

**ATTACHMENT A**  
**EVACUEE ASSISTANCE CENTERS**

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**I. INTRODUCTION**

- A. A catastrophic disaster, natural or manmade, may displace a large number of citizens for an extended period of time. Evacuations may be necessary both pre- and post-event.
- B. If evacuations occur and the Federal Emergency Management Agency (FEMA) does not establish a Disaster Recovery Center (DRC) in the evacuation end-point area, the State will need to provide a variety of resources for evacuees. One of the resources the State may provide is a South Carolina Evacuee Assistance Center (SCEAC).
- C. This center will be a defined location which will provide evacuees a single point of entry to recovery services. The SCEAC will be staffed with appropriate resources to allow evacuees to get information concerning available services and assistance.
- D. The center will provide a place where evacuees/evacuee families can apply for and receive services. It will also be a place where they can get accurate, timely information on recovery efforts and activities. This information will allow them to make informed decisions on whether to remain in the relocation area or to return to the impacted/evacuated area.

**II. PURPOSE**

- A. Provide a physical location(s) where evacuees can obtain information concerning, applying for, and receiving services and assistance.
- B. Provide a central location where evacuees/evacuee families can receive information on recovery efforts and activities both where they are currently located and in the impacted area(s).

**III. CONCEPT OF OPERATIONS**

- A. The South Carolina Emergency Management Division (SCEMD) will determine if there is a need for the activation of one or more SCEAC(s).
- B. A SCEAC may be established when:
  - Citizens have been evacuated from other areas of the State or from other states
  - Evacuees will not be able to return to the impacted area within a timely manner
  - FEMA will not establish a DRC in the evacuation end-point area

- The number of evacuees surpasses the capability, capacity and resources of local agencies
- C. The number and location of these assistance centers will be determined by the nature and impact of the emergency situation and the number of evacuees to be served.
- D. The SCEAC will be a single point of access to services.
- E. Contract for Services
1. SCEMD, through ESF-14 (Recovery and Mitigation) will develop a contingency contract to provide for management oversight and logistic support functions related to center operations and case management of evacuees following procurement guidelines.
  2. The contract will be activated when the determination is made that a center is needed, that evacuees cannot return to their homes in a timely manner, and the number of evacuees surpasses the capabilities of local agencies to case manage them.
  3. The contract will be maintained and renewed or re-bid within State procurement guidelines.
  4. This contract will include staffing of the center and case management services to include, but not limited to:
    - Financial services
    - Economic services
    - Housing services
    - Transportation services
    - Social service referrals/services
  5. See Attachment 1 (Draft Contract) for a draft of the contract.
  6. The Scope of Work statements included in Attachment 2 (Scope of Work) outlines the general operations of the center(s).
- F. Activation.
1. As part of the recovery process, ESF-14 (Recovery and Mitigation) representatives will initially contact local service provider agencies and organizations, and advise them that a center(s) will be opening, approximate opening time, and location.

2. Upon the determination of the need for a center(s), SCEMD, through ESF-14 (Recovery and Mitigation) will initiate the contingency contract(s).
  3. Once plans are finalized, ESF-14 (Recovery and Mitigation) representatives will contact the provider agencies and organizations. Providers will deploy immediately and begin coordination of services.
  4. The type and number of service provider employees staffing the SCEAC will be determined by the nature and scope of the disaster.
  5. Provider services staffing will be reviewed regularly and adjustments made as necessary.
  6. See Attachment 3 (Potential Service Provider Listing) for a list of potential service providers.
- G. Center(s) location(s) and operations will be dictated by the nature and scope of the emergency. Operations will be subject to on-going review with appropriate adjustments being made as warranted.
- H. SCEMD Point of Contact (POC)
1. SCEMD will provide a SCEMD employee to serve as a POC with the contracted management organization.
  2. Each center will have at least one SCEMD employee as a POC.
  3. The primary responsibility of the POC is to facilitate center operations and to answer any questions or address any problems that may arise on an on-going basis. An additional responsibility will be to produce daily reports.
  4. See Attachment 4 (Employee Performance Evaluation Form) for a sample position description for the POC position.
- I. Additional Staffing
1. Additional staffing for the center(s) will be provided by the contractor and will include, but not be limited to:
    - Administrative Support
    - Case Managers
    - Communications Specialists
    - Evacuee Assistants
    - Security Officials
    - Site Managers

2. See Attachment 5 (Contractor Provided Staffing For SCEAC) for sample job descriptions.

J. Facility Requirements

1. The physical facility of the SCEAC may be co-located with sheltering operations or may be established at another location.
2. The facility will be of sufficient size to allow for a reception and waiting area and private and semi-private interview spaces.
3. The facility should be Americans with Disabilities Act (ADA) compliant with access to all areas and all amenities.
4. The facility would preferably be located on a bus route.
5. The facility should be equipped with a telephone bank and a computer bank sufficient to service the expected number of evacuees. These banks will allow evacuees to make initial notification to family and friends of their whereabouts, and to make application to FEMA and other providers for services and assistance.

K. Mobile Service Center(s)

1. One to three mobile service center(s) will be available for deployment as determined by SCEMD.
2. If activated, SCEMD will determine the location site(s).
3. A mobile center should have sufficient space and privacy equivalent to a center at a fixed location.
4. Mobile centers will deliver the same general level of services as fixed locations, and will be subject to on-going review and evaluation.

L. Public Information

1. All publicity and public information related to a SCEAC and its operations, including the opening, closing, hours of operations, and any similar issues, will be coordinated through SCEMD Public Information Officer (PIO) or his designee.
2. See Annex 15 (Public Information) to the SCEOP.
3. See Attachment 6 (Public Information) for examples of news releases related to evacuees and the operations of a SCEAC.

M. Transportation.

1. Transportation needs will vary based on the location of the center(s) relative to shelter(s)/temporary housing and the proximity to service providers/resources.
2. The contractor will be responsible for providing transportation resources as required.

N. Temporary Housing Operations

1. The contractor will assist State and federal agencies with temporary housing operations.
2. This assistance can include, but is not limited to:
  - Identification of housing options
  - Assistance in negotiation of leases or agreements
  - Assistance with moving into and furnishing of housing
3. The contractor will coordinate with FEMA and other federal, State, local and volunteer agencies and organizations as necessary, and will not be expected to assist in more permanent housing options such as siting and approval of temporary trailer parks.

O. Evacuee Contact Requirement

1. Each evacuee/evacuee family will be requested to register with the State Emergency Notification System if they have a telephone.
2. The Emergency Notification System will be used to contact evacuees with general information (i.e. changes in hours of operation at the SCEAC).

