



South Carolina Emergency Management
Division

**Disaster Survivor Assistance Standard Operating
Procedures**

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Table of Contents

Introduction.....	2
Concept of Operations	2
Roles and Responsibilities.....	2
Federal.....	4
State.....	5
County/Local.....	6
Mobilization of Teams.....	6
Operations.....	6
Demobilization of Teams.....	8
Implementation in Disasters with Limited Federal Staffing	7
Appendices	
Appendix 1: DSA/County Meeting Checklist.....	20

I. INTRODUCTION

In the aftermath of a disaster it is the responsibility of State and Local governments to respond to the needs of their citizens. If a disaster is declared for Individual Assistance (IA), it is critical that the Federal, State, and Local team ensure that disaster survivors are able to register for disaster assistance and navigate the IA process.

II. CONCEPT OF OPERATIONS

When an area is declared for Individual Assistance, Disaster Survivor Assistance Teams are typically deployed to provide timely and flexible assistance to disaster survivors. They accomplish this through their five essential functions: assess, inform, report (AIR), on-site registration intake, case status updates and inquiries, survivor needs assessment, and community outreach and partnerships.

III. ROLES AND RESPONSIBILITIES

A. Federal Responsibilities

a. DSA Branch Director

- i. Reports to the FEMA Operations Section Chief and works in coordination with the State DSA Coordinator
- ii. Coordinate with the State DRC Coordinator and FEMA IA Branch Director to develop DSA reporting products for the disaster
- iii. Assign DSA teams to impacted areas in accordance with the State prioritization
- iv. Ensure DSA Teams have been appropriately trained and briefed prior to deployment to the field
- v. Maintain situational awareness of any issues or concerns with DSA Team lead and communicate them to the State DSA Coordinator/elevate as appropriate
- vi. Ensure timely and accurate reports (to include the DSA Situation Report) are provided to appropriate partners on a regular basis
- vii. Develop a DSA strategic plan in coordination with the State DSA Coordinator

b. DSA Group Supervisor

- i. If the disaster is of sufficient size and scope, a DSA Group supervisor may be mobilized to support the DSA Branch Director
- ii. Manage and coordinate DSA Task Force Leads
- iii. Coordinate with FEMA Branch directors if geographic branches have been set up to ensure tactics align with the joint DSA strategic plan

c. FEMA Operations Branch Director (if available)

- i. Coordinate with the division supervisors and Joint Field Office team to ensure appropriate flow of information
- ii. Coordinate with the DSA Branch Director and/or Group Supervisor to develop DSA implementation tactics that align with the strategic plan

- d. FEMA Operations Division Supervisor (if available)**
 - i. Assist in facilitating the introductory meeting between the DSA Team lead and the County Emergency Manager (or their designee)
 - ii. Coordinates with the DSA Task Force Leader to plan and implement the DSA Mission
- e. DSA Task Force Leader**
 - i. Manages DSA Crew leaders
 - 1. In Geographic structure, the Task Force Leader supports the Operations Branch Director or Division Supervisor in implementing the DSA mission in the field
 - 2. In a functional structure, they report to the DSA Branch Director
 - ii. Coordinate with the County Emergency Manager (or their designee) to identify the heaviest impacted areas and disproportionately impacted populations. The TSA Task Force Leader will work with the DSA Branch Director to evaluate data already submitted to the JFO prior to meeting with the local representative
 - iii. Establish a working relationship with Disaster Recovery Center (DRC) personnel in the area as available
 - iv. Set expectations, monitor performance, and provide corrective actions when trends develop
 - v. Conducts the DSA closeout meeting in accordance with the demobilization of teams guidance in section V
- f. DSA Crew Leader**
 - i. Manages and supervises DSA specialists. Reports to their DSA Task Force Leader
 - ii. Conducts outreach to community and faith-based leaders and organizations
 - iii. Elevates disaster-specific trends, concerns, or recommendations as identified
- g. DSA Specialist**
 - i. Reports to the DSA Crew Leader
 - ii. Conduct DSA field operations in accordance with the plan developed by the DSA Task Force Leader and County representative
 - iii. Registers disaster survivors for assistance and makes appropriate referrals to appropriate recovery resources
 - iv. Provide case status updates to disaster survivors
- h. DSA Survivor Mobile Application Reports Analyst (SMARA)**
 - i. If the event warrants, a SMARA may be deployed at the JFO, Branch, Task Force, and/or Crew level to consolidate reports
 - ii. At the JFO and Branch level the SMARA is responsible for:
 - 1. Analyzing and consolidating reports into a final product
 - 2. Ensuring appropriate distribution of reports to State, Local, and Federal partners
 - iii. At the Task Force Level the SMARA is responsible for:
 - 1. Consolidating crew level reports and submitting them to the Branch/JFO as appropriate

