts as a liaison between the **SDRT** and institutions within the **NCICU** network to promote recovery efforts in the affected area.

NORTH CAROLINA DEPARTMENT OF ADMINISTRATION (NCDOA)

DIVISION OF NON-PUBLIC EDUCATION

- A. Communicate unmet needs of disaster survivors who attend non-public educational institutions to the **SDRT**.

COMMISSION OF INDIAN AFFAIRS

- A. Communicate unmet needs of state recognized tribal governments to the **SDRT** and to promote recovery efforts in the affected area.

NORTH CAROLINA ASSOCIATION OF INDEPENDENT SCHOOLS (NCAIS)

- A. Coordinates communications between affiliated schools and the **SDRT**.
- B. Relay unmet needs of **NCAIS** partners and the **SDRT**.
- C. Assists with coordinating recovery efforts in the affected disaster areas.

SMART START & THE NORTH CAROLINA PARTNERSHIP FOR CHILDREN

- A. Coordinate with their partner agencies to relay unmet needs to the **SDRT** of natural disaster survivors.
- B. Utilize independent federal and state sourced data to assess child-wellbeing, identifying areas of improvement in quality of child care and education, advancing child health, and promoting early literacy.
- C. Coordinate with the **Division of Social Services, Division of Child Development and Early Education**, and county-level **Partnership for Children** agencies to support continuous child care and education during and after an event.

APPENDIX 12 TO ANNEX A

NORTH CAROLINA DISASTER RECOVERY FRAMEWORK

***RECOVERY SUPPORT FUNCTION 12: LONG-TERM COMMUNITY
PLANNING, CAPACITY BUILDING & RESILIENCY (CPCBR)***

Primary State Agencies:

North Carolina Office of Recovery and Resiliency (NCORR)

Supporting Agencies/Organizations:

American Planning Association - NC Chapter

North Carolina Sea Grant / Water Resources Research Institute

UNC Coastal Resilience Center of Excellence

North Carolina Emergency Management (NCEM)

North Carolina Voluntary Organizations Active in Disaster (NCVOAD)

North Carolina Department of Commerce (NCDOC)

North Carolina Association of Regional Councils of Government

I. INTRODUCTION

A. PURPOSE

To engage long-term **Community Planning and Capacity Building (CPCB)** efforts following a disaster, to include exploring avenues to promote programming to make North Carolina more resilient to future disasters.

B. SCOPE

- A. Activities for communities related to promoting long-term recovery, **CPCB**, and resilience, including hazard mitigation grants, **Community Development Block Grant (CDBG)** and/or **CDBG-DR**, as appropriate), integration of land-use planning, as well as regional planning efforts.
- B. Integration of long-term planning into concurrent and relevant planning activities.
- C. Engagement of voluntary agencies as well as the private sector in long-term, resilient recovery on behalf of communities.
- D. Promote regional planning goals and increase local capacity through utilization of **Councils of Government**.
- E. Develop a **Hot Spot Task Force** led by **NCEM** and comprised of Task Force members to enhance the capacity of local entities in the impact area. The **Hot Spot Task Force** may address specific concerns regarding housing, project worksheets, and other recovery-related topics.

II. CONCEPT OF OPERATIONS

PRE-EVENT

- A. Identify current planning capabilities that can be leveraged for long-term recovery.
- B. Assist and engage with mitigation and resilience programs that can support long-term recovery efforts.

POST-EVENT

- A. Establish planning processes for long-term recovery leveraging the national **CBCP RSF**, current planning efforts (i.e. regional Hazard Mitigation Plans), and best practices and land use planning.
- B. Engage with **VOAD** and the Private Sector to plan for a multi-sector approach to long-term recovery.
- C. Coordinate and plan various long-term resilience efforts including, but not limited to, disaster and non-disaster hazard mitigation grants, **CDBG** and **CDBG-DR**, and other resilience efforts and programs.
- D. Increase local capacity by utilizing **Councils of Government** in promoting sustainable disaster recovery response and coordination.
- E. Support the work of Long Term Recovery Groups as they work with local resources to coordinate recovery efforts

iii. ORGANIZATION AND RESPONSIBILITIES

A. PRIMARY STATE AGENCIES

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

HAZARD MITIGATION

- A. Brief out efforts with disaster and non-disaster based Mitigation project efforts in the disaster impact zone, to include Stafford Act Hazard Mitigation Grant Program efforts and priorities.
- B. Convey unmet needs of homeowners and local governments who may not ultimately be eligible for the Mitigation program.

RISK MITIGATION PLANNING

- A. Leverage local, multi-jurisdictional, and regional hazard mitigation plan updates to provide inputs on how local mitigation planning committees can support long-term recovery, and pertinent Risk and Vulnerability Assessment and Mitigation Action information can support local Recovery Planning.

- B. Provide subject matter expertise on **NCEM** Planning processes in general, to include **EMAP**-related planning activities and how these could be leveraged and integrated into **CPCB** Recovery Planning Processes.

PRIVATE SECTOR MANAGER

- A. Convene relevant private sector partners to engage with as part of the long-term recovery planning process as well as resilience programming.

STATE DISASTER RECOVERY TASK FORCE (SDRT) MEMBERS

- A. Gather unmet needs through communication with other state agencies in order to develop Hot Spot topics.
- B. Identify hot spot locations to further engage local, state, and federal partners in the impact area.
- C. Convene Task Force members, organize topics, and facilitate discussions regarding unmet needs and local concerns within the impact area.
- D. Provide feedback from local engagement to the Governor's Recovery Office for further consideration.

UNC COASTAL RESILIENCE CENTER OF EXCELLENCE

- A. Bring forth best practices in Recovery Planning and land use planning that has been promulgated nationally and implemented in other areas of the US.
- B. Leverage knowledge of Resilience both in a coastal context and beyond to apply to integrated Resilience strategies.

NC VOAD

- A. Describe long-term efforts of all **VOAD** partners in impacted communities.
- B. Convey unmet needs being identified in the field.
- C. Integrate **VOAD** efforts into **CPCB** efforts as well as Resilience programming.

NC DEPARTMENT OF COMMERCE (NCDOC)

- A. Provide situational awareness on current **CDBG** and **CDBG-DR** efforts, and its potential integration into long-term Recovery and resilience programming.
- B. Provide guidance on current resilience-based initiatives from **HUD** (i.e. national level Resiliency competitions) that could potentially dovetail into long-term Recovery efforts.

NC ASSOCIATION OF REGIONAL COUNCILS OF GOVERNMENT

- A. Utilize Councils of Government to leverage local capacity and resources for planning and coordination of response.
- B. Increase sustainability of disaster recovery efforts through increased regional cooperation and planning.

US ECONOMIC DEVELOPMENT ADMINISTRATION

- A. Provides competitive grant assistance to support long-term economic development and recovery that advanced economic resiliency.
- B. Funds network of Economic Development Districts to develop and implement regional economic development plans that are required to include a resiliency component.
- C. Supports University Centers in North Carolina that help leverage assets of Universities to advance economic development and recovery across the State.
- D. Provides technical assistance and objective data tools to support long-term recovery, resiliency, and development planning.