P. Information for Evacuees

1. As part of the recovery process and to augment the information and services provided through the SCEAC, each evacuee/evacuee family will be given written information to answer frequently asked questions and identify services and options that may be appropriate for their circumstances.
2. These documents, provided by SCEMD, will include, but are not limited to:
  - A pamphlet of Frequently Asked Questions (FAQs)
  - A directory of telephone numbers and websites

- General information on the process for applying for services
  - Hot Lines and websites
  - Local maps and bus schedules
  - A map of the SCEAC and directions to it
  - Information on resources such as transportation and health care options
  - Information on FEMA programs and instructions regarding the use of FEMA monies
3. See Attachment 7 (Federal Housing Assistance Frequently Asked Questions) for a sample of information to be included. Answers to the questions and finalized information will be formulated at the time of evacuation since both the answers and the information will be situation driven.
4. The Evacuee Assistants may need an expanded reference book for use.  
This document would have more in-depth information than the FAQs quick reference pamphlet.
- Q. All funding for a center(s) and operations, as well as the services provided, will be within State and federal guidelines, and the sources of funding will be SCEMD or other appropriate agencies or individuals.

#### **IV. RESPONSIBILITIES**

- A. SC Emergency Management Division (SCEMD)
1. Develop a contingency contract to provide for management and logistical services for the evacuee assistance center(s).
  2. After consultation with the Governor and local authorities, will determine the need to open an Assistance Center(s).
  3. Prior to June 1 of each year, coordinate with agencies and service providers to review staffing needs and ensure contact lists are up-to-date.
  4. Notify service providers when an initial determination is made to activate a center(s) and the location(s) of the center(s).
  5. Provide employees who will serve as the POCs for each assistance center. These POCs will be the interface with the contracted service provider.
  6. Determine how long the assistance center(s) will operate

7. Coordinate with the contractor and service provider agencies and organizations to review services and staffing needs as circumstances demand.
8. Determine deployment of any mobile operations.
9. Coordinate and oversee all public information announcements concerning activation, ongoing operations, and the closing of assistance center(s).
10. Coordinate and disseminate information concerning the location of center(s) and the services available to evacuees.

**B. Contractor**

1. Initiate actions to open a center, and ensure resources are available in compliance with contract parameters.
2. Provide adequate staffing to ensure evacuee case management needs are met in a timely manner.
3. Notify the SCEMD POC if any questions or issues arise and if they need additional guidance.
4. Ensure all financial and logistic issues are resolved in a timely manner, and the centers are opened, operated and closed in an efficient and effective manner.
5. Maintain all records and reports necessary to ensure accurate counts of evacuees, their location and services they receive.
6. Ensure all records, including financial records and management reports, are maintained in compliance with State and federal laws and regulations.
7. Provide mobile center(s) with appropriate equipment and staffing. SCEMD will determine the number of mobile centers and their location(s).
8. Provide transportation for evacuees to services including, but not limited to:
  - Necessary medical services
  - Transportation to and from the Assistance Center(s)
  - Transportation to and from locations where evacuees receive services of provider agencies
9. Assist with temporary housing for evacuees. This assistance may include, but is not limited to, the identification of housing resources.

10. Oversee tracking of evacuees/evacuee families
11. Assist evacuees to move in and furnish housing
12. Coordinate with FEMA and other State, federal and volunteer agencies and organizations as needed.

**C. Service Provider Agencies and Organizations**

1. Provide adequate staff and any other necessary resources to ensure evacuees/evacuee families are able to access the service provider agency programs and services in a timely manner.
2. Deploy employees to staff assistance centers in a timely manner following activation.

**D. SCEMD POC**

1. Oversee the daily operations of the assistance centers.
2. Prepare daily operations reports.
3. Advise SCEMD and the contractor of any problems or concerns with the operation of the center(s).
4. Notify SCEMD if they need assistance in addressing the operations of a center(s) or the services delivered by the contractor, their representatives/employees, or agency service providers and their associated staff.

**V. ATTACHMENTS**

1. Draft Contract
2. Scope Of Work
3. Potential Service Provider Listing
4. Employee Performance Evaluation Form
5. Contractor Provided Staffing For SCEAC
6. Public Information
7. Federal Housing Assistance Frequently Asked Questions



**APPENDIX 1 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)**

**DRAFT CONTRACT**

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Contract

Between

SOUTH CAROLINA EMERGENCY MANAGEMENT DIVISION

AND

This contract, effective \_\_\_\_\_, by and between the South Carolina Emergency Management Division (hereinafter referred to as SCEMD) and \_\_\_\_\_, (hereinafter referred to as Contractor) whereby they mutually agree to the following:

**I. SCOPE OF SERVICES AND BUDGET**

- A. The Contractor shall include but is not limited to providing management and logistic services for an assistance center operations and financial, economic, housing, transportation and social service referrals for up to 25,000 displaced citizens.
- B. Scope of Work and Budget provided as Attachment A.

**II. TERMS AND CONDITIONS**

It is understood the work to be performed, as submitted, shall commence on \_\_\_\_\_, and be fully completed by \_\_\_\_\_.

No funds shall be expended for any expenses other than those necessarily incurred in the performance of this contract, as determined by SCEMD; the purchase of real property or in capital equipment; or costs incurred before the effective date of this contract.

SCEMD may request changes in the scope of services of the Contractor to be performed under this contract. If deemed necessary the Contractor shall provide additional services, such changes may increase the amount of compensation based on expenses in Attachment A. Increases that are mutually agreed upon by and between the SCEMD and Contractor shall be incorporated in duly executed written amendments to this contract.

The Contractor agrees that during the period in which work required herein will be performed it will participate in an initial meeting to discuss the scope of this contract and the requirements and financial administration thereof.

The Contractor requests that early termination language include a \_\_\_ calendar day notice and hold-harmless statement providing for payment of eligible costs that have not been reimbursed at that present time including, but not limited to; early lease terminations, Internet provider fees, equipment lease costs, subcontractor costs, etc. SCEMD guarantees the payment of any eligible costs that have not been reimbursed therein.

