



NORTH CAROLINA
OFFICE OF THE GOVERNOR

OFFICE OF STATE
BUDGET AND MANAGEMENT

2015

NORTH CAROLINA

DISASTER RECOVERY GUIDE

Pat McCrory

GOVERNOR



NORTH CAROLINA EMERGENCY MANAGEMENT

2015

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OFFICE OF STATE
BUDGET AND
MANAGEMENT

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OF THE
GOVERNOR



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Executive Summary

A natural or manmade disaster has the potential to affect North Carolina in many ways. When a disaster occurs, federal, state, and local governments work with businesses, community organizations, and individual citizens to respond quickly to meet the most pressing health and safety needs. After those immediate needs are met, the recovery and rebuilding efforts begin. The recovery phase may occupy the days, weeks, months, and years to follow. An efficient and effective recovery requires cooperation, coordination, and communication between various federal, state, and local government agencies, private and community organizations, and individual citizens.

The North Carolina Disaster Recovery Guide compiles information from all of the agencies, programs, and services involved in the long-term recovery from a disaster. This guide will aid any government or community leader involved in managing, organizing, or leading disaster recovery efforts. It provides a comprehensive overview of the roles, responsibilities, and assistance programs that have been available in the past. The guide briefly presents overview information, accompanied with contacts, websites, and other references so that the reader may seek out more details.

By providing recovery assistance information in many areas as well as the contact information for those responsible for providing assistance, this guide serves to develop a network of leaders and service providers, facilitating a better exchange of information between different organizations and levels of government. This sharing will facilitate a stronger and speedier recovery.

The North Carolina Disaster Recovery Guide describes and highlights assistance that has been provided after previous disasters. Many disaster programs are not permanent programs, and often require special provision of funds and/or other action to make them available. **Although this guide highlights programs previously available for disasters, assistance described in this guide is not guaranteed to be available for any given future event.**

The North Carolina Office of State Budget and Management (OSBM) continually updates the North Carolina Disaster Recovery Guide as additional recovery issues are identified.

Fourteen sections of this guide address specific policy or management areas.

- Overview of Emergency and Disaster Management
- Agriculture
- Business and Workforce
- Communications and Outreach
- Cultural Resources
- Education
- Environment
- Finance
- Health and Human Services
- Housing
- Intergovernmental Relations
- Risk Management
- Transportation and Infrastructure
- Volunteers and Donations Management

All specific contact information is included in the Contact Information section of this document. Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found on the OSBM website at <http://www.osbm.state.nc.us/disaster>

Overview of Emergency and Disaster Management

Upon the declaration of an emergency or a disaster, the governor has special authority and responsibilities that he may delegate to the NC Department of Public Safety (NCDPS) and the NCDPS Division of Emergency Management (NCEM). The State Disaster Recovery Task Force (SDRT) includes all involved state agencies and coordinates the identification of needs and development of strategy.

Three types of disaster declaration – presidential, Small Business Administration (SBA), and United States Department of Agriculture (USDA) – each allow for various assistance programs. Survivors register and apply for assistance via the Governor’s Emergency Information Bilingual Hotline or Recovery Assistance Centers (RACs).

Agriculture

The NC Department of Agriculture and Consumer Services (NCDA&CS) is the state’s key point of contact for assessing agricultural damage and working to deliver federal assistance. The USDA

Farm Service Agency (FSA) county offices provide a local point of contact, and the FSA may provide programs for crop loss, livestock, farm structures, trees, cropland, waterways, and other needs. The state may provide additional assistance to address highly catastrophic losses.

Business and Workforce

The NC Department of Commerce (NCDOC) and the NC Small Business and Technology Development Center (SBTDC) provide varying levels of business assistance following a disaster, including business counseling and assistance in applying for a SBA disaster loan. The NCDOC Division of Employment Security facilitates the US Department of Labor (USDOL) Disaster Unemployment Assistance (DUA) program.

Communications and Outreach

During an emergency, the Joint Information Center coordinates and manages all communications with the Federal Emergency Management Agency (FEMA) and the state. After a major disaster, the SDRT Communications and Outreach Subcommittee oversees how the state shares information with communities and survivors, including coordinating federal, state, and local governments, reaching specific audiences, and addressing information release authority.

Cultural Resources

North Carolina's Department of Natural and Cultural Resources (NC DNCR) assists local, state and federal governmental agencies and citizens in preserving and restoring essential public records and historical resources that are built, environmental and archeological as mandated by state and federal law. NC DNCR provides resources and information pertaining to: planning for, responding to, and recovery from natural disasters that affect essential public records and historic documents and sites/properties.

Education

The Education recovery support function focuses on reestablishing educational operations within a community after a disaster. A focus is placed on how educational institutions and their available resources (which may include use of facilities and personnel) can assist with identifying and addressing the unmet needs of a community.

Environment

The NC Department of Environmental (DEQ) coordinates environmental assessments with FEMA, NCEM, the NC Department of Health and Human Services (DHHS), and others. Included are initial assessments, joint preliminary damage assessments, follow-on public health assessments, and additional monitoring. DEQ facilitates delivery of assistance with water, waste cleanup, dam replacement, and beach re-nourishment. The USDA Natural Resource Conservation Service (NRCS) delivers the Emergency Watershed Protection program to clear debris and restore waterways.

Finance

The governor and OSBM coordinate all emergency and disaster state funding and lead the SDRT Financial Subcommittee. OSBM may identify and collect funds from multiple sources to address needs, and it oversees the allocation and expenditure of funds during recovery. Funds from local, state, federal, and other sources must be tracked and coordinated to ensure efficiency and accountability.

Health and Human Services

DHHS conducts public health assessments and surveillance and is the state agency for NC Medicaid, NC Health Choice for Children, and USDA Supplemental Nutrition Assistance Program. DHHS also monitors the safety and availability of emergency shelters and medical facilities. The NC Department of Labor (NCDOL) oversees the occupational health and safety aspects of recovery efforts.

Housing

NCEM is the state contact for FEMA housing assistance. The NC Division of Community Assistance (DCA) within the NCDOC implements HUD Community Development Block Grants (CDBG). The NC Housing Finance Agency provides urgent repair, single-family rehabilitation, and rental assistance. USDA Rural Development provides assistance with multifamily and single family homes and community facilities. NC Voluntary Organizations Active in Disaster (NCVOAD) includes many nonprofit organizations that provide housing assistance.

Intergovernmental Relations

Communication among levels of government is a crucial part of a successful recovery. The Office of the Governor's Intergovernmental Relations team works with the NC League of Municipalities and NC Association of County Commissioners for state and local collaboration and communication. NCEM central and branch offices facilitate mutual aid agreements and oversee FEMA Public Assistance, which provides assistance to state and local governments. The Governor's office in Washington, DC, is the primary link to all federal agencies and the NC congressional delegation in obtaining federal assistance requiring congressional involvement.

Risk Management

The NC Department of Insurance and NC Department of Justice partner with agency general counsels to provide expertise and oversight in managing the risk and liability issues of disaster recovery. Disaster recovery risk issues include personnel liability, as well as the proper collection and distribution of information, funds, and other assistance resources.

Transportation and Infrastructure

The NC Department of Transportation and NCEM partner to ensure that transportation and other infrastructure are safely restored after a disaster, including debris removal. The Federal Highway Administration Emergency Relief program and FEMA Public Assistance provide funds for restoration, including assistance to utilities for power generation and distribution facilities.

Volunteers and Donations Management

The Office of the Governor's Commission on Volunteerism and Community Service manages the state's volunteers and donations, coordinating all donated funds, goods, and volunteer efforts. This includes the operation of the Governor's Bilingual Emergency Information Hotline and the Governor's Disaster Relief Fund if they are implemented. NCVOAD coordinates efforts of statewide volunteer organizations.

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Acronyms and Abbreviations

AAA	Area Agencies on Aging
ACHP	Advisory Council on Historic Preservation
AIC-CERT	American Institute for Conservation- Collections Emergency Response Team
APHIS	Animal and Plant Health Inspection Service
APLN	Administrator's Physical Loss Notification
BEOC	Business Emergency Operations Center
CCP	Crisis Counseling Assistance and Training Program
CDBG	Community Development Block Grants
CDP	Crop Disaster Program
CEB	USDA County Emergency Board
CGIA	Center for Geographic Information Analysis
CI	Capital Improvement
CIP	FEMA's Crisis Intervention Program
CMCS	Cash Management Control System
CMS	Centers for Medicare and Medicaid Services
CREST	Cultural Resources Emergency Support Team
DAQ	NC DENR Division of Air Quality
DCM	NC DENR Division of Coastal Management
DCDEE	NC DHHS Division of Child Development and Early Education
DEACS	NC DENR Division of Environment Assistance and Customer Service
DEH	Division of Environmental Health
DES	NC Department of Commerce, Division of Employment Security
DHS	US Department of Homeland Security
DHSR	Division of Health Service Regulation
DMH/DD/SAS	NC DHHS Division of Mental Health, Developmental Disabilities and Substance Abuse Services
DOLETA	US Department of Labor, Employment and Training Administration
DPH	NC DHHS Division of Public Health
DPM	Division of Payment System
DRC	Disaster Response Center
D-SNAP	USDA Disaster Supplemental Nutrition Assistance Program
DSR	Damage Survey Reports
DSS	NC DHHS, Division of Social Services
DSWC	Division of Soil and Water Conservation
DUA	Disaster Unemployment Assistance

DWM	NC DENR Division of Waste Management
ECP	Emergency Conservation Program, USDA FSA
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
ER	Emergency Relief
ESF	Emergency Support Function
EWP	Emergency Watershed Protection
FCO	Federal Coordinating Officer
FDP	Forest Development Program
FEMA	Federal Emergency Management Agency
FEMA VAL	Federal Emergency Management Agency Voluntary Agency Liaison
FHWA	Federal Highway Administration
FIRM	Flood Insurance Rate Map
FMA	Flood Mitigation Assistance
FSA	Farm Service Agency
GIS	Geographic Information Systems
GS 166A	North Carolina's Emergency Management Act
HMGP	Hazard Mitigation Grant Program
HPO	Historic Preservation Office
HUD	US Housing and Urban Development
IA	Individual Assistance Program
IBIS	Integrated Budget Information System
ICP	Incident Command Post
IHP	Individual and Households Program
IRS	Internal Revenue Service
ISP	Immediate Services Program
JFHQ	Joint Field Headquarters
NC JIC	Joint Information Center
LAR	Loss Assessment Report
LME	Local Management Entity
MACREN	Mountain Area Cultural Resources Network
MOU	Memorandum Of Understanding
NAP	Noninsured Crop Disaster Assistance Program
NC DCDEE	NC DHHS Division of Child Development and Early Education

NC DHHS	NC Department of Health and Human Services
NC DHSR	NC DHHS, Division of Health Service Regulation
NC DMA	NC DHHS, Division of Medical Assistance
NC G.S.	NC General Statute(s)
NC SART	NC State Animal Response Team
NC A.C.	NC Administrative Code
NCACC	NC Association of County Commissioners
NCAIS	NC Association of Independent Schools
NCCCS	NC Community College System
NCCES	NC Cooperative Extension Service
NCDA&CA	NC Department of Agriculture & Consumer Services
NCDAAS	NC DHHS, Division of Aging and Adult Services
NC DEQ	NC Department of Environmental Quality
NC DNCR	NC Department of Natural and Cultural Resources
NCDOA	NC Department of Administration
NCDOC	NC Department of Commerce
NCDOI	NC Department of Insurance
NC DOL	NC Department of Labor
NC DOT	NC Department of Transportation
NC DPI	NC Department of Public Instruction
NC DPS	NC Department of Public Safety
NC EM	NC Division of Emergency Management
NC FS	NC Forest Service
NC HFA	NC Housing Finance Agency
NC ICU	NC Independent Colleges and Universities
NC LM	NC League of Municipalities
NC OEMS	NC DHHS, Office of Emergency Medical Services
NC VOAD	NC Voluntary Organizations Active in Disaster
NEG	National Emergency Grants
NFIP	National Flood Insurance Program
NOFA	Notice of Funds Available
NRCS	Natural Resources Conservation Service, USDA
OCS	Office of Citizen Services
OSBM	Office of State Budget and Management
OSC	Office of the State Controller
OSFM	Office of the State Fire Marshal
PA	Public Assistance

PDA	Preliminary Damage Assessment
PDM	Pre-Disaster Mitigation
PIO	Public Information Officer
PNP	Private Non-Profit
PPE	Personal Protective Equipment
RAC	Recovery Assistance Center
ROW	Right-of-Way
RPP	Rental Production Program
RRT	Hazardous Materials Emergency Regional Response Team
RSP	Regulatory Services Program
SART	State Animal Response Team
SATERN	Salvation Army Team Emergency Radio Network
SBA	Small Business Administration
SBC	Small Business Center
SBTDC	Small Business and Technology Development Center
SCO	State Coordinating Officer
SDRT	State Disaster Recovery Task Force
SEB	State Emergency Board
SERT	State Emergency Response Team
SFR	Single-Family Rehabilitation
SMARTT	State Medical Asset/Tracking Tool
SMAT	State Medical Assistance Teams
SSH	Scattered Site Housing
TACREN	Triangle Area Cultural Resources Network
UFST	Urban Forest Strike Team
URP	Urgent Repair Program
US FDA	US Food and Drug Administration
USCOE	US Army Corps of Engineers
USDA	US Department of Agriculture
USDOT	US Department of Transportation
UST	Underground Storage Tank
VAC	Victim Assistance Center
VRC	Volunteer Reception Center
WIA	Workforce Investment Act

Contact Information

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FEMA Registration.....	1-800-621-FEMA
	TTY: 1-800-427-5593
Governor’s Emergency Bilingual	
Hotline.....	1-888-835-9966
	TTY: 1-877-877-1765
US SBA	1-800-659-2955
NC SBTDC.....	1-800-258-0862
American Red Cross.....	1-800-733-2767
Salvation Army Disaster	
Services	1-800-SAL-ARMY
NC CARE-LINE.....	1-800-662-7030
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Estes Kefauver Federal Building and Courthouse
Annex
801 Broadway
Nashville, TN 37203
Emergency Management: 615-736-7037
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<http://www.lrn.usace.army.mil/>

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69 Darlington Ave.
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Governor	Pat McCrory			
State Budget Director	Andrew Heath			
Secretary of Public Safety	Frank Perry			
SERC Commissioner	Sharron Stewart			
SERC Commissioner	Rick McIntyre			
Director of Emergency Management	Michael Sprayberry			
	Joe Stanton			
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USDA Agricultural Statistics Service	Dee Webb	Director	856-4394	ncagstat@ncagr.gov
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Federal and State Programs at a Glance

Providing Federal or State	Program	Partnering State Agency
Agriculture		
USDA Farm Service Agency	<ul style="list-style-type: none"> • Damage Assessment Responsibilities • Emergency Loan Program • Noninsured Crop Disaster Assistance Program (NAP) • Emergency Conservation Program (ECP) • Tree Assistance Program (TAP) • Livestock Forage Program (LFP) • Livestock Indemnity Program (LIP) • Livestock Assistance Program (LAP) 	<ul style="list-style-type: none"> • NC Department of Agriculture and Consumer Services • NC Cooperative Extension
NC Department of Agriculture and Consumer Services (NCDACS)	<ul style="list-style-type: none"> • Food and Drug Division • Structural Pest Control and Pesticides Division • Plant Industry Division • Division of Soil and Water Conservation 	
NC Forest Service	<ul style="list-style-type: none"> • Urban Forest Strike Teams • Forest Health Branch 	
Communication		
North Carolina State University	<ul style="list-style-type: none"> • NC Cooperative Extension Service (NCCES) 	
Cultural Resources		
NC Department of Natural and Cultural Resources (NCDNCR)	<ul style="list-style-type: none"> • Cultural Resources Emergency Support Team (CREST) • Statewide Historical Building Survey 	
American Institute for Conservation of Historic and Artistic Works (AIC)	<ul style="list-style-type: none"> • American Institute for Conservation - Collections Emergency Response Team (AIC-CERT) 	
National Park Service FEMA	<ul style="list-style-type: none"> • National Register of Historic Places • Public Assistance (PA) 	<ul style="list-style-type: none"> • NCEM
Business and Workforce		
US Small Business Administration (SBA)	<ul style="list-style-type: none"> • Disaster Loans 	<ul style="list-style-type: none"> • NC Small Business and Technology Development Center • NC Department of Commerce
US Department of Labor, Employment and Training Administration (US DOLETA)	<ul style="list-style-type: none"> • National Emergency Grants (NEG) • Disaster Unemployment Assistance (DUA) 	<ul style="list-style-type: none"> • NC Workforce Development Commission (NC Department of Commerce) • Employment Security Commission of NC
NC Small Business and Technology Development Center, NC Department of Commerce	<ul style="list-style-type: none"> • Emergency "Bridge" Loans • Disaster Loans • Rebates for interest on SBA disaster loans • Business Counseling 	

Providing Federal or State	Program	Partnering State Agency
Environment		
USDA Natural Resources Conservation Service (NRCS)	<ul style="list-style-type: none"> • Emergency Watershed Protection (EWP) stream clearance 	<ul style="list-style-type: none"> • NC Division of Emergency Management • NC Department of Environment and Natural Resources (DENR)
USDA Rural Development	<ul style="list-style-type: none"> • Disaster Water and Waste Loans and Grants 	<ul style="list-style-type: none"> • NC DENR Division of Waste Management
USDA Forest Service	<ul style="list-style-type: none"> • Cooperative Forest Management Grants Program 	
US Army Corps of Engineers	<ul style="list-style-type: none"> • Beach Renourishment and Inlet Stabilization or Breach Closure 	<ul style="list-style-type: none"> • NC DENR Division of Coastal Management
NC Department of Environment Quality (DEQ)	<ul style="list-style-type: none"> • Drinking Water Protection • Geographic Information Systems • Solid and Hazardous Waste Cleanup • Underground Storage Tank Assessment • Water Quality Monitoring 	
Health and Human Services		
US Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA)	<ul style="list-style-type: none"> • Crisis Counseling Program 	<ul style="list-style-type: none"> • NC DHHS Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS)
USDA Food and Nutrition Services (FNS)	<ul style="list-style-type: none"> • Supplemental Nutrition 	<ul style="list-style-type: none"> • NC DHHS Division of Social Services
US HHS Administration on Aging	<ul style="list-style-type: none"> • Unmet Needs for Older Adults 	<ul style="list-style-type: none"> • NC DHHS Division of Aging and Adult Services (DAAS)
NC Department of Health and Human Services (DHHS), Division of Medical Assistance (DMA)	<ul style="list-style-type: none"> • NC Medicaid • NC Health Choice for Children 	
NC DHHS Division of Social Services (DSS)	<ul style="list-style-type: none"> • Work First (for cash, medical or family services) • Crisis Intervention Program (for heating or cooling assistance) • Child Protective Services 	
NC DHHS DAAS	<ul style="list-style-type: none"> • Special Needs Medical Shelters 	
Housing		
FEMA	<ul style="list-style-type: none"> • Individual Assistance (IA) • Individuals and Households Program (IHP) • Hazard Mitigation Grant Program (HMGP) • Pre-disaster Mitigation Program (PDM) • Flood Mitigation Assistance (FMA) 	<ul style="list-style-type: none"> • NC Department of Public Safety, Division of Emergency Management (NCEM)
US Department Housing and Urban Development (HUD)	<ul style="list-style-type: none"> • Community Development Block Grants (CDBG) 	<ul style="list-style-type: none"> • NC Department of Commerce, Division of Community Assistance (DCA)
US SBA	<ul style="list-style-type: none"> • SBA Disaster Loans 	
North Carolina Housing Finance Agency (NCHFA)	<ul style="list-style-type: none"> • Urgent Repair Program (URP) • Single-Family Rehabilitation • Disaster Rental Assistance • Rental Production Program (RPP) 	

Providing Federal or State	Program	Partnering State Agency
Housing (Continued)		
USDA Rural Development Office	<ul style="list-style-type: none"> • Multifamily Housing repair loan/grant programs • Single Family Housing repair loan/grant programs • Community Facilities Assistance 	
NC Division of Emergency Management (NCEM)	<ul style="list-style-type: none"> • Private Roads and Bridges Assistance 	
Intergovernmental		
FEMA	<ul style="list-style-type: none"> • Public Assistance (PA) 	<ul style="list-style-type: none"> • NCEM
NC League of Municipalities, NC Association of County Commissioners	<ul style="list-style-type: none"> • Mutual Aid and Assistance Agreement 	<ul style="list-style-type: none"> • NCEM
Risk Management		
NC Department of Public Safety (NCDPS)	<ul style="list-style-type: none"> • Division of Victim Compensation Services 	
NC Department of Insurance (NCDOI)	<ul style="list-style-type: none"> • State Property Fire Insurance Fund 	<ul style="list-style-type: none"> • Office of the State Fire Marshall (OSFM)
FEMA	<ul style="list-style-type: none"> • Public Assistance (PA) 	<ul style="list-style-type: none"> • NCEM
Transportation and Infrastructure		
US Department of Transportation, Federal Highway Administration (FHWA)	<ul style="list-style-type: none"> • Emergency Relief 	<ul style="list-style-type: none"> • NC Department of Transportation (NCDOT)
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Overview of Emergency and Disaster Management

When a disaster strikes, it may affect its survivors in many ways, causing a multitude of problems and obstacles to recovery. North Carolina is dedicated to providing assistance to her people, businesses, and local governments to recover in every way necessary. A disaster recovery effort is comprised of many federal, state, and local government agencies in partnership with private and nonprofit organizations.

This North Carolina Disaster Recovery Guide provides an overview of the state of North Carolina's responsibilities in providing long-term recovery assistance after a major disaster. It provides a resource to guide and direct the long-term recovery, rebuilding, and redevelopment in the days, weeks, months and years after a disaster.

The guide is a reference that provides basic information on the assessment and assistance responsibilities of federal, state, and local governments, as well as nonprofit and private organizations, as they pertain to the public needs of disaster recovery.

It serves as an addendum to the State of North Carolina Emergency Operations Plan (EOP), which outlines the actions and coordination procedures of the State Emergency Operations Center (EOC) and the State Emergency Response Team (SERT) in the event of a disaster. The EOP organizes procedures taken immediately prior to and following a disaster.

This publication is a general guide to provide the resources that have historically been available after a disaster. It is not specific to any type of disaster.

The North Carolina Disaster Recovery Guide is updated regularly. The Office of State Budget and Management (OSBM) maintains this document and updates it as information changes or new issues arise.

All of the information included – organizations, programs, issues, people, positions, contact information, funding and all other information – is subject to change. However, this material should provide enough detail for users to locate the most current information they need.

To effectively manage the recovery process, it is important to understand the special circumstances that surround an emergency or a disaster. For this reason, the following additional information is included in this section:

Section Contents

Emergency Powers, Roles, and Responsibilities
 State and Local Emergency and Disaster Declarations
 Federal Emergency and Disaster Declarations
 Overview of the North Carolina Division of Emergency Management
 State Disaster Recovery Task Force (SDRT)
 Registering and Applying for Disaster Aid and Assistance

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

Reference:

State of North Carolina Emergency Operations Plan <http://www.ncdps.gov/div/EM/Documents/N C EOP 2012-FINAL.pdf>

EMERGENCY POWERS, ROLES AND RESPONSIBILITIES

Governor

The governor's powers and responsibilities during a declared emergency include the following:

- Make, amend, or rescind orders, rules, and regulations.
- Make, amend, or rescind mutual aid agreements.

- Enter into agreements with nongovernmental disaster organizations (e.g., Red Cross, Salvation Army and Mennonite Disaster Service).
- Use the services and resources of state agencies and local governments. All state and local government officers and personnel are required to extend services and resources upon request.
- Sell, lend, lease, give, transfer, or deliver materials, or perform services for disaster purposes, and report funds received to the State Treasurer.
- Delegate all authority vested to the Governor
- Coordinate with the President and federal, state, and local agencies in all matters pertaining to emergency management
- Govern the State Emergency Management Program
- Assume operational control over all or any part of the emergency management functions within the state, including those of local governments.
- Agree that the state will indemnify the federal government against any debris removal claim.
- Prepare executive orders, proclamations, and regulations for the governor
- Coordinate assistance with local government, emergency service organizations, and private entities
- Develop and maintain contingency plans for each hazard, including hazard risk analysis, hazard risk management information systems and tools, natural hazard data, vulnerability data, and methodologies and metrics to calculate hazard probability and loss estimation
- Minimize the impact of natural and technological disasters on mobile homes and non- or semi-permanent works
- Coordinate with the State Health Director on the EOP regarding epidemic investigations of known substance, examination of persons or animals exposed to a known substance, procurement of antibiotics and immunizing agents, allocation of the Strategic National Stockpile, conditions for quarantine and isolation, immunization procedures, and guidelines for treatments
- Maintain a list of functionally and mentally fragile persons
- Maintain a comprehensive list of standards and requirements for local plans and programs aligning with federal and state standards, determine eligibility for state financial assistance, and provision of technical assistance
- Develop and present training programs
- Determine the resource capabilities of the state during times of emergency
- Coordinate usage of private facilities, services, and property
- Utilize existing means of communications and supplemental resources and integrating them into a communication network
- Administrate federal and state grants
- Acquire technology for efficient communication and management of resources between political subdivisions, state agencies, and governmental entities involved in emergency management
- Establish and coordinate a 24-hour Operations Center for local governments to coordinate response assets
- Develop and implement an all-hazard plan for nuclear power generating facilities
- Maintain the State EOC to house the SERT whenever activated

Department of Public Safety

Responsibilities of the Secretary of the NC Department of Public Safety (NCDPS), as delegated by the governor:

- Develop and produce a Preliminary Disaster Assessment to recommend an appropriate disaster declaration to the Governor
- Adopt and implement the North Carolina Emergency Management Act
- Adopt additional duties assigned by the Governor
- Activate state and local emergency plans as appropriate, including deploying and using necessary personnel, supplies, equipment, materials, and facilities.

Division of Emergency Management

Responsibilities of the Division of Emergency Management (NCEM):

- Coordinate activities of all agencies for emergency management within the state, including planning, organizing, staffing, equipping, training, testing and activating emergency management programs

- Responsible for managing intrastate and interstate mutual aid planning and resource procurement
- Coordinate with the Commissioner of Agriculture to amend the EOP regarding agricultural matters, including testing animals exposed to known substances and isolating exposed animals
- Prepare and maintain a State Plan of Emergency

Reference:

NC General Statute 166A: North Carolina Emergency Management
Act <http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=166A>

STATE AND LOCAL EMERGENCY AND DISASTER DECLARATIONS

Emergency vs. Disaster

Emergency Defined

(G.S. 166A - 19.3 (6)) An occurrence or imminent threat of widespread or severe damage, injury or loss of life or property resulting from any natural or man-made accidental, military or paramilitary cause.

State of Emergency Defined

(G.S. 166A - 19.3 (19)) A finding and declaration by specific authorities that an emergency exists.

Who Can Declare a State of Emergency

- The Governor
- General Assembly
- Mayor
- Municipal Official
- Chairman of the Board of Commissioners or county official
- Any chief executive official or military commander “acting under the authority of any other applicable statute or provision of the common law to preserve the public peace in a state of emergency”

What It Means

An emergency declaration activates local ordinances and any and all applicable local plans, mutual assistance compacts and agreements. It also authorizes the furnishing of assistance. Local ordinances may restrict or prohibit movement of people in public places; operation of businesses; possession, transportation, sale, purchase, and consumption of alcoholic beverages, dangerous weapons, substances, and gasoline; as well as “other reasonably necessary” measures.

Who Can Declare a State of Disaster

The Governor

What It Means

Upon proclamation of a state of emergency, the Secretary of the Department of Public Safety shall provide the governor and the General Assembly with a preliminary damage assessment as soon as it is available. Upon receipt of the preliminary damage assessment, the governor is authorized to issue a proclamation on the impact or anticipated impact and define a disaster as Type I, Type II or Type III.

Requirements for Declaration of Type I Disasters

1. Local state of emergency has been declared pursuant to G.S. 166A - 19.22, and a written copy of the declaration has been forwarded to the governor.
2. A disaster declaration by the president of the United States pursuant to the Stafford Act has **not** been declared.
3. (For individual assistance) Preliminary damage assessment meets or exceeds the criteria established for the SBA Disaster Loan Program (13 C.F.R. Part 123) **OR**

(For public assistance) The following four criteria (set out in §166A - 19.41 (b) (2) a) have been met:

- Minimum of \$10,000 in uninsurable losses
- Uninsurable losses in an amount equal to or exceeding one percent of the annual operating budget
- Approved hazard mitigation plan in place

- Compliant with the National Flood Insurance Program (NFIP) to receive public assistance for flooding damage

A Type I disaster declaration may be made by the governor prior to, and independently of, any action taken by the SBA, the Federal Emergency Management Agency (FEMA), or any other federal agency. It expires in 60 days unless renewed by the governor or the General Assembly in 30-day increments up to 120 days. The Joint Legislative Commission of Governmental Operations shall be notified prior to renewal.

State Disaster Assistance Programs Available under Type I

Individual Assistance

Qualifications for eligibility

United States citizens that live in counties that have been declared state disaster areas and who have serious disaster-related needs and expenses from uninsured or under-insured losses as a result of a disaster may be eligible to receive a state grant.

Allowable uses of grants

- Temporary housing and rental assistance
- Repair or replacement of dwellings
- Replacement of personal property (including clothing, tools and equipment)
- Repair or replacement of privately owned vehicles
- Medical or dental expenses
- Funeral or burial expenses resulting from the disaster
- Funding for the cost of the first year's flood insurance premium to meet the requirements of the National Flood Insurance Act of 1968, as amended, 42 USC. § 4001, et seq.

Public Assistance

Qualifications for Eligibility

- Minimum of \$10,000 in uninsurable losses
- Uninsurable losses in an amount equal to or exceeding one percent of the annual operating budget
- Approved hazard mitigation plan in place

- Compliant with the National Flood Insurance Program for flooding damage

Eligible entities must provide a 25% match.

Allowable Uses of Grants

- Debris clearance
- Emergency protective measure
- Road and bridge repair
- Crisis counseling
- Assistance with public transportation needs

Requirements for Declaration of Type II Disasters

A Type II disaster may be declared if the president of the United States has issued a disaster declaration pursuant to the Stafford Act. The governor may request federal disaster assistance under the Stafford Act without making a Type II disaster declaration. It expires in 12 months unless renewed by the governor or the General Assembly in three-month increments up to 24 months. The Joint Legislative Commission on Governmental Operations shall be notified prior to renewal.

State Disaster Assistance Programs Available under Type II

- All programs available under Type I disaster declarations
- Supplemental repair and replacement housing grants available to the individuals or families in an amount necessary to locate the individual or family in safe, decent, and sanitary housing.

Requirements for Declaration of Type III Disasters

A Type III disaster may be declared if the president of the United States has issued a major disaster declaration under the Stafford Act and either of the following conditions exists.

- The preliminary damage assessment indicates that the extent of damage is reasonably expected to meet the threshold established for an increased federal share of disaster assistance under applicable federal law and regulations.

- The preliminary damage assessment prompts the Governor to call a special session of the General Assembly to establish programs to meet the unmet needs of individuals or political subdivisions affected by the disaster.

A Type III disaster declaration expires 24 months after its issuance unless renewed by the General Assembly.

State Disaster Assistance Programs Available under Type III

- All programs available under Type II disaster declarations
- Any programs authorized by the General Assembly

Reference:

NC General Statute 166A: North Carolina Emergency Management Act

<http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=166A>

FEDERAL EMERGENCY AND DISASTER DECLARATIONS

Emergency Defined

Any occasion or instance for which, in the determination of the president, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. (US Stafford Act, Sec. 102 (1))

Who Can Declare a State of Emergency

The President of the United States upon request from the governor.

Disaster Defined

A major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood,

or explosion, in any part of the United States, which in the determination of the president, causes damage of sufficient severity and magnitude to warrant major disaster assistance under this chapter to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby. (US Stafford Act, Sec. 102(2))

Who Can Declare a State of Disaster

The president of the United States makes the declaration that a major disaster exists upon receiving a request from the governor of the affected state. (US Stafford Act Sec. 401 (a))

What It Means

Most federal disaster recovery programs require a Presidential disaster declaration pursuant to the Stafford Act for a state to qualify for assistance. Some designated areas are also automatically eligible for SBA and USDA programs upon Presidential disaster declaration, but can also be activated by other declarations or designations as well.

Presidential Major Disaster Declaration (Stafford Act)

The governor's request for a major disaster declaration goes to the US Department of Homeland Security (DHS) through the regional FEMA office. State and federal officials conduct a preliminary damage assessment (PDA) to estimate the extent of the disaster and its impact on individuals and public facilities. This information is included in the governor's request to show that the disaster is of such severity and magnitude that effective response is beyond the capabilities of the state and the local governments and that federal assistance is necessary. Normally, the PDA is completed prior to the submission of the governor's request. However, when an obviously severe or catastrophic event occurs, the governor's request may be submitted prior to the PDA.

As part of the request, the governor must take appropriate action under state law and direct execution of the state's emergency plan. This includes declaring a state of emergency. The

governor shall furnish information on the nature and amount of state and local resources that have been or will be committed to alleviating the results of the disaster, provide an estimate of the amount and severity of damage and the impact on the private and public sector, and provide an estimate of the type and amount of assistance needed under the Stafford Act. In addition, the governor will need to certify that, for the current disaster, state and local government obligations and expenditures (of which state commitments must be a significant proportion) will comply with all applicable cost-sharing requirements.

Based on the governor's request, the president may declare that a major disaster or emergency exists, thus activating an array of federal programs to assist in the response and recovery effort.

Not all programs are activated for every disaster. The determination of which programs are activated is based on the needs found during damage assessment and any subsequent information that may be discovered.

FEMA disaster assistance falls into three general categories—individual assistance, public assistance, and hazard mitigation assistance. Some declarations will provide only individual assistance or only public assistance. Hazard mitigation opportunities are assessed in most situations.

Individual Assistance

This category of help applies to individuals and households.

Individuals and Households Program

The Individuals and Households Program is a combined FEMA and state program that 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 are provided.

Temporary Housing

Homeowners and renters receive funds to rent a different place to live or a temporary housing unit when rental properties are not available.

Repair

Homeowners receive grants to repair damage from the disaster that is not covered by insurance and apply hazard mitigation measures. The goal is to make the damaged home safe and sanitary and reduce the likelihood of future damage.

Replacement

Homeowners may receive limited funds to replace their disaster damaged home.

Permanent Housing Construction

Homeowners and renters receive direct assistance or a grant 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 where no other type of housing is possible.

Other Needs Assistance

Applicants receive grants for necessary and serious needs caused by the disaster. This includes medical, dental, funeral, child care, personal property, transportation, and other expenses that FEMA approves.

Terms and Conditions

Any dwelling must be legally located on a site with utilities and proper code regulations. The President may directly sell housing units to survivors to provide a site with an appropriate dwelling.

For more information on individual assistance, see Housing (page 83).

Reference:

FEMA Individual Assistance

<http://www.fema.gov/disaster-assistance-available-fema>

SBA Disaster Loans

The SBA can make federally subsidized loans to repair or replace homes, personal property, or businesses that sustained damages not covered by insurance. The SBA can provide four types of disaster loans to qualified homeowners and businesses.

Home Disaster Loans

These loans are for homeowners and renters to repair or replace disaster-related damages to their primary residence or personal property.

Business Physical Disaster Loans

These loans are for business owners to repair or replace disaster-damaged property, including inventory and supplies.

Economic Injury Disaster Loans

These loans provide capital to small businesses, small agricultural cooperatives, and private nonprofit organizations to assist them through the disaster recovery period.

Military Reservists Economic Injury Loans

These loans assist small businesses who would have otherwise met their operating expenses but were unable to do so because an essential employee was called to active-duty as a military reservist.

The SBA disaster loan program is the primary form of disaster assistance for many individuals.

For more SBA information, see Business and Workforce (page 28).

Reference:

SBA Disaster Loan Program
<http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans/types-disaster-loans>

Disaster Unemployment Assistance

The Disaster Unemployment Assistance (DUA) program provides unemployment benefits and re-employment services to individuals who have become unemployed because of major disasters. These benefits are made available to individuals who lived, worked, or were scheduled to work in the disaster area at the time of the disaster. Individuals who no longer have a place of work, cannot reach their work location, or cannot work due to damages or physical injuries resulting from the disaster are eligible for DUA. Under special circumstances, a new head of the household seeking employment because

the former head of the household died from the disaster is also eligible for benefits.

For more information on disaster unemployment assistance, see Business and Workforce (page 28).

Legal Services

When the president declares a disaster, FEMA, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal assistance to disaster survivors. Legal advice is limited to cases that will not produce a fee (i.e., these attorneys work without payment). Cases that may generate a fee are turned over to the local lawyer referral service.

The assistance that participating lawyers provide typically includes help with insurance claims (life, medical, property, etc.); counseling on landlord/tenant problems; help with contracts and contractors; replacement of wills and other important legal documents destroyed in a major disaster; and preparing power of attorney.

Special Tax Considerations

Taxpayers who have sustained a casualty loss from a declared disaster may deduct that loss on the federal income tax return for the year in which the casualty actually occurred, or elect to deduct the loss on the tax return for the preceding tax year. To calculate losses for the year, subtract \$100 from each event that occurred, then subtract from that total 10% of the adjusted gross income. If the loss was sustained from a federally declared disaster, the taxpayer may choose which of those two tax years provides the better tax advantage.

Because the North Carolina definition of income is based upon federal taxable income, any special federal rules for the treatment of losses will also apply to the state tax return. State law (G.S. 134.6(b)(18)) also allows an individual income taxpayer to deduct from income any amount paid to that individual from the State Disaster Relief Reserve Fund for hurricane relief or assistance (but not payments received for goods or services).

The Internal Revenue Service (IRS) can expedite refunds due to taxpayers in a federally declared disaster area. An expedited refund can be a relatively quick source of cash, does not need to be repaid, and does not need an Individual Assistance

declaration. It is available to any taxpayer in a federally declared disaster area.

If the IRS authorizes an extension of time for federal tax-related deadlines for persons determined to be affected by a presidentially declared disaster, North Carolina will grant a similar extension of time to file a return or report. For North Carolina income tax purposes, the extension of time does not abate the payment of interest.

Crisis Counseling

The Crisis Counseling Assistance and Training Program (CCP), authorized by §416 of the Stafford Act, is designed to provide supplemental funding to states for short-term crisis counseling services to people affected in presidentially declared disasters. There are two separate portions of the CCP that can be funded: immediate services and regular services. A state may request either or both types of funding.

Immediate services. Intended to enable the state or local agency to respond to the immediate mental health needs with screening, diagnostic and counseling techniques, as well as outreach services such as public information and community networking. It provides funds for up to 60 days of services following a disaster declaration.

Regular service. Designed to provide up to nine months of crisis counseling, community outreach, and consultation and education services to people affected by a presidentially declared disaster. Funding for this program is separate from the immediate services grant.

For more information on crisis counseling, see Health and Human Services (page 69).

Public Assistance

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, and any other political subdivisions of the state, Native American tribes, and Alaskan Native Villages. Certain private nonprofit (PNP) organizations may also receive assistance. Eligible PNPs include educational, utility, emergency, medical, rehabilitation, temporary or permanent

custodial care facilities (including those for the aged and disabled), and other PNP facilities that provide essential services of a governmental nature to the general public. Private nonprofit agencies that provide “critical services” (power, water -- including water provided by an irrigation organization or facility-- sewer, wastewater treatment, communications and emergency medical care) may apply directly to FEMA for a disaster grant. All other PNPs must first apply to the SBA for a disaster loan. If the nonprofit is declined for a SBA loan or the loan does not cover all eligible damages, the applicant may re-apply for FEMA assistance.

As soon as practical after the declaration, the state, assisted by FEMA, conducts applicant briefings for state, local, and private nonprofit officials to inform them of the assistance available and how to apply for it. 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 nonprofit facility identified by state or local representatives. The team prepares a worksheet for each project. Projects fall into the following categories:

- Category A. Debris clearance
- 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

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 flood hazard area, FEMA will reduce the amount of eligible assistance by any available insurance proceeds. If no insurance was on the property during the time of the disaster, FEMA stipulates the applicant obtains insurance to receive assistance.

FEMA reviews and approves the project worksheets and obligates the federal share of the costs (which

cannot be less than 75%) to the state. The state then disburses funds to local applicants.

Projects falling below a certain threshold are considered “small projects.” (The threshold is \$120,000 for all disasters declared after February 26, 2014.) For small projects, payment of the federal share of the estimate is made upon approval of the project and notification is required upon completion of the project. For large projects, payment is made on the basis of actual costs determined after the project is completed; although interim payments may be made as necessary or on an agreed upon estimate. Once FEMA obligates funds to the state, further management of the assistance, including disbursement to sub grantees (applicants), is the responsibility of the state. FEMA will continue to monitor the recovery progress to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

Hazard Mitigation Assistance

This category of aid provides funding for projects that reduce future losses to public and private property. Hazard mitigation refers to sustained measures to reduce or eliminate long-term risk to people and property from natural hazards. In the long term, mitigation measures reduce personal loss, save lives, and reduce the cost to the nation of responding to and recovering from disasters.

Two sections of the Stafford Act, §404 and §406, can provide hazard mitigation funds when a federal disaster has been declared. In each case, the federal government can provide up to 75% of the cost.

Through the Hazard Mitigation Grant Program (HMGP), authorized by §404 of the Act, local units of government with approved Hazard Mitigation Plans can apply for mitigation funds through the state. The state is responsible for:

- Notifying potential applicants of the availability of funding, with priority generally in the disaster impact zone
- Ensuring that the FEMA Regional Administrator has the State Hazard Mitigation Plan and the administrative plan for implementing HMGP for a given disaster
- Establishing funding priorities, selecting appropriate projects, and forwarding projects to FEMA for eligibility review

- Aiding applicants in completing the application, establishing appropriate deadlines, and providing technical assistance
- Once grants are awarded, receiving funds from FEMA and disbursing them to applicants
- Ensuring all program requirements are adhered to by applicants
- Monitoring the progress of projects and submitting quarterly reports to FEMA and the status and completion dates.

The applicant, or “subgrantee,” carries out approved projects. The state or local government must provide a 25% match, which can be fashioned from a combination of cash and in-kind sources. Federal funding from other sources cannot be used for the 25% nonfederal share with a few exceptions: HUD Community Development Block Grant program funds, Bureau of Indian Affairs funds, Appalachian Regional Commission funds, NC DHHS Indian Health Service funds, funds from Title III of the Secure Rural Schools and Community Self-Determination Act of 2000, USDA FSA loans, and SBA loans.

The amount of funding available for the HMGP under a disaster declaration is finite and is limited to 20% (due to North Carolina’s “Enhanced” status) of the first \$2 billion, 10% of \$2 billion to \$10 billion, and 7.5% of \$10 billion to \$35.333 billion. Eligible mitigation measures under the HMGP include:

- Updating Hazard Mitigation Plans
- Power Redundancy Projects
- Early Warning Projects
- Acquiring or relocating property away from in high hazard areas
- Elevating flood-prone structures
- Structural and infrastructure retrofitting
- Safe rooms and wind retrofit projects
- Wildfire mitigation
- Stormwater Management

The state prioritizes these categories of projects based on the specific needs of each disaster. All mitigation projects involving individual homeowners are voluntary in nature. Popular categories of mitigation in North Carolina include:

Acquisition and Demolition

Under this approach, the community purchases a flood-prone property at pre- or current Fair Market Value and demolishes the structure. The local government assumes title to the acquired property and maintains the land as open space in perpetuity.

Elevation of Flood-prone Properties

Depending upon the nature of the flood threat, elevating a structure's first finished floor safely above the 100-year or 1% annual flood height may be the most practical approach to flood damage reduction. This mitigation technique is popular among homeowners and communities who wish to keep their homes and preserve their tax base.

Power Redundancy Projects

Power redundancy projects help critical facilities such as Emergency Operations Centers (EOCs) endure loss of power during future severe storm events. Equipment provided under the HMGP for these retrofit projects include generators and transfer switches. Funds for power redundancy projects are capped at 5% of total HMGP funding.

Safe Rooms and Wind Retrofit Projects

Safe rooms and wind retrofit projects help to prevent future damages from wind events such as hurricanes and tornadoes. Safe rooms can be designed for small-scale communities or residential structures. Critical facilities such as Emergency Operations Centers and police stations can benefit wind retrofit projects such as wind shutters, wind-resistant glass, and roof tie-downs.

Public Assistance Mitigation Funding

Under the Public Assistance program, funding under §406 that is used to repair or replace damaged public facilities or infrastructure may be used to upgrade the facilities to meet current codes and standards.

References:

Information on Federal Declarations and Assistance www.FEMA.gov
 HMGP Information
http://www.fema.gov/media-library-data/20130726-1737-25045-4275/final_june_1_2010_hma_unified_guidance_09252012a_508.pdf

Small Business Administration Declaration

Counties are automatically qualified for SBA disaster assistance upon being declared a federal disaster area under Stafford Act guidelines. However, counties not declared as a federal disaster area can qualify for SBA disaster assistance if the president declares the area eligible for individual assistance. The SBA then offers physical and economic injury loans in the declared counties and economic injury loans only in contiguous counties.

If the damage is less extensive, the governor can ask for an SBA declaration. When the governor's request for assistance is received, a survey of the damaged area(s) is conducted with state and local officials, and the results are submitted to the administrator for a decision. When the administrator of SBA declares an area, both primary and adjacent counties are eligible for the same assistance.

SBA Physical Disaster Declaration

SBA makes a physical disaster declaration when either of the following conditions is met:

- At least 25 homes (primary residences) and/or businesses in a county have uninsured losses of 40% or more of their estimated fair replacement value. (Secondary homes, condominium units, cabins, camps, lake homes, etc., used for recreational purposes are not included in the count.)
- At least three businesses have uninsured loss of 40% or more of their estimated fair replacement value and, as a direct result of the damages, 25% of the work force in the community would be unemployed for at least 90 days.

SBA Economic Injury Disaster Declaration

SBA makes an economic injury disaster declaration under any of the following circumstances.

- The governor certifies that at least five small businesses in a disaster area have suffered substantial economic injury as a result of the disaster and need financial assistance not otherwise available on reasonable terms.

- The Secretary of Agriculture designates an area as an agricultural disaster area. SBA may make Economic Injury Disaster Loans for small business concerns, small agricultural cooperatives, and private non-profit organizations in the designated counties without credit available elsewhere.

References:

SBA Disaster Recovery Website

www.sba.gov/services/disasterassistance/index.html

SBA Code of Federal

Regulations <http://www.ecfr.gov/cgi-bin/text-idx?SID=52b065db29f7913392ebf464c0a1cba5&n ode=13:1.0.1.1.18&rgn=div5#13:1.0.1.1.18.1>

USDA Emergency Disaster Designation

Agricultural-related disasters are quite common. One-half to two-thirds of the counties in the United States has been designated as disaster areas in each of the past several years. Producers may apply for low-interest emergency loans in counties named as primary or contiguous under a disaster designation. The following four types of disaster designations are made:

Presidential Major Disaster Declarations

These declarations must be requested by the governor. FEMA administers and notifies FSA of all primary counties named in a presidential declaration.

USDA Secretarial Disaster Designations

These must be requested of the Secretary of Agriculture by a governor, the governor's authorized representative, or by an Indian Tribal Council leader. The USDA secretarial disaster designation is the most widely used, and its process is the most complicated of the four. It is described in further detail below under "Secretarial Disaster Designation Process."

Farm Service Agency (FSA) Administrator's Physical Loss Notification (APLN)

The APLN is for physical losses only, such as a building destroyed by a tornado. An APLN is requested of FSA's administrator by an FSA state executive director.

Quarantine Designation

This is requested of the FSA deputy administrator for farm programs by an FSA state executive director. A quarantine designation authorizes emergency management loans for production and physical losses resulting from quarantine.

The first three types of disaster declarations are authorized under 7 CFR 1945-A. The fourth is the result of a statutory requirement, Section 5201 of the Agricultural Assistance Act of 2003, P.L. 108-07, which authorizes emergency loans for losses resulting from quarantines imposed by the secretary under the Plant Protection Act or animal quarantine laws as defined in section 2509 of the Food, Agriculture, Conservation, and Trade Act of 1990.

USDA Secretarial Disaster Designation Process

Damages and losses prompting disaster designations must be due to a natural disaster, and a minimum 30% production loss of at least one crop in the county must have occurred.

Step 1. The governor makes a request in writing to the USDA Secretary of Agriculture within three months of the ending date of the disaster.

Step 2. FSA county offices assemble required agricultural loss information for the loss assessment report.

Step 3. FSA headquarters notifies the state executive director who then instructs county offices named in the request to complete the loss assessment report, conduct county emergency board meetings, and approve or disapprove the loss assessment report.

Step 4. The loss assessment report is submitted to the state emergency board for review and processing.

Step 5. The state executive director prepares comments and recommendations. The state

emergency board reviews the loss assessment report. If approved, the report is submitted to FSA's national headquarters.

Step 6. FSA's Disaster Assistance Branch, Emergency Section processes the loss information on the loss assessment report, determines eligibility, and prepares a package, including the letter of approval or disapproval, to be signed by the USDA Secretary.

Step 7. The USDA secretary approves or declines the request in writing.

To process a USDA secretarial disaster request, the following information is required.

- Beginning date of incident period
- Ending date of incident period
- Disaster description
- Primary counties affected by the disaster
- Loss assessment report signed by the County Emergency Board and State Emergency Board
- State Emergency Board comments and recommendations
- County Emergency Board and State Emergency Board meeting minutes
- Basis of approval (supporting loss assessment report, survey information, etc.)

Natural disaster conditions include: a blizzard, cyclone, earthquake, hurricane, tornado, severe hail, excessive rain, heavy snow, ice and/or high wind, an electrical storm, several weather patterns sustained over a period of time, including low or high temperatures, and related pests, epidemics, or fires.

Disaster designations offer flexibility and accommodate circumstances such as these:

Continuing Adverse Weather

When a natural disaster continues beyond the date on which a USDA secretarial determination is made and continuing losses or damages are occurring, the administrator can extend the incidence period and termination date to, but not in excess of, 60 days.

Insufficient Data

When the data is determined insufficient to make a designation, the request remains active, but is deferred until sufficient information is received to make an eligibility determination.

FSA Programs Initiated by Designations and/or Declaration

All four types of designations (presidential disaster declarations, USDA secretarial disaster designations, APLNs, and quarantine designation) immediately trigger low-interest FSA emergency management loans to eligible producers in all primary and contiguous counties.

Disaster Debt Set-Aside Program

Farm Service Agency borrowers located in designated disaster areas or contiguous counties, who are unable to make their scheduled payments on any debt, may be authorized to have certain set asides. Under Section 331A of the consolidated Farm and Rural Development Act, FSA is authorized to consider setting aside certain payments owed by FSA borrowers to allow the operation to continue.

Emergency Loan Eligibility for All Four Types of Emergency Designations

When a county is designated as a primary disaster area, eligible producers in contiguous counties are also eligible for emergency management loans. Farm operators in both the primary designated counties and contiguous counties can apply and may be approved for low-interest FSA emergency management loans, provided eligibility requirements are met.

Loan Limit

Eligible producers may borrow up to 100% of actual production or physical losses, not to exceed a total amount of \$500,000. Emergency management loans are further limited to a maximum, cumulative principal of \$500,000 at any time.

Emergency Management (EM) Loan Applicants

Applicants must meet all standard loan eligibility requirements plus the following:

- Meet the agency definition of an established farmer, be citizens or permanent residents of the United States, and have suffered at least a 30-percent loss in crop production, and/or sustained a physical loss to livestock, livestock products, real estate, or chattel property

- Have an acceptable credit history, yet be unable to receive credit from commercial sources
- Have collateral to secure the loan and ability to repay the loan

EM Loan Funding

The emergency management loan program is subject to an annual appropriation of discretionary funding.

For more information on agricultural assistance, see Agriculture (page 18).

References:

FSA Emergency Disaster Designation and Declaration Process

http://www.fsa.usda.gov/Internet/FSA_File/1-dis_r00_a01.pdf

Local USDA-FSA Offices

offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa

OVERVIEW OF THE NORTH CAROLINA DIVISION OF EMERGENCY MANAGEMENT

The Division of Emergency Management (NCEM), within the NC Department of Public Safety (NCDPS), prepares for, responds to, recovers from, and mitigates the effects of emergencies and disasters. From the Administration Building in Raleigh and three branch offices throughout the state, NCEM supports local government emergency operations. There are three branch managers and 15 area coordinators trained to respond to the scene of an emergency and to coordinate state assistance. The work of NCEM includes a four-phase approach: preparedness, response, recovery, and mitigation.

Public Assistance (PA)

The PA program provides assistance to state and local governments and private nonprofit organizations or institutions that own or operate a private nonprofit facility as defined in FEMA federal regulations at 44 C.F.R. 206.221(e) for debris removal, emergency work, restoration of damaged facilities, and snow assistance.

Individuals and Households Program (IHP)

The IHP provides assistance to individuals and families for temporary housing and home repairs. It may also provide assistance for medical, dental, and funeral expenses (i.e., medical costs, dental costs and repair or replacement of medical equipment, funeral services, burial or cremation and other related funeral expenses), personal property (i.e., clothing, household items, furnishings or appliances, tools, specialized or protective clothing, equipment required by an employer as a condition of employment, computers, uniforms, schoolbooks, supplies required for educational purposes, moving and storage expenses), child care, and transportation (i.e., repairing or replacing vehicles, financial assistance for public transportation and any other transportation related costs or services).

Hazard Mitigation Grant Program (HMGP)

The HGMP seeks to reduce the impact of natural hazards on homes, businesses and communities. The program enables property acquisition, elevation, the development of hazard mitigation plans, and implementation of mitigation projects. The goal of HMGP is to prevent future loss of lives and property due to natural disasters. Of project funding, 75% comes from FEMA and 25% from nonfederal sources. Eligible applicants include state and local governments and private nonprofit organizations or institutions that own or operate a private nonprofit facility, as defined in FEMA federal regulations at 44 C.F.R. 206.221(e).

NC Floodplain Mapping Program

The Floodplain Mapping Program develops Flood Insurance Rate Maps (FIRMs) for all North Carolina communities as part of the National Flood Insurance Program. The project includes conducting flood hazard analyses and producing updated, digital FIRMs. The updated digital FIRMs produced through this project will help protect lives and property and contribute to the general well-being of North Carolinians. The updated flood hazard data will provide current, accurate information for communities and property owners to make sound siting and design decisions when rebuilding after flooding disasters, when building new structures and

infrastructure, and when retrofitting existing structures. Use of the data will dramatically reduce long-term flood losses in the state, alert those at risk of flooding of the need to purchase flood insurance, and facilitate more precise flood risk determinations. In addition, the floodplain maps will be useful for many engineering and planning applications, such as site design, storm water management, transportation planning and design, and spill response.

National Flood Insurance Program (NFIP)

The NFIP was created by Congress in 1968 to reduce the loss of life and property, and the rising disaster relief costs caused by flooding. The program was designed to achieve these goals by 1) requiring that new and substantially improved buildings be constructed to resist flood damages, 2) guiding future development away from flood hazard areas, and 3) transferring the costs of flood losses from the American taxpayers to floodplain property owners through flood insurance premiums. However, due to the Homeowner Flood Insurance Affordability Act of 2014, policyholders who were required to pay their full-risk rate after purchasing new flood insurance on or after July 6, 2012, or who renewed their policy after March 21, 2014 with an excess of 18% raise in their premiums are eligible for premium refunds.

In recent decades, more than 80% of disaster losses nationwide have been caused by floods. The NFIP is a voluntary program based on a mutual agreement between the federal government and the local community. Federally-backed flood insurance coverage is available to any property owner in return for mitigation of flood risks by community regulation of floodplain development. FEMA is required to partner with Write-Your-Own insurance companies to develop rate tables and implement flood insurance, as well as designate a Flood Insurance Advocate for the fair treatment of policyholders. Flood insurance and most types of federal financial assistance, such as mortgage loans and grants, are available only in those communities that adopt and enforce a floodplain management ordinance that meets or exceeds the minimum NFIP standards.

Hazardous Materials Emergency Regional Response Team (RRT) Program

The RRT program establishes a system of regional response to hazardous materials emergencies and terrorist incidents in the state to protect the health and safety of its citizens. There are currently seven RRTs that respond to hazardous materials and terrorist incidents in North Carolina. The RRT program is authorized under NC G.S. §166A-20 et. seq.

References:

NCEM

Website <http://www.ncdps.gov/index2.cfm?a=000003,000010>

List of area offices, locations, and contact information <http://www.ncdps.gov/div/em//serc/localcontacts.htm>

Stafford Act at 42 USC. 5121 et. seq. and its implementing regulations at Title 44 of the Code of Federal Regulations

NORTH CAROLINA STATE DISASTER RECOVERY TASK FORCE

The State Disaster Recovery Task Force (SDRT) is comprised of all necessary organizations involved in the state's disaster recovery efforts. The SDRT is responsible for ensuring that the state delivers a cohesive and coordinated interagency effort. It serves as a parallel organization to the State Emergency Response Team (SERT), and both organizations are activated at the same time. While the SERT addresses issues of immediate and emergency health and safety measures, the SDRT addresses issues associated with the long-term recovery and rebuilding efforts of returning the affected regions and communities to their pre-disaster conditions.

The SDRT serves as a resource for all disaster recovery efforts of the governor and/or General Assembly. Its primary goals are listed below.

Coordinating Damage Assessment

Immediately after a disaster, preliminary damage assessments reflect the initial needs of public health and safety. However, as the state shifts from immediate response to long-term recovery, all SDRT members are responsible for ensuring that effective damage assessments occur and are reported to the SDRT. The SDRT oversees the compilation and maintenance of a comprehensive damage assessment that includes the effect on business and industry, labor and workforce, agriculture, environment, transportation and infrastructure, public health and welfare, housing, government services and facilities, and other affected areas.

Identifying and Prioritizing All Losses and Needs

The SDRT comprehensively assesses the effects of a disaster and identifies and prioritizes the greatest needs. Information collected and reported by SDRT serves as a resource in advising the governor and other state leaders in developing a recovery strategy.

Developing a Recovery Strategy

The SDRT uses the information regarding losses and needs to determine how best to address the problems. The SDRT assists in identifying and pursuing federal assistance, as well as supplying input on where or how the state should provide assistance.

Overseeing Recovery Efforts

As federal, state and local governments coordinate with private and nonprofit organizations in long-term recovery efforts, the SDRT is the state body charged with ensuring that all efforts are working in concert and progressing effectively.

Addressing Ongoing Problems and Needs During Recovery

The SDRT is charged with identifying and resolving all issues that arise in the weeks, months or years of the state's recovery efforts.

See the full list of SDRT members in Contact Information (page xxvi).

REGISTERING AND APPLYING FOR DISASTER AID AND ASSISTANCE

After a disaster – as soon as it is safe and reasonable to do so – disaster survivors should register to be eligible for assistance should it be made available. Individuals and families, small businesses, and agricultural producers should register. There are a number of state and federal organizations that require registration, but the state of North Carolina organizes the registration process as listed below.

Recovery Assistance Center (RAC) at the Cooperative Extension Office

The RAC serves as a “one-stop shop” where disaster survivors can register with any appropriate agency, including FEMA, SBA, FSA and the state of North Carolina. It is important that survivors register with both the necessary federal and state organizations. Federal organizations include the following:

FEMA

All individuals seeking housing and other needs assistance must register with FEMA by calling 1-800-621-FEMA (3362) or TTY: 1-800-427-5593.

Small Business Administration (SBA)

Individuals or small businesses seeking low-interest loans or other disaster counseling and assistance should register with SBA by calling 1-800-659-2955.

Farm Service Agency (FSA)

All farmers and agriculture professionals seeking agricultural assistance – from the USDA and/or the state of North Carolina – must register with both FSA and the state.

Governor’s Emergency Information Bilingual Hotline (1-888-835-9966)

Prior to, during, and immediately after a disaster, the Governor’s Emergency Information Bilingual Hotline is open to accept calls for people in need of emergency information and assistance. Once the state begins to accept applications, survivors can register with the state via the hotline and receive information about registering with any necessary federal agencies as well.

NC Small Business and Technology Development Center

Small businesses may register by visiting the RAC at their county Cooperative Extension Service Office. They may also visit their nearest Small Business and Technology Development Center office or call 1-800-258-0862.

Representatives at the RACs or the Governor’s Hotline collect all information into a central

statewide database and share appropriate information with state project administrators. In addition, they ensure that registrants are also registered with the necessary and appropriate federal agencies or have the information necessary to register. For this reason, the RACs and the hotline are crucial aspects of disaster recovery. All survivors should make it a priority to register as early as possible.

References:

- Applying for FEMA Assistance
<http://www.fema.gov/apply-assistance>
- NC Cooperative Extension Website
www.ces.ncsu.edu/
- Map of Recovery Assistance Centers / NCCE County Centers
http://www.ces.ncsu.edu/wp-content/uploads/2012/07/dist_map.pdf
- NC Small Business and Technology Development Center
www.sbtadc.org/offices/index.asp

Contacts:

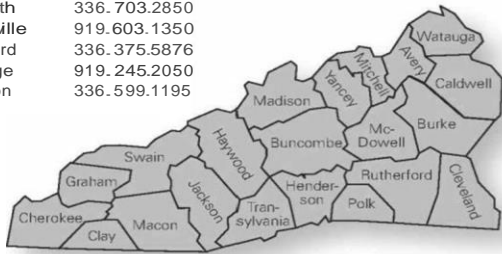
Department	Office/Division	Contact, Title	Phone	Email
NCDPS	NCEM	Michael Sprayberry, Director	919-825-2291	mike.sprayberry@ncdps.gov
NCDPS	NCEM	Joe Stanton, Assistant Director	919-825-2349	joe.stanton@ncdps.gov
Office of the Governor	OSBM	Tracy Little, Budget Analyst	919-807-4707	tracy.little@osbm.nc.gov

North Carolina Cooperative Extension Service Districts



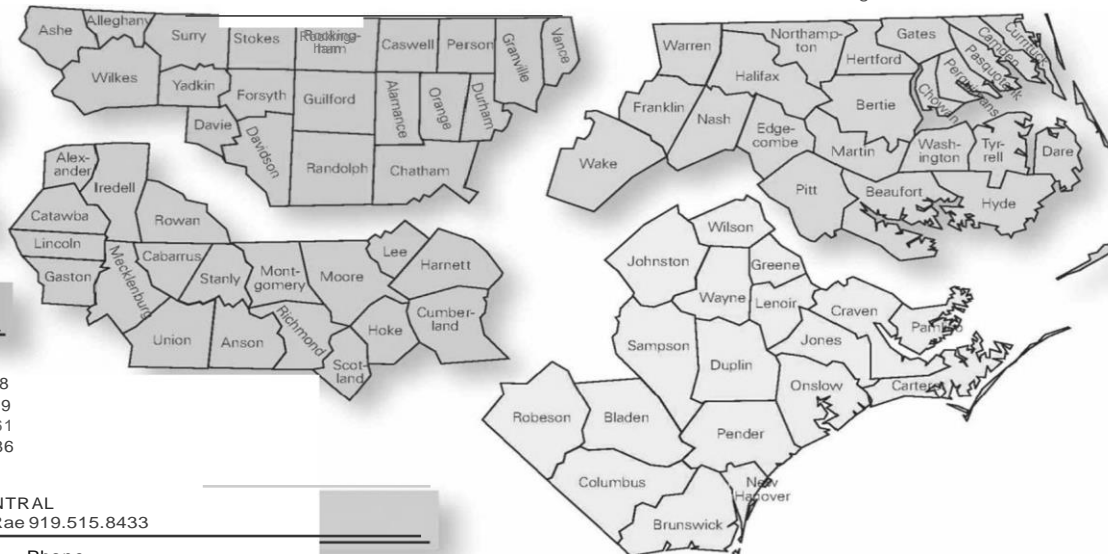
NORTH CENTRAL Jim Cowden 828.687.0570

County	Phone
Alamance	336.570.6740
Alleghany	336.372.5597
Ashe	336.846.5850
Caswell	336.694.4158
Chatham	919.542.8202
Davidson	336.242-2080
Davie	336.753.6100
Durham	919.560.0525
Forsyth	336.703.2850
Granville	919.603.1350
Guilford	336.375.5876
Orange	919.245.2050
Person	336.599.1195
Randolph	336.318.6000
Rockingham	336.342.8230
Stokes	336.593.8179
Surry	336.401.8025
Vance	252.438.8188
Wilkes	336.651.7331
Yadkin	336.679.2061



NORTHEAST Travis Burke 919.515.8436

County	Phone
Beaufort	252.946.0111
Bertie	252.794.5317
Camden	252.331.7630
Chowan	252.482.6585
Currituck	252.232.2261
Dare	252.473.4290
Edgecombe	252.641.7815
Franklin	919.496.3344
Gates	252.357.1400
Halifax	252.583.5161
Hertford	252.358.7822
Hyde	252.926.4486
Martin	252.789.4370
Nash	252.459.9810
Northampton	252.534.2831
Pasquotank	252.338.3954
Perquimans	252.426.5428
Pitt	252.902.1700
Tyrrell	252.796.1581
Wake	919.250.1100
Warren	252.257.3640
Washington	252.793.2163



WEST Dan Smith 828.687.0570

County	Phone
Avery	828.733.8270
Buncombe	828.255.5522
Burke	828.439.4460
Caldwell	828.757.1290
Cherokee	828.837.2917
Clay	828.389.6305
Cleveland	704.482.4365
Eastern Band	
Cherokee Indians	828.554.6931
Graham	828.479.7979
Haywood	828.456.3575
Jackson	828.586.4009
Macon	828.349.2046
Madison	828.649.2411
McDowell	828.652.7874
Mitchell	828.688.4811
Polk	828.894.8218
Rutherford	828.287.6011
Swain	828.488.3848
Transylvania	828.884.3109
Watauga	828.264.3061
Yancey	828.682.6186

SOUTH CENTRAL Clinton McRae 919.515.8433

County	Phone
Alexander	828.632.4451
Cabarrus	704.920.3310
Catawba	828.465.8240
Cumberland	910.321.6860
Gaston	704.922.0301
Harnett	910.893.7530
Hoke	910.875.3461
Iredell	704.873.0507
Lee	919.775.5624
Lincoln	704.736.8452
Montgomery	910.576.6011
Moore	910.947.3188
Richmond	910.997.8255
Rowan	704.216.8970
Scotland	910.277.2422
Stanly	704.983.3987
Union	704.283.3801

SOUTHEAST Greg Hoover 919.515.8437

County	Phone
Bladen	910.862.4591
Brunswick	910.253.2610
Carteret	252.222.6352
Columbus	910.640.6605
Craven	252.633.1477
Duplin	910.296.2143
Greene	252.747.5831
Johnston	919.989.5380
Jones	252.448.9621
Lenoir	252.527.2191
New Hanover	910.798.7660
Onslow	910.455.5873
Pamlico	252.745.4121
Pender	910.259.1235
Robeson	910.671.3276
Sampson	910.592.7161
Wayne	919.731.1520
Wilson	252.237.0111

NORTH CENTRAL: Jim Cowden 828.687.0570
 NORTHEAST: Travis Burke 919.515.8436
 WEST: Dan Smith 828.687.0570
 SOUTH CENTRAL: Clinton McRae 919.515.8433
 SOUTHEAST: Greg Hoover 919.515.8437

Agriculture

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- Grants & Loans to Commercial Fishermen

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- Emergency Programs Division
- Food and Drug Protection Division
- Structural Pest Control and Pesticides Division
- Plant Industry Division
- Research Stations Division
- Division of Soil and Water Conservation
- Veterinary Division
- NC Forest Service

NC Cooperative Extension Service

- Assessment Responsibilities
- Additional Responsibilities

NC State Animal Response Team

****All Specific contact information is included in Contact Information at the end of this section.***

Contact information is subject to change; the most current information can be found at www.osbm.state.nc.us/disaster.

US DEPARTMENT OF AGRICULTURE FARM SERVICE AGENCY

The USDA Farm Service Agency (FSA) is the primary federal agency for most agricultural disaster recovery. Several FSA programs may be available,

but they usually require special funding. The key contact point is the FSA office in each service center.

Damage Assessment Responsibilities

USDA County Emergency Board

The USDA County Emergency Board (CEB) conducts agricultural damage assessments at the county level. The FSA County Executive Director chairs the CEB. The remaining members of the county emergency board are the representatives from the Natural Resources Conservation Service and Rural Development, with input from the Cooperative Extension Service.

Timeline

Initial damage assessment is conducted within 24 hours of the event, and a Loss Assessment Report (LAR) on the types and extent of damage to all agricultural commodities is provided to the FSA state office.

Reporting Procedures

Information received from CEBs serves as the official agricultural damage estimates that are used by the State Emergency Board (SEB) in reporting to USDA FSA headquarters, the US Secretary of Agriculture, and other USDA agencies.

Damage assessment information can be utilized in determining the type of disaster declaration to be imposed: 1) Presidential, 2) USDA secretarial, 3) or Farm Service Agency administrator's physical loss notification. All three of these disaster declarations are authorized under 7 CFR 1945-A.

For more information on presidential and USDA secretarial designations and declarations, see Overview of Emergency and Disaster Management (page 1).

References:

Farmers' Guide to Disaster Assistance (published by the Farmer's Legal Action Group) flaginc.org/topics/disaster/index.php

NCD&CS current hurricane and disaster information

www.ncagr.com/oep/preparedness.htm

USDA Farm Service Agency Local

Offices <http://offices.sc.egov.usda.gov/locator/app?state=nc&agency=fsa>

USDA Emergency Declaration Process Fact Sheet

http://www.fsa.usda.gov/Internet/FSA_File/ed_de_sig_process2012.pdf

North Carolina Farm Service Agency State Office

www.fsa.usda.gov/nc/

USDA FSA Emergency Loan Program

The FSA provides agricultural disaster relief in the form of low-interest loans, called emergency (EM) loans. These loans are intended to enable farmers to return to their normal farming operations as soon as possible after a disaster. An EM loan application must be filed with FSA no later than eight months after the date a disaster is officially declared or designated, which may vary from county to county.

Eligible Applicants

To be eligible for an EM loan, farmers must meet all of the following requirements:

- Operate a family farm in a disaster area
- Be an established farmer and intend to continue farming
- Have sufficient managerial ability
- Have a satisfactory credit history
- Be unable to get credit elsewhere
- Agree to meet borrower training requirements
- Have received only limited FSA debt forgiveness in the past
- Have no property subject to a federal judgment lien
- Have no drug convictions in the past five crop years
- Agree to repay duplicative assistance from other federal sources
- Possess legal capacity
- Meet citizenship requirements
- Have suffered a qualifying loss

Eligible Costs and Requirements

To be eligible for an EM loan, a farmer must have suffered physical and/or production losses.

References:

FSA Emergency Management

www.fsa.usda.gov/FSA/webapp?area=home&subject=fmlp&topic=efl

Farmers' Guide to Disaster Assistance

flaginc.org/topics/disaster/index.php

PL 108-324 Emergency Programs for Disaster

Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

USDA FSA Noninsured Crop Disaster Assistance Program

The USDA Noninsured Crop Disaster Assistance Program (NAP) provides financial assistance to producers of non-insurable crops when low yields, loss of inventory, or prevention of planting occur due to natural disasters.

Eligible Applicants

- Landowner, tenant, or sharecropper sharing the risk of producing an eligible crop who files an application for coverage and pays any required administrative fees prior to the sales closing date for the crop.
- Annual gross revenue of any individual or entity cannot exceed \$900 thousand dollars.

Eligible Costs and Requirements

- Crops must be non-insurable crops and agricultural commodities for which the catastrophic risk protection level of crop insurance is not available. The administrative fee is \$250 per crop with a maximum of \$750 per county. The fee is waived for socially disadvantaged, limited resource, and beginning farmers.
- Commercially produced crops, such as the following, are eligible: crops grown for food; crops planted and grown for livestock consumption, including, but not limited to grain and forage crops, including native forage; crops grown for fiber, such as cotton and flax; crops grown under a controlled environment; specialty crops; value loss crops; sea oats and sea grass; and seed crops where the propagation stock is produced for sale as seed stock for other eligible NAP crop production.

- Natural disaster must have either reduced the expected unit production of the crop by more than 50% or prevented the producer from planting more than 35% of intended crop acreage.
- NAP covers the amount of loss greater than 50% of the expected production based on the approved yield and reported acreage at 55% of the established price.

References:

FSA NAP

http://www.fsa.usda.gov/Internet/FSA_File/nap_august_2011.pdf

Federal Crop Insurance Reform Act of 1994 (1994 Reform Act)

Agricultural Risk Protection Act of 2000 (2000 ARPA) *Code of Federal Regulations*, Volume 7, Part 1437

Non-insured Crop Disaster Assistance Program for 2001 and Subsequent Years," 1 –NAP (Revision 1) or the *NAP Handbook*

Farmers' Guide to Disaster Assistance

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

USDA FSA Emergency Conservation Program (ECP)

The Farm Service Agency Emergency Conservation Program (ECP) provides emergency funding and technical assistance for farmers and ranchers to rehabilitate farmland damaged by natural disasters and for carrying out emergency water conservation measures in periods of severe drought. State and county FSA committees administer the ECP, which is subject to availability of funds and discussions of the locally-elected county committees, who are authorized to implement ECP for all disasters except drought. Drought ECP is authorized at the national FSA office. ECP participants receive financial assistance up to 75% of the cost to implement approved emergency conservation practices, as determined by county FSA committees.

Eligible Applicants

Farmers and ranchers that have land that has been damaged, resulting in new conservation problems, and if left untreated would do the following:

- Impair or endanger the land

- Materially affect the land's productive capacity
- Represent unusual damage which except for wind erosion, is not the type likely to recur frequently in the same area
- Be so costly to repair that federal assistance is or will be required to return the land to productive agricultural use

Eligible Costs and Requirements

- Debris removal
- Restoring fences and conservation structure
- Water for livestock in drought situations

References:

FSA ECP Webpage

www.fsa.usda.gov/FSA/webapp?area=home&subject=copr&topic=ecp

2013 ECP Fact Sheet

http://www.fsa.usda.gov/Internet/FSA_File/em_consv_prg_en_2013.pdf

Agricultural Risk Protection Act of 2000 (2000 ARPA) *Farmers' Guide to Disaster Assistance*

flaginc.org/topics/disaster/index.php

PL 108-324 Emergency Programs for Disaster Assistance, 2003-2005 (The Military Construction Appropriations and Emergency Hurricane Supplemental Appropriations Act of 2005)

USDA FSA Tree Assistance Program

The USDA FSA Tree Assistance Program provides financial relief to orchardists and eligible nursery tree growers who produce nursery, ornamental, fruit, nut or Christmas trees for commercial sale that lost trees, bushes or vines due to a natural disaster as determined by the Secretary of Agriculture. Please contact your local FSA office for details on assistance eligibility.

Reference:

USDA FSA Fact Sheet 2014 Farm Bill April 2014

USDA FSA Livestock Forage Program

The Livestock Forage Program will be available to livestock producers who have suffered grazing losses for eligible livestock, because of drought on land that is either native or improved pasture land with

permanent negative cover or planted to a crop specifically for providing grazing. Please contact your local FSA office for details on assistance eligibility.

Reference:

USDA FSA News Release No. 0182.08

USDA FSA Livestock Indemnity Program

The Livestock Indemnity Program compensates livestock owners and contract growers for livestock death losses in excess of normal mortality due to adverse weather, including losses due to hurricanes, floods, blizzards, disease, wildfires, extreme heat and extreme cold. The 2014 Farm Bill makes LIP a permanent program and provides retroactive authority to cover eligible livestock losses back to October 1, 2011.

Reference:

USDA FSA News Release No. 0291.09

USDA FSA Emergency Assistance for Livestock, Honeybees, and Farm-Raised Fish Program

The Emergency Assistance for Livestock, Honeybees, and Farm-Raised Fish Program will provide emergency relief to producers of livestock, honeybees, and farm-raised catfish, because of losses from adverse weather or other conditions as determined by the Secretary of Agriculture. Please contact your local FSA office for details on assistance eligibility.

Reference:

USDA FSA News Release No. 0182.08

STATE-FUNDED AGRICULTURAL ASSISTANCE PROGRAMS

In the past, the state has provided the following agricultural programs, all of which require a special appropriation or allocation of funds.

Farm Structure and Equipment Loss

The state has provided funds to help repair and replace damaged and destroyed farm structures and equipment.

Eligible Applicants

Financial assistance has been made available in disaster declared counties to farmers who have sustained farm structure and equipment losses.

Eligible Costs

Loss from disaster damage to structures or equipment in use by a commercial farming operation at the time of the storm.

Crop Loss Assistance

The state has provided funds for crop loss using FSA Crop Disaster Program (CDP) criteria. However, CDP reimburses losses for certain crops only. The NC Crop Loss Assistance program historically has provided assistance for all verified agricultural crops.

Eligible Applicants

All agricultural producers with verified agricultural crop loss. All applicants should register with FSA, regardless of whether their crops are covered by FSA programs.

Eligible Costs

Historically, assistance has been provided for up to 17% of the estimated crop loss.

Grants and Loans to Commercial Fishermen

The state has provided funds for grants and loans to compensate commercial fishermen, including trout farmers, for up to 60% of their combined losses.

Eligible Applicants

All commercial fishermen, including trout farmers, who incurred equipment losses and reductions in harvests as a direct result of the declared disaster.

Eligible Costs

Equipment losses and losses for reductions in harvests.

Registration and Application

In the counties declared as disaster areas, producers and fishermen affected by the disaster should register with both FSA and the state. State registration can be done through the Recovery Assistance Centers (RACs) in the NC Cooperative Extension offices or through the Governor's Emergency Information Bilingual Hotline. Registrants must provide documentation of loss and appropriate records from the Farm Service Agency.

In previous disasters, the state agriculture department was asked to review applications, solicit additional information, and determine the validity of the claims. Assistance may be requested from the NC Cooperative Extension, the Division of Soil and Water Conservation within North Carolina Department of Agriculture and Consumer Services (NCD&CS), or the USDA Natural Resource Conservation Service (NRCS) for support in the claim verification process. NCD&CS makes the final determination of the amount payable and issues payments, given availability of funds.

For more information on applying for assistance, see "Registering and Applying for Disaster Aid and Assistance" in Overview of Emergency and Disaster Management (page 15).

Reference:

Senate Bill 7, Session Law 2005-1 (Hurricane Recovery Act of 2005)

NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Emergency Programs Division

The NCD&CS Emergency Programs Division (EP) is responsible for coordinating the Department's effort to reduce the vulnerability to or impact from any disaster affecting the agricultural community of North Carolina. Emergency Programs provides leadership within the NCD&CS and the agricultural community for emergency preparedness and response by establishing public-private partnerships

between vital government agencies, industries and volunteers.

Food and Drug Protection Division

In the event of a disaster, the Food and Drug Protection Division is responsible for assessing the safety of any potentially affected food products. In accordance with the NC Food, Drug and Cosmetic Act, a food is deemed adulterated if it consists in whole or in part of a contaminated, filthy, putrid or decomposed substance or is otherwise unfit for food; or has been produced, prepared, packed or held under unsanitary conditions whereby it may have become contaminated with filth or rendered diseased, unwholesome or injurious to health.

Crops and other foods that have come in contact with floodwaters, for example, are potentially exposed to sewage, heavy metals, pathogenic microorganisms, and other contaminants and would be considered unfit for consumption.

Foods deemed to be adulterated are embargoed, and a regulatory specialist witnesses their proper disposition. Proof of the embargo is provided to the agent in charge, listing the estimated value and quantity of the product embargoed.

Timeline

Once conditions have been deemed safe, the Food and Drug Protection Division promptly follows up with all producers potentially affected by the disaster. Workload demands, size of the disaster, and available personnel and transportation dictate response times. Every effort is made to perform inspections of affected areas, but business owners may wish to contact the division to ensure an inspection will be conducted.

Resources Required

Regulatory specialists are required to carry out the division's responsibilities. The specialists collaborate with federal, state and county agencies with regulatory authority over food such as US FDA, USDA, NC DHHS and local county health departments in response activities. Regulatory specialists require transportation to the affected sites and personal protective equipment based on the disaster. The food producer is responsible for

proper disposal of embargoed products under the supervision of a regulatory specialist.

Reporting Procedures

Producers, manufacturers, retailers, and transporters who believe their crops or other food products are unfit for consumption should contact the food administrator within the Food and Drug Protection Division once the area is deemed safe to arrange for an inspection.

Assistance Programs

The Food and Drug Protection Division does not offer any financial assistance programs at this time. However, the division may participate in state, federal or private initiatives and programs that assist farmers in recovery by performing inspections and embargoing products if deemed necessary. Examples of program administrators include private insurance companies, FEMA and FSA.

Reference:

NCD&CS policies: Flood Damaged Food Crops, Disposition of Adulterated Foods
 NC Food, Drug, and Cosmetic Act § 106-284.38, www.ncga.state.nc.us/enactedlegislation/statutes/html/bysection/chapter_106/gs_106-284.38.html

Structural Pest Control and Pesticides Division

The Pesticides Section has responsibility for regulating and monitoring the use and disposal of pesticides to protect public health, safety and welfare and promote continued environmental quality. The Structural Pest Control Section has the same responsibilities with respect to the Structural Pest Control industry. Under disaster conditions the Division's assistance may be necessary to determine if hazardous pesticide conditions exist, the method for safe removal and disposal of pesticides, disposal of pesticide containers, and the emergency use of pesticides for animal or human health reasons.

To protect the public health, safety and welfare and to promote continued environmental health quality for the citizens of North Carolina by minimizing health risks associated with the illegal manufacture, registration of and/or the sale of unsanitary bedding and bedding products. By enforcing the laws and

regulations to sell, manufacture and sanitize bedding and bedding products in this State.

Plant Industry Division

The Plant Industry Division is responsible for preventing and quarantining potentially invasive or pest plant species that may be introduced by transportation of hay or other plant material to or within North Carolina as feed assistance to agricultural producers.

Research Stations Division

The Research Stations Division partners with the Agricultural Research Service at NC State University in the use and management of 18 research stations across North Carolina. These facilities house personnel with expertise in a variety of agricultural commodities. The stations also have physical assets that may be requested during disaster situations. Research station equipment and personnel may be available for response and recovery operations requiring farm and transportation equipment. Some facilities operated by the Research Stations Division may be used to store supplies and materials for disaster recovery operations. They may also serve as a staging area for personnel and assets used in disaster response and recovery.

Division of Soil and Water Conservation

The Division of Soil and Water Conservation (DSWC) works through local soil and water conservation districts to provide technical and financial assistance to landowners and local governments to address natural resource concerns resulting from natural disasters and other emergency events. The division offers specialized services in the areas of animal waste management and storm debris removal from streams and drainage ways.

DSWC can provide assistance in evaluating site suitability for mortality management.

Reference:

NC Division of Soil & Water Conservation
www.ncagr.gov/swc

Veterinary Division

The NCDA&CS Veterinary Division is the lead state agency responsible for animal health issues in disasters and has legal responsibility for animal disposal.

Animal Burial Guidelines for a Declared Emergency

After a disaster, proper burial and disposal will prevent potential public health problems, including the spread of harmful pathogens, ground and surface water contamination, and uncontrolled pests. The state Animal Burial Guidelines are designed to insure proper disposal.

Owner or Person in Charge of the Domesticated Animals

They are responsible for burial of domesticated animals within appropriately 24 hours of knowledge of the death.

Municipal or County Government

They are responsible for designating the appropriate persons to dispose of any domestic dead animal whose owner cannot be identified.

Emergency Programs Division of NCDA&CS

The division assists with recommendations regarding the disposal method for livestock remains, including, but not limited to, swine, poultry and cattle. Recommendations are based on public and animal health, cost and available resources.

State Health Director and County Health Directors

They are charged with preventing health risks and disease and promoting a safe and healthful environment. To the extent that dead animals pose a threat to human health, state and local health directors have authority to investigate and act on matters related to animal deaths after a disaster.

NC Environmental Management Commission

Protects the groundwater quality with rules and standards that may not be exceeded without a permit issued under the authority of the commission.

Water Quality, Groundwater Section of NC DEQ's Division of Water Resources

They are responsible for the administration and enforcement of groundwater quality rules.

References:

Animal Burial Guidelines

http://www.ncagr.gov/oep/Storms/ANIMAL_BURIAL_GUIDELINES_April_2011.pdf

North Carolina General Statute 106-403

Administrative Rules, Subchapter 52C - Control of Livestock Diseases: Miscellaneous Provisions, Section .0100 - Diseased and Dead Animals

15A NCAC Subchapter 2L - "Classifications and Water Quality Standards Applicable to the Groundwaters of North Carolina"

North Carolina Forest Service

Urban Forest Strike Teams

The Urban Forest Strike Team (UFST) provides trained in-state certified arborists to conduct tree risk assessments on standing damaged trees located on publicly-managed property within a defined area. Out-of-state resources may be accessed if necessary. By the time the UFST begins work, the roads have been cleared and power and water have been restored. At this point, standing hazardous trees represent the remaining risk to public health, safety and welfare.

Eligible Applicants

Local governments having event-damaged trees request resource through the Emergency Management Office.

Eligible Costs and Requirements

FEMA assistance programs are generally designed as cost share. In most cases, 25% of tree hazard

abatement is incurred by the affected community. In order for a community to receive reimbursement for the remaining 75%, it is critical for the team to follow the hazard tree and limb removal criteria outlined in FEMA 325, which specify reimbursement eligibility for tree removal, pruning and stump removal. The information collected can be used immediately for FEMA documentation necessary for reimbursement. Moreover, the local government will have information critical to long-term recovery of the urban forest and it can be used to schedule follow-up restoration pruning and risk management inspections.

References:

Urban Forest Strike Team Websites <http://ufst.org/>
http://ncforestservice.gov/Urban/urban_stormprepandresponse.htm

Forest Health Branch

The Forest Health Branch conducts aerial and ground plot surveys, as appropriate, after natural disasters causing more than 1000 acres of timberland damage to: determine and document the extent of damage to timber/forest resources, estimate the volume and value of timber damages, delineate areas of concern for potential forest insect and disease outbreaks, provide input for salvage operations, and provide information to guide agency field personnel in assisting landowners with restoring damaged forest land.

Review & Reforestation of Affected Forestland

Private forest land owners whose woodlands are affected by disasters can contact their local NC Forest Service (NCFS) County Ranger for assistance. This can include a woodland exam to assess the extent of damage; development of a management plan that summarizes the current condition as well as recommended actions; and advice on how to follow through with those “next steps.”