- 2. Managing critical issues and ensure information has been referred to the appropriate program for action
 - iv. At the Crew level the SMARA is responsible for developing daily reports and submitting them to the Task Force, Branch, or JFO level as appropriate
- i. **DSA Bereavement Specialist**
 - i. Reports to the DSA Branch Director
 - ii. The DSA Bereavement specialist is responsible for assisting families eligible for bereavement assistance by:
 - 1. Making referrals to legal, physical, and mental/emotional health assistance partners, and;
 - 2. Collecting documentation to support an application for funeral assistance

B. State Responsibilities

a. State DSA Coordinator

- i. Brief the FEMA DSA Branch Director on the State DSA SOP and any South Carolina specific considerations
- ii. Coordinate with the State IA Officer and FEMA DSA Branch Director to develop DSA reporting products for the disaster
- iii. Coordinate with the State IA Officer and FEMA DSA Branch Director to determine the prioritization of DSA Support to Counties
- iv. Provide damage assessment and community data to the FEMA DSA Branch Director to be communicated to the field
- v. Ensure daily activity reports and situational updates are provided to State and local partners where DSA is active
- vi. Maintain visibility over DSA operations in the field and elevate issues as appropriate
- vii. Assist County officials in determining when DSA teams should go to limited presence or demobilize from the area

b. Regional Emergency Manager

- i. Maintain situational awareness of DSA operations in the field and elevate issues and concerns as appropriate
- ii. If geographic branches have not been established, coordinate with the County Emergency Manager, State DSA Coordinator, and DSA Task Force Lead to facilitate the DSA introduction meeting

C. Local/County Responsibilities

- a. Participate in the DSA introduction meeting and provide information pertaining to concentrated areas of damage, cultural considerations, safety/security concerns, etc. (see Appendix 1)

- b. Prioritize locations for DSA coverage (e.g., open shelters, homes evaluated in the damage assessment, isolated areas, areas of concentrated damage, vulnerable communities, etc.)
- c. Identify essential elements of information the county wants to receive from the team
- d. Make recommendations for DSA limited presence/demobilization as appropriate
- e. Identify the ideal method of DSA presence for the community (e.g., remaining in a stationary location for survivors to seek them out or going door-to-door)

IV. MOBILIZATION OF TEAMS

- A. Upon an Individual Assistance disaster declaration, DSA teams may be assigned to geographic areas, typically County based. Team assignments will be made by the FEMA DSA Branch Director in coordination with the State DSA Coordinator
- B. Once the team has been assigned and the Task Force Lead for that county has been identified, the State DSA Coordinator will connect the DSA Task Force Lead with the appropriate Regional Emergency Manager (REM) and/or FEMA Branch Director for that County to schedule the introduction meeting
- C. The REM/FEMA Branch Director will facilitate the introduction of the Team Lead and the County Emergency Manager (or their designee) at a time and location convenient for them
- D. DSA Teams will mobilize into the field upon the direction of the County/local official

V. OPERATIONS

A. DSA Essential Functions

- a. Assess inform report (AIR) – collect targeted information and report it back to the EOC/JFO for decision-making purposes
- b. On-Site registration intake – assist survivors with registering for federal disaster assistance through FEMA
- c. Case status inquiries and updates – review on-site survivor information to provide survivors with an update on the status of their case, identify other assistance they may be eligible for, and collect new information or documentation from survivors in support of their case
- d. Survivor needs assessment – engage with survivors and local officials to identify immediate and unmet needs and resources available to address them through FEMA and/or community partners
- e. Community outreach and partnerships – conduct outreach and facilitate the creation of partnerships between governmental, faith-based, community-based, private, non-profit, and disability partners.