This agreement incorporates guidelines and restrictions imposed by OMB Circular A-110 and OMB A-21, Cost Principles for Educational Institutions, OMB A-133, “Audits of States, Local Governments, and Non-Profit Organizations.” Specific emphasis should be given to the following:

A. Nondiscrimination

The Contractor agrees to comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et. seq.) prohibiting discrimination under federally assisted programs on the grounds of race, color, or national origin and Department of Commerce regulations implementing Title VI (15 CFR Part 8); Title IX of the Education Amendments of 1972, as amended, (20 U.S.C. 1681 et. seq.) prohibiting discrimination on the basis of sex in federally assisted education programs or activities; s 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) prohibiting discrimination under any program or activity receiving federal financial assistance on the basis of handicap; the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et. seq.) prohibiting discrimination on the basis of age in programs or activities receiving federal financial assistance; Part III of Executive Order 11246 (30 F.R. 12319, September 25, 1965) as amended by Executive Order 11375 (32 F.R. 14303, October 17, 1967) requiring federally assisted construction contracts to include the provisions of s 203 of the Executive Order and the regulations of the Department of Labor implementing the Executive Order with which the Department of Commerce and its recipients must comply (41 CFR 60-1.4(b); any other regulations implementing these statutes and orders.

B. Prohibition of Private Gain

State and local government employees are prohibited from using their positions for a purpose that gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with whom they have family, business or other ties.

C. Access to Records and Right to Audit

1. The Contractor agrees that the Department of Homeland Security, Office of the Inspector General and the Comptroller General of the United States or any of his/her duly authorized representatives and the Secretary of Commerce or any of his/her duly authorized representatives and the State Auditor of South Carolina or any of his/her duly authorized representatives shall, until the expiration of three (3) years after expenditures of contract funds under this contract, have access to and the right to examine any directly pertinent books, documents, papers and records of the Contractor involving transactions related to this contract. The Contractor agrees to include the substance of this paragraph in all sub grants and contracts payable from contract funds in whole or in part.

2. The Contractor shall have an audit performed in accordance with OMB Circular A-133 for each fiscal year encompassed under this contract. Each sub-recipient of this contract shall have an audit performed in accordance with OMB Circular A-133 for each fiscal year encompassed under this contract. The Contractor shall have the responsibility of ensuring that SCEMD receives a copy of the audit of the Contractor and the audit of each sub-recipient.
3. The Contractor agrees that payment(s) made under this contract shall be subject to reduction for amounts charged thereto which are found on the basis of audit examination not to constitute allowable cost under this contract. The Contractor shall refund by check payable to SCEMD, the amount of such reduction of payments under completed or terminated contract.

D. Maintenance of Records

All required records shall be maintained until an audit is completed and all questions arising therefore are resolved, or three (3) years after completion of project and submission of the final "Financial Status Report," whichever is later. Any group that the Contractor sub-contracts with must maintain all records for three years after the completion of the project and submission of the final "Financial Status Report," whichever is later.

III. RESPONSIBILITY OF THE CONTRACTOR

The Contractor shall maintain time sheets or effort reports for personal services charged to this contract. It will also be the responsibility of the Contractor to establish and maintain a cost accounting system adequate for the determination of costs applicable to this contract. All applicable costs shall be specifically charged to an account, or accounts, established for this contract to assure a proper accounting of contract funds, both federal and non-federal. These records shall be made available for audit purposes to SCEMD, the State Auditor, or the appropriate federal-level funding agency, and will be retained for three (3) years after the final payment under this contract.

If, through any cause, the Contractor shall fail to fulfill or perform duties and obligations under this contract in a timely and proper manner or if the Contractor shall violate or breach any of the provisions of this contract, or where applicable, if the grant from the Federal Government, pursuant to which this contract is made is terminated or suspended by the Federal Government, SCEMD shall thereupon have the right to terminate or suspend this contract, by giving written notice to the Contractor of such termination or suspension and specifying the effective date thereof.

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The Contractor must certify to EMD that it will provide a drug-free work place by:

- a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the person's work place and specifying the actions that will be taken against employees for violations of the prohibition;
- b. Establishing a drug-free awareness program to inform employees about:
  - 1). The dangers of drug abuse in the work place;
  - 2). The person's policy of maintaining a drug-free work place;
  - 3). Any available drug counseling, rehabilitation, and employee assistance programs; and
  - 4). The penalties that may be imposed upon employees for drug violations;
- c. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by item a;
- d. Notifying the employee in the statement required by item a., that as a condition of employment on the contract or grant, the employee will:
  - 1). Abide by the terms of the statement; and

- 2). Notify the employer of any criminal drug statute conviction for a violation occurring in the work place no later than 5 days after the conviction;
- e. Notifying the EMD within 10 days after receiving notice under item d.(2) from an employee or otherwise receiving actual notice of the conviction;
- f. Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee convicted, as required by Section 44-107-50 (SC Code of Laws); and
- g. Making a good faith effort to continue to maintain a drug-free work place through implementation of items a, b, c, d, e, and f.

#### IV. COMPENSATION

SCEMD agrees to pay the Contractor for the satisfactory performance of the work required. It is expressly agreed and understood that \$\_\_\_\_\_, as specified in the scope of work and budget attached as Attachment A, shall constitute compensation for the initial \_\_\_ days of the operation. The actual expenditures incurred shall not exceed \$\_\_\_\_\_ and shall be expended in \_\_\_ days. This contract can be extended in \_\_\_-day increments for a total period of . It is understood that this contract requires \$\_\_\_\_\_for initialization of the operation.

It is expressly agreed and understood that there shall be no obligation or liability on the part of SCEMD to make any payments for work performed under this contract unless and until SCEMD has received funds from the Federal Government.

Contractor will submit to SCEMD written weekly reports on work progress. The Contractor shall be required to submit copies of all invoices or adequate documentation for all requested reimbursement of expenditures. The final written request for reimbursement of funds shall be submitted no later than \_\_\_\_\_.

#### V. METHOD OF PAYMENT

The Contractor shall submit requests for payment of actual expenditures incurred through the operation's process. Request should be submitted to the SC Emergency Management Division, ATTN: \_\_\_\_\_, 2779 Fish Hatchery Road, West Columbia, SC 29172.

THE UNDERSIGNED do hereby agree to the provisions of this CONTRACT.

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

\_\_\_\_\_

Director  
S.C. Emergency Management Division,  
Office of the Adjutant General

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

## APPENDIX 2 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

### SCOPE OF WORK

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#### **I. Purpose**

- A. The South Carolina Emergency Management Division (SCEMD) seeks a Contractor to provide management and logistical support to an evacuee assistance center operations and case management referrals/services for up to 25,000 citizens displaced as the result of a natural or manmade disaster in South Carolina or other state(s) where a disaster declaration has been made.
- B. Services will be provided at a single or multiple locations.
- C. The center services will be augmented by 1-3 mobile units to be deployed in areas of the state as determined by SCEMD.
- D. The Contractor, when notified of activation of the contract, shall be responsible for mobilizing all facilities, equipment, materials and other resources necessary to respond in a timely manner to an activation work order.
- E. SCEMD shall be responsible for initially mobilizing service providers to include some or all providers listed in Attachment 3.

#### **II. Performance Period**

The Contactor shall commence work immediately upon receiving an activation notice from SCEMD and complete all work within the prescribed time (usually a one (1) year contract period).

#### **III. Background**

- A. Current disaster modeling at State and local levels indicates that in certain catastrophic circumstances a substantial portion of the population will need to evacuate. These evacuations will be facilitated by local and state resources.
- B. Evacuees will either transport themselves to public lodging, private residents of family or friends or to designated public shelters. Evacuees without private transportation or means to evacuate themselves will be transported to public shelters.
- C. To meet the needs of the evacuees, the State will establish one or more centers to serve as a single point of entry to services if evacuees cannot return home in a timely manner.

#### **IV. Scope of Work**

- A. The Contractor will establish evacuee assistance operations at a single or at multiple locations.

- B. In the case of a single location the Contractor will provide a waiting area to accommodate 500 evacuees at any one time and accommodations for up to 40 different service providers. Each service provider will have ten (10) workstations.
- C. At multiple locations, the Contractor will establish operations to accommodate a minimum of 100 evacuees at any one time and 100 workstations at each location.
- D. If the provider and SCEMD determine that the provider does not need the number workstations initially established, the Contractor will be notified and will not be required to provide the full complement of workstations. Appropriate contract and budget changes will be instituted.
- E. Contractor services in the operation of evacuee assistance center(s) will be provided on a 60 hour a week basis with the center(s) operating 9 am to 6 pm Monday – Saturday and 1pm to 7 pm on Sunday. Hours of operation may be reduced as workload permits with the approval of SCEMD.
- F. At least one Point of Contact (POC), employed by SCEMD, will be assigned to a fixed and available to mobile center sites to facilitate efficient and effective site operations.
- G. The Contractor will maintain all necessary reporting and evacuee tracking.
- H. The Contractor will maintain a case management database accessible via the Internet and will make project-specific email addresses available.
- I. Case management will be consistent with Council on Accreditations standards.
- J. Additionally, the Contractor shall provide the following for both contract and service provider employees:
  - 1. All office furniture to include all furniture necessary to ensure privacy for designated workstations in the absence of adequate private facilities/offices.
  - 2. All necessary general office support equipment and all necessary desktop supplies.
  - 3. An in-bound 1-800 toll-free call center with a minimum of six (6) answering points.
    - a. The call center should have TTY and after hours answering capabilities.
    - b. Answering points may be added or decreased at SCEMD's discretion and with appropriate contract and budget modifications.



- c. Operators, provided by the Contractor, will provide basic South Carolina specific programmatic and service information to evacuees and when appropriate, will refer callers to a caseworker.
4. A telephone system to service each workstation with two (2) incoming and two (2) outgoing lines, voice mail and auto attendant.
5. Telephone Banks for Evacuee Assistance
  - a. In a single location center, a telephone bank of a minimum of twenty (20) dedicated outbound lines to FEMA and trained personnel to assist evacuees to register for programs and services. An additional twenty (20) telephone will be available for evacuees to place personal calls to family or friends to advise them of their whereabouts and circumstances and to make application for other services as appropriate
  - b. In multiple locations, the telephone bank would have a minimum of eight (8) dedicated lines to FEMA with trained personnel to assist evacuees and eight (8) lines for personal calls.
  - c. The telephone bank(s) should have TTY capabilities. Lines may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
6. All necessary information technology equipment to include a computer with full-size keyboard and monitor at each workstation with Internet access. Routers, dial-up accounts, MS Office, site setup, broadband connection setup, broadband connection, miscellaneous peripherals, router support and printers should be provided.
7. Computer Banks for Evacuee Assistance
  - a. In a single location center, a computer bank of a minimum of twenty (20) stations with trained personnel to assist evacuees in completing FEMA and related applications.
  - b. In multiple locations a computer bank of a minimum of eight (8) stations with trained personnel will be established.
  - c. Workstations may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
8. Appropriate directional and informational signage in English, Spanish and American Sign Language will be available and appropriately posted.

9. The contractor may be required to have staff available that is fluent in languages other than English, probably Spanish and American Sign Language.
  10. Appropriate staffing levels to include managers, administrative assistants, case workers, security and evacuee assistants. Staffing size and allocation will be subject to SCEMD approval.
  11. 1-3 mobile units with staff and equipment comparable to fixed site to be placed in various areas of the state to be determined by SCEMD. Units may be added or decreased at SCEMD's discretion and with duly executed written amendments to the contract, if appropriate.
- K. The Contractor will provide security in the form of uniformed, armed officers at the center site(s) and at each mobile site. The number of officers to be determined subject to SCEMD approval and with appropriate contract and budget modifications.
- L. The Contractor will provide transportation adequate to ensure evacuees can receive services including necessary medical services in a timely manner. Additionally, the Contractor will provide transportation to and from assistance center(s) and to and from services provided by agencies as needed in a timely manner.
- M. The Contractor will be responsible for assisting State and federal agencies with temporary housing for evacuees. The Contractor will be responsible for tracking evacuees and may assist in furnishing of acquired housing.
- N. The Contractor will coordinate on a daily basis with SCEMD POCs to ensure the efficient and effective operations of the center(s) and mobile site(s).
- O. The Contractor will coordinate all public information activities with the SCEMD Public Information Officer.

## APPENDIX 3 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)

### POTENTIAL SERVICE PROVIDER LISTING

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#### **FEDERAL AGENCIES**

- US Department of Housing and Urban Development
- Internal Revenue Service
- Small Business Administration
- Social Security Administration
- US Department of Agriculture
- US Postal Service

#### **STATE AGENCIES**

- Department of Disabilities And Special Needs
- Department of Education
- Department of Health and Environmental Control
- Department of Health And Human Services
- Department of Insurance
- Department of Labor, Licensing And Regulation
- Department of Mental Health
- Department of Motor Vehicles
- Department Of Revenue
- Department of Social Services
- Employment Security Commission
- Office of Veterans Affairs (Governor's Office)
- Office on Aging (Lt. Governor's Office)
- State Housing Authority

#### **NON-PROFIT AND OTHER AGENCIES/ORGANIZATIONS**

- American Red Cross
- City Housing Authority
- Cooperative Ministries
- Local Colleges/Universities
- Local Food Bank
- Project Pet

- Salvation Army
- SC Bankers Association
- SC Bar Association
- SC Dental Association
- SC Medical Association