There are a number of forestry costshare programs that can help reimburse some of the costs of improving or re-establishing woodlands. The primary costshare program administered by the NCFS is the “Forest Development Program” (FDP). If the extent of the disaster is significant, the NCFS may also create a specific forestry costshare

program aimed at assisting landowners in the affected area. NCFS County Rangers will be able to provide current programs and opportunities as needed. They will also be able to put you in touch with other agencies and organizations that can help landowners recover.

Eligible Applicants

The FDP and most other forestry costshare programs are typically first-come, first-served and open to private forest landowners. There may be certain acreage or geographic limitations based on the specific program used.

Applicants should contact their local NCFS County Ranger or the NCFS Central Office.

Eligible Costs and Requirements

To receive funding, landowners must complete a relatively simple application, have a forest management plan approved by the NCFS, agree to follow the management plan, and agree to maintain the funded acres in forestland for a period of ten years. Landowners must receive in writing a costshare funding approval letter prior to beginning the work for which they hope to have costshared.

References:

NCFS Website

<http://ncforestservice.gov/index.htm>

NCFS “Managing Your Forest” Website (includes info on “Who Can Help You”; “Financial Assistance & Costshare”; “Recovering from Storms & Fires” and more) http://ncforestservice.gov/Managing_your_forest/managing_your_forest.htm

Forest Development Program

website: http://ncforestservice.gov/Managing_your_forest/fdp.htm

Contact:

1. Your local NCFS County Ranger
2. If you are unable to find your local County Ranger’s phone number, refer to the NCFS website or contact the NCFS Central Office at 919-857-4801 for assistance.

NC COOPERATIVE EXTENSION SERVICE

The NC Cooperative Extension Service has county extension agents in every county. These agents are a valuable resource for producers in assisting with recovery. The county offices serve as Recovery Assistance Centers for registration and application for assistance for agriculture and other needs, including housing and business assistance.

Assessment Responsibilities

The county field faculty (county agents) of the North Carolina Cooperative Extension Service has responsibility for serving on the county emergency board. They provide assistance with agricultural damage assessment and preparation of reports.

Additional Responsibilities

Field agents provide information to agriculture producers and other citizens on various aspects of crop, livestock and agricultural operations management affected by natural disasters.

The extension service operate and assist with staffing RACs in declared counties for assisting citizens in applying for available programs.

The North Carolina Cooperative Extension Service operates six 4-H camps across the state. These facilities may be available to serve as staging areas for response and recovery operations. Some locations have the capacity to potentially house and feed emergency or disaster personnel.

References:

NC Cooperative Extension Service, Disaster Information Center
www.ces.ncsu.edu/disaster
 Extension Disaster Education Network: www.eden.lsu.edu

NC STATE ANIMAL RESPONSE TEAM

The NC State Animal Response Team (SART) is an independent 501(c) 3 organization. The operations of NC SART are conducted by state and local agencies and trained, credentialed volunteers as a resource. The team was formed to provide a collaborative and coordinated response to animal and agricultural disaster issues.

SART supports county and state agencies by organizing and funding training volunteers to assist in disaster response and recovery phases.

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NCDA&CS	Emergency Programs	Sharron Stewart, Director	919-807-4300	sharron.stewart@ncagr.gov
NCDA&CS	Food and Drug Protection Division	Audrey Pikington, Director	919-733-7366	audrey.pikington@ncagr.gov
NCDA&CS	Plant Industry Division	Vernon Cox, Director	919-707-3732	vernon.cox@ncagr.gov
NCDA&CS	Research Stations Division	Alexander M Stewart, Ph. D, Director	919-707-3236	sandy.stewart@ncagr.gov

NCDA&CS	Soil and Water Conservation	Pat Harris, Director	919-733-2302	pat.harris@ncagr.gov
NCDA&CS	Veterinary Division	Dr. R. Douglas Meckes, State Veterinarian	919-707-3250	douglas.meckes@ncagr.gov
NCDA&CS	Structural Pest Control & Pesticides Division	James W. Burnette Jr., Director	919-857-4145	james.burnette@ncagr.gov
NCDA&CS	NC Agriculture Finance Authority	Frank Bordeaux, Executive Director	919-790-3949	frank.bordeaux@ncagr.gov
NC Cooperative Extension Service	CALS Office of the Dean	Mike Yoder, Coordinator	919-513-3509	mjyoder@ncsu.edu
	NC SART	Chester Lowder, Executive Director	1-888-989-SART	chester.lowder@ncfb.org
NC Forest Service	Forest Health	Robert Trickel, Branch Head	919-857-4858	rob.trickel@ncagr.gov
NC Forest Service	Urban Forestry	Alan Moore, Eastern Region Urban Forest Specialist	919-857-4841	alan.moore@ncagr.gov

Business and Workforce

Section Contents

- State Assistance Programs
 - Business Emergency Operations Center (BEOC)
- State Disaster Declaration
- US Small Business Administration (SBA)
 - Disaster Declaration
 - SBA Assistance Available
 - State Assistance Available
- Presidential Disaster Declaration
 - SBTDC Business Counseling
 - SBTDC First Responder Team
- Summary of State Business Assistance
- Federal Disaster Unemployment Assistance (DUA)
 - Workforce Investment Act (WIA)
 - National Emergency Grants (NEG)

***All specific contact information is included in the Contact Information section of this document.**

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

STATE ASSISTANCE PROGRAMS

Agencies: *North Carolina Emergency Management (NCEM)*

NCEM coordinates the Business Emergency Operations Center (BEOC) in the Joint Field Headquarters (JFHQ) during a disaster. The Business EOC is a support network for private businesses and facilitates discussion to address the unmet needs of the private sector during a disaster.

Business Emergency Operations Center (BEOC)

The Business EOC will include the following sectors:

- Banking & Finance
- Communications & IT
- Retail
- Medical & Pharmaceutical
- Travel & Tourism
- Agribusiness

- Manufacturing
- Transportation

STATE DISASTER DECLARATION

Agencies: *Small Business Center (SBC), NC Small Business and Technology Development Center (SBTDC), NC Department of Commerce Division of Employment Security (DES)*

The primary assistance available to businesses after a state disaster declaration is planning and counseling. A limited response is provided for a relatively small or localized disaster event. The primary elements of this program include the following:

- Use of existing Small Business and Technology Development Center (SBTDC), community college, or local government facilities
- Publicity for the availability of SBTDC and the small business center (SBC) counseling services at the local community college at their regular offices
- Assistance provided by the NC Department of Commerce Division of Employment Security (DES) to inform workers about unemployment insurance benefits for temporary dislocation and about long-term retraining if a business closed permanently following a disaster
- Counseling for business owners about contingency plans in case of a disaster, including a backup location for business records, a plan for employees about what to expect, and a plan for cleanup and reopening of the business

If a Type III state disaster is declared, the state may make available additional programs if necessary.

US SMALL BUSINESS ADMINISTRATION (SBA) DISASTER DECLARATION

Agencies: *Small Business Administration (SBA), SBTDC, NC Department of Commerce DES*

The SBA may issue a disaster declaration in a wide range of scenarios including, but not limited to,

cases wherein the governor has requested assistance from a federal agency, such as the US Department of Agriculture (USDA), or as a result of a direct request to the SBA. Regardless of whether or not the Federal Emergency Management Agency (FEMA) has determined that a full presidential declaration is warranted, assistance may still be available depending on the circumstances.

SBA Assistance Available

SBA low rate, long-term loans

Loans to businesses of all sizes, private non-profit organizations, homeowners and renters to aid in their recovery from a disaster. In both SBA and presidential declarations, SBA disaster loans are the only federal recovery assistance available to businesses.

SBA Disaster Recovery Centers

Under an SBA declaration, the SBA opens one or more disaster recovery centers in the declared counties and staffs them with customer service representatives to assist disaster survivors applying for an SBA disaster loan. FEMA is not involved with this recovery effort.

State Assistance Available

The state does not provide financial assistance to disaster survivors in addition to SBA assistance following an SBA-declared disaster. State assistance is the same as that for a state-declared disaster.

- Use of existing SBTDC, community college, or local government facilities
- Publicity for the availability of SBTDC and the small business center counseling services at the local community college at their regular offices
- Assistance to displaced workers and business owners provided by DES
- Ensuring via the DES that workers are aware of their unemployment insurance benefits for temporary dislocation
- Ensuring that employees are aware of long-term retraining benefits that may be available through the DES if an employer is permanently closing a business
- Prior encouragement for business owners to make contingency plans in case of a disaster, including a backup location for business records,

a plan for employees about what to expect, and a plan for cleanup and reopening of the business

In addition, the Small Business Centers and the SBTDC can provide significant assistance to applicants for SBA loans.

If the SBA declines the loan, counselors can help the applicant seek reconsideration of the loan request by providing any missing information and provide new information to overcome the reason(s) for the decline noted by the SBA.

References:

CFR, Title 13, Part 123, SBA Disaster Declarations
http://www.ecfr.gov/cgi-bin/text-id?SID=b0c7142e5a5e980ee1ad4d9d89f9d117&node=sp13.1.123.a&rgn=div6#se13.1.123_12
 SBA Disaster Recovery Loan Programs
<http://www.sba.gov/content/business-physical-disaster-loans>
<http://www.sba.gov/content/economic-injury-disaster-loans>

PRESIDENTIAL DISASTER DECLARATION

Agencies: FEMA, SBA, SBTDC, NC Department of Commerce (NCDOC)

A presidential disaster declaration provides the most federal assistance to the affected area. The declaration includes full FEMA assistance that covers both public assistance and individual assistance. SBA provides low-interest, long term disaster loans are available to businesses of all sizes, private non-profit organizations, homeowners and renters.

After a presidential declaration, the state will aim to make a decision quickly, so that it can maximize the use of federal funding. If the state determines that it is necessary to establish a state business assistance program, it should establish it while the SBA application period is still open. This practice ensures that all qualified applicants receive SBA assistance and that the state then meets the needs of those who do not qualify for SBA assistance.

Typically, disaster survivors have 60 days from the disaster declaration in which to apply for an SBA disaster loan for physical losses. Eligible small businesses and most private non-profits have up to 9

months from the date of the declaration to apply for an SBA Economic Injury Disaster Loan.

Small Business and Technology Development Center (SBTDC) Business Counseling

The SBTDC, a SBA partner, provides no cost assistance to SBA business loan applicants to assist them with reconstructing financial records and submitting their SBA disaster loan applications. But in the event of a presidential disaster declaration that elicits the necessity for Individual Assistance (IA) SBTDCs are instrumental in providing space for Business Recovery Centers. Also, in the event of an SBA administrative disaster declaration the SBTDC would be is charged with establishing a locally based space for a Disaster Loan Outreach Center.

If the state decides to provide supplemental funding for business recovery, bridge loans, grants and rebate programs can be made available. Eligibility for an SBA disaster loan is reduced by any duplication of benefits from insurance or other sources.

SBTDC First Responder Team

While the SBA is still accepting applications, the SBTDC activates their first responder team to lead the response effort in the affected area. This group is responsible for leading the outreach effort, setting up an office, and starting work with affected businesses. This may involve both providing assistance with SBA applications and general financial planning assistance while these companies struggle to get started again after the disaster.

SUMMARY OF STATE BUSINESS ASSISTANCE

Agency: SBA

The state of North Carolina's primary means of business disaster recovery services is counseling businesses on the procedures necessary in applying for federal recovery assistance. The services offered depend upon whether the critical event is declared a disaster by a state disaster declaration, a SBA disaster declaration, or a presidential disaster declaration. Depending on the severity of a disaster, supplemental state funding may be made available to businesses, similar to that provided during Hurricane Floyd and the 2005 floods.

References:

Code of Federal Regulations, Title 13, Volume 1, Part 123, SBA Disaster Loans <http://www.ecfr.gov/cgi-bin/text-idx?SID=b8120c8d04f36fb8a88ab9acff6d7b9f&no-de=13:1.0.1.1.18&rgn=div5>

US Small Business Administration (SBA) <http://www.sba.gov/>

SBA Disaster Recovery Information <http://www.sba.gov/services/disaster-assistance/index.html>

FEDERAL DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

Agencies: *Disaster Unemployment Assistance (DUA), US Department of Labor, Employment and Training Administration (DOLETA)*

Disaster Unemployment Assistance (DUA) provides financial assistance to individuals whose employment or self-employment has been lost or interrupted due to a presidentially declared disaster. This program is run by the US Department of Labor, Employment and Training Administration (DOLETA).

Eligible DUA Applicants

Employed or self-employed US nationals and qualified aliens who meet the following:

- Worked, or were scheduled to begin work, in a federally-declared disaster area
- Can no longer work due to the disaster's physical damage to the place of employment
- Do not qualify for regular unemployment insurance benefits from the state
- Cannot perform work or self-employment because of an injury or because they were incapacitated as a direct result of the disaster
- Became the breadwinner or major support of a household because of the death of the head of the household
- Lost a majority of income or revenue because the employer or self-employed business was damaged or destroyed

Suffering a monetary loss due to damage of property or crops does not automatically entitle an individual to disaster unemployment assistance.

Eligible Benefits

DUA is available to individuals for up to 26 weeks after the major disaster, as long as their unemployment continues to be a result of the major disaster. The maximum weekly benefit amount is determined by North Carolina law for unemployment insurance.

References:

US Department of Labor Employment and Training Administration (DOLETA) <http://www.ows.doleta.gov/unemploy/disaster.asp#content>
 20 Code of Federal Regulations, Part 625.5
 Section 410, US Stafford Act
http://workforcsecurity.doleta.gov/dmstree/handbooks/356/hb356_appA.pdf
 NC Department of Commerce, Division of Employment Security
<https://desncc.com/deshome>

WORKFORCE INVESTMENT ACT (WIA) NATIONAL EMERGENCY GRANTS (NEG)

Agencies: NC Department of Labor (NCDOL), DOLETA, FEMA

The Workforce Investment Act (WIA) National Emergency Grants (NEGs) are time-limited, special purpose grants for dislocated workers. The grants are funded at the discretion of the US Secretary of Labor. NEGs provide supplemental funds to help states and other eligible entities respond to the needs of dislocated workers and communities affected by worker dislocation events.

The US Department of Labor, Employment and Training Administration (DOLETA) funds this program. State and local workforce investment boards may apply on behalf of businesses or individuals. Once eligible for a grant, businesses and individuals work with the local NCDOL office to receive funding.

Eligible Applicants

Events which may qualify for NEGs include the following:

- Emergencies or natural disasters, as defined in the Stafford Act, which have been declared eligible for public assistance by FEMA

- Plant closures or mass layoffs affecting 50 or more workers at a single site of employment
- Closures and realignments of military installations
- Multiple layoffs in a single local community that have significantly increased the total number of unemployed individuals in a community
- Other events, as determined by the US Department of Labor secretary

Eligible Benefits

NEGs may provide the following:

- Disaster relief employment to a state affected by a federally-declared disaster
- Disaster relief employment on projects that provide food, clothing, shelter, and other humanitarian assistance for disaster survivors and projects involving demolition, cleaning, repair, renovation, and reconstruction of damaged and destroyed structures, facilities, and lands located within the disaster area
- Employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs, or closures and realignments of military installations
- Employment and training assistance to workers who have been laid off, including job search assistance, job placement assistance, and useful labor market information; career counseling, comprehensive assessment of an individual's employability, development of a personal employment plan, workshops on interviewing and resume preparation, and occupational training linked to local job opportunities; supportive services, such as transportation and needs-related payments
- Employment and training activities (retraining, job search, assessment, etc.) to enable workers who will not be recalled to qualify for new employment.
- Individuals who may be offered disaster relief employment are people who are temporarily or permanently laid off as a consequence of the disaster, dislocated workers, and individuals who are unemployed long-term (as defined by the governor). The duration of employment for any one disaster event is typically six months of work. Administrative requirements generally limit wages for any one individual to \$12,000, but this restriction may be waived.

References:

NC Department of Commerce, Division of Business Development

<http://www.nccommerce.com/business>

US Department of Labor, Employment and Training Administration

<http://www.doleta.gov/>

Workforce Investment Improvement Act of 2012 <http://www.gpo.gov/fdsys/pkg/CRPT-112hrpt699/pdf/CRPT-112hrpt699-pt1.pdf>

Department of Labor, Employment and Training Administration, National Emergency Grants

<http://www.doleta.gov/neg/>

NC Department of Commerce, Division of Employment Security

<https://desncc.com/deshome>

FEMA Disaster Declarations

<http://www.fema.gov/disasters>

Contacts:

Department	Division/Office	Contact, Title	Phone	Email
NCDPS	NCEM	Persia Payne-Hurley, Private Sector Manager (BEOC)	(919) 825-2285	Persia.payne-hurley@ncdps.gov
SBA	Office of Disaster Assistance	Frank Skaggs , Center Director, Field Operations Center - East	(404) 331-0333	timothy.skaggs@sba.gov
SBA	Office of Disaster Assistance	Brenda Ballew , Deputy Center Director, Field Operations Center - East	(404) 331-0333	brenda.ballew@sba.gov
The University of North Carolina System	SBTDC	Scott Daugherty, Assistant Vice Chancellor / State Director	(919) 715-7272	daugherty@northcarolina.edu
EDPNC	Business Services	John Loyack VP, Global Business Services	(919) 447-7739	John.loyack@edpnc.com
EDPNC	Business Link NC	Holly Yanker, Senior Business Counselor	(919) 447-7732	holly.yanker@edpnc.com
NCDOC	Division of Workforce Solutions	Danny Giddens, Director of Operations	(919) 814-0325	daniel.giddens@nccommerce.com
NCDOC	Division of Employment Security	W.T. Brinn, Jr., Interim Assistant Secretary of Employment Security	(919) 707-1600	assistantsecretary@nccommerce.com

Communications and Outreach

Section Contents

- Maintaining Public Exposure
- Resources for Specific Audience Outreach
 - Public Communications and Outreach
 - Agricultural Interests
 - Business Community
 - Schools
 - Non Profit Organizations
 - Local Government Officials
 - Federal Governmental Officials
 - General Assembly
- Available Communication Media
 - NCDPS, Communications Office
 - Salvation Army Team Emergency Radio Network (SATERN)
- Defining the Role of the Governor and Key Aides

****All Specific contact information is included in Contact Information at the end of this section.***

Contact information is subject to change; the most current information can be found at www.osbm.state.nc.us/disaster.

The plan for state and local communication begins with the premise that local authorities are eager to publicize timely messages to inform their constituents of recovery programs and efforts. The Division of Emergency Management (NCEM), in conjunction with the Governor's Office, should meet with local officials and state legislators to inform them about the types of state recovery programs and funding available. They should also update local officials periodically on recovery efforts and publicize the meetings to local news media to keep recovery effort information flowing to the public.

When the State Emergency Response Team (SERT) is activated, the Joint Information Center (JIC) is established and co-located with the State Emergency Operation Center (EOC). The JIC is staffed by public information officers (PIOs) from various state agencies under the lead of the NC Department of Public Safety (NCDPS) Communications Office. The JIC issues press releases, handles media calls, and coordinates press briefings for the Governor's Office and other agencies responding to the emergency.

Once the SERT is deactivated, the JIC is closed and public information duties return to their respective state agencies

Reference:

NC Emergency Operations Plan, Appendix 1 to Annex A: Public Information, http://www.ncdps.gov/div/EM/Documents/NC_EOP_2012-FINAL.pdf

MAINTAINING PUBLIC EXPOSURE

The need for public information and community outreach does not end when the emergency phase of the operation is over. In fact, it can become even more important to disseminate information after the news media reduces or drops the focus on the disaster response. It is important to keep information flowing to the public through sources other than the news media.

NCEM holds meetings with local government agencies to inform them of the various recovery programs. The meetings are usually coordinated by the NCEM Public Assistance Office and may involve Federal Emergency Management Agency (FEMA) officials if a federal disaster declaration has been obtained. These meetings are a crucial aspect of the outreach effort.

Furthermore, traditional methods of communication can be utilized during response and recovery efforts. Most county emergency management offices and state agencies coordinate multiple social media accounts (i.e. Facebook, Twitter, etc.), maintain email lists of special needs contacts, and operate some form of emergency calling/texting system. These methods can be used to relay important disaster information at a local level.

References:

NCEM
Website, <https://www.ncdps.gov/Index2.cfm?a=00003,000010>

NC Emergency Social Media by County

<https://www.ncdps.gov/index2.cfm?a=000003,00010,000073>

RESOURCES FOR SPECIFIC AUDIENCES

State agencies and other organizations already have mechanisms in place to reach their specific audiences. The following resources exist for outreach to these interest groups. A specific list of names, phone numbers, and e-mail addresses appears in the Contact Information Section of this guide (page xv).

Public Communications and Outreach

Agencies: *NC Cooperative Extension Service, NCEM, NC Commission on Volunteerism and Community Service, NC Department of Commerce, NC Department of Agriculture & Consumer Services, Office of State Budget and Management*

The first major step of the recovery outreach process is an announcement of the registration process for disaster programs. Constituents are advised that their first and best resource is their local county Cooperative Extension Service offices, which are referred to as Recovery Assistance Centers (RACs). Agents there assist in the registration process but do not determine whether an applicant is qualified to receive funds.

Disaster related information is disseminated in the following ways:

- News releases from the Governor’s Press Office or SERT
- Social Media posts from SERT partners
- Press events located in the affected area(s)
- Meetings with local officials covered by the news media
- A website dedicated to recovery programs
- Posters distributed to state and local government agencies and private businesses for display in public places, such as grocery and convenience stores and government offices visited by the public
- Flyers printed for easy distribution (bag stuffers, counter supply, mailers, etc.)
- Signs placed in front of RACs

- The Governor’s Bilingual Emergency Information Hotline for taking applications or directing citizens to the appropriate agency for answers to questions (See “Special Needs Populations”)

News releases should be distributed by e-mail and placed in publications by state agencies involved in the recovery programs.

Outreach Campaign

The SDRT Communications and Outreach Subcommittee coordinates the communications and outreach strategy for recovery efforts. They may develop a disaster-recovery slogan, logo, and color scheme to use on materials. The slogan should be brief, easy to remember, and easily graphically portrayed. The Communications and Outreach Subcommittee will be led by the NCDPS Public Affairs Director and Governor’s Press Office with members from these agencies:

- NCEM PIO
- NC Commission on Volunteerism and Community Service
- Office of State Budget and Management (OSBM)
- NC Department of Agriculture and Consumer Services (NCDA&CS) PIO
- NC Department of Commerce PIO
- Other PIOs or subject matter experts as necessary

Several resources are available within state government for production of posters, flyers, etc. Graphic designers work in the public information offices of the Departments of Transportation, Health and Human Services, Environment and Natural Resources, and Public Safety. Print shops are located in the Departments of Public Safety and Transportation.

Special Needs Populations

To help in an emergency, local emergency management agencies maintain lists of residents with special needs, including those who are blind or deaf, homebound, mobility impaired, or on oxygen. If these residents live in a disaster-related area, local emergency managers should make an extra effort to inform them of available recovery programs.

The Governor's Emergency Information Bilingual Hotline

The Governor's Emergency Information Bilingual Hotline can be activated to provide information to the public and to take applications for state disaster programs that are implemented. The NC Commission on Volunteerism and Community Service operates the bilingual hotline (1-888-835-9966 or 1-877-877-1765 for the deaf and hard of hearing.)

The hotline is activated at the governor's discretion. Its purpose changes due to the nature and stage of the disaster. Hotline uses have included the following:

Information

Early on, hotline operators provide information about the storm, hazards, ordinances, important changes, and the availability and location of goods and services.

Requests

Although survivors may call the hotline for help, its primary purpose is not for procuring aid prior to the registration process.

Donations

Potential donors may call the hotline to discuss monetary or other donations.

Registration

In the long-term, survivors may register to apply for state assistance.

NC Department of Health and Human Services (DHHS)

The **CARE-LINE (1-800-662-7030 or TTY 1-877-452-2514)**, operated by DHHS, serves as a resource for all citizens and includes multilingual operators. The DHHS PIO relays disaster-related recovery information to CARE-LINE.

Agricultural Interests

Agencies: NCD&CS, NC Cooperative Extension Service

NC Department of Agriculture and Consumer Services (NCD&CS)

Agricultural Review

This newspaper, published 12 times a year, is typically mailed and emailed at the beginning of the month. The deadline for article submission is the first of each month for the following month's issue.

Email groups

The Public Information Office of NCD&CS can create e-mail groups for various commodity organizations and other agricultural groups as needed. The NC State University's College of Agriculture and Life Sciences also maintains e-mail lists and contact information on all commodity organizations.

References:

NCD&CS

www.ncagr.com/

Agriculture Review

<http://www.ncagr.gov/paffairs/agreview/>

NC Cooperative Extension Service

The NC Cooperative Extension Service (NCCES) at NC State University serves as a key distribution mechanism through its county agents. It offers the following resources:

- A commodity relations specialist who can communicate with all commodity organizations
- Membership (and leadership) in the National Extension Disaster Education
- Agent offices that serve as RACs where survivors register and apply for disaster assistance

Reference:

National Extension Disaster Education Network www.eden.lsu.edu

Business Community

Agency: NC Chamber

NC Chamber

NC Chamber is the state's largest business group with more than 35,000 members employing 1.26 million workers. They largely communicate with members through email publications and alerts.

- The **Business Advocate** is a bi-weekly e-newsletter featuring business related updates, current events, and advocacy efforts.
- **Breaking News Alerts, NC Politics, and President's Memo** provide real-time federal news alerts, bi-weekly political season information, and weekly updates on the Chamber, respectively.
- **This Week at the Capital**, sent during the NC legislative session, focuses on bill competitiveness and weekly headlines.
- **The Federation Insider** is sent to local chamber of commerce members who align with the NC Chamber.

Reference:

NC Chamber

<http://ncchamber.net/>

Schools

Agency: NC Department of Public Instruction (NCDPI)

The NC Department of Public Instruction (NCDPI) maintains contact information for all county school systems in the state. While the schools lack the resources to copy materials and distribute them to students on a regular basis, agencies may send flyers, tear sheets, or other printed items to schools in the disaster area for students to take to parents. Social media, email, and online school systems offer quick methods for agencies and the DPI to send recovery information to parents in real-time. DPI's Communications and Information Division is the point of contact to initiate the information flow.

Reference:

NCDPI Website

<http://www.ncpublicschools.org/>

Non-Profit Organizations

Agencies: NC Voluntary Organizations Active in Disasters (NCVOAD), NC Commission on Volunteerism and Community Service

North Carolina Voluntary Organizations Active in Disaster (NCVOAD) consists of community and faith-based organizations with people trained to respond to disasters. During disasters, NCVOAD has a presence at the Emergency Operations Center (EOC) in the Human Services Section and works closely with the NC Commission on Volunteerism and Community Service. They also coordinate with NCEM on other issues throughout the year. The commission forwards information to the NCVOAD for distribution to their members as needed.

Reference:

NC VOAD

<https://www.ncvoad.org/cms/>

Local Governmental Officials

Agencies: NCEM, NC League of Municipalities, NC Association of County Commissioners

Local Emergency Managers

NCEM maintains an e-mail list of all local emergency management officials across the state. The NCEM Director's Office sends news releases and other disaster recovery information to officials based on the disaster area. Local emergency managers are encouraged to use available local communications resources to distribute information in their counties and inform them about the types of state recovery programs and funding available. They should also update local officials periodically on recovery efforts and publicize the meetings to local news media to keep recovery effort information flowing to the public.

Local Officials and Public Managers

The NC League of Municipalities and the NC Association of County Commissioners are excellent resources for reaching local officials and public managers.

NC League of Municipalities

- *Southern City* is published bi-monthly and targets top officials and department directors.
- The *League Letter* is a weekly e-newsletter that provides legislative and educational news to over 540 cities, towns, and villages.
- The *Legislative Bulletin* is published weekly during the General Assembly and as needed during the year and features challenging issues facing the General Assembly in a given week.
- LINC'ed IN Weekly Update is published weekly when the General Assembly is not in session.
- *EcoLINC* is published monthly and highlights environmental regulations.
- *Trust Matters* is a quarterly publication on Risk Management Services.
- *Law Notes* is published monthly and sent to municipal attorneys.
- *Risk Management Services Annual Report* is published annually online

References:

NC League of Municipalities

www.NCLM.org

Southern City

<http://www.nclm.org/programs-services/publications/southern-city/Pages/default.aspx>

EcoLINC <http://www.nclm.org/programs-services/publications/EcoLINC/Pages/default.aspx>

Risk Management Services Annual

Report <http://www.nclm.org/programs-services/publications/Pages/RMSAnnualReport2012.aspx>

NC Association of County Commissioners

The NC Association of County Commissioners website is updated daily.

- *County Lines* is published monthly and includes activities of committees, emerging issues, programs, and featured articles.
- *Legislative Bulletin* is a weekly summary and analysis of pending legislation.
- *Directory of NC County Officials* is a yearly telephone book of county commissioners, managers, and department heads.

- *Legislative Goals Brochure* is published every two years and outlines the legislative goals as determined by the membership.

References:

The NC Association of County

Commissioners www.ncacc.org/

Directory of NC County Officials

<http://www.secretary.state.nc.us/Publications/direct.aspx>

Federal Governmental Officials

Agencies: *Governor's Press Office, Governor's Washington Office*

The Governor's Press Office

The Governor's Press Office maintains an e-mail list of the public information officers in the Governor's Cabinet and Council of State. The Press Office distributes information through agency PIOs as needed with the request to forward the information to state employees, to include it in agency newsletters, etc.