B. Types of DSA Teams

- a. Traditional – A typical DSA Team is composed of at least seven DSA Specialists and two crew leaders. As needed they can split up into smaller groups for outreach. Generally those teams contain FEMA staff, FEMA reservists, and FEMA Corps. These teams are trained and able to conduct all DSA mission areas.
- b. Surge Staffing – In certain events, FEMA may need to utilize surge staffing to support DSA operations
 - i. Surge capacity force members come from non-FEMA sources, typically other Federal agencies
 - ii. Unlike traditional DSA teams, the capabilities of these forces can vary but will be able to conduct registration intake operations

C. Field Operations

- a. Door-to-Door - This is the most traditional method of DSA Operations. Conducting door-to-door operations allows the DSA team to:
 - i. Reach populations that may not be able to visit a DRC, register online, etc.
 - ii. Gather ground-truth information to support Local, State, and Federal data needs pertaining to rumor, trends, unmet needs, and impacts
 - iii. Through the Assess, Inform, Report Mission (AIR) DSA teams can provide targeted information at the direction of the County Emergency Manager (or their designee) and/or the DSA Branch Director
- b. Support Local Registration Efforts/ Community Events – Although the DSA mission is traditionally mobile, the teams can be asked to support local registration efforts/community events where disaster survivors will already be congregating (e.g., town hall meetings or regularly scheduled community events)
- c. Mobile Registration Intake Centers (MRICs) – In situations where it is not feasible for teams to go door to door or it is determined to be in the best interest of the impacted community, teams can be kept at a stationary location supported by a communications vehicle as a mobile registration intake center. If it is possible to establish a Disaster Recovery Center at that site, that is preferable

D. South Carolina DSA Considerations

- a. Heirs Properties – As was encountered in previous disasters there are places in South Carolina where heirs properties are not uncommon. This is a property that has been passed down informally such that the property owner may not have the deed or other documentation required by FEMA to establish ownership. These survivors have historically required additional assistance in navigating the FEMA IA process. In the event that DSA team members identify a survivor with an heirs property it is expected that they will refer the case back to the JFO for additional case support and a refer the survivor to the appropriate legal services entity.
- b. Previous Disaster Experience – in 2015 and 2016 many counties in South Carolina were declared for Individual Assistance. Many survivors were deemed ineligible for assistance in one or both events so there may be a reluctance to go through the IA process in future events

E. Reporting

FEMA has standardized DSA reporting products to use during a disaster. At the beginning of an event the State IAO/DRC Coordinator and FEMA DSA Branch Director and IA Branch Director will review the reports and make any necessary changes (e.g., addition of data points to be collected, formatting changes, etc.).

- a. **Daily DSA Summary Report** – daily compilation of DSA activities broken out by County to include critical and emerging issues, community contacts, and cumulative information from Crew canvassing reports
- b. **Spot Report** – brief narrative of critical issues that affect immediate health and welfare of disaster survivors that is or could become life threatening. Initial notification is made immediately by phone or email to the DSA Crew Leader.

F. Coordination with other Recovery Partners

- a. Resource and Referral Lists – Multiple groups at the Joint Field Office will be developing resource and referral lists (e.g., voluntary agency liaison team/VOAD partners, unmet needs committees, disability integration, etc.)
- b. Support data collection needs as requested by Federal, State, and/or Local. Voluntary Agency data needs may also be supported so long as it is requested by a State partner.

VI. DEMOBILIZATION OF TEAMS

A. Limited Presence

- a. As the need for DSA operations in the field diminishes, the teams can go on ‘limited presence; this means that as opposed to a full team being in the field, a couple of DSA team members are left in the County to handle needs as they arise
- b. Indicators that may indicate a need to transition to limited presence include:
 - i. All impacted areas within the area of responsibility have been visited
 - ii. County/Local strategic DSA priorities have been met
 - iii. Data collection needs for the area have been met
 - iv. County/ Local Emergency Manager requests limited presence
- c. The determination to transition the DSA team to limited presence will be made collaboratively between the County/local representative, the State DSA Coordinator, and the FEMA DSA Group Supervisor.

B. Demobilization

- a. Ultimately when there is no longer a need for an ongoing DSA presence in the field, the DSA teams will demobilize.
- b. Indicators that may indicate DSA demobilization include:
 - i. All impacted areas within the area of responsibility have been visited
 - ii. County/Local strategic DSA priorities have been met
 - iii. Data collection needs for the area have been met
 - iv. DSA has been on limited presence for ten days without the need for a field presence
 - v. County/ Local Emergency Manager requests demobilization

- c. The determination to demobilize the DSA team will be made collaboratively between the County/local representative, the State DSA Coordinator, and the FEMA DSA Group Supervisor.
- d. After the DSA team has demobilized there will still be resources available to help survivors including, but not limited to; www.disasterassistance.gov, 1-800-621-FEMA(3362), and any Disaster Recovery Centers (DRCs) that may still be open in the surrounding area.