**APPENDIX 4 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)**

**EMPLOYEE PERFORMANCE EVALUATION FORM**

OHR COPY

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**OFFICE OF THE ADJUTANT GENERAL  
POSITION DESCRIPTION/EMPLOYEE PERFORMANCE EVALUATION FORM**

Office of the Adjutant    Pine    Lexington  
 Agency Code    Agency Name    City / County / Code

Employee Name    Emergency Management  
 Division

Administrative    A  
 Current State Title    Class Code    Slot    Band    Position Number

Time Limited    40.0    No  
 Full/Part Time Indicator    Hrs Per Week    Base Hrs    Is Position in Central Office?    FLSA

100%  
 % State Funding    % Federal Funding    % Other Funding

Supervisor State Title    Class Code    Slot    Band

(OFFICE OF HUMAN RESOURCES)

\_\_\_\_\_

Agency Code    Class Code    Slot

Authorized Date

Delegated    New Position    Prototype  
 State Title Changes    Update    Reclassification

\_\_\_\_\_

Approved State Title

Approval Signature

Date Approved

**THE FOLLOWING SECTION OF THE POSITION DESCRIPTION IS TO BE COMPLETED BY THE SUPERVISOR**

1. What are the minimum requirements for the position (Minimum requirements must at least meet the state minimum requirements for classified classes but may include additional requirement A high school diploma and three years experience in business management, public administration and administrative services.
2. What knowledge, skills, and abilities are needed by an employee upon entry to this job including any special certification or license?  
 Employee must have a working knowledge of administrative processes and business practices. Must possess knowledge of computers and software, such as MS Office Suite Word, PowerPoint, Excel and Access. Must have considerable knowledge of grammar usage, spelling and sentence structure. Must have ability to coordinate other personnel to perform assigned tasks. Must be able to exercise judgment and discretion and to comprehend and execute written and oral instructions.
3. Describe the guidelines and supervision an employee receives to do this job, including the employee's independence and discretion.  
 Employee will perform duties under general supervision and is encouraged to use initiative in performing assigned duties while adhering to the policies of the agency and state and federal regulations
4. Indicate additional comments regarding this position (e.g., work environment, physical requirements, overnight travel).  
 Employee may be required to travel with overnight stays during the performance of duties.

Update Request

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Reclassification Request (Include Request for Salary Change Form)

Other Required Signature \_\_\_\_\_

Class

Code \_\_\_\_\_

Date \_\_\_\_\_

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SC Recovery Plan

6-A-4-1

April 2018



**JOB PURPOSE**

Job Purpose:

To serve as a liaison between SCEMD and the assistance center contractor(s). To provide administrative support in monitoring daily activities for compliance with contacted scopes of work.

**JOB FUNCTIONS**

	<u>Weight</u>	<u>Marginal Essential</u>	<u>% of Time</u>
1. Function:		E	40%
Serves as a liaison between SCEMD and the assistance center contractor(s). Monitors assistance center contractor(s) compliance with contracted scope of work. Ensures client services are provided efficiently.			

Success Criteria:

Assistance centers successfully meet the needs of evacuees in accordance with the contracted scope of work.

Actual Performance:

Performance Rating:  ER  MR  BELOW

	<u>Weight</u>	<u>Marginal Essential</u>	<u>% of Time</u>
2. Function:		E	30%

Compiles and submits to SCEMD activities reports on assistance center activities daily, to include statistical data on number of evacuees and services provided.

Success Criteria: Daily reports are submitted in a timely manner; data is accurate and complete in scope.

Actual Performance:

Performance Rating:  ER  MR  BELOW

	<u>Weight</u>	<u>Marginal Essential</u>	<u>% of Time</u>
3. Function:		E	30%

Monitors assistance center activities and recommends actions and procedures for providing more efficient and effective services.

Success Criteria: Recommended changes are submitted outlining performance and efficiency outcomes.

Actual Performance:

Performance Rating:  ER  MR  BELOW

**APPENDIX 5 TO ANNEX A (EVACUEE ASSISTANCE CENTERS)**

**CONTRACTOR PROVIDED STAFFING FOR SCEAC**

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- Administrative Specialist/Receptionist
- Case Manager
- Communications Specialist
- Evacuee Assistant
- Security Official
- Site Manager



## ADMINISTRATIVE SPECIALIST/RECEPTIONIST

### General Nature of Work:

Performs administrative support or clerical duties with a limited level of individual accountability.

### Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class follow detailed, procedural guidelines in the completion of well-defined duties. Some individual discretion is exercised in the performance of required duties.

### Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Performs standard clerical duties following established methods and procedures; these duties may include a wide range of e-mailing, faxing, typing, copying and filing responsibilities.

May assist visitors and evacuees with registration; provide visitors with basic service information.

Edits or proofreads informational material such as brochures, pamphlets and reports.

Receives, reviews and processes documents from state, local and federal agencies.

Answers telephone in a courteous and professional manner. Takes messages and sets appointments as required.

### Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of standard office practices and procedures, including typing and use of computer.

Ability to maintain a pleasant and cordial demeanor.

Ability to follow written and oral instructions.

Ability to exercise limited discretion in interpreting and applying office practices and procedures.



**Necessary Special Requirement:**

Familiarity with and ability to use Microsoft Office Suite products (Word, Outlook, Excel)

**Minimum Requirements:**

(Note: additional requirements may be applicable for individual positions in the employing agency.)

High school or equivalent.

## CASE MANAGER

### General Nature of Work:

Provides case management coordination services to include assessment, planning, monitoring, advocacy and direct intervention and provides advisory and consultative services relating to the assigned program area.

### Guidelines for Class Use/Distinguishing Characteristics:

N/A

### Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Evaluates financial, medical, vocational and any other necessary information on evacuees.

Proactively locates evacuees and determines their housing status and service provision needs. Refers then to appropriate service providers. Determines the next steps required to return them to a more normal lifestyle.

Manages assigned caseload including maintaining case files and responding to correspondences and telephone inquiries.

Interviews evacuees and any service providers providing aid to the evacuee to assess the evacuee's level of necessary services.

Develops a comprehensive picture of the evacuees service needs.

Intercedes and advocates on behalf of evacuees, including housing, furnishing and utilities.

Informs public of services rendered and rights and benefits of potential evacuees.

Prepares record summary of evacuee assessments, including expenses incurred on behalf of the evacuee.

### Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of casework practices and interviewing techniques.

Knowledge of legal principles and practices.

Knowledge of investigative techniques, principles and practices.

Knowledge of services available from the community and other public and private programs.

Knowledge of federal, state and local laws or regulations pertaining to target social service programs.

Ability to organize and maintain a caseload.

Ability to exercise discretion in interpreting and applying established objectives.

Ability to establish and maintain effective working relationships with officials, federal, state and local agencies, the private sector and the general public.

Ability to communicate effectively.

**Necessary Special Requirement:**

Ability to use Microsoft Office Suite products (Word, Outlook, Excel)

Valid SC Driver's license

**Minimum Requirements:**

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A bachelor's degree and professional experience in human services or social services programs.

## COMMUNICATIONS SPECIALIST

### General Nature of Work:

Operates telecommunications equipment to provide inbound operator services.

### Guidelines for Class Use/Distinguishing Characteristics:

This class consists of entry and journey level positions.

### Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Serves as inbound phone system attendant.

Provides general information to telephone inquiries from script(s) provided.

### Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge and or the ability to learn procedures and practices associated with the operation of modern communications systems.

Ability to function effectively during periods of heavy communication traffic.

Ability to understand and follow instructions.

Ability to speak clearly and concisely.

Ability to learn general program parameters.

Ability to communicate information accurately and unambiguously.

### Necessary Special Requirement:

None

### Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma

## EVACUEE ASSISTANT

### General Nature of Work:

Performs administrative support to assist evacuees in applying for FEMA and other assistance.

### Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class follow detailed, procedural guidelines. Some individual discretion is exercised in the performance of required tasks.

### Examples of work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Assist evacuees in applying for FEMA programs. Assist in completing information using on-line and telephone systems.

Answers questions for evacuees. Researches questions and issues to determine appropriate course of action.

Assist evacuees in contacting and locating family members.

### Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Working knowledge of assistance programs.

Ability to read, understand and follow directions.

Ability to communicate effectively.

Ability to input data into automated systems.

### Necessary Special Requirements:

Familiarity with and ability to use automated systems.

### Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

High School diploma or equivalent.

## SECURITY OFFICIAL

### General Nature of Work:

Perform general security duties to ensure the safety of individuals and the security of facilities related to the operations of an assistance center for evacuees.

Answers questions and assist in directing individuals.

### Guidelines for Class Use/Distinguishing Characteristics:

Positions in this class are of entry to journey level.

### Examples of Work:

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Under general supervision performs security duties designed to protect individuals and property against loss and/or injury due to disorderly acts, accidents, fires or other hazards.

Handles emergency situations until appropriate personnel are contacted and assume responsibility.

Enforces standards of conduct and adherence to appropriate laws and regulations.

### Knowledge, Skills and Abilities:

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of safety, security or fire protection.

Security experience in city, county, state or military police.

Good communication skills

Ability to deal effectively with emergency situations

### Necessary Special Requirements:

Must be at least 21 years old and be able to successfully complete any required law enforcement training and certified to carry firearms.

### Minimum Requirements:

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma and experience in fire protection, safety or security activities.



## **SITE MANAGER**

### **General Nature of Work:**

Plans, coordinates and/or performs administrative, program management and support services activities.

### **Guidelines for Class Use/Distinguishing Characteristics:**

Positions assigned to this class are responsible for the administrative activities of a processing center facility. Position is responsible for supervising administrative, technical and support personnel.

### **Examples of Work:**

(Note: The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. The intent of the listed examples is to give a general indication of the levels of difficulty and responsibility common to all positions in this class.)

Coordinates general administrative, business management and/or support activities.

Performs or supervises the performance of activities related to fiscal management, personnel management, procurement, supply services, auxiliary services, etc.

Consults with program personnel regarding the availability of services and preparation of service request.

Conducts special assignments; prepares and maintains specialized records and reports.

Establishes and provides consultation on administrative policies and procedures.

Coordinates personnel activities for the facility; serves as resource person on personnel policies and procedures.

Assures the timely and appropriate delivery of services for the target clientele.

### **Knowledge, Skills and Abilities:**

(Note: The knowledge, skills and abilities listed are not necessarily inclusive of the requirements for every position in the class.)

Knowledge of policies, procedures, rules and regulations related to the specific administrative function and services provided.

Knowledge of fiscal and personnel procedures, practices and policies.

Knowledge of modern office practices, procedures and equipment.

Ability of coordinate diverse administrative functions.

Ability to establish and maintain effective working relationships.

Ability to plan, organize and supervise the work of subordinate personnel.

Ability to communicate effectively.

**Necessary Special Requirement:**

Ability to use Microsoft Office Suite products (Word, Outlook, Excel)

**Minimum Requirements:**

(Note: additional requirements may be applicable for individual positions in the employing agency.)

A high school diploma and relevant experience in business management, public administration or administrative services.

PUBLIC INFORMATION

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**Office of the Adjutant General**  
**South Carolina Emergency Management Division**  
2779 Fish Hatchery Road  
West Columbia, S.C. 29172 (803)  
737-8500 Fax (803) 737-8570

## Media Advisory

Not For Release

**Contact:** Joe Farmer, Public Information Director  
Derrec Becker, Public Information Coordinator  
(803) 737-8500

### Briefing on Openings of South Carolina Evacuee Assistance Centers

COLUMBIA, S.C. (November 7)

**What:** News conference to discuss the opening of South Carolina Evacuee Assistance Centers statewide to assist victims of Hurricanes Katrina and Rita.

**When:** Monday November 7, 2:00 p.m.

**Where:** South Carolina Evacuee Assistance Center  
Columbia Office  
2638 Two Notch Road Suite 210  
Columbia, SC 29204

The South Carolina Evacuee Assistance Centers are currently planned to be open at 1:00 p.m. November 7, for 90 days. The Centers will provide central locations where evacuees can meet with caseworkers to assist them with the administrative steps involved in state and federal assistance programs. Representatives from various assistance agencies and organizations will be available at the center, or by appointment Monday through Friday from 9 a.m. to 5 p.m., beginning November 8. All of the Centers will be closed on state and federal holidays.

These Centers will be located in areas with the highest identified populations of evacuees: Greenville, Columbia, Charleston, and Beaufort. In addition, one Mobile Assistance Center will travel the state to address needs of smaller concentrations of evacuees, and an 800 number will be established for those unable to travel to fixed Centers or the Mobile Center.