The Governor's Press Office also sends news releases to its media list and posts the information on the Governor's Office Website. The state agency responsible for a disaster recovery program also posts the information on the Web. The Governor's Press Office and the appropriate state agency organize press events as needed.

Media outlets in areas bordering North Carolina (Virginia, Tennessee, Georgia, and South Carolina) must receive disaster-related press releases.

The Governor's Press Office is the final release authority for all news releases and messages concerning long-term disaster recovery.

Information compiled for news releases should attempt to answer important or anticipated questions from the media. Each release should have proper verification and approval. **The following four people should officially clear news releases before distribution:**

- Lead agency subject expert
- Department PIO responsible for the overall message content
- State Coordinating Officer (SCO)
- Governor's press secretary (final authority)

The above list does not exclude review and comment by other individuals. However, additional review must not delay the release.

Prior to releasing news to the media, the Governor's Press Office should send the release as a courtesy to PIOs of departments involved in the recovery effort.

Congressional Delegation

Governor's Washington Office

The Governor's Washington Office maintains regular contact with North Carolina's congressional delegation. The Governor's Washington Office and the local press determine what information to send to the congressional delegation.

General Assembly

Agency: Governor's Legislative Office

Governor's Legislative Office

The Governor's Legislative Office maintains regular contact with members of the General Assembly. The Governor's Press Office works with the Governor's Legislative Office to determine what information to send to legislators via email. In addition, the governor meets with General Assembly members who represent areas damaged by the disaster to discuss the state's response.

AVAILABLE COMMUNICATION MEDIA

NCDPS, Communications Office

Agency: NCDPS

Staff members for the NCDPS Communications Office are on-call 24 hours a day, 7 days a week, and respond to media inquiries, write speeches, and organize press releases. When necessary, staff members also prepare and distribute news releases and arrange news conferences.

Salvation Army Team Emergency Radio Network

Agency: Salvation Army

The Salvation Army Team Emergency Radio Network (SATERN) utilizes amateur radio volunteers to provide emergency communications when traditional networks, such as telephones, are not operating. These teams relay critical information about the disaster. They also transmit welfare inquiries from friends and family members who are otherwise unable to reach loved ones in the disaster area.

Reference:

SATERN

www.SATERN.org

DEFINING THE ROLE OF THE GOVERNOR AND KEY AIDES

Long-term disaster recovery is a shared responsibility that involves several agencies; consequently, teamwork is critical. The governor and key aides (senior staff, press secretary and state coordinating officer) form the core executive management team. The team must understand how decisions are made and how information is communicated to the media and the public.

Role of the Governor

Disasters evoke powerful emotions, and the governor's presence and leadership can help calm and reassure the community. Survivors, their families, and local citizens look to the governor for leadership. The governor should be involved and visible. The governor can use media messages to calm an anxious public and communicate information about the process of long-term recovery.

Role of the State Coordinating Officer

The governor has historically designated the director of NCEM as the State Coordinating Officer (SCO). This individual is the designated liaison between the state and FEMA. The SCO acts in cooperation with

the Federal Coordinating Officer (FCO) when federal response and recovery activities are activated.

advises those managing the emergency operation on matters related to public information

Role of the Governor’s Press Secretary

The governor’s press secretary maintains critical lines of communication between the governor’s office and the media. The press secretary should coordinate information with the public information officer in each state agency. In addition, the press secretary is responsible for preparing for the governor general statements that address the needs of a wide-ranging audience, including survivors, legislators, congressional delegations, federal agencies, and the general citizenry.

Role of the NCDPS PIO

The NCDPS PIO serves as the primary spokesperson for the state during recovery. The NCDPS PIO also

Role of Other Department PIOs

A department’s PIO helps the governor’s press secretary develop press releases or press events related to agency recovery programs.

Role of the Lead Agency Subject Expert

Departments should identify and designate a lead agency subject expert to provide the department PIO with information to release. The expert should also serve as an educator and consultant on technical details for the media if needed.

Contacts:

Department	Agency	Contact, Title	Phone	Email
NCDPS	Communications Office	Julia Jarema, PIO	919-825-2270	julia.jarema@ncdps.gov
Office of the Governor	Governor's Press Office	Josh Ellis, Communications Director	919-814-2100	josh.ellis@nc.gov
Office of the Governor	Office of the General Counsel	Bob Stephens, Chief Legal Counsel to Governor McCrory	919-814-2025	bob.stephens@nc.gov
Office of the Governor	Governor's DC Office	Virginia Johnson	202-624-5830	virginia.johnson@nc.gov
Office of the Governor	NC Commission On Volunteerism & Community Service	Jeff Mixon, Director	919-814-2065	jeff.mixon@nc.gov
NCDPS	Communications Office	Pamela Walker, Director	919-733-5027	pamela.walker@ncdps.gov
NC Cooperative Extension, NCSU	CALS Office of the Dean	Mike Yoder, Coordinator	919-513-3509	mjyoder@ncsu.edu
NCDPI	Communications & Information Division	Vanessa Jeter, Director	919-807-3469	vanessa.jeter@dpi.nc.gov

NCDPI		Michael Nicolaidis, Chief Information Officer	919-807-3606	michael.nicolaides@dpi.nc.gov
NCDOT		Mike Charbonneau, Deputy Secretary of Communications	919-707-2670	mcharbonneau@ncdot.gov
NC DEQ		Crystal Feldman, Communications Director	919-707-8624	crystal.feldman@ncdenr.gov
NC DHHS	Communications Office	Kendra Gerlach, Director	919-855-4840	kendra.gerlach@dhhs.nc.gov
NC DHHS	DMA	Sandra Terrell, Director	919-855-4100	sandra.terrell@dhhs.nc.gov
NCDA&CS	Public Affairs Division	Brian Long, Director	919-707-3007	brain.long@ncagr.gov
PNP	NCACC	Matt Gunnet, Membership Services Coordinator	919-715-2354	matt.gunnet@ncacc.org
PNP	NCLM	Rob Shepherd, Manager of Member Relations and Education	919-715-9767	rshepherd@nclm.org
PNP	NC Chamber	Gary Salamido, Vice President, Governmental Affairs	919-836-1403	gsalamido@ncchamber.net

Cultural Resources

Section Contents

Department of Natural and Cultural Resources
Archives & Records

- Public Records
- Historical Documents & Collections

Historic Sites & Structures

- Historic Preservation Office
- Assessment
- Repairing Damage to Historic Sites & Structures
- Privately Owned Properties

FEMA Public Assistance

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

The North Carolina Department of Natural and Cultural Resources (NC DNCR) is responsible for counseling governmental agencies and citizens on how to account for historic and cultural resources in planning for, responding to, and recovery from natural disasters, under state and federal laws. Cultural Resources assists local, state and federal government agencies in preserving public records and historic resources (built, environmental and archeological). NC DNCR's mission is to enrich lives and preserve the state's history.

ARCHIVES & RECORDS

Public Records

Agencies: NC DNCR Division of Archives and Records

Pre-Event Training

NC DNCR encourages government officials and those charged with maintaining public records and archives to participate in trainings on how to protect and preserve essential records in the event of a disaster.

NC DNCR's Division of Archives and Records offers

FEMA-approved trainings in:

- Essential Records (AWR-210-2)
- Records Emergency Planning & Response (AWR-211-2)

Reference:

NC DNCR Records Management Services and Training
<http://www.ncdcr.gov/archives/ForGovernment/ServicesandTraining.aspx>

Damaged Documents

Under North Carolina General Statutes 121 and 132, no public official may destroy, sell, loan, or otherwise dispose of any public record, without the consent of the North Carolina Department of Natural and Cultural Resources. Documents and records damaged in a disaster are not exempt from this provision.

Before disposing of official documents and records damaged in a disaster event, officials must contact the NC DNCR Division of Archives and Records to obtain approval and discuss proper disposal procedure. To obtain approval, officials should contact the NC DNCR Division of Archives and Records through their county manager or county legal office.

Once approved, disposal must follow published NC DNCR policies and procedures (07 NC A.C. 4M.0510). The NC DNCR Division of Archives and Records

maintains and updates these procedures as well as a schedule of all public records and their disposition.

References:

NC General Statute 132-3

http://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_132.html

NC General Statute 121-12

<http://www.ncga.state.nc.us/gascripts/statutes/StatutesTOC.pl?Chapter=0121>

NC DNCR Division of Archives and Records,
Guidelines for Government Officials

<http://www.ncdcr.gov/archives/ForGovernment.aspx>

Public Records Disposal Procedures, 07 NC A.C.
4M.0510

<http://ncrules.state.nc.us/ncac/title%2007%20-%20cultural%20resources/chapter%2004%20-%20archives%20and%20history/subchapter%20m/07%20ncac%2004m%20.0510.html>

Historical Documents and Collections

Agencies: *NC DNCR Office of Archives and History, NC DNCR Connecting to Collections Program (C2C)*

Cultural Resources Emergency Support Team (CREST)

NC DNCR's *Connecting to Collections* sponsored CREST project trains museum staff and volunteers in disaster preparedness and recovery. The CREST project encourages the formation, development and maintenance of regional cooperative groups and emergency response networks. After a disaster, a CREST establishes a recovery and preservation resource for disaster-affected museums in the state.

CRESTs respond to assistance requests received from museums and cultural resource officials.

Other Resources

Damage Reporting Tools

Agency: *Heritage Preservation*

Heritage Preservation's Heritage Emergency National Task Force offers cultural institutions tools for recording and reporting damage to their collections:

Field Guide Assessment Form

This [downloadable template](#) allows cultural institutions to document important information about the damage to their collections shortly after a disaster event.

Heritage Emergency National Task Force Online Damage Report

This [online form](#) allows cultural institutions whose collections have been damaged in a recent natural disaster to report the damage to the Heritage Emergency National Task Force, who will then alert relevant aid groups.

Triangle Area Cultural Resources Network (TACREN)

Agency: *NC Preservation Consortium*

TACREN serves cultural organizations in Wake, Durham, and Orange counties when a disaster damages their collections. Following a disaster, cultural institutions may call the 24/7 TACREN hotline at **919-561-1702**, for advice on how to proceed in disaster response and recovery. Additionally, TACREN members often offer physical assistance to organizations with damaged collections.

Mountain Area Cultural Resources Network (MACREN)

Agency: *NC Preservation Consortium*

Cultural institutions in the Asheville region whose collections are damaged in a natural disaster can call MACREN for advice and assistance with their damaged collections. For assistance contact [Jeff Futch](#) at **828-274-6789**.

Collections Emergency Response Team (AIC-CERT)

Agency: *American Institute for Conservation of Historic and Artistic Works (AIC)*

The American Institute for Conservation - Collections Emergency Response Team (AIC-CERT) responds to the needs of museums and other cultural institutions during emergencies and disasters through coordinated efforts with first responders, state agencies, vendors, and the public.

The AIC-CERT program has a volunteer group of conservators and other collections care professionals who respond to disasters across the nation. The

group provides assistance by phone and email to collecting institutions affected by everything from leaking pipes to roof damage.

To request assistance, call the AIC 24-hour hotline at **202-661-8068**.

References:

Cultural Resources Emergency Support

Teams <http://www.ncdcr.gov/c2c/Prepare/CRESTProject.aspx>

Field Guide Assessment Form

<http://www.heritagepreservation.org/PUBS/FGAssessForm.pdf>

Heritage Emergency National Task Force

<http://www.heritagepreservation.org/PROGRAMS/TFcurrent.html>

Heritage Emergency National Task Force Online Damage Report

<https://www.surveymonkey.com/s/F5GCFNQ>

NC Preservation Consortium

<http://www.ncpreservation.org/emergency.html>

TACREN

<http://www.ncpreservation.org/TACREN.html>

AIC-CERT Website

<http://www.conservation-us.org/publications-resources/disaster-response-recovery/aic-cert>

HISTORIC SITES & STRUCTURES

Historic Preservation Office

NC DNCR's Historic Preservation Office (HPO) assists private institutions, local governments, state and federal government agencies and the general public in the identification, evaluation, and protection of properties significant to North Carolina history and archaeology.

The HPO also keeps records of eligible properties nominated to the National Register of Historic Places, conducts environmental reviews of state and federal activities affecting historic and archaeological properties, and, offers grant assistance for historic preservation projects.

Assessment

Agencies: *NC DNCR Division of Historical Resources, National Park Service*

Following a disaster or emergency, members of NC DNCR's Division of Historical Resources participate in Federal Emergency Management Agency (FEMA) and North Carolina Emergency Management (NCEM) site visits and damage assessments in an advisory capacity. During these visits, NC DNCR staff members identify historic properties and sites in need of repair.

NC DNCR staff members also respond to requests from communities and individuals to visit and evaluate damaged sites that may be subject to historical preservation requirements.

NC Statewide Historical Building Survey

Agencies: *NC DNCR Division of Historical Resources, Survey and National Register Branch*

After an event, an essential resource for determining the historical significance of damaged sites and structures are locally conducted historic building surveys. Most of North Carolina's 100 counties have participated in comprehensive historic building surveys. Additionally, more than sixty municipalities have conducted independent surveys.

The Survey and National Register Branch in the NC DNCR Division of Historical Resources maintains files on an estimated 100,000 historic buildings, and typically adds over 2,000 files to the collection annually.

National Register of Historic Places

Agency: *National Park Service*

The National Register of Historic Places, administered by the National Park Service, is the nation's official list of buildings, sites, objects, and districts that warrant special preservation consideration in public planning.

There are more than 80,000 properties listed in the National Register. All properties listed after 2006 are listed electronically and many of those listed before 2006 have been electronically archived, but the list is incomplete. The National Register is updated on a weekly basis.

Eligibility

Generally, properties are eligible to be included in the National Register of Historic Places if they are more than 50 years old. Properties that are less than 50 years old may still be eligible for inclusion in the National Register if they are of, “exceptional importance” or, if they are integral parts of districts that are eligible for listing in the National Register.

References:

North Carolina Sites in the National Register of Historic Places

<http://www.hpo.ncdcr.gov/NR-PDFs.html>

National Register of Historic Places

<http://www.nps.gov/nr/>

NC Statewide Architectural Survey

<http://www.hpo.ncdcr.gov/bldgsurv.htm>

Repairing Damages to Historic Sites & Structures

Agencies: NC DNCR Historic Preservation Office (HPO), NC Historical Commission, Advisory Council on Historic Preservation (ACHP)

North Carolina’s General Statute 121 provides that when a state funded project might conflict with the preservation of a National Historic Registry property, the North Carolina Historical Commission is given the opportunity to review the case and make recommendations to the state agency responsible for the undertaking. The Commission’s recommendations are solely advisory.

Similarly, by Section 106 of the National Historic Preservation Act, any federal undertakings (such as highway construction or community development projects), the North Carolina Historic Preservation Office and Advisory Council on Historic Preservation (ACHP), consults with the responsible agency to eliminate or minimize the effect on the historic property. “Federal Undertakings” includes activities sponsored by state or local governments or partially funded by the federal government (including any projected funded by FEMA).

As per G.S. 121, before any repairs directly to or near historic properties listed on the National Historic Registry begin, NC DNCR staff are required to be informed and consult on minimizing damage. NC DNCR staff should be consulted on any property eligible for the National Registry, but not yet listed.

Historical Commission Review

Agency: Advisory Council on Historic Preservation (ACHP)

For renovations and repairs to properties requiring Historical Commission Review (under Section 106 of the National Historic Preservation Act), ACHP provides an [applicant toolkit](#). The toolkit provides helpful tips and advice for applicants to make better informed decisions to improve outcomes in the review process and avoid unnecessary delays.

Technical Assistance

Agencies: NC DNCR HPO, Restoration Branch

The HPO Restoration Branch can provide technical restoration services to owners of historic properties and cemeteries affected by a natural disaster. **Staff will consult, free of charge, with local governments, nonprofit organizations, churches, and private citizens about damage and recommend repairs to historic properties.**

Services include:

- Telephone consultations
- Copies of technical articles and sample specifications
- On-site inspections and evaluations
- Referrals to specialty architects, contractors, and other restoration or rehabilitation experts

Photographs of storm related damage can greatly facilitate telephone consultations about a historic property's needs.

Information is also available on methods and materials to repair storm related damage and to best preserve the historic integrity of the property. A property does not have to be listed in the National Register to have a consultation, but priority will be given to listed and eligible properties.

State-Owned Properties

Agencies: NC Department of Administration (NCDOA)

Repairs to state-owned buildings and properties in North Carolina will fall under the jurisdiction of the NC Department of Administration (NCDOA). Before beginning repair work on any historic properties, however, NCDOA staff must consult with NC DNCR staff members.

For more information on repairs to state-owned buildings and infrastructure, see Transportation and Infrastructure (page 112).

Archeological Sites

Agencies: *NC DNCR Office of State Archaeology*

Damaged historic properties may contain significant archaeological resources. Additionally, previously buried features such as old wells, privies, cellar holes, foundations, and artifacts may have been exposed by a natural disaster.

The Office of State Archaeology can assist with the identification of significant historic, prehistoric, or maritime resources. State archeologists may visit damaged properties, and may accompany other HPO staff on inspections of damaged buildings or cemetery sites.

Prior to site visits, property owners should make written or verbal reports to NC DCR staff of suspected archaeological artifacts or features.

References:

NC General Statute 121-12

<http://www.ncga.state.nc.us/gascripts/statutes/StatutesTOC.pl?Chapter=0121>

Section 106 of the National Historic Preservation Act

<http://www.achp.gov/NHPA.pdf>

ACHP

<http://www.achp.gov/index.html>

ACHP Applicant Toolkit

<http://www.achp.gov/apptoolkit.html>

North Carolina Historical Commission

<http://www.history.ncdcr.gov/nc-hist-com.htm>

NCDNCR HPO Restoration Branch

<http://www.hpo.ncdcr.gov/rebranch.htm>

NCDNCR HPO Flyer for Owners of Historic or Older Properties Affected by Disasters

<http://www.hpo.ncdcr.gov/flyer.htm>

NCDNCR Office of State Archaeology

<http://www.archaeology.ncdcr.gov/>

Privately Owned Properties

Agency: *NC DNCR Division of Historical Resources*

Tax Relief

The federal and state tax codes each provide a 20% credit for the substantial rehabilitation of income-producing historic buildings that meet the Secretary

of the Interior's Standards for Rehabilitation. Non-income-producing historic structures, such as private residences, may be eligible for a 30% state tax credit if the work exceeds \$25,000 and also meets the Secretary of the Interior's Standards for Rehabilitation. Rehabilitation work on non-income-producing structures must be approved by the HPO prior to commencement of work.

Insurance & Relief Claims

Although there are no special federal or state grants available to owners of historic properties affected by natural disasters, historic properties may be entitled to additional consideration from private insurers and state and federal relief agencies. Be sure to indicate on all claims or requests for assistance that your property is or may be historic.

Reference:

NCDNCR HPO Flyer for Owners of Historic or Older Properties Affected by Disasters
<http://www.hpo.ncdcr.gov/flyer.htm>

FEMA PUBLIC ASSISTANCE

Agency: *FEMA, NCEM*

Under the National Historic Preservation Act (NHPA), funding for federal projects (including FEMA Public Assistance (PA) Grants) cannot be approved until an evaluation of the effect of those projects any historic properties listed in or eligible for the National Register of Historic Places is complete.

Projects that may be impacted include:

- Repair and restoration of historic structures
- Demolition or removal of historic structures
- Repair, restoration, and demolition projects in historic districts
- Projects affecting undisturbed areas that may contain archeological sites or have cultural, historic, or prehistoric significance.

To garner approval for a PA project, the following steps must be completed:

- Identification of historic properties
- Evaluation of the effects of PA projects on historic properties
- Consultation with the State Historic Preservation Office or Tribal Historic Preservation Officer as well as any other interested parties.

For more information on FEMA Public Assistance Grants, see Overview of Emergency and Disaster Management (page 1).

References:

FEMA 322, Public Assistance Guide

<http://www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide>

Guide to Navigating FEMA and SBA Disaster Aid for Cultural Institutions (Heritage

Preservation) <http://www.heritagepreservation.org/federal/Index.html>

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NCDNCR	Division of Archives and Records	Sarah Koonts, State Archives and Records Administrator	919-807-7339	sarah.koonts@ncdcr.gov
NCDNCR	Division of Historical Resources	Ramona Bartos, Deputy State Historic Preservation Officer	919-807-6583	ramona.bartos@ncdcr.gov
NCDNCR	Historic Preservation Office, Restoration Branch	Mitch Wilds, Branch Supervisor	919-807-6588	mitch.wilds@ncdcr.gov
NCDNCR	C2C, CREST	LeRae Umfleet, Project Director	919-807-7289	lerae.umfleet@ncdcr.gov
PNP	American Institute for Conservation of Historic and Artistic Works (AIC)	Eric Pourchot, Institutional Advancement Director	202-661-8061	epourchot@conservation-us.org
PNP	TACREN	Lyn Triplett	919-807-7293	lyn.triplett@ncdcr.gov
PNP	MACREN	Jeff Futch	828-274-6789	jeff.futch@ncdcr.gov
NCEM	Public Assistance Section	Andy Innis, Manager	919-825-2326	andy.innis@ncdps.gov

Education

Section Contents

State Educational Institutions

- University of North Carolina System
- NC Community College System
- NC Department of Public Instruction
- NC Department of Administration

State-Wide Educational Organizations

- NC Independent Colleges and Universities
- NC Association of Independent Schools
- Smart Start & the Carolina Partnership for Children

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

STATE EDUCATIONAL INSTITUTIONS

University of North Carolina System (UNC)

Agency: UNC

The University of North Carolina System is a network of seventeen campuses across the state of North Carolina. The UNC system is governed by a statewide board of trustees along with a University President. Additionally, each campus has a localized board of trustees and chancellor that run the day to day operations of the institution.

During times of disaster, the UNC system works through the office of the President to coordinate response between the different campuses within the system.

Reference:

University of North Carolina System
<http://www.northcarolina.edu>

Campus Safety & Operations

Campus Safety and Operations is housed within the UNC General Administration office. This department provides guidance to UNC constituent institutions to prepare and recover from natural disasters.

Campus Safety and Operations also serves as a direct liaison between the UNC campuses and local, state, federal, and private agencies to enhance strategic planning and mitigation both within the university system and with external agencies and to better prepare for natural disasters.

During recovery efforts, Campus Safety and Operations will act as the liaison between the State Disaster Recovery Task Force (SDRT) and the UNC system.

North Carolina Community College System (NCCCS)

Agency: NCCCS

The North Carolina Community College System helps govern fifty-eight community colleges within the state.

During times of natural disaster the NCCCS works through its Executive Division to coordinate recovery efforts among its institutions and the community.

Executive Division

The NCCCS President's Office holds a position on the North Carolina Emergency Response Commission. The President or designee will act as a liaison between the Commission and the NCCCS.

In addition to fulfilling its duties for the North Carolina Emergency Response Commission, the Executive Division will be charged with preparing the institutions under its authority for natural disaster events. The division will also offer assistance to affected communities and survivors of natural disaster events.

Reference:

North Carolina Community College System
<http://www.nccommunitycolleges.edu/organization/executive-division>

North Carolina Department of Public Instruction (NCDPI)

Agency: *NCDPI*

The North Carolina Department of Public Instruction (NCDPI) is charged with the oversight of public educational institutions.

Safe and Healthy Schools Support (SHSS)

The Division of Safe and Healthy Schools Support (SHSS) assists with achieving educational goals, safe environment, and economy of operation within its network of authority. Additionally, NCDPI's charge is to assist public institutions with meeting statutory requirements by providing leadership, strategic direction, professional consultation, technical assistance, and other services as needed.

When recovering from natural disasters, SHSS will assist with restarting education operations for the affected area. Additionally, SHSS will assist by relaying the unmet needs of survivors to the SDRT.

Reference:

NCDPI Safe and Healthy Schools Support
<http://www.ncpublicschools.org/safehealthyschools/>

North Carolina Department of Administration (NCDOA)

Agency: *NCDOA*

Division of Non-Public Education

This division oversees educational instruction that is not considered public in nature. During recovery, NCDOA is charged with relaying and communicating the unmet needs of this population to State and local authorities. Additionally, NCDOA will assist with reestablishing educational instruction to those in the affected area.

Reference:

NCDOA, Division of Non-Public Education
<http://www.ncdnpe.org/Default.aspx>

STATE-WIDE EDUCATIONAL ORGANIZATIONS

North Carolina Independent Colleges and Universities (NCICU)

Agency: *NCICU*

North Carolina Independent Colleges and Universities (NCICU) seeks to promote collaboration between thirty-six independent educational institutions within the state.

NCICU assists with providing information and research to their affiliated institutions. Additionally, they offer their partners devolvement and collaboration programs.

Reference:

NC Independent Colleges and Universities
<http://www.ncicu.org/>

Collaborative Programs

Collaborative Programs seeks to establish a network that coordinates mutual-aid resources among NCICU's thirty-six institutions. These resources historically revolve around large purchases and development programs.

During disaster recovery, Collaborative Programs will assess and coordinate resources that may be offered to communities affected by the natural disaster.

North Carolina Association of Independent Schools (NCAIS)

Agency: *NCAIS*

The North Carolina Association of Independent Schools (NCAIS) facilitates communication and coordination among independent schools in the State of North Carolina.

In times of disaster, NCAIS will help establish and coordinate communications between its affected affiliates and State and Local authorities.

Reference:

NC Association of Independent Schools
<http://www.ncais.org/>

Smart Start & The Carolina Partnership for Children

Agency: *Smart Start & The Carolina Partnership for Children*

Smart Start and The Carolina Partnership for Children uses independent federal and state sourced data to assess child-wellbeing, identify areas for improvement in quality of child care and education, and work for advancing child health and promoting early literacy.

With respect to recovery, Smart Start and The Carolina Partnership for Children coordinate with the Department of Health and Human Services (DHHS) Division of Social Services, and the DHHS Division of Child Development and Early Education to support continuous child care and education during and after a disaster event. In addition, Smart Start and The Carolina Partnership for Children coordinate with partner agencies to relay unmet needs of natural disaster survivors to the SDRT.

Reference:

Smart Start
<http://www.smartstart.org/>

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NCCCS		George Fouts, President	919-807-6951	foutsg@nccommunitycolleges.edu
NCICU	Collaboration Initiative	Chuck Taylor, Director	919-832-5817	taylor@ncicu.org
NCDPI	School Support Services	Ben Matthews, Director	919-807-3501	ben.matthews@dpi.nc.gov
NCDOA	Division of Non-Public Education	David Mills, Director	919-733-4276	david.mill@dnpe.doa.gov
UNC	Campus Safety and Operations	Brent Herron, Vice President	919-962-4594	bherron@northcarolina.edu

Environment

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Regulatory References

**All Specific contact information is included in Contact Information at the end of this section.*

Contact information is subject to change. The most current information can be found at www.osbm.state.nc.us/disaster.

DAMAGE AND IMPACT ASSESSMENT

Initial Assessment

The Department of Environmental Quality (NC DEQ) Disaster Response Center (DRC) in the Office of the Secretary coordinates a regulatory outreach to local governments to determine a disaster's impact on facilities and the environment.

All impacted and responding divisions listed below submit daily reports to the DRC for inclusion in the NC DEQ Situation Report to the NC State Emergency Response Team (SERT).

Division of Air Quality (DAQ)

The Division of Air Quality monitors pollutant levels in outdoor air, develops plans for air quality initiatives, and assists with air quality issues.

Division of Coastal Management (DCM)

Under the Coastal Area Management Act, the DCM preserves the conditions of the estuarine system, barrier dunes, and beaches; ensures land and water resources maintain development; establishes policies, guidelines, and standards regarding natural resources.

Division of Environment Assistance and Customer Service (DEACS)

DEACS enhances sustainable practices regarding waste reduction, energy efficiency, water conservation, and emissions reductions.

Division of Energy, Mineral, and Land Resources

The Division of Energy, Mineral, and Land Resources, includes three sections: Land Quality, Energy, and the NC Geological Survey. The division provides assistance regarding mining, dams, erosion control, storm water management, oil and shale gas development, energy efficiency improvements, energy audits, alternative fuel transportation, weatherization of residential homes, and geohazard investigations, shale gas resource investigation and mapping of NC's geological resources.

Division of Marine Fisheries

The Division of Marine Fisheries sustains fisheries and habitats. It also monitors coastal waters for shellfish harvesting to ensure proper public health practices.

Division of Waste Management (DWM)

DWM regulates solid waste disposal, hazardous waste management, and underground storage tanks. It also assists local governments with waste management.

Division of Water Infrastructure

The Division of Water Infrastructure administers infrastructure and restoration loans and grants.

Division of Water Resources

The Division of Water Resources protects surface and groundwater resources through management and permits.

Reference:

NC DEQ Website

<http://www.ncDENR.gov/>

Joint Preliminary Damage Assessment (PDA)

NC DEQ participates in state and local joint preliminary damage assessment (PDA). The NC Division of Emergency Management (NCEM) within the Department of Public Safety compiles and formats this material using standard NCEM Public Assistance worksheets. The reports are submitted through NCEM and included in the governor's major disaster declaration request.

Follow-On Public Health Assessment

Agency: NC DHHS Division of Public Health

The Division of Public Health (DPH) in the North Carolina Department of Health and Human Services (NC DHHS) coordinates a follow-on public health assessment to document the health impacts of the disaster. The assessment includes extended monitoring of the following:

- Mold abatement
- Asbestos removal and abatement
- Contamination from hazardous chemicals
- Contamination from unknown industrial sites
- Continuation of notifications to boil water
- Collection of geographic information system data layers for the spatial mapping of the disaster's impacts on public health

For more information on Public Health Assessment, see Health and Human Services (page 69).

STATE ASSISTANCE PROGRAMS AND RESPONSIBILITIES

Short-Term Recovery

The restoration of potable water, electrical power, and the removal of debris are essential.

The recovery should move forward with rapid identification, expedited environmental review, and the permitting of debris management sites. These are locations for separating debris into recyclable metals, hazardous materials, woody debris, and construction and/or demolition materials.

DPH assesses mold, contaminated water, dust and hazardous chemicals. The division notifies residents, business owners, and government officials of these risks and mitigation opportunities.

Assessment efforts must also be coordinated with volunteer organizations (see Volunteers & Donations Management, page 119) that help with cleanup and repair.

Long-Term Sustainable Redevelopment

Authorization to reoccupy damaged residences, businesses, and government buildings is a key decision in long-term redevelopment.

The Federal Emergency Management Agency (FEMA) hazard mitigation programs (the Pre-disaster Mitigation program, the Hazard Mitigation Grant Program (HMGP) and the Flood Mitigation Assistance program) require applicants to prove their projects are cost beneficial. FEMA supplies a benefit/cost analysis computer module for this purpose.

The mapping of hazards by a geographic information system (GIS) is a highly cost-effective use of disaster funding. GIS analysis provides local government planners and developers with high quality technical information.

Similar analysis also needs to be conducted for critical infrastructure, including roads, utilities, and essential service buildings. In many cases, FEMA has denied a mitigation project because the level of retrofit (armoring, back-up power sources or elevating facilities) is not justified, based solely on damages avoided.

Drinking Water Protection – Private Wells

Agencies: NC DHHS DPH, Environmental Health Section, Private Water Supply Well Program

In coordination with county health departments, the DPH Environmental Health Section contracts with each county to resample private water supplies to determine whether the supply is still at-risk for contamination.

This state disaster program is available only if emergency funding is provided.

Eligible Applicants

County governments that reported contaminated private water supplies in disaster-declared areas.

Eligible Costs and Responsibilities

A county receives payment (\$150 in 2005) for each private well sampled and inspected. The state lends county governments a handheld global positioning system (GPS) unit for locating wells. Counties send water samples and inspection logs to the Environmental Health Section, which contracts with the State Public Health Laboratory to test samples for bacteria and nitrates. Test results are posted on the Web to facilitate information exchange.

Reference:

NC DHHS On-Site Water Protection
Branch <http://ehs.ncpublichealth.com/oswp/>

Drinking Water Protection – Public Water Systems

Agency: NC DEQ Division of Water Resources, Public Water Supply Section

The NC DEQ Division of Water Resources, Public Water Supply Section provides technical assistance to regulated public water systems needing to address treatment and infrastructure issues. The Section contacts public water systems to determine their operational status and need for any use restrictions based on the circumstances. When repairs or other construction is needed, regulatory guidance is provided to help public water systems maintain compliance with the *Rules Governing Public Water Systems*. After state review and approval of infrastructure design and associated required

documents, a public water system receives an “Authorization to Construct” for the project. The Plan Review Unit reviews designs and checks the engineering calculations performed in the design phase. This process is typically completed within 30 days of receipt of all required documents; however, in emergency situations this review and approval may be expedited.

Eligible Applicants

Technical assistance is provided to any regulated public water system.

Eligible Costs and Responsibilities

Technical Assistance is provided at no cost to public water systems impacted by the disaster.

References:

NC DEQ Division of Water Resources
<http://portal.ncDENR.org/web/wq/>
NC General Statutes 130A Article 10
40 Code of Federal Regulation

Solid and Hazardous Waste Cleanup

Agency: NC DEQ Division of Waste Management, US Environmental Protection Agency

The NC DEQ Division of Waste Management provides technical assistance in:

- Training in debris management
- Identification and delineation of waste
- Remediation of hazardous materials

Solid and hazardous waste cleanup and assessments are also conducted by the US Environmental Protection Agency (EPA) after presidential disaster declarations. The funding for this is provided under public assistance from the Department of Homeland Security (DHS) FEMA.

Eligible Applicants

Technical assistance is provided to county governments in disaster-declared areas at no cost to the local jurisdictions.

Public assistance may be undertaken in disaster-declared portions of the state.

Eligible Costs and Responsibilities

Public assistance is a cost-sharing program in which the federal government pays no more than 75% of the costs and state government pays up to 25%. They may be authorized following a presidential disaster declaration only. The costs are based on the amount of emergency work identified during the PDA. By requesting public assistance, the state coordinating officer or the governor's authorized representative is obligating the state to pay no more than 25% of the final price. The state is responsible for determining how the non-federal cost is split between eligible applicants.

For more information on debris removal, see Transportation and Infrastructure (page 112), Intergovernmental Relations (page 98), and Risk Management (page 103).

Reference:

Sandy Recovery Improvement Act of 2013 Fact Sheet
http://www.fema.gov/media-library-data/1394805512529-69dda27af3e128a1406387d288fd162c/SRIA+Overview+Fact+Sheet+and+Status+Updated+03042014_508.pdf

Dam Replacement

Agency: NC DEQ Division of Energy, Mineral, and Land Resources

The NC DEQ Division of Energy, Mineral and Land Resources provides technical assistance to private citizens and local governments who are submitting designs for new dams and repairs, modifications and permanent breaches to existing dams. After design approval, the approved activity may begin. Upon completion of the work, engineering drawings of the completed construction are submitted, and the structure is inspected. When the dam passes inspection, the owner is given permission to impound water. The Dam Safety Program reviews designs and checks the engineering calculations performed in the design phase. The process from design to construction through completion usually takes several years. Lack of funding is usually the reason for delays in completing a dam.

Eligible Applicants

Technical assistance is provided to disaster-declared counties with private and public dams at no cost to the local jurisdictions.

Eligible Costs and Responsibilities

Typically, privately owned nonresidential structures such as dams are not eligible under a state or a presidential disaster declaration.

References:

NC DEQ Division of Energy, Mineral, and Land Resources
<http://portal.ncDENR.org/web/lr/>
 NC General Statutes 166A
 44 Code of Federal Regulations, Part 206

Underground Storage Tank Assessment

Agencies: NC DEQ Division of Waste Management, Underground Storage Tank (UST) Section

The Underground Storage Tank (UST) Section of the Division of Waste Management consists of three categories:

1. *The Permits and Inspection Branch:* issues permits to UST systems; inspects facilities; provides technical assistance to enhance compliance and prevent pollution.
2. *The Corrective Action Branch:* trains and provides data to UST owners/operators; oversees assessments and cleanup activities; conducts inspections; makes technical assistance visits; samples wells and monitors cleanup efforts.
3. *The Trust Fund Branch* administers Cleanup Funds and EPA grants.

Eligible Applicants

Public assistance may be undertaken in the disaster-declared portions of the state.

Eligible Costs and Responsibilities

See Eligible Costs and Responsibilities section under Solid and Hazardous Waste Cleanup (page 52).

References:

NC DEQ Division of Waste Management
<http://portal.ncDENR.org/web/wm/ust>
 Hurricane Recovery Act of 2005 (Senate Bill 7)
 44 Code of Federal Regulations, Part 206

Water Quality Monitoring

Agencies: NC DEQ Division of Water Resources

The program begins by monitoring affected stream sites where debris removal and/or bank stabilization are needed. Technical assistance takes the form of contracted studies on long-term stream bank stability, studies of impacts to in-stream habitat, and/or biological monitoring of historical sites.

Eligible Applicants

Technical assistance is provided to disaster-declared local watersheds.

Eligible Costs and Responsibilities

Technical assistance is provided at no cost to disaster-declared local governments. This technical assistance takes the form of the dissemination of preliminary findings and final study reports.

References:

NC DEQ Division of Water Resources
<http://portal.ncDENR.org/web/wq>
 Clean Water Act of 1964

Geographic Information Systems

Agencies: Center for Geographic Information and Analysis (CGIA)

CGIA hosts, manages and upgrades NC OneMap Geospatial Portal, Web-based GIS viewer. This information includes aerial photography, parcel level property data, and the locations of critical infrastructure. CGIA can make this data available to local planners and managers, elected officials, law enforcement and other first responders.

Eligible Applicants

Technical assistance is provided to disaster-declared counties at no cost to the local jurisdictions.

Eligible Costs and Responsibilities

Data resources and sets are supplied through the program and free to all individuals.

References:

Center for Geographic Information and Analysis: www.cgia.state.nc.us
 NC General Statutes 166A
 44 Code of Federal Regulations, Part 206
 NC OneMap GeoSpatial
 Portal <http://data.nconemap.com/geoportal/catalog/main/home.page>

FEDERAL ASSISTANCE PROGRAMS AND RESPONSIBILITIES**Emergency Watershed Protection (EWP)**

Agencies: US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS)

The EWP program, administered by the USDA NRCS, provides emergency measures for run-off retardation and erosion control. Eligible areas are those where a sudden impairment of a watershed threatens life and property.

Preliminary Damage Assessment (PDA)

A PDA is conducted based on a written request from a Sponsoring Local Organization (SLO). It utilizes an interdisciplinary team to conduct an Environmental Evaluation. The investigation determines if the project meets the program criteria and if there is reasonable assurance to develop a feasible plan.

Eligible, unfunded EWP projects resulting from previous storm events may be included in the state allocation.

Involvement of local sponsors in the development of Damage Survey Reports (DSRs) varies from county to county. However, DSRs are made available to the sponsors, and their signatures concurring in the assessment are required.

Timeline and Program Requirements

Local sponsors initiate the NRCS response by requesting assistance within 60 days of a disaster. Before release of financial assistance, NRCS enters into a cooperative agreement with the local sponsor that specifies the responsibilities of each party. NRCS will not provide funding for activities undertaken by the sponsor prior to signing the agreement. NRCS provides funding only for work that is necessary to reduce applicable threats.

Program limitations include the following:

- EWP assistance is not used to perform operation and maintenance activities.
- EWP assistance is not used to repair, rebuild or maintain private or public transportation facilities, public utilities, or similar facilities.
- EWP assistance is not used to address preexisting damages.

Eligible practices must meet the following characteristics:

- Provide protection from additional flooding or soil erosion
- Reduce threats to life and property
- Restore hydraulic capacity to the natural environment to the extent practical
- Are economically and environmentally defensible and technically sound

NRCS may determine that an emergency measure is not eligible for any reason, including economic and environmental factors or technical feasibility.

Funds must be obligated by the state conservationist and work completed within 220 calendar days after the date that funds are committed to the state conservationist. This does not include exigent situations, in which case construction must be completed within ten days.

NC DEQ Permitting Process for EWP

EWP funded sites may be required to have a US Corps of Engineers 404 permit. Typically, stream bank stabilization requires permits. Debris removal, critical area planting, and landslide stabilization do not. Nationwide permits may be used; they require coordination with the state environment protection agency. The Division of Water Resources issues 401

permits at each site after the local jurisdiction's contractor has satisfied all the requirements of the permit. At some but not all sites, erosion and sedimentation control plans and/or trout buffer waivers also must be submitted for review and approval by the Division of Energy, Mineral, and Land Resources.

An expedited review process has been established to:

- 1) Identify stream segments which do not need trout buffer waivers,
- 2) Provide written examples of the information required for an erosion and sedimentation control plan, and
- 3) Coordinate with local governments and their contractors the requirements for the rapid review of permit applications.

Eligible Applicants

Local applicants must be a state or local unit of government, or a qualified Indian tribe or tribal organization. Eligible sites for debris removal and/or bank stabilization may be either public or private land. Permits and land-rights are the responsibility of the local applicant.

Eligible Costs and Responsibilities

NC DEQ waives EWP permitting costs. Sponsors are responsible for providing land rights, paying 25% of the cost of construction through cash or in-kind services, acquiring necessary permits and providing for the operation and maintenance of completed measures. Sponsors may also be required to plan and design project measures, administer contracts and provide inspection services.

References:

NRCS Emergency Watershed

Protection http://www.nrcs.usda.gov/wps/portal/nrcs/detail/national/programs/landscape/wfpo/?cid=nracs143_008271

Damage survey report

form: http://www.nrcs.usda.gov/Internet/FSE_DOCUMENTS/nrcs143_007943.pdf

Disaster Water and Waste Loans and Grants

Agencies: *USDA Rural Development Office.*

This program establishes or repairs essential water and waste systems in rural-designated disaster areas for nonprofit or government applicants.

Eligibility Requirements

An applicant must be a nonprofit, Indian tribe, or public body with a population to be served that numbers less than 10,000. An applicant must be unable to obtain private credit at reasonable rates and terms.

Application Process

An applicant must respond to a disaster notice of funds available published in the Federal Register. An application may be filed at any USDA Rural Development office.

Funding Requirements

Fund availability is subject to congressional legislation. Leveraging funds with other sources (state and local) is encouraged.

Reference:

USDA Rural Development
Office <http://www.rurdev.usda.gov/UWP-dispguaranteedloan.htm>

Cooperative Forest Management Grants

Agencies: *NCDA&CS NC Forest Service; USDA Forest Service*

The Cooperative Forest Management Grants program, located in the USDA Forest Service, includes ten subprograms:

- Coop Forest Health Management
- State Fire Assistance
- Volunteer Fire Assistance
- Forest Stewardship Program
- Forest Legacy Program
- Urban and Community Forestry
- Economic Action Programs
- Forest Land Enhancement Program

- Forest Resource Planning Assistance
- Conservation Reserve Program

The cost-sharing requirement for each grant depends upon the appropriate subprogram.

Eligible Applicants

Further disbursement occurs through grants between the NCDA&CS and individual landowners, county governments or private nonprofits, depending on the specific programs.

References:

USDA Forest Service

www.fs.fed.us/

NC Forest Service

<http://www.ncforestservation.gov/>

Grantee's Reference Guide for Managing Forest Service Grants and Cooperative

Agreements http://www.na.fs.fed.us/fap/temp/Managing%20Forest%20Service%20Grants%20and%20Cooperative%20Agreements%20revised_090501.pdf

Beach Re-nourishment and Inlet Stabilization or Breach Closure

Agencies: *US Army Corps of Engineers (USCOE)*

The beach re-nourishment program is designed to help repair engineered (Corps-designed) beaches that have been substantially damaged in a disaster. Federal funding is appropriated annually, though supplemental appropriations are also allocated following catastrophic land-falling hurricanes.

Eligible Applicants

Local governments with USCOE-engineered beaches in states under public assistance.

Eligible Costs and Responsibilities

Beach re-nourishment of USCOE-engineered beaches is 100% federally funded.

Funding is appropriated annually. Once funding is depleted, congressional action is required to provide additional funding.

For more information, see Eligible Costs and Responsibilities under Solid and Hazardous Waste Cleanup (page 52).

Reference:

US Army Corps of Engineers

www.usace.army.mil/

REGULATORY REFERENCES

As listed below, regulatory authority for NC DENR to conduct assessments is found in federal law, the *Code of Federal Regulations*, state statutes, the state administrative code, and NC DENR policies.

Beach Erosion and Inlet (Breach) Formation or Migration

North Carolina General Statutes

- Coastal Area Management Act, NC G.S. 113A-100 et seq.

State Guidelines for the Coastal Area

North Carolina General Statutes

- Estuarine waters and public trust, and natural hazard AECs, NC G.S. 113A 113(b)(2), (b)(5)
- Limitations on erosion control structures, NC G.S. 113A-115.1
- Permit required, NC G.S. 113A-118
- General permits, NC G.S. 113A-118.1
- Dredge and Fill Law, NC G.S. 113A-229

North Carolina Administrative Code

- State guidelines for areas of environmental concerns, 15A NC A.C. 7H
- Procedures for permits, 15A NC A.C. 7J
- General permit, 15A NC A.C. 7J.1108
- Post-disaster policies, 15A NC A.C. 7M .0500s

Policies

- Coastal hazards and storm information
- Hurricane Recovery Checklist for Local Governments

Mold Abatement

North Carolina General Statutes

- Public Health Law, NC G.S. 130A-1.1, -3, and -5

Policies

- Cleanup and removal of mold - Epidemiology Section

Asbestos Removal/Abatement

North Carolina General Statutes

- Asbestos Hazard Management, NC G.S. 130A-444 et seq.
- Air quality statutes, NC G.S. 143-215.105 et Seq.

Policies

- Asbestos in Your Home – Health Hazards Control Unit
- Asbestos Hazard Management Program – Health Hazards Control Unit

Contamination from Hazardous Chemicals

North Carolina General Statutes

- Solid Waste Management Law, NC G.S. 130A-17 through -28; and NC G.S. 130A-290 (a) (8)
- Inactive Hazardous Sites Law, NC G.S. 130A-310

North Carolina Administrative Code

- Hazardous Waste Management, 15A NC A.C. 13A
- Inactive Hazardous Substance or Waste Disposal Sites, 15A NC A.C. 13C

Policies

- Hazardous Waste Section's Guidance Documents

Notifications to Boil Water

North Carolina General Statutes

- Drinking Water Act, NC G.S. 130A-311 et seq.
- Well Construction Act, NC G.S. 87-83 et seq.

North Carolina Administrative Code

- Water Supplies, 15A NC A.C. 18-C
- Well Construction Standards, 15A NC A.C. 2C
- Well Contractor Certification Rules, 15A NC A.C. 27

Policies

What You Need to Know About Drinking Water Following a Hurricane

- During and After Tips
- Food Safety Guidelines

Shellfish Sanitation

North Carolina General Statutes

- Public Health Law, NC G.S. 130A-227 et seq.

North Carolina Administrative Code

- Sanitation of Shellfish, 15A NC A.C. 18A .0300's
- Permits, 15A NC A.C. 18A .0302
- Sampling and testing, 15A NC A.C. 18A .0428
- Standards for an approved shellfish growing area, 15A NC A.C. 18A .0431

Restaurant Sanitation

North Carolina General Statutes

- Public Health Law, NC G.S. 130A-227 et seq. – Sanitation
- Regulation of food and lodging facilities, NC G.S. 130A-247 et seq.

North Carolina Administrative Code

- Sanitation of restaurants and other food handling establishments, 15A NC A.C. 18A .2644 et seq.

Policies

- Restaurants Returning to Operation

Recreational Beach Access

North Carolina General Statutes

- Coastal Area Management Act, NC G.S. 113A-100 et seq.

North Carolina Administrative Code

- Shorefront Access Policies, 15A NC A.C. 7M .0300's

Stream Debris Clearance and Stream Restoration

North Carolina General Statutes

- Approval of plans, NC G.S. 113A-54.1
- Mandatory standards, NC G.S. 113A-57
- Water Quality Statutes, NC G.S. 143-211 et seq.
- Permits, NC G.S. 143-215.1

North Carolina Administrative Code

- Erosion and sedimentation control, 15A NC A.C. 4B
- Buffer zone requirements, 15A NC A.C. 4B .0125
- Procedures for water quality permits, 15A NC A.C. 2H
- Water quality Section 401 certifications, 15A NC A.C. 2H .0500's
- Discharge to isolated wetlands and isolated waters, 15A NC A.C. 2H. 1300's

Policies

- Disaster Debris Management
- Storm Debris Management

Dam Failure or Dam Breach

North Carolina General Statutes

- Repair, alteration or removal, NC G.S. 143.215.27
- Inspection, NC G.S. 143-215.32
- Investigations, NC G.S. 143-215.34

North Carolina Administrative Code

- Dam safety approvals, 15A NC A.C. 2K .0200's
- Inspections and orders, 15A NC A.C. 2K .0300's

Public Water Treatment Facilities and Infrastructure

North Carolina General Statutes

- Drinking Water Act, NC G.S. 130A-311 et seq.

North Carolina Administrative Code

- Water supply design criteria, 15A NC A.C. 18C .0400s
- Water treatment facilities, 15A NC A.C. 18C .0404
- Distribution systems, 15A NC A.C. 18C .0406
- Surface water treatment facilities, 15A NC A.C. 18C .0700s
- Disinfection of water supply systems, 15A NC A.C. 18C .1000s

Wastewater Treatment Facilities and Infrastructure

North Carolina General Statutes

- Water quality statutes, NC G.S. 143-211 et seq.
- Permits, NC G.S. 143-215.1
- Public health statutes – wastewater systems, NC G.S. 130A-333 et seq.
- Permits, NC G.S. 130A-336
- Residential wastewater treatment systems, NC G.S. 130A-342
- Approval of on-site subsurface wastewater systems, NC G.S. 130A-343

North Carolina Administrative Code

- Point source discharge permits, 15A NC A.C. 2H .0100s
- Coastal water treatment disposal, 15A NC A.C. 2H .0400s
- Sewage treatment and disposal systems, 15A NC A.C. 18A .1900s
- Water supplies protection, 15A NC A.C. 18C

Underground Storage Tanks

North Carolina General Statutes

- Leaking petroleum underground storage tank cleanup, NC G.S. 143-215.94A et seq.
- Required notice of discharge, NC G.S. 143-215.85 et seq.
- Land-use restrictions, NC G.S. 143B-279.9 et seq.

North Carolina Administrative Code

- Groundwater classifications and standards, 15A NC A.C. 2L
- UST criteria and standards, 15A NC A.C. 2N
- Financial responsibility requirement, 15A NC A.C. 2O
- Administration of Leaking Petroleum UST Cleanup Funds, 15A NC A.C. 2P

Impact on Retired Landfills

North Carolina General Statutes

- Solid Waste Management, NC G.S. 130A-290 et seq.
- Nonhazardous solid waste management, NC G.S. 130A-309.01 et seq.
- Local government responsibilities, NC G.S. 130A-309.09A

North Carolina Administrative Code

- Solid waste management, 15A NC A.C. 13B
- Permits, 15A NC A.C. 13B .0200s
- Disposal sites, 15A NC A.C. 13B .0500s
- Requirements for municipal solid waste landfill facilities, 15A NC A.C. 13B .1600s

Industrial Sites for Potential Redevelopment

North Carolina General Statutes

- Brownfields Property Re-Use Act, NC G.S. 130A-310.30

Policies

- Land Recycling with the Brownfields Program

Radiological Contamination and Abatement

North Carolina General Statutes

- Radiation Protection Act, NC G.S. 104E-1 et seq.
- Power and functions, NC G.S. 104E-9
- Emergency response, NC G.S. 104E-9(5)

North Carolina Administrative Code

- Radiation Protection, 15A NC A.C. 11
- Licensing, 15A NC A.C. 11 .0300s

Fire Hazard Analysis

North Carolina General Statutes

- State Forests and Parks Act, NC G.S. 113-29 et seq.
- Protection and Development of Forests, NC G.S. 106-895 et seq.
- Southeastern Interstate Forest Fire Protection Compact, NC G.S. 106-930 et seq.
- Regulation of Open Fires, NC G.S. 106-940 et seq.
- Prescribed Burning Act, NC G.S. 106-965 et seq.

North Carolina Administrative Code

- Forest fire control, 15A NC A.C. 9C .0200s
- Prescribed burning, 15A NC A.C. 9C .1100s
- Open burning, 15A NC A.C. 2D .1900s

Policies

- Storm Recovery Assistance
- Tree First-Aid After a Storm

Geographic Information System Data Layers and Spatial Mapping of Disaster Impacts

North Carolina General Statutes

- Geographic Information Coordinating Council, NC G.S. 143-725 et seq.

Policies and maps

- NC Center for Geographic Information and Analysis
- Geographic database, geographic data clearinghouse
NC OneMap Geospatial Portal

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NC DEQ	Division of Energy, Mineral, & Land Resources; NC Geological Survey Section	Dr. Kenneth Taylor, Disaster Response Coordinator	919-707-9211	kenneth.b.taylor@ncdenr.gov
NC DEQ	Secretary's Office	Sam Hayes, General Counsel	919-707-8600	sam.hayes@ncdenr.gov
NC DEQ	Public Water Supply Section, Division of Water Resources	Jessica Godreau, Chief	919-707-9078	jessica.godreau@ncdenr.gov
NC DEQ	Division of Energy, Mineral, and Land Resources	Steve McEvoy, State Dam Safety Engineer	919-707-9220	Steve.mcevoy@ncdenr.gov
NC DEQ	Division of Energy, Mineral, & Land Resources	Tracy Davis, Director	919-707-9200	tracy.davis@ncdenr.gov

NC DEQ	DWM	Linda Culpepper, Director	919-707-8235	linda.culpepper@ncdenr.gov
NC DEQ	Division of Water Resources	Jay Zimmerman, Director	919-707-9027	jay.zimmerman@ncdent.gov
NC DEQ	Division of Water Infrastructure	Kim Colson, Director	919-707-9177	kim.colson@ncdenr.gov
NC DEQ	Division of Environment Assistance	Theodore Bush, Director	919-707-8206	ted.bush@ncdenr.gov
NC DEQ	DAQ	Shelia Holman, Director	919-707-8430	shelia.holman@ncdenr.gov
NC DEQ	DCM	Braxton Davis, Director	252-808-2808 ext. 202	braxton.davis@ncdenr.gov
NC DEQ	Division of Marine Fisheries	Louis Daniel, Director	252-726-7021	louis.daniel@ncdenr.gov
USDA	NRCS	Tim Beard, NC State Conservationist	919-604-7328	timothy.beard@nc.usda.gov
USDA NRCS	EWP	Matt Flint, Assistant State Conservationist	919-873-2124	matt.flint@nc.usda.gov
USDA	Rural Development		919-873-2000	

Finance

Section Contents

State Funding Flow in Disaster Recovery

- Occurrence of a Disaster
- Identification of State Funding Sources
- Collection of State Disaster Recovery Funds
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- Transfer of State Funds by OSBM, OSC, and Other State Agencies
- Tracking of Disaster Recovery Funds

Management of Federal Disaster Recovery Funds

State Disaster Recovery Task Force Financial Subcommittee

Figure 1. Financial Process for State Disaster Recovery Assistance

Figure 2. Disaster Recovery Request for Funds

****All specific contact information is included in the Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

STATE FUNDING FLOW IN DISASTER RECOVERY

Agencies: NC Office of State Budget and Management, Office of the State Controller

The NC Office of State Budget and Management (OSBM), the Office of the State Controller (OSC), and other state agencies must follow specific accounting practices to manage state-appropriated disaster recovery funding under a federal or state disaster declaration. The funds may be needed to match federal grants or to implement recovery efforts authorized by the North Carolina Emergency Management Act, G.S. 166A-19.41(a).

Occurrence of a Disaster

Agencies: NC Department of Public Safety

In the event of a disaster, both federal and state funds may be necessary to pay for recovery. The Robert T. Stafford Disaster Relief and Emergency

Assistance Act, Public Law 93-288, as amended (known as the Stafford Act) and Title 44 of the Code of Federal Regulations authorize federal disaster recovery funding.

Recognizing that federal funding will not always be available or sufficient to meet the state's disaster recovery needs, the General Assembly authorized the governor under G.S. 166A to establish state disaster assistance programs. Thus, the president may declare a state of disaster pursuant to the Stafford Act and/or the governor may declare a state of disaster pursuant to G.S. 166A-41.

Immediately following a disaster, the secretary of the NC Department of Public Safety (NCDPS) begins to prepare a preliminary damage assessment (PDA) for the governor and the General Assembly. The damage assessment is the foundation for subsequent disaster declarations.

See figure 1, "Financial Process for State Disaster Recovery Assistance" on page 67 for a representation of the state funding flow in disaster recovery.

References:

GS 166A

<http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=166A>

Robert T. Stafford Act

http://www.fema.gov/media-library-data/1383153669955-21f970b19e8eaa67087b7da9f4af706e/stafford_act_booklet_042213_508e.pdf

Department of Public Safety

<https://www.ncdps.gov/>

Identification of State Funding Sources

Agencies: OSBM

Using the NCDPS preliminary damage assessment as a starting point, OSBM begins to identify potential sources of funds to pay for disaster recovery. A special session of the General Assembly may be called to discuss State funding sources. Examples follow of funds used in the past for disaster recovery.

Reserve for Contingency and Emergency

This reserve (budget code 19001) receives an appropriation annually. Since fiscal year 2001-2002, the amount appropriated has remained consistently at \$5 million. Routine uses of contingency and emergency funds may be used only for these purposes: by a court or Industrial Commission order; respond to events as authorized under G.S. 166A-19.40(a); by the State Treasurer to pay death benefits authorized under G.S. 143-166.4; by the Office of the Governor for crime rewards under G.S. 15-53 and G.S. 15-53.1; by the Industrial Commission for supplemental awards of compensation; by the NC Department of Justice (NCDOJ) for legal fees; or for litigation expenses incurred by State agencies in defense of the State during the 2014-15 fiscal year. Typically, the reserve provides only a limited portion of the funds needed to recover from disasters of the magnitude the state has recently experienced.

