

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
ANNEX A | APPENDIX 2  
**SERT RECOVERY SECTION**  
2023

**A. PURPOSE**

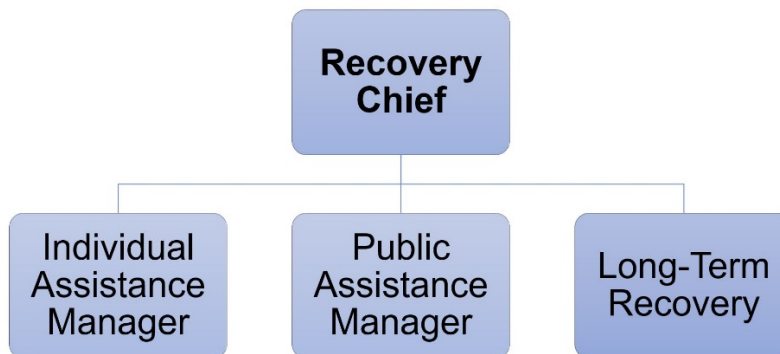
This appendix describes the Recovery Section of the State Emergency Response Team (SERT) during activation.

**B. MISSION**

The mission of the federal, state, and local governments, as well as voluntary disaster relief organizations, is to provide immediate assistance to reduce or relieve human suffering while supporting the restoration of essential services during the recovery phase. The state will coordinate and direct those operations when local government resources are inadequate or exhausted. The state will request and coordinate assistance from other states, the federal government, and voluntary disaster relief organizations as necessary and appropriate.

**C. ORGANIZATION**

The Recovery Chief reports directly to the SERT Leader and leads recovery activities as listed below:



**D. CONCEPT OF OPERATIONS**

**1. PUBLIC ASSISTANCE BRANCH**

Serves as the direct contact between the Federal Emergency Management Agency (FEMA) and the applicant. Program guidance is provided through the Recovery Public Assistance Administrative Plan. This category of aid is available to public (and certain private nonprofit) entities to fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure that is damaged or destroyed by a disaster. Eligible applicants include state governments, local governments, any other political subdivision of the state, and Native American tribes. Certain private-nonprofit (PNP) organizations may also receive assistance.

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Reimbursement is available to all organizations and communities meeting requirements. Trained grant managers help applicants through the reimbursement process. A Request for Public Assistance must be filed with the state within 30 days after the area is designated eligible for assistance. Following the applicant's briefing, a kick-off meeting is conducted where damages will be discussed, needs assessed, and a plan of action put in place. A combined Federal/State/Local team proceeds with project formulation, which is the process of documenting the eligible facility, the eligible work, and the eligible cost for fixing the damages to every public or PNP facility identified by state or local representatives. For insurable structures within special flood hazard areas (SFHA), primarily buildings, assistance from FEMA is reduced by the amount of insurance settlement that could have been obtained under a standard NFIP policy. For structures located outside of a SFHA, FEMA will reduce the amount of eligible assistance by any available insurance proceeds.

The team prepares a project worksheet (PW) for each project. Projects fall into the following categories:

- Category A. Debris removal
- Category B. Emergency protective measures
- Category C. Road systems and bridges
- Category D. Water control facilities
- Category E. Public buildings and contents
- Category F. Public utilities
- Category G. Parks, recreational, and other

### 2. NC INDIVIDUAL ASSISTANCE BRANCH

Ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster. Develops and maintains partnerships with state, federal and voluntary organizations that deliver resources to disaster victims. This category of aid provides money and services to people in the declared area whose property has been damaged or destroyed and whose losses are not covered by insurance.

The following types of individual assistance may be provided:

- *Temporary Housing*. Homeowners and renters receive funds to rent or are provided temporary housing units if eligible when rental properties are unavailable.

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- *Repair.* Homeowners receive grants to repair damage that is not covered by insurance. The goal is to make the damaged home safe, sanitary and functional.
- *Replacement.* Under rare conditions, homeowners receive limited funds to replace their disaster damaged home.
- *Permanent Housing Construction.* Homeowners and renters receive direct assistance or grant funds for the construction of a new home. This type of assistance occurs only in very unusual situations, in insular areas or remote locations specified by FEMA/EPR where no other type of housing is possible.
- *Other Needs Assistance (ONA).* Applicants receive grants for necessary and serious needs caused by the disaster. This includes medical, dental, and funeral expenses.
- *Personal property, transportation, moving and storage, and other expenses that FEMA/EPR approves.* The homeowner will need to apply for a SBA loan first, which is often the primary form of disaster assistance for many individuals.
- *Other Individual Assistance methods as approved.* Disaster Unemployment Assistance, legal services, special tax considerations, and crisis counseling.

### E. REFERENCES

- A. NCEM Recovery Public Assistance Administrative Plan
- B. North Carolina Disaster Recovery Framework