*There will not be briefings at the other Centers on this date so media are encouraged to come to the Columbia office to obtain footage and interviews. A News Release with additional information on the South Carolina Evacuee Assistance Center program and their locations will follow.*

-END-

**South Carolina Mobile Evacuee Assistance Center Schedule**

**December 6 1:00 – 6:00 and December 7 9:00 – 5:00**

Conway EOC  
2560 Main Street #4  
Conway, SC 29526

**December 8 9:00 – 5:00**

Georgetown EOC  
2222 High Market Street  
Georgetown, SC 29442

**December 12 – December 13 9:00 – 5:00**

National Guard Armory  
320 Airport Road  
Moncks Corner, SC 29461

**December 14 – December 15 9:00 – 5:00**

County Council Chambers  
500 N. Main Street (78<sup>th</sup>/Main Street)  
Summerville, SC 29483

**December 16 9:00 – 5:00**

Orangeburg American Red Cross Chapter  
545 Louis Street (Across From the Library)  
Orangeburg, SC 29115

**December 19 – 9:00 – 5:00 and December 20 9:00 – 3:00**

County Council Building  
736 Richland Avenue (West) Corner of Richland and Morgan)  
Aiken, SC 29801

**December 28 and December 29 9:00 – 5:00**

Greenwood Civic Center  
1610 - Highway 221/72 (East) Building near the Tennis Court  
Greenwood, SC 29649

**January 4 9:00 - 5:00**

Anderson County Civic Center  
3027 Mall Rd. (Off of Mall /Camson Road.)  
Anderson, SC 29621

**January 5 and January 6 9:00 - 5:00**

Oconee Emergency Operations Center  
300 S. Church Street  
Walhalla, SC 29691

**January 10 and January 11 9:00 - 5:00**

Chester Emergency Operations Center  
156 Columbia Street  
Chester, SC 29706

**January 12 and January 13 9:00 - 5:00**

Spartanburg County

*Location to be determined*

**January 17, January 18 and January 19 9:00 – 5:00**

York County American Red Cross Chapter

200 Piedmont Blvd. (Across from Piedmont Medical Center)

Rock Hill, SC 29732

## **Mobile South Carolina Evacuee Assistance Center Available in Your Area**

### **Who should come to the center?**

**Evacuees from Hurricanes Katrina and Rita who have relocated to**

**South Carolina who have questions or require assistance should visit the Mobile Center.**

### **What services will be available?**

**Services at the Mobile Center will include case work, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases.**

### **When and where will the Mobile Center be in my area?**

**November 29, 30 and December 1**

**9:00 - 5:00**

Florence County Civic Center

3300 West Radio Drive

Florence, SC 29501

**December 6 1:00 - 6:00 and December 7 9:00 - 5:00**

Horry County EOC

2560 Main Street #4 (Near the U.S. Post Office)

Conway, SC 29526-3718

**December 8 9:00 - 5:00**

Georgetown EOC

2222 High Market Street

Georgetown, SC 29442

Individuals unable to get to one of the fixed South Carolina Evacuee Assistance Centers, or the Mobile Center or persons requiring more information can call 1-800-590-6395 from 9 a.m. to 5 p.m. Monday through Friday.



# South Carolina Department of Insurance

300 Arbor Lake Drive, Suite 1200  
Columbia, South Carolina 29223

Mailing Address:  
P.O. Box 100105, Columbia, S.C. 29202-3105  
Telephone: (803) 737-6160

MARK SANFORD  
Governor

Eleanor Kitzman  
Director

## Press Release

September 7, 2005  
For Immediate Release

Contact: Ann Roberson  
Phone: 803-737-6207

### South Carolina Department of Insurance Offers Assistance to Hurricane Katrina Evacuees

Columbia, S.C. - Eleanor Kitzman, Director of Insurance, announced today that residents of Mississippi, Louisiana and Alabama who have been displaced by Hurricane Katrina and are

taking shelter in South Carolina may contact the South Carolina Department of Insurance for assistance with their insurance questions. The Department's toll-free number is 1-800-768-3467.

The local telephone number is 803-737-6180 and the e-mail address is

[CnsmMail@doi.state.sc.us](mailto:CnsmMail@doi.state.sc.us).

"Department staff will assist consumers in contacting their insurance companies to initiate the claims process. The more quickly these discussions take place the sooner evacuees will be able to file claims, receive assistance for living expenses and begin to recover from this devastating storm," stated Director Kitzman.

For additional information concerning this press release, please contact Ann Roberson, Public Information Officer at 803-737-6207.



**Office of the Adjutant General**  
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West Columbia, S.C. 29172 (803)  
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## Media Advisory

**Not For Release**

**Contact:** Joe Farmer, Public Information Director  
Derrec Becker, Public Information Coordinator  
(803) 737-8500

A representative from the South Carolina Emergency Management Division will be available at the Charleston Area office of the South Carolina Evacuee Assistance Center this afternoon for questions and interviews from the media. The center is located at 2231 Technical Parkway in North Charleston. Please call 803-737-8500 and ask for Derrec Becker to set a time for your interview.

-End-





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## **NEWS RELEASE**

**For Immediate Release**

**Contact:** Joe Farmer, Public Information Director  
Derrec Becker, Public Information Coordinator  
(803) 737-8500

### **State Sponsored Evacuee Assistance Centers to Open November 7**

COLUMBIA, SC (November 7, 2005) – The Federal Emergency Management Agency (FEMA) has asked sheltering states including South Carolina to open Evacuee Assistance Centers for victims of Katrina and Rita, a job that FEMA normally performs. Consequently, the South Carolina Emergency Management Division (SCEMD) will take on this unprecedented task, which will involve coordination with local communities, state agencies, and the federal government.

Beginning November 7 at 1:00 p.m., South Carolina will transition from local reception centers to four temporary South Carolina Evacuee Assistance Centers. These Centers will be located in areas with the highest identified populations of evacuees: Greenville, Columbia, Charleston, and Beaufort. In addition, one Mobile Assistance Center will travel the state to address needs of smaller concentrations of evacuees, and an 800 number will be established for those unable to travel to fixed Centers or the Mobile Center. The Centers will be established and managed through a contract with Lutheran Family Services in the Carolinas who has enlisted South Carolina Family Service Center to provide administration and case management at each location.

Services at the Centers will include case work, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases. Organizations with representation at the Centers will include the S.C. Employment Security Commission, the S.C. Department of Health and Human Services, the S.C. Office on Aging, the S.C. Department of Social Services and the S.C. Department of Mental Health. Federal representation will include the office of Housing and Urban Development, the Social Security Administration, the Veterans Administration, the Internal Revenue Service, the Federal Emergency Management Agency, and the Small Business Administration.

“The purpose of the South Carolina Evacuee Assistance Centers is to offer assistance and services comparable to what victims would receive in their home states. One of our primary focuses will be locating temporary housing for evacuees still staying in hotels,” said Ron Osborne director of SCEMD.

The Centers are currently planned to be open for 90 days, and will provide central locations where evacuees can meet with caseworkers to assist them with the administrative steps involved in state and federal assistance programs. Representatives from various assistance agencies and organizations will be available at the center, or by appointment Monday through Friday from 9 a.m. to 5 p.m., beginning November 8. All of the Centers will be closed on state and federal holidays.

The South Carolina Emergency Management Division has been working with housing assistance organizations at the state and federal levels, and plans to have representatives from these organizations or referral information at the South Carolina Evacuee Assistance Centers to transition evacuees into temporary housing or to help them return to their home state or a location where they have family and friends.

“This is the first time the Division has taken on the task of running a program similar to FEMA’s Disaster Recovery Centers,” Osborne said. “This program will provide a challenge for South Carolina, and I hope that we can count on the communities where the Centers are located to continue providing the high level of emotional support, generosity and compassion demonstrated so far.”

South Carolina Evacuee Assistance Centers will open in the following locations on November 7 at 1:00 p.m.:

**Columbia**

2638 Two Notch Road  
Suite 210  
Columbia, SC 29204

**Beaufort**

873 - B Robert Smalls Parkways  
Beaufort, SC

**Charleston**

2231 Technical Parkway  
Charleston, SC 29402  
Greenville, SC 29607

**Greenville**

225 S. Pleasantburg Dr.  
Unit D-2



**Office of the Adjutant General**  
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737-8500 Fax (803) 737-8570

## **Media Advisory**

**Not For Release**

**What:** News conference to discuss the opening of South Carolina Evacuee Assistance Centers statewide to assist victims of Hurricanes Katrina and Rita.

**When:** Monday November 7, 2:00 p.m.

**Where:** South Carolina Evacuee Assistance Center  
Columbia Office  
2638 Two Notch Road Suite 210  
Columbia, SC 29204

-END-



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737-8500 Fax (803) 737-8570

## **NEWS RELEASE**

**For Immediate Release**

**Contact:** Joe Farmer, Public Information Director  
Derrec Becker, Public Information Coordinator  
(803) 737-8500

### **Evacuee Assistance Centers in Charleston and Greenville to Close February 17**

COLUMBIA, SC (February 16, 2006) - The South Carolina Evacuee Assistance Centers for Hurricane Katrina and Rita evacuees located in Charleston and Greenville will close on February 17 at 5 p.m. The Evacuee Assistance Center in Columbia will remain open until March 3. The Mobile Evacuee Assistance Center will remain in service until March 15 to provide additional assistance in these areas as necessary. The 800 number for referral services 800-590-6395 will also be available until March 15.

Evacuees are scheduled to transition to the Federal Emergency Management Agency's (FEMA) Individual Assistance Program no later than March 1. The Individual Assistance Program is designed to help evacuees with rental assistance and other needs. The FEMA assistance number for evacuees is 800-621-3362

"The purpose of the South Carolina Evacuee Assistance Centers was to offer assistance and services comparable to what victims would receive in their home states. Our primary focus was to locate and provide temporary housing for evacuees sheltered in hotels, and we are nearing completion of this mission" said Ron Osborne, director of SCEMD.

The Centers have provided essential services and guidance to evacuees in the area since they opened November 7. Services at the Centers included individual casework, personal counseling, employment needs, insurance information, housing placement, tax information and status check of FEMA cases.

-END-

**FREQUENTLY ASKED QUESTIONS**

- **ABOUT FEMA**

What services will FEMA provide to me?

How do I apply with FEMA?

How long will the registration process take?

What will I need to register?

How can I change or update my application?

If I receive money from FEMA, how can I use it?

- **ABOUT THE SMALL BUSINESS ADMINISTRATION (SBA)**

What services will SBA provide to me?

How do I apply with SBA?

What will I need to apply?

If I receive money from SBA, how can I use it?

- **ABOUT DRIVER'S LICENSE AND/OR ID CARD**

What will I need to bring with me to obtain a driver's license or ID card?

Where do I apply for a driver's license or ID card?

- **ABOUT WELFARE OR OTHER ASSISTANCE**

How do I find out if I qualify for welfare or other assistance?

I was on assistance before the disaster. How do I ensure that I will continue to receive benefits?

- **ABOUT MEDICAID**

I was receiving Medicaid benefits before the disaster. How do I ensure that I continue to receive benefits?

What benefits might I be eligible for under Medicaid?

How and where do I go to apply for Medicaid?

- ABOUT VETERANS' (VA) BENEFITS

I was receiving VA benefits before the disaster. How do I ensure that I keep receiving benefits?

How do I apply for VA benefits?

- ABOUT MEDICAL CARE AND PRESCRIPTIONS

I was taking medicine before the disaster but did not bring it with me. How do I get my medicine?

I do not have any health insurance but I am sick and need to see a doctor. What do I need to do to get medical care?

I wear glasses or hearing aids, etc and lost them during the evacuation. How do I get new glasses, hearing aids, etc?

- ABOUT EMPLOYMENT

How can I find local employment?

What if I cannot or cannot find work? What benefits would be work available to me?

How can I find out if my employer in the disaster affected area is open for business? How can I find out if I still have a job there?

How do I apply for unemployment benefits?

- ABOUT HOUSING AND CLOTHING

How do I find out if my home, apartment, condo, etc. in the disaster affected area is still there and livable?

If I do not have a place, how do I find a place to live? In the affected area? Here?

Am I eligible for any benefits help me with paying rent, making a to security deposit or finding furnishings?

I left the disaster area with only the clothes I have on. How can I get clothes?

- **ABOUT CONTACTING/LOCATING RELATIVES**

We were all evacuated but got split up. How can I find my parents, children or other relatives?

I don't know if my family evacuated. How can I locate them?

My Mother lives in Wisconsin. How can I get in touch with her to let her know where I am and that I am OK?

- **ABOUT LOCATING PETS**

I brought my pet with me to the evacuation point but they took it and said it couldn't ride with me. How can I locate my pet?

I couldn't bring my pet with me to the evacuation point. How can I find out if he/she is alright?

- **ABOUT TRANSPORTATION**

I need to look for a job and an apartment. What transportation is available to me?

Where can I get information on public transportation?

### **SUGGESTED TELEPHONE NUMBER AND WEBSITES**

- Toll Free telephone number and websites for all organizations staffing the SCEAC
- Toll Free telephone numbers and website for FEMA
- Toll Free telephone number and website for SBA
- Toll Free telephone number and website for Medicaid
- Suicide and Crisis Hotline Toll Free telephone numbers and websites