Reallocation of Agency Appropriation

G.S. 166A-19.41(a) allows the governor to reallocate funds within the appropriations of the various state agencies when contingency and emergency funds are insufficient for disaster response.

OSBM reviews the damage assessment estimates and the historical pattern of appropriations expended by agencies. Upon completion, OSBM determines the total amount of agency appropriations for possible redirection to disaster recovery and then prepares a schedule that allocates a reduction to each agency.

The allocation is based on the appropriation amount per agency as compared to the grand total appropriation for all agencies, expressed as a percentage. The percentage is then multiplied by the total reduction identified by OSBM as reasonable and achievable with the least impact on each agency's mission.

Reallocation of Statewide Reserves

Each fiscal year, appropriations made to statewide reserves are distributed to all agencies, usually in the fall of the fiscal year. Each reserve appropriation

may be (and has been) used to fund disaster recovery.

Savings Reserve

The savings reserve (budget code 19943) is a restricted reserve in the General Fund. G.S. 143C-4-2(a) states that at the end of each fiscal year the OSC shall transfer 25% of any unreserved credit balance into the savings reserve. Accumulating and maintaining a balance of 8% or more of the prior year's operating budget is a goal of the General Assembly and the State. Funds in this reserve may not be used unless approved by the General Assembly.

Postponement, Cancellation, and Completion of Capital Improvement Projects

Unexpended appropriations of completed capital improvement (CI) projects and/or projects that can be postponed may be transferred to the general fund (budget code 19973: (CI appropriations returned to the general fund) and then transferred to the disaster relief reserve (budget code 19930)).

Unreserved Credit Balance

OSBM calculates the budgetary (cash basis) unreserved credit balance on the "Condition of the Fund Statement" at the end of each fiscal year; the OSC's calculation must reconcile with OSBM's. After OSC reserves the legislatively mandated amounts to the savings reserve and, the repair and renovation reserve, the portion remaining is potentially available for disaster recovery.

References:

GS 166A

<http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=166A>

Office of State Budget and Management

<http://www.osbm.state.nc.us/>

Office of the State Controller

<http://www.osc.nc.gov/>

Collection of State Disaster Recovery Funds

Agencies: OSBM, OSC

After available funding is identified for disaster recovery, OSBM directs OSC by memorandum to transfer the funds into the disaster relief reserve (budget code 19930).

The funds made available from agency, statewide reserve, and capital improvement appropriations are clearly listed by budget code and amounts on an attached spreadsheet. The reduction of amounts allocated to each state agency has been discussed between the OSBM analyst assigned to the agency and agency management. Therefore, when OSC notifies each state agency that the funds have been transferred, the only new information needed is to instruct the agencies to post the transfer to NC Accounting System (NCAS) account 538040 (disaster relief transfer) and to prepare a budget revision (BD 606) to establish a budget. This account was created to provide consistency and clear documentation of disaster relief transfers.

The funds made available from the savings reserve and unreserved credit balances are simply transferred by journal entry by OSC from their respective budget codes to the disaster relief reserve (budget code 19930).

Establishment of Disaster Cost Centers

Agencies: OSBM, OSC

As OSBM is directing OSC to transfer the various sources of funds for disaster recovery into the disaster recovery reserve (budget code 19930), immediate response and recovery spending is executed as directed by the governor.

Accounting **cost centers** are required to record transactions prior to disbursement of funds. Therefore, state agencies anticipating recovery expenditures should immediately request cost center establishment to capture all financial activity related to applicable disaster recovery programs.

The cost center request is sent electronically to OSBM via IBIS (Integrated Budget Information System). Upon approval from OSBM and cost center validation by OSC in the NCAS, state agencies may begin posting authorized budgets, disbursements, and receipt of federal funds and/or state funds.

Disbursements for all disaster recovery efforts should include the **county code** number in the designated field in the accounts payable (AP) module. Entering this code number enables access to disbursement data amounts by county. Program personnel who submit invoices for payment to the Fiscal Management Office should clearly indicate the county code number. It is crucial that program and AP staff have county code numbers and understand the importance of their use.

If the General Assembly enacts legislation in a special session to authorize budgets for specific disaster recovery programs, new cost centers at the agency level should be established to coincide with the programs.

Furthermore, the authorized budgets should be posted immediately through the budget revision process and interfaced on NCAS. This action will allow program administrators who are disbursing the funds to be aware not only of the recovery needs, but also of the funds available to meet them.

Reference:

Integrated Budget Information Center (IBIS)
<http://ibis.nc.gov/>

Transfer of Funds by OSBM, OSC, and Other State Agencies

Agencies: OSBM, OSC

After incurring expenditures, the agency requests disaster recovery funds from budget code 19930. For oversight and accountability, OSBM requires that all agency requests flow through OSBM.

Budget code 23009 at OSBM should be used to establish cost centers that relate to the authorized budget for the disaster recovery programs. Agencies are provided a copy of a form entitled, "Disaster Recovery Request for Funds" (figure 2, page 68) to be used for each request. This form requires a budget code and center number for the amount requested. The amount should not exceed expenditures anticipated for a one-month period. Upon OSBM receipt of the form from an agency, OSBM submits a memorandum to OSC.

After OSC transfers disaster recovery funds from budget code 19930 to OSBM budget code 23009, OSBM uses the NC Cash Management Control System (CMCS) to transfer the funds immediately from 23009 to the requesting agency. Each

requesting agency must accept the transfer of funds in CMCS and then record the receipt into NCAS.

Agencies should request both federal and state funds supporting disaster recovery programs in a timely manner. The request for both types of funds should closely match the timing of the disbursements. If the request and the receipt are not handled this way, then cash from other programs must be used for disbursements. Furthermore, the NCAS General Ledger System Report (BD 701) will not accurately reflect on a monthly basis the details of the federal and state funding support.

Tracking of Disaster Recovery Funds

Agencies: OSBM

OSBM develops and maintains current and historical schedules tracking the expenditures of all large disaster recovery efforts.

Special sessions of the General Assembly were called to address the storms of the 2004 season. Because of the special sessions and resulting legislative acts, both disasters received specific authorized budgets for specific recovery programs.

Each agency receiving an authorized budget is held accountable for the funds. To provide checks and balances, OSBM maintains schedules that provide the same information as that posted to NCAS. Financial activity must be reported to the General Assembly and other interested parties; therefore, it is extremely important to provide data that is clearly documented in NCAS and CMCS.

MANAGEMENT OF FEDERAL DISASTER RECOVERY FUNDS

The state is eligible for federal recovery funds following a presidential disaster declaration. Grant awards are received from the Federal Emergency Management Agency (FEMA). These disaster grants are referenced by a unique identification number assigned by FEMA.

The federal drawdown system utilized for FEMA is the Division of Payment System (DPM) also referred to as SMARTLINK.

Each Grantee is assigned an account number and password to access the drawdown system. Only the awards issued to the Grantee are accessible for

drawdown. The federal funding sources are identified by a unique number assigned by FEMA in the DPM SMARTLINK system. Funds are requested from each individual disaster grant. However, these individual requests roll- up to form a total request. The total grant funds requested are certified in the CMCS by recording a certification of deposit with the State Treasurer's Office. The certification of deposit must be entered for the amount of the request processed in the DPM SMARTLINK System.

When the state treasurer certifies that the requested funds have been received by Automated Clearing House (ACH), the budgetary control document to record the deposit is entered into the North Carolina Accounting System (NCAS).

After receipt of federal funds, the agency must transfer the funds electronically through CMCS to the special budget code 2XXXX. The transfer of funds is to cover grant program disbursements. It is essential to request federal funds and receive state match funds timely to ensure prompt reimbursement to program applicants. All entries to reflect the receipt and transfer of federal funds should be recorded in NCAS. Failure to record entries in a timely manner results in ineffectual budgetary data for management.

References:

Department of Homeland Security Grants
<http://www.dhs.gov/dhs-financial-assistance>
 FEMA Grants
<http://www.fema.gov/grants>
 Office of Justice Programs
<http://ojp.gov/funding/funding.htm>
 NC Department of Revenue, Electronic Funds Transfer (ACH)
<http://www.dornc.com/electronic/eft.html>

STATE DISASTER RECOVERY TASK FORCE (SDRT) FINANCIAL SUBCOMMITTEE

When the State Disaster Recovery Task Force (SDRT) is activated to assess disaster damage and to develop a recovery strategy, a financial subcommittee also meets as needed to address issues related to the transaction and acquisition of federal, state, and local funds in disaster recovery programs. Subcommittee members include staff from the OSBM as well as the OSC. The controller,

chief financial officer, or designated financial personnel from the following agencies also serve on the SDRT financial subcommittee:

- Department of Administration (NCDOA)
- Department of Agriculture and Consumer Services (NCDA&CS)
- Department of Commerce (NCDOC)
- NCDPS
- Division of Emergency Management (NCEM)
- Department of Environmental Quality (NCDEQ)

- Department of Health and Human Services (NC DHHS)
- Department of Transportation (NCDOT)

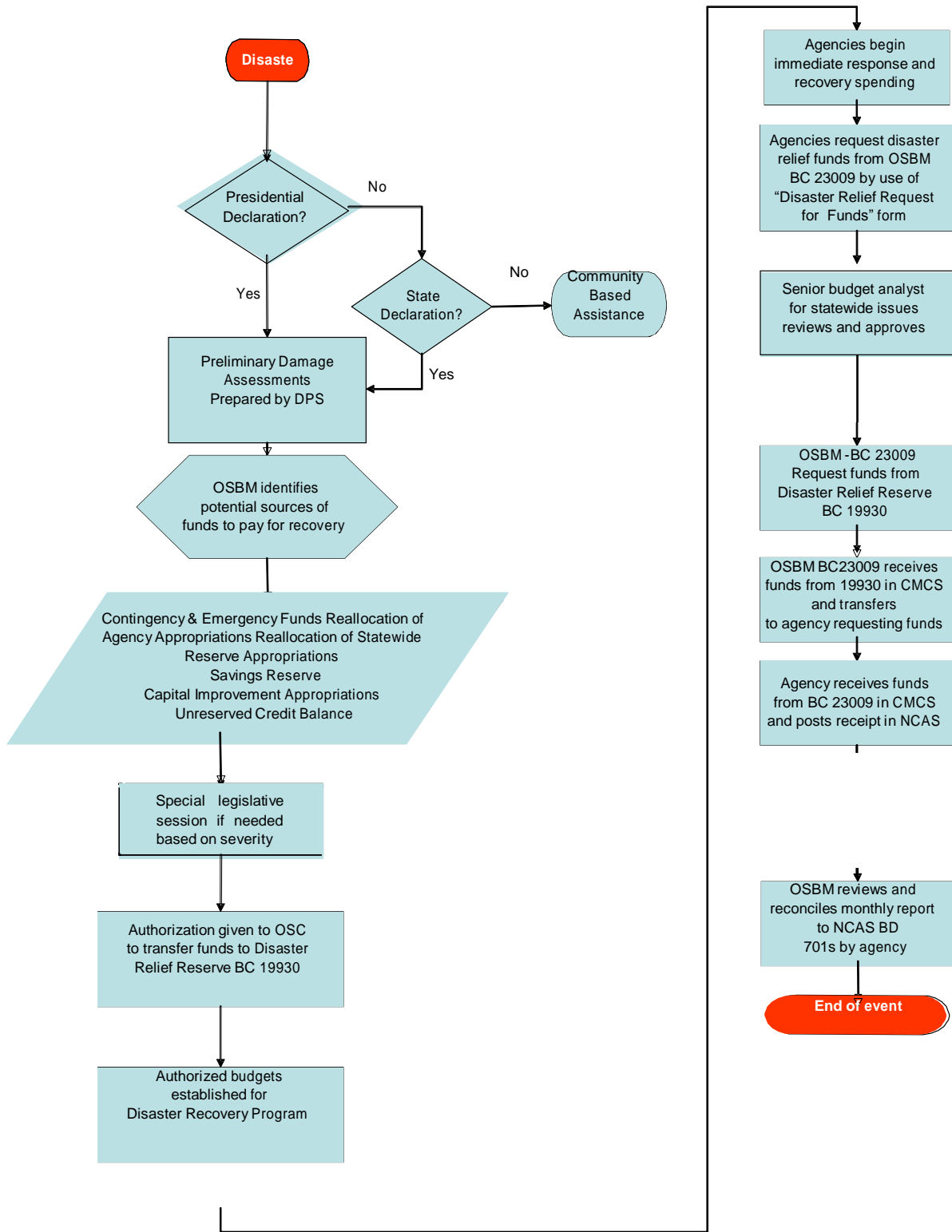
When possible and feasible, the SDRT financial subcommittee may include representatives from the following federal agencies:

- FEMA
- USDA Farm Service Agency (FSA)
- USDA Natural Resource Conservation Service (NRCS)
- Small Business Administration (SBA)

Contacts:

Department	Office/Division	Name, Position	Telephone	E-mail
Office of the Governor	OSBM	Tracy Little, Budget Analyst	919-807-4707	Tracy.Little@osbm.nc.gov
Office of the Governor	OSBM	Michelle Daniels, Budget Analyst	919-807-4723	Michelle.Shepard@osbm.nc.gov

Figure 1. Financial Process for State Disaster Recovery Assistance



Health and Human Services

Section Contents

NC Department of Health and Human Services

- Coordination of Health and Human Services
- Assessment and Surveillance
- Medical Assistance
- Emergency Facility Services
- Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
- Aging and Adult Services
- Safe and Healthy Child Care
- Social Services

USDA Supplemental Nutrition Assistance Program (SNAP)

- Congregating Feeding Using USDA Foods
- USDA Foods Household Distribution
- Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Occupational Safety and Health

****All specific contact information is included in the Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Coordination of Health and Human Services

Agencies: NC Department of Health and Human Services (NC DHHS), Public Health Preparedness and Response Branch

All affected and responding divisions submit daily reports via phone, electronically, and in face-to-face meetings to the Division of Public Health (DPH) in the Public Health Preparedness and Response

Branch. The State Emergency Response Team (SERT) member compiles reports to the state emergency management human services director, NC DHHS secretary, and division directors. The Office of Citizen Services (OCS) serves as the central point of contact for all of the following DHHS divisions. The responsibilities and services of these agencies are outlined in this section.

- NC Division of Public Health (DPH)
- NC Division of Medical Assistance (NC DMA)
- NC Division of Health Service Regulation (NC DHSR), Office of Emergency Medical Services (NCOEMS)
- NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS)
- NC Division of Aging and Adult Services
- NC Division of Child Development and Early Education (NC DCDEE)
- NC Division of Social Services (DSS)
- NC Division of Environment and Natural Resources (NC DENR), Division of Environmental Health (DEH)

References:

NC DHHS Website

<http://www.ncdhhs.gov/>

NC DHHS PHP&R

Website <http://epi.publichealth.nc.gov/phpr/>

Assessment and Surveillance

The NC DHHS DPH leads six major public health assessment and surveillance initiatives:

- Rapid Community Health Assessment to identify priority needs of housing, shelter, food, and health care
- Assess levels of healthcare use in affected communities
- Follow-on Public Health Assessments to address ongoing and long-term effects
- Public Health Surveillance of the displaced populations and disaster response/recovery workers
- Human Health Environmental Risk assessments such as drinking water, ground water, structural damage, and disease cases and outbreaks

- Epidemiological studies of selected long-term impacts

Rapid Community Health Assessment

The Division of Public Health (DPH), and affected local health departments, send staff to perform a county-by-county Community Health and Needs Assessment. It is used in projecting needs and directing resources to the affected communities.

Community Health and Needs Assessment (CHNA) focuses on:

- The impact on water
- General housing and shelter needs
- The impact on food supplies
- Mold, oil or hazardous chemicals

Within 7 to 96 hours, DPH provides a written report of the rapid community health assessment to local governments, the SERT and participating federal partners.

Healthcare Rapid Assessment Teams (P₃ Personnel, Product, and Physical Plant)

These teams pre-deploy to staging areas for immediate deployment to healthcare facilities designated as high risk. OEMS will deploy team members to work with National Disaster Medical Systems (NDMS) personnel to complete assessments and communicate the status of the healthcare community, including personnel, products, and physical plants. Reports will be relayed to the Emergency Support Function (ESF) 8 representative for dissemination to the Director of DHSR and SERT Command.

Public Health Assessments

Public health assessments examine both the short-term and long-term impacts on the public and are more extensive than the initial assessment.

Long-Term Disaster Assessment Teams (P₄)

These teams are trained and made available to assess healthcare entities in affected areas through DHSR/NC OEMS. These teams will report to ESF 8 in the state Emergency Operations Center (EOC) for

dissemination to the director of DHSR and SERT. These teams differ from Rapid Assessment Teams, as they conduct more comprehensive assessments after initial impact has been evaluated and reported. Evaluations include personnel, product, pharmacy, and physical plant breaches.

Division of Health Service Regulation

DPH helps the Division of Health Service Regulation (DHSR), Office of Emergency Medical Services (NC OEMS) to examine the impact of a disaster on the health care system's ability to deliver services; the agencies use the State Medical Asset/Resource Tracking Tool to assess hospitals, EMS systems, community health centers, rural health centers, university health centers, and school health centers.

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS)

DPH assists DMH/DD/SAS in completing a needs assessment to determine the extent to which the disaster affected the behavioral health needs of the community (including the displaced population and response workers); specifically, the topic of behavioral health in this section examines behavioral health intervention services.

Division of Environmental Health (DEH)

DPH coordinates with NC DENR, DEH for follow-on public health assessment to monitor long-term environmental health impact.

State Medical Asset/Tracking Tool (SMARTT)

SMARTT is utilized by ESF 8 and NC OEMS to identify needed resources across the state and to identify capacity in the affected areas by electronically tracking personnel, product, and physical plant breaches in all healthcare facilities on the SMARTT system.

Public Health Surveillance

DPH uses the NC Electronic Disease Surveillance System (NCEDSS) to monitor diseases in the population, including tracking of lab results; outbreak management and contact tracing

capability; lab data stored with case data; central repository of information; analyze morbidity patterns across diseases; track specific co-morbidity of specific patients for disease control; disease mapping tools; and historical disease data. This surveillance is conducted through a component of the Public Health Information Network (PHIN), an electronic reporting and communication system that interconnects hospitals, clinics, and local public health offices throughout North Carolina.

Human Health Risk Assessment and Epidemiological Studies

Depending on the nature and extent of the emergency, assessing the risk to human health from an environmental impact may be necessary. Detection, surveillance, and monitoring continue after the initial assessment, based upon the nature of the event. The Occupational and Environmental Epidemiology Section of DPH coordinates these activities and shares findings with the appropriate state environment health agencies and local agencies.

Support for Environmental Assessments of Affected Private Water Supplies

In addition, DPH helps the DEH conduct its Water Sampling and Inspection Survey Program (WSISP). In coordination with county health departments, DEH contracts with each county to resample all private water supplies that were reported contaminated and were sampled after hurricane/flooding events to determine whether the supply is still at-risk for contamination.

References:

NC DHHS Division of Public Health (DPH)
 Webpage <http://www.ncpublichealth.com/>
 NC Health Alert Network (NCHAN)
 Webpage <http://www.nchan.org/>

Medical Assistance

Agencies: NC DHHS Division of Medical Assistance,
 NC OEMS

State Medical Assistance Teams (SMAT)

SMAT teams will be available to augment or provide needed personnel, medical products, and a pharmacy upon request. Regional disaster coordinators located in the eight trauma centers will be available to assist with coordination and implementation of strategic reestablishment plans and will report to NC OEMS the progress and ongoing needs of health care entities in their regions.

NC DHHS Division of Medical Assistance (DMA)

DMA responds to disasters as directed by the governor and secretary of the NC DHHS. After a presidential disaster or emergency declaration, DMA contacts the director of the Division of Social Services (DSS) in each of the declared counties to begin the coordination of support activities.

The DMA is the single administrative entity for the NC Medicaid program and the NC Health Choice Health Insurance Program for Children (“Health Choice”). DMA is responsible for the federal and state mandates that provide health insurance to low-income citizens. The programs establish client eligibility and health care benefit packages. DMA personnel then receive, process, and pay the claims submitted by enrolled health care providers to reimburse them for services provided. Neither program nor the division is responsible for assessing the damage caused to individuals or communities by natural or manmade disasters. However, both Medicaid and Health Choice programs participate in short-term and long-term emergency responses to such disasters.

Assistance Provided

The DMA administers the Medicaid and NC Health Choice programs to assist disaster survivors under guidelines for three different scenarios: an in-state disaster without an evacuation, an out-of-state disaster with an influx of evacuees into North Carolina, and an in-state disaster in which survivors are evacuated out of North Carolina. The level and types of services depend upon the scenarios described below.

Timeline

The DMA’s operating standard is to implement a response plan within three to five business days after Federal Emergency Management Agency

(FEMA) identifies the affected counties. The response plan is documented and communicated in an administrative letter to the Director of Social Services in each county. The administrative letters are posted to the DHHS Website for online publications. A hard copy is also sent in the US mail. The time duration of DMA's support depends upon each incident.

Application Process

An applicant applies for medical assistance (Medicaid) or Health Choice at the Department of Social Services in the county where the applicant resides, by mail, or online at ePass. Using administrative letters, the DMA may adapt application procedures if needed during a disaster.

Reference:

NC DHHS Division of Medical Assistance (DMA)
<http://www.ncdhhs.gov/dma/>

NC Medicaid

NC Medicaid is a health insurance program for certain low-income people. It is jointly financed with federal and state resources. With the participation of over 71,000 enrolled health care providers, NC Medicaid provides health coverage for more than 1.8 million people who are eligible to receive federally assisted medical assistance. NC Medicaid is one of the largest health insurers in the state. The NC Medicaid program is currently undergoing reform; for the most updated information, see the Medicaid Homepage.

Eligibility Requirements

Vary according to program aid category, but all are predicated only on the individual's or family's income and/or assets and resources. There are several notable groups who do not meet eligibility criteria, e.g., childless adults between 21 and 64 who have no disability.

NC Health Choice Health Insurance Program for Children

NC Health Choice provides comprehensive health insurance for children whose parents make too much money to qualify for Medicaid but too little to afford health insurance.

Eligibility Requirements

Eligible individuals are uninsured children aged 6 - 18 in families with incomes above 133% but below 211% of the federal poverty level, and who do not qualify for other government funded programs.

References:

NC Medicaid Webpage

www.ncdhhs.gov/dma/medicaid

NC Health Choice for Children Webpage

www.ncdhhs.gov/dma/healthchoice/index.htm

DMA Disaster Scenarios and Procedures

DMA waits until the actual occurrence of the disaster, e.g., landfall of a hurricane to initiate response; upon a presidential disaster declaration, DMA coordinates with the Director of the Division of Social Services (DSS) to determine specific needs of each county and to begin to coordinate the support effort.

Each county implements its emergency response, including setting up temporary locations for shelter, food, and other support, such as intake points for processing applications for NC Medicaid and NC Health Choice.

Within three to five business days of FEMA's identification of the affected counties, DMA issues an administrative letter to all affected counties. The administrative letter addresses the following:

- Counties affected
- Certification and recertification procedures
- Notices, identification cards, enrollment forms, and reports
- Review of extended cases
- Earned income rules
- Third party insurance
- Managed care rules

The administrative letters are posted to the DHHS website for online publications and are also mailed to each county's Director of Social Services, Medicaid Supervisor and eligibility staff, and NC Health Choice eligibility staff. Addenda to the administrative letters are released as the situation warrants.

In-State Disaster (Out-of-State Evacuation Not Needed)

This scenario pertains to natural and man-made disasters that occur within the state and do not require that citizens be evacuated outside NC. Full NC Medicaid and NC Health Choice benefits are granted to individuals who are determined eligible.

As the disaster subsides and the situation becomes more stable, the, Quality Assurance Unit begins to review the assets and third party insurance held by each individual who was assisted during the disaster. If warranted, the unit begins recoupment activities.

Out-of-State Disaster (Survivor Influx into NC)

This scenario pertains to natural and man-made disasters that occur outside the state and result in disaster survivors coming into North Carolina.

After a presidentially declared disaster, Centers for Medicare and Medicaid Services (CMS) send a letter to the administrative entity of each of the 50 state Medicaid programs, appealing for help for the disaster-affected states. Depending upon the severity of the disaster, CMS may issue an application for an 1115 demonstration waiver, which, allows states to request special federal financial support and/or the waiver of certain eligibility requirements in order to provide services to out-of-state disaster survivors.

After consulting with the DHHS secretary and, if necessary, the governor, the DMA decides whether to provide support. If CMS initiates a demonstration, the state evaluates the appropriateness of submitting an application.

If an application is submitted and approved, DMA follows the requirements of the waiver in helping out-of-state survivors. DMA typically makes eligibility determinations and offers a benefit package as indicated in the NC State Disaster Recovery Framework.

Generally, the waiver provides a streamlined application process and a shorter period of eligibility. It may provide for a full range of Medicaid services.

DMA issues an administrative letter as it does for disasters within the state (See above for details on the Administrative Letter).

In-State Disaster (State Residents Evacuated Out)

This scenario pertains to natural and man-made disasters that occur inside the State of North Carolina when survivors are evacuated out-of-state, but many survivors still remain within the disaster area. Thus DMA's response is a blend of the two approaches previously outlined.

Depending upon the severity of the disaster, CMS may send a letter to the administrative entity of each of the 50 state Medicaid programs appealing for support to the state of NC. (CMS may issue an application for an 1115 Demonstration Waiver, through which states may request special federal financial support in order to provide services to out-of-state disaster survivors from NC.)

Subsequent administrative letter addenda will be issued as the situation progresses, and, if CMS has approved an 1115 Demonstration Waivers to one or more states, DMA will coordinate its activities with CMS and the supporting ("host") states. All of this will be reflected in the addenda.

If a state provides assistance to an out-of-state NC survivor without the authority of an 1115 Demonstration Waiver, the normal DMA policies regarding reimbursement for out-of-state health care services apply, i.e., the provider must obtain prior authorization from DMA to provide a service, except for a valid emergency. In an emergency, the provider must notify DMA of the service within 24 hours of providing the service and the provider must enroll as a NC Medicaid/NC Health Choice provider and accept the NC Medicaid/NC Health Choice reimbursement rates in order to receive payment on a submitted claim. If a host state provides assistance to an out-of-state NC survivor within the scope of an 1115 Demonstration Waiver, the federal government may apply federal financial participation at the 100 percent rate and the host state will file claims to CMS for reimbursement. In this case, DMA will neither enroll nor make payments to the involved host state health care providers.

DMA provides assistance to its existing and new NC Medicaid/NC Health Choice enrollees as indicated in the above in-state scenario; however, it would modify its policies and procedures in coordination with any directives or special assistance offered by CMS such as the provision of enhanced federal financial participation.

Emergency Facility Services

Agency: *DHHS Division of Health Service Regulation*

During disasters or emergencies declared in accordance with NC's Emergency Management Act, GS 166A, Article 1, the DHSR may temporarily waive any rules of the Commission pertaining to facilities or home care agencies to the extent necessary to allow the facility or home care agency to provide temporary shelter and temporary services requested by the emergency management agency.

Emergency Facilities include: EMS systems, hospitals, long-term care facilities, state psychiatric facilities, assisted living homes, group homes, local management entities, end stage renal disease facilities, community health centers, rural health centers, university health centers, and school health centers.

The resources required for emergency facility services include the following:

- Initial evaluation tool for all health care facilities, including evaluation of the physical plant and patient safety, as well as availability of personnel, medical products, and a pharmacy
- Trained personnel from DHSR to be transported to the affected area for initial assessment of facilities within hours of an incident (assessment frequency dependent upon the incident and set by the DHSR director)
- Transportation of a team to the affected area via the NC Division of Emergency Management (NCEM) under the guidance of SERT and in accordance with the Emergency Support Function (ESF) 8 plan
- Handheld device with broadband or Wi-Fi services to relay information obtained into the state database for instant reporting capabilities (will be mapped into the NC Multi Hazard Threat Database)
- Technical guidance for IT issues and reporting
- Information obtained by an ESF 8 representative in the state Emergency Operations Center (EOC) and reported to the DHSR director and SERT

Division of Health Service Regulation (DHSR)

The Division of Health Service Regulation (DHSR), Office of Emergency Medical Services (NCOEMS) has the following responsibilities in a disaster:

Assessment

The status of all licensed facilities and their ability to render medical care to their communities following the disaster.

The assessment team includes representatives from:

- Office of Emergency Medical Services (NCOEMS)
- Construction
- Certificate of Need (CON)
- Medical Facilities Planning

Plan

With specific DHSR staff, SERT partners and affected facilities/centers develop a strategy to assist in reestablishing methods of care. DHSR will establish a command center in the Council Building and will ask for partners from the NC Healthcare Facilities Association; NC Association, Long Term Care Facilities; NC Association of Home Care and Hospice; NC Community Health Centers; NC Office of Rural Health and Community Care (ORHCC); NC Division of Aging and Adult Services; and NC Hospital Association to assist with the planning and strategic plan development as needed.

Support and Planning team. The support and planning team may include representatives from:

- NC Healthcare Facilities Association
- NC Association, Long Term Care Facilities
- NC Community Health Association
- NC Association of Home Care and Hospice
- NC Office of Rural Health
- NC Hospital Association
- NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
- NC Division of Aging and Adult Services

Implementation

Any needed changes in normal state DHSR procedures to re-establish safe care in facilities/centers. Reports on progress and associated timeline are to be given to the SERT commander and the secretary of DHHS.

Evaluation

Progress in reestablishing facilities and centers, and recommend appropriate changes to the strategic plan with the affected facilities or centers. Continue to provide guidance and technical assistance to the affected healthcare community, and report the

ongoing evaluation to the Director of Health Service Regulation

References:

NC DHHS Division of Health Service Regulation
Webpage

<http://www.ncdhhs.gov/dhsr/>

North Carolina Office of Emergency Management
Services Webpage

<http://www.ncems.org>

Additional rules and statutes related to evacuation,
patient movement, and regulations are as follows:

10A NCAC 13B .4110, Disaster and Mass Casualty
Program

10A NCAC 13D .2208, Safety

10A NCAC 13F .0309, Plan for Evacuation

10A NCAC 27G .0207, Emergency Plans and Supplies

JCAHO EC.4.10, Alternate Care Facility Guide

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

Agencies: NC DHHS, Division of Mental Health,
*Developmental Disabilities and Substance Abuse
Services*

After a disaster, federal legislation requires the provision of behavioral health intervention services to survivors; the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) coordinates these services at the state level while local management entities (LMEs) coordinate at the local level.

The responsibilities of the LMEs are listed in the state fiscal year 2004-2005 contract between the North Carolina Department of Health and Human Services (NC DHHS) and the local management entities, included in the division's complete disaster response plan.

Assessment

A needs assessment team is established at the state and/or local level to acquire information about the magnitude of the disaster with respect to casualties and damage incurred, the status and needs of the local management entity/state DMH/DD/SAS facility director, the capacity of staff from the affected area to respond, and the needs of community leaders and the public in the affected area. State and local

resources must be considered first in order to meet the needs assessed.

Recovery Assistance Programs and Responsibilities

Within six to eight weeks of the event the recovery phase begins, signaled by when LMEs return to normal operations and provide long-term crisis counseling services to survivors or, when response teams are replaced by temporary full-time crisis counselors. The DMH/DD/SAS disaster response coordinator transfers responsibility to the LMEs, and continues to assist with regular services grants preparation and implementation.

State Disaster Declaration

During disasters or emergencies declared in accordance with Article 1 of Chapter 166A, the DMH/DD/SAS supports within available resources the hiring of full-time temporary crisis counselors, if providing this service to survivors is beyond the existing financial capacity of the affected LMEs.

DMH/DD/SAS maintains a registry of trained behavioral health professionals. The division collaborates with the LMEs, their disaster responders and community response agencies, such as the NC Psychological Foundation-Disaster Response Network, American Red Cross, and NC Critical Incident Stress Management, to provide disaster counseling to emergency response personnel and the public.

Federal Disaster Declaration

In a presidentially declared disaster, counselors are hired with funds from FEMA and administered through the Substance Abuse and Mental Health Services Administration, Center for Mental Health Services. The needs assessment function is a collaborative effort involving case finding and establishing referral mechanisms as FEMA, DSS, DPH and other entities encounter persons at risk.

Local government and private agencies involved in disaster recovery include the following:

- NC Psychological Foundation Disaster Response Team
- NC Critical Incident Stress Management
- American Red Cross

References:

NC Psychological Foundation Disaster Response Team

<http://www.ncpsychology.com>

NC Critical Incident Stress Management

<http://www.trianglecism.org/>

American Red Cross

<http://www.redcross.org/where/chapts.asp#NC>

FEMA Crisis Counseling Program (CCP)

The FEMA Crisis Counseling Assistance and Training Program (CCP) Grants provide crisis counseling services to survivors for after a disaster. It is comprised of the Immediate Services Program (ISP) and the Regulatory Services Program (RSP). The ISP grant provides assistance for 60 days following a disaster; the RSP grant provides assistance for 9 months. RSP focuses on providing crisis counseling, outreach, consultation, and education services at a local level to individuals affected by a disaster. Services are provided through outreach in community settings where survivors live, work, go to school, and congregate.

The FEMA CCP augments the state's existing behavioral health services by partnering with the Center for Mental Health Services (CMHS), Emergency Mental Health and Traumatic Stress Services Branch (EMHTSSB) to provide technical assistance, consultation, and training for state and local mental health personnel, grant administration, and program oversight.

After a presidential declaration, the state may apply to FEMA for funds to implement a crisis counseling program for disaster survivors. The purposes of the program are:

- Provide short-term support services, including counseling, to disaster survivors and their families to relieve behavioral health problems caused or aggravated by a disaster or its aftermath
- Address the special behavioral health needs of at-risk groups in a culturally sensitive manner
- Offer training to disaster workers, behavioral health professionals, and health care workers to help them provide behavioral health services to disaster survivors or to identify survivors who need behavioral health referrals

- Refer survivors to disaster relief agencies and assist them with accessing resources to help with recovery
- The crisis counseling program has two phases: Immediate services (a 60-day program after disaster declaration). Regular services (a nine-month program). A state may be awarded funds for approximately one year of services following the disaster declaration.

If supplemental staff is necessary, the following provisions apply:

- The disaster coordinator of the DMH/DD/SAS serves as project manager to implement and supervise a state-supported program of counseling services (if funding permits) or the federally funded regular services grant program.
- With the support of the Office of Human Resources and with the active involvement of the local management entities directors, the communication and training team, and the disaster coordinator, a process for recruiting, screening, hiring, training, and deploying crisis counseling staff is negotiated.
- The recovery phase lasts from six to twelve months, depending on the needs.
- The final 60 days of the project focus on ending the counselor-client services and terminating employment for the counselors.
- Within 90 days after the conclusion of the recovery phase, an evaluation is done of the plans and preparation, alert and mobilization, and response and recovery phases to revise, refine, and improve the capacity of the DMH/DD/SAS to respond.

Services and Training of Crisis Counselors

Local crisis counselors will provide home and community based services; outreach will be an integral and primary means of reaching survivors. The Disaster Coordinator of the DMH/DD/SAS will ensure that crisis counselors are trained throughout their tenure. Appropriate training may be delivered by DMH/DD/SAS staff or by contract staff with special expertise.

Crisis counseling training will emphasize the development of cultural competence, and include topics such as: active listening skills, basic counseling skills, typical and atypical responses to catastrophic

events, issues unique to children and the elderly, knowledge of available resources and how to access those, advocacy that supports consumers' access to services for which they are eligible, active referral and follow-up principles, grief counseling principles, anger management, conflict resolution and defusing, education, and consultation techniques.

Priority Populations

Priority populations includes children and their families, people in poverty, the elderly, persons with sensory and other disabilities (including developmental disabilities), persons with serious and persistent mental illness, substance abusers, and those at high risk for experiencing crises.

Appropriate Expenses

Appropriate expenses include crisis counselors and outreach workers to provide direct services to disaster-impacted residents; managers or supervisors of crisis counseling staff at state and local levels; administrative and fiscal support staff. Staffing should be proportional to the size of the disaster and be internally consistent when there are multiple local providers.

References:

NC DHHS Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) Website

<http://www.ncdhhs.gov/mhddsas/>

FEMA Counseling Program

<https://www.cfda.gov/index?s=program&mode=form&tab=step1&id=b3b0463116028e650c1499e45ae68e51>

US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services

<http://beta.samhsa.gov/about-us/who-we-are/offices-centers/cmhs>

SAMHSA Disaster Technical Assistance Center

<http://beta.samhsa.gov/dtac/about>

Section 416 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 1974

Aging and Adult Services

Agencies: NC DHHS, Division of Aging and Adult Services

The responsibilities of the Division of Aging and Adult Services (DAAS) in disasters include the following:

- Providing information, direction, and assistance to area agencies on aging (AAAs) and local aging and social service providers
- Supporting efforts of AAAs, local departments of social services, aging service providers, and NCEM
- Assisting and making information available to emergency workers regarding special needs of older and disabled adults in shelters, residences, rest homes, nursing homes, and disaster recovery centers
- Assisting with coordination of resources for older and disabled adults
- Representing the needs and interests of the aging and disabled population and advocating on their behalf at federal/state briefings, meetings, and on committees
- Assisting in identifying housing and services for displaced older and disabled survivors
- Providing support to counties in developing and operating shelters for those with special medical needs

DAAS requires uniform information before, during, and after every disaster concerning:

- Status of older and disabled adults and their immediate and anticipated needs
- Approximate locations and numbers of affected older and disabled adults
- Status of service providers and AAAs, including their immediate and anticipated need

DAAS collects this information by activating the DAAS disaster team and implementing a calling model for the AAAs.

Disaster Assistance Programs

As part of disaster recovery, the unmet needs for older adults are addressed under the Special Programs for the Aging, Title IV of the Older Americans Act.

Under this act, funds are provided by the US Administration on Aging to assist older adults (60+) affected by a federally declared disaster.

Funds are flexible and can be used for any unmet need. In the past, funds have been used for reimbursement of medications, replacing damaged items, and case management services.

Eligibility

Requirements state that the individual must be 60 years or older.

Process

DAAS applies to the US Administration on Aging for grant funds after a federally declared disaster. DAAS contracts directly with regional area agencies on aging (AAAs) in the affected area. AAAs work with local aging service providers to get funds to individuals in need.

Funding Requirements

Funding is 100% federal with no state or local matching required.

References:

Older Americans Act of 1965, Title IV, Public Law 89-73, Stat. 218, as amended; Public Law 97-115, 95 Stat. 1595; Public law 98-459, Stat. 1767; Public Law 100-175; Public Law 100-628, 42 U.S.C. 3031-3037b; Public Law 102-375
http://www.aoa.gov/AOA_programs/OAA/oaa_ful.asp#_Toc153957714

DAAS, Disaster Preparedness Website
<http://www.ncdhhs.gov/aging/disaster.htm>

Area Agencies on Aging
<http://www.ncdhhs.gov/aging/aaa.htm>

US HHS Administration on Aging, Disaster Assistance Website
http://www.aoa.gov/eldfam/Disaster_Assistance/Disaster_Assistance.asp

Safe and Healthy Child Care

Agencies: NC DHHS, Division of Child Development and Early Education

In the event of a disaster, the Division of Child Development and Early Education (DCDEE) supports child care providers and helps provide safe and healthy child care alternatives for families. The division carries out the following functions:

- Assists in coordinating the relocation of children in affected child care settings
- Assesses providers' needs, including establishing temporary emergency child care
- Makes referrals to family child care home (FCCH) providers (private homes that are registered child care facilities)

Assessment

Assessments are made by staff members, partner agencies, and child care providers.

DCDEE disaster function teams are activated to assess and communicate the division's capacity to carry out its roles as affected by the disaster and to make provisions for the continuation of core division functions.

DCDEE assessment responsibilities include:

- Communicating with partner agencies (e.g., the Child Care Resource and Referral Council and local agencies, the NC Partnership for Children and local partnerships, and the NC Head Start Association) to assess their role and functionality as affected by the disaster
- Initiating the assessment of child care providers' damages and needs, with assistance of partner agencies
- Relocating children off-site, ensuring that children are safe while they are in child care
- Approving temporary emergency child care arrangements to improve access to child care
- Activating special licensing policies and to reestablish safe child care
- Continuing investigations of child abuse and neglect involving child care
- Using subsidy funds to pay for emergency child care
- Implementing other assistance for specific disaster needs
- Coordinating communication with the NC Division of Social Services (DSS) about child care facilities and local social service departments
- Coordinating with DCDEE SERT members to ensure the assessment of child care facilities that primarily serve children with special needs

The DCDEE regulated child care provider database is used for ongoing and long-term assessment needs. DCDEE continues assessments periodically until it determines that child care providers affected by the disaster are able to offer families safe and healthy

child care. Some assessments may include the collection of geographic information system (GIS) data layers and spatial mapping of the disaster's impacts on child care providers in the affected areas.

If a disaster occurs that requires support for child care providers or children in child care, DCDEE collaborates with other agencies on disaster response activities through the Office of Citizen Services, SERT, and NCEM.

- NC Division of Mental Health/ Developmental Disabilities/ Substance Abuse Services (DMH/DD/SAS)
- NC Department of Insurance
- Division of Information Resource Management (DIRM)
- NC Baptist Men
- NC Department of Environmental Quality (NC DEQ)
- Church of the Brethren
- American Red Cross

DCDEE disaster function team leaders report to the DCDEE emergency management team. DCDEE regional disaster teams facilitate communications and collaboration among DCDEE and partner agencies at the regional level.

Ongoing and Long-Term Assessment

After the initial assessment, the affected staff members, partners, and child care providers will receive additional assessments. Additional resources may be needed to complete assessments, including staff members, equipment, supplies, or financial resources. Whether DCDEE carries out an individual disaster function depends on the specific needs at the time and available resources.

Ongoing efforts may include evaluation of the following:

- Relocation of children to an off-site location
- Need for or duration of temporary emergency child care arrangements
- Special licensing policies allowed
- Continuity of abuse and neglect investigations in child care
- Use of subsidy funds to pay for emergency child care

Assistance Provided

Historically, no federal or state recovery assistance programs or services offer assistance specifically for child care providers. However, there are several potential sources for possible assistance.

Federal Head Start funds were approved for short-term use following Hurricane Katrina to enable preschoolers from evacuated families to receive Head Start services.

References:

NC DHHS Division of Child Development and Early Education (DCDEE) Website
<http://ncchildcare.nc.gov/general/home.asp>
 Division of Child Development and Early Education
 Disaster Plan
http://ncchildcare.dhhs.state.nc.us/pdf_forms/dcddis.pdf
 DCD Emergency Preparedness
<http://ncchildcare.dhhs.state.nc.us/providers/pv%5Femergency.asp>
 "Subsidized Child Care Services Manual," Appendix D: Procedures for Emergency Subsidized Child Care: <http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCSxD.htm>
 Governor's Highway Safety Program
 Webpage <http://www.ncdot.org/programs/GHSP/>

Social Services

Agencies: NC DHHS, Division of Social Services

The Division of Social Services (DSS) is heavily involved in EOC activities, particularly in terms of mass care. DSS is not responsible for making damage assessments, but, provides volunteers as needed, to participate in disaster recovery assistance centers and to serve on community relations and damage assessment teams, when requested.

DSS supervises several services that are administered through county departments of social services. Economic benefit programs particularly applicable in times of disaster recovery include Work First, Crisis Intervention Program, and USDA Supplemental Nutrition Assistance Program (Food and Nutrition Service) (SNAP). In addition, child protective services may be required in times of disaster. Other than Food Stamps (which is discussed separately below), the programs operate as usual with no modifications for disaster situations.

Work First

Work First provides cash, medical assistance, and services for families with a minor child who meet the eligibility requirements. Applications for assistance are made at county departments of social services. The rules for Work First do not change in a disaster. However, families who were previously ineligible may become eligible due to the disaster's effects, such as business closures resulting in unemployment. Eligibility requirements are found in the DSS Work First manual.

Crisis Intervention Program

The Crisis Intervention Program (CIP) serves individuals and families who need help to alleviate a heating or cooling-related crisis. CIP funds may be used to pay for heating oil, electricity, blankets, fans, and very short-term housing. The rules for CIP do not change in times of disaster. Typically, applications are made at local departments of social services. In some counties, however, there are other locations.

Eligibility requirements are found in the DSS low-income energy assistance manual.

Child Protective Services

Child Protective Services (CPS) is responsible for ensuring the safety of all children, including minors separated from their families due to evacuation or other displacement.

USDA SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

After a disaster, USDA Food and Nutrition Services (FNS) makes available Food Stamps services to help those affected by the disaster purchase food. Food Stamps are 100% federally funded. Staff time is paid for with 50% federal funds and 50% state or county funds. Disaster Food Stamps are contingent upon USDA approval of a Disaster Food Stamp program.

Congregating Feeding Using USDA Foods

Volunteer organizations are responsible for feeding survivors. They can receive USDA Foods, but they

usually get food from local vendors and commercial purveyors.

USDA Foods Household Distribution

A monthly distribution organized through The Emergency Food Assistance Program (TEFAP), where the primary food suppliers are food banks. USDA foods will be used only as needed and requires FNS approval.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

D-SNAP occurs if retail food stores are operating, a Presidential disaster declaration has occurred and the state ESF-6 Mass Care/Feeding has determined additional assistance is needed. Recipients receiving assistance may not receive benefit from both USDA Foods and D-SNAP. The Program provides eligible individuals with Electronic Benefit Transfer cards to purchase food at specific retail stores.

Application Process

Applications are taken at local departments of social services based on the policy developed and distributed to them by state DSS. Policies may change slightly with each disaster based on specific circumstances.

References:

- NC Division of Social Services
<http://www.ncdhhs.gov/dss/index.htm>
- NC Division of Social Services Family Disaster Plan 2013
http://www.ncdhhs.gov/mhddsas/services/disasterpreparedness/dhhs_familydisasterplan.pdf
- NC Division of Social Services Work First Manual
<http://info.dhhs.state.nc.us/olm/manuals/dss/csm-95/man/>
- NC Division of Social Services Energy Programs Manual
<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-40/man/>
- USDA Supplemental Nutrition Assistance Program
<http://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap>
- USDA Food and Nutrition Service Foods Program Disaster Manual

http://www.fns.usda.gov/sites/default/files/FDDD_isasterManual.pdf

NC DSS Food Stamp Program Manual

<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-30/man/index.htm>

NC DSS Food Stamp Disaster Manual

<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-70/man/>

OCCUPATIONAL SAFETY AND HEALTH

Agency: NC Department of Labor (NCDOL)

The NC Department of Labor (NCDOL) through its Division of Occupational Safety and Health contributes to disaster recovery as follows:

- Provides occupational safety and health technical advice to recovery supervisors and workers
- Develops, implements, and monitors an incident personal protective equipment (PPE) program, including the selection, use, and decontamination of PPE; implementation of a respirator fit-test program; and distribution of PPE
- Issues hard hats, gloves, safety vests, ear plugs, and safety glasses to recovery workers
- Conducts logging/chainsaw safety training in the field to help prevent worker injuries
- Provides occupational safety and health technical advice and support to the SERT safety officer and incident command post (ICP) safety officer(s) involved in incident management and, if appropriate, at all incident sites
- Undertakes site-specific occupational safety and health plan development and implementation and ensures that plans are coordinated and consistent among multiple sites, as appropriate
- Identifies and assesses health and safety hazards and characterizes the incident

environment, including continued monitoring of incident safety

- Monitors responder personal exposure, including task-specific exposure monitoring for toxins and physical stressors (e.g., noise, heat and cold, and ionizing radiation)
- Evaluates the need for longer term epidemiological medical monitoring and surveillance of responders in conjunction with DHHS
- Assesses and identifies sources for responder safety and health resource needs
- Collects and manages data (e.g., exposure data and accident or injury documentation) to facilitate consistent data formatting and data sharing among responding organizations
- Communicates with labor unions, contractors, and other organizations about responder safety and health issues
- Coordinates and provides incident-specific responder training
- Identifies appropriate immunization and prophylaxis for responders and recovery workers in coordination with DHHS
- Facilitates resolution of any technical or other disputes among cooperating agencies about the activities cited above as the coordinator for the Worker Safety and Health Support Appendix, NCDOL/OSHNC

References:

NC Department of Labor, State Emergency Action Planning

<http://www.nclabor.com/osha/etta/indguide/ig40.pdf>

NC Department of Labor, Occupational Safety and Health Division

<http://www.nclabor.com/osha/osh.htm>

Contacts:

Department	Office/Division	Name, Position	Phone	E-mail
DHHS	Public Health Preparedness and Response	Julie Casani, Branch Head	919-715-0919	Julie.Casani@dhhs.nc.gov
DHHS	DMA	Sandra Terrell, Director	919-855-4100	sandra.terrell@dhhs.nc.gov
DHHS	DMA	Sheila Platts, Assistant Director for Recipient Provider Services	919-855-4000	Sheila.Platts@dhhs.nc.gov
DHHS	DMH/DD/SAS	Kate Abel, Disaster Preparedness & Response Coordinator	919-715-2251	Kate.abel@dhhs.nc.gov
DHHS	DAAS	Joseph Breen, Budget, Planning and System Support Chief	919-855-3435	Joseph.Breen@dhhs.nc.gov
DHHS	DAAS	Nancy Evans, Housing Program Consultant	919-855-3419	Nancy.Evans@dhhs.nc.gov
DHHS	DCDEE	Rob Kindsvatter, Director	919-527-6500	Rob.Kindsvatter@dhhs.nc.gov
DHHS	DSS	Wayne Black, Director	919-527-6336	Wayne.Black@dhhs.nc.gov
DHHS	DSS	Carlotta Dixon, Section Chief	919-527-6421	Carlotta.dixon@dhhs.nc.gov
DHHS	DSS	Chris Davis, Automation Unit	919-527-6266	Chris.davis@dhhs.nc.gov
DHHS	DSS	Andy Raby, Data Manager	919-527-6279	Andy.raby@dhhs.nc.gov
DHHS	DSS	Rogelio Valencia, Latino Ombudsman, Privacy/Repatriation Coordinator	919-527-6423	Rogelio.valencia@dhhs.nc.gov

Housing

Section Contents

NC Emergency Management and FEMA Assistance

- Damage Assessment
- FEMA Individual Assistance/Individuals and Households Program
- FEMA Pre-Disaster Mitigation Program
- FEMA Hazard Mitigation Grant Program
- FEMA Flood Mitigation Assistance Program

NC Division of Community Assistance

- Community Development Block Grants

NC Department of Health and Human Services

- Division of Social Services and American Red Cross
- Division of Aging and Adult Services
- Pets and Shelters

NC Housing Finance Agency

- Urgent Repair Program (URP)
- Single-Family Rehabilitation
- Disaster Rental Assistance
- Rental Production Program

USDA Rural Development

- Multifamily Housing Assistance
- Single Family Housing Assistance Repair Loan/Grant Program
- Disaster Community Facilities

Nonprofit and Voluntary Agencies and Organizations

- NC Voluntary Organizations Active in Disaster (NC VOAD)
- Habitat for Humanity

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

NC EMERGENCY MANAGEMENT AND FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA) ASSISTANCE

Agencies: FEMA, NCEM, SBA, American Red Cross

The NC Division of Emergency Management (NCEM) in the Department of Public Safety (DPS) is the state's key point of contact for assessing the damage of a disaster and delivering all FEMA recovery assistance programs. FEMA housing assistance includes the Individual Assistance (IA) Program, including its Individuals and Households Program (IHP); the Pre-Disaster Mitigation (PDM) Program; the Hazard Mitigation Grant Program (HMGP) Buyout; and Flood Mitigation Assistance (FMA).

Damage Assessment

NCEM, FEMA, the US Small Business Association (SBA), as well as the local building and inspections authority form a team to conduct damage assessments in the days or weeks following a disaster, depending on its scale and type. Assessments typically begin as soon as local governments are ready to provide hosts and guides. The American Red Cross conducts additional assessments and may share this information with this team.

Damage assessment teams require trained personnel, transportation, meals and lodging, digital cameras, GPS units, laptop computers, maps, and building code and floodplain ordinance information.

Individual property owners should report damage through their county or municipal emergency management agency. Ultimately, NCEM should obtain a list of damaged properties.

The state may collect damage information from local authorities through direct participation in damage assessment or by other means.

References:

NCEM

<http://www.ncdps.gov/index2.cfm?a=000003,000010>

FEMA HMGP Desk Reference

<http://www.fema.gov/hazard-mitigation-grant-program>

FEMA Local Mitigation Planning Handbook

https://www.ncdps.gov/div/EM/HazardMitigation/fema_local_mitigation_handbook.pdf

NCEM Local Mitigation Plan Review

Tool <https://www.ncdps.gov/index2.cfm?a=00003,000010,001623,000177,002107>

NCEM Standard Operating

Procedures <http://www.ncdps.gov/InIndex2.cfm?a=000003,000010,001623,000177,002110,002817>

FEMA Region IV, Atlanta, GA, 770-220-5200

<http://www.fema.gov/region-iv-office-federal-disaster-coordination>

US SBA

<http://www.sba.gov/>

American Red Cross, Raleigh, NC

<http://www.redcross.org/nc/raleigh/about-us/leadership>

FEMA Disaster Assistance: Housing and Other Needs

<http://www.fema.gov/assistance/index.shtm>

FEMA Individual Assistance (IA) / Individuals and Households Program (IHP)

Assistance from FEMA's IA / IHP is described below.

For many individuals and households, FEMA IHP assistance is an essential source of help in addressing temporary lodging and home repair or replacement. As of October 1, 2014 the maximum grant awarded to individual and household programs will be \$32,900.

Housing Assistance

- Temporary Housing (cash payment for renting a new house or a temporary housing unit)
- Home repair cash grant
- Home replacement cash grant
- Permanent housing construction (in rare circumstances)
- Direct housing assistance/assessment to repair or improve

Historically, housing assistance has been 100% federally funded.

Other Needs Assistance

- Personal property
- Medical, dental, and funeral costs
- Damaged vehicles
- Cleaning supplies
- Primary heat sources
- National Flood Insurance Program group flood insurance policy

- Transportation costs
- Child Care Assistance
- Other disaster-related needs

Historically, other needs assistance has required a 75% federal and 25% nonfederal cost share to provide assistance to individual citizens for some uninsured losses incurred as a result of a declared disaster event.

Eligibility Requirements

Eligible applicants must meet these requirements:

- Have incurred losses to their primary residence and/or personal property
- Live in a disaster-declared area
- Can confirm damages were not covered by insurance or that the insurance settlement is insufficient to meet the losses
- Are US citizens, noncitizen nationals, or qualified aliens
- Cannot currently live in their home, cannot get to their home due to the disaster, or their home requires repairs because of damage from the disaster

Reference:

FEMA Disaster Assistance: Housing and Other Needs
<http://www.fema.gov/assistance/index.shtm>

FEMA Pre-Disaster Mitigation (PDM) Program

Agencies: *NCEM Hazard Mitigation Section*

The FEMA Pre-Disaster Mitigation Program funds competitive grants to state and local governments for projects designed to reduce the future impacts of natural hazards.

- The appropriation is annual; individual project funding is based on an annual national competition.
- Local governments may apply to NCEM for funding for cost-effective activities that conform to the State Hazard Mitigation Plan.
- NCEM reviews project applications for completeness and eligibility and forwards them to FEMA for national review and ranking.
- FEMA provides funding (75% of eligible costs) to the state to administer the program, making reimbursements of eligible expenses to local governments.

- 25% of eligible project costs must come from nonfederal sources and may be met by cash or in-kind matches.

Eligible Applicants

State and local governments with FEMA-approved hazard mitigation plans

Eligible Project Types

The state establishes priorities for PDM projects and accepts applications. Projects must conform to the State Hazard Mitigation Plan and must meet the cost-effectiveness and environmental requirements promulgated in annual PDM programmatic guidance provided by FEMA. Eligible project types include:

- Acquisition and demolition or relocation of hazard-prone properties
- Retrofitting of existing buildings and facilities
- Dry flood proofing
- Safe rooms
- Soil stabilization
- Generator
- Wildfire mitigation
- Elevation of certain flood-prone properties
- Hazard mitigation planning

References:

NC State Hazard Mitigation Plan

<https://www.ncdps.gov/index2.cfm?a=000003,00010,001623,000177,002107>

§203 of the Robert T. Stafford Disaster Assistance and Emergency Relief Act (Stafford Act), 42 USC

<http://www.fema.gov/robert-t-stafford-disaster-relief-and-emergency-assistance-act-public-law-93-288-amended>

NCEM Mitigation Section

<http://www.nccrimecontrol.org/Index2.cfm?a=00003,000010,001623,000177>

FEMA Hazard Mitigation Assistance Unified Guidance

<http://www.fema.gov/hazard-mitigation-assistance>

NCEM, Hazard Mitigation Section

<https://www.ncdps.gov/index2.cfm?a=000003,00010,001623,000177>

FEMA Region IV, Atlanta GA

<http://www.fema.gov/region-iv-office-federal-disaster-coordination>

FEMA Hazard Mitigation Grant Program (HMGP)

Agencies: NCEM, State Hazard Mitigation Section

The FEMA Hazard Mitigation Grant Program (HMGP) is a combined effort of federal, state, and local governments to end the cycle of repetitive disaster damage and loss.

Mitigation is considered any sustained action taken to reduce or eliminate long-term risk to people and property from natural hazards and their effects.

HMGP funding is authorized under the Robert T. Stafford Disaster Relief Act of 1974 and is based on a formula providing funding at a specific rate of all public assistance and individual assistance funds authorized following a presidential disaster declaration.

A key purpose of the HMGP is to ensure that the opportunity to take critical mitigation measures to protect life and property from future disasters is not lost during the recovery and reconstruction process following a disaster.

Eligible Applicants

