

SERT ADMINISTRATION SECTION

2025

I. PURPOSE

This appendix describes the role of the Administration Section during the activation of the State Emergency Operations Center (EOC). This includes finance, applications and GIS, human resources, information technology and the Responder Assistance Initiative (RAI). The Administration Section performs other roles outside of State Emergency Response Team (SERT) activations that are not described in this appendix.

II. MISSION

The Administration Section during a SERT activation is responsible for:

- A. Finance: Document disaster-related costs for leadership and process invoices to ensure prompt payment for goods and services necessary to support emergency response and disaster recovery efforts.
- B. Applications and GIS: Support flood inundation mapping and GIS technology in collaboration with the Hazard Mitigation Section. Maintain WebEOC to optimize performance and availability, provide end-user assistance, and ensure seamless access to geospatial hazard information platforms. Additionally, host REMIT for efficient financial tracking and reporting.
- C. Human Resources: Process the hiring of temporary employees, if applicable.
- D. Information Technology: Provide information technology user support and infrastructure capabilities.
- E. RAI: Provide specialized mental health services in addition to peer team consultation and coordination with first responder agencies upon request.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Assistant Director of Administration reports directly to the SERT Leader during SERT activations. The Administration Section is constituted with staff from North Carolina Emergency Management (NCEM) and augmented with staff members from the NC Department of Public Safety (NCDPS) Budget and Controller's Office. The Finance Chief is the principal fiscal/financial advisor to the SERT Leader.

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The size of the SERT Finance function will determine if the Finance Team will need to be augmented with DPS Budget and Controller's Office personnel.

A. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)**NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)****ADMINISTRATION SECTION****1. FINANCE BRANCH**

SERT Finance supports SERT response and recovery operations by collecting expenditure reports from state agencies and advising the SERT Leader on the financial activities and expenditures before, during and after the response phase and/or event. The following are primary responsibilities of the Branch:

Finance Chief and Deputy Finance Chief(s)

- a. Implement the SERT Finance State EOC Activation Checklist.
- b. Monitor NCSPARTA and enter significant events or taskings as needed.
- c. Provide data and information to the SERT Leader, Assistant Director and Deputy Chief for Administration.
- d. Coordinate and resolve financial issues with the NCDPS Controller and Budget Office.
- e. Disseminate information to SERT partners and NCEM personnel on financial issues.
- f. Provide guidance to SERT partners on collecting and retrieving expenditures for reimbursements.

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- g. Ensure all NCEM expenditures, such as labor, equipment, materials and supplies, contracts, and rentals, have been captured for reimbursement following the event.
- h. Coordinate with the Mutual Aid Coordinator on mutual aid and other external resources.
- i. Coordinate with leadership for Direct Federal Missions (DFM) and Emergency Management Assistance Compact (EMAC) requests.
- j. Coordinate with the Recovery Section for the preparation and submission of the initial SF-424 (Request for Federal Assistance) and associated documents for federally declared disasters.

SERT Finance Team

- a. Track all expenditures for NCEM to include invoice, contract, E-Procurement and P-Card purchases, direct billing, DFM, EMAC, lodging, meals and other costs related to the event.
- b. Track expenditures from state agencies and state resources that have been deployed on state missions during an event including NCHART, Urban Search and Rescue Teams, Regional Response Teams (Hazardous Materials). Notify NCEM Functional Leads when expenditure information is not being provided.
- c. Ensure cost centers and budgets are established.
- d. Use the Finance Branch State EOC Activation Checklist to ensure activities are submitted and monitored.
- e. Prepare reports for the SERT Leader, DPS, and other state and federal agencies as needed or required.
- f. Monitor NCSPARTA for anticipated and/or estimated and actual expenditures.
- g. Coordinate with the Logistics Section on anticipated and actual costs and resources, commodities, and equipment ordered and received.
- h. Compile financial information provided by the Regional Coordination Centers on their direct local expenditures.
- i. Ensure emergency purchase orders have been recorded in REMIT and/or appropriate systems of record for tracking purposes.

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- j. Ensure copies of invoices and contracts are retained for potential reimbursement submission.

2. APPLICATIONS AND GIS BRANCH

Geographic Information System (GIS) staff cover analysis, geospatial data creation and analysis within impacted areas. Flood inundation mapping and analysis requests are only modeled and not ground proofed. The branch also supports NCSPARTA and Flood Inundation Mapping and Alert Network (FIMAN) applications.

3. HUMAN RESOURCES

The NCEM Human Resources team provides personnel administration for those supporting the disaster event. This includes the hiring of temporary employees and ensuring applicable HR data points are provided to the Finance Chief.

4. INFORMATION TECHNOLOGY

Information technology provides help desk and end user computer preparation and technical support to the State EOC and RCC's for video teleconferencing, server maintenance and security, LAN/WAN network connectivity and network perimeter security (NCEM Firewall).

5. RESPONDER ASSISTANCE INITIATIVE (RAI)

The Responder Assistance Initiative provides wellness services, peer support services, and mental health clinical treatment for employees of NCDPS and first responders in North Carolina. The services provided are essential for the clients served and accessibility during disaster operations is critical to the program's mission.

If requested, RAI will designate an RAI Peer Consultant or Coordinator (non-clinical) with the ability to deploy immediately and serve as a liaison with the SERT. The RAI SERT Liaison will be responsible for information flow between the SERT and RAI Director or designee. The Liaison will report to the Operations Chief or Designee and will remain under this direction for the duration of the event unless reassigned.

When necessary, the Liaison will serve as a response coordinator for RAI support to public safety agencies, deployed resources, including developing and coordinating RAI deployment and/or virtual or on-site staffing schedules.

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IV. REFERENCES

- A. DPS Policies and Procedures Manual
- B. NC Disaster Recovery Guide
- C. Office of State Budget and Management Budget Manual
- D. NCEM Comprehensive Recovery Plan
- E. US Department of Homeland Security, Financial Management Guide
- F. 44 Code of Federal Regulations, Part 13
- G. 2 Code of Federal Regulations, Part 200
- H. NC DPS Purchasing and Logistics Manual
- I. NC DPS Accounts Payable Policy
- J. NC DPS Travel, Travel Allowance, and Reimbursement Policy