VII. IMPLEMENTATION IN DISASTERS WITH LIMITED FEDERAL STAFFING

A. Situation

In active disaster years there may not be sufficient federal manpower and resources to stand up a full DRC and DSA mission in each impacted area in a timely manner

B. Allocation of Available Resources

- a. The prioritization for Federal recovery resources will be determined by the disaster impacts as recorded by damage assessments, IA registrations to date, anticipated impacted population, and proximity to existing recovery resources
- b. Based on the prioritization the following assets will be assigned as available; Fixed DRC Sites, Full DSA Teams, Mobile DRC Sites (on a route), and surge staff DSA teams

C. Locally Based Service Delivery Methods

- a. Local Disaster Assistance Centers – similar to a DRC these are sites that can be set up with local and state staff to provide information/registration intake for State/Local assistance programs
- b. Local Registration Intake Centers – sites such as libraries or community centers can be established with computers and/or phone lines for provide a mechanism for survivors to register for federal disaster assistance

Appendix 1: DSA/County Meeting Checklist

Emergency Manager's Name:	Date of Report:
Organization/Title:	Phone:
County/Town/City/Parish/Borough:	Population:
Emergency Operations Center (EOC) location or Meeting Location:	
DSA Activities:	
DSA Representative:	
<p>Note: Explain DSA Mission and vision, disaster relief process, provide disaster program information and materials, and respond to issues and concerns. Coordinate frequency and method of follow up communication.</p>	

Local Community Impacted:

<p>Emergency Manager's Preliminary Damage Assessment (PDA) List: (e.g., priorities, heaviest impacted areas, shelter location, areas of impacted population)</p>	
Area(s) of Concern:	Road Closures:
Number of homes affected?	Number of businesses affected?
Any utilities out? (e.g., electric, water, gas)	How long have the utilities been out?
<p>Any damages to major infrastructure and wrap-around services? (e.g., Town Hall, Police Department, Fire Stations, Schools, Public Transportation)</p>	
<p>Any damages to Whole Community? (e.g., Faith Based Organizations, Chamber of Commerce, Community Centers)</p>	

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Any disproportionately impacted populations that require attention? (e.g. Low Literacy, Access and Functional Needs (AFN), Limited English Proficiency (LEP), Older Adults)	
Who are the largest employers?	Recommended POC?
What is the most effective way to disseminate information in the area?	
Any special events where DSA could support? (e.g. Town Hall Meetings, Festivals, Carnivals)	
Any existing location of congregating populations? (e.g., Point of Distribution Centers (POD), Faith-Based, Community Centers)	
Locations of possible Registration Intake Centers?	
Comments:	

Displacement:
 Was the evacuation mandatory? How many people were evacuated?
 Can you estimate what percentage of the evacuees are residing in:
 Shelters: _____ Hotels: _____ With family or friends: _____

Are there any unofficial shelters open in the area?

Point of Contact	Phone #	Address	How many survivors sheltered?

Major Concerns:	
Health	
Safety/Security	
Utilities	
Roads/Bridges	
Sewage	
Water	
Communications	
Transportation	
Access and Functional Needs	
Limited English Proficiency Needs	
Note: We want to make sure our staff knows where to go when there are any warnings and advisories while in their designated location such as Thunderstorm, Tornado, Flood, Flash Flood, Winter Storm, etc.	

Close Out:

- Make sure we have covered OSC, State, Local EM priorities, etc.
- Make sure last visit with designated official, EM report is provided to DSA Branch Director for information to include on DSA Close Out report.
- Report in an ongoing basis what we have learned in the meeting and make sure we are not missing anything that needs attention.
- Share and discuss the SMART visual to the Local EM to paint a clear picture of where our crews have been and what we've done--an overall summary of DSA field activities in their respective areas.
- Report back to JFO leadership on any outstanding matters in the impacted area that DSA cannot assist with, providing POCs for the Local EM to follow up with.
- Official Handshake

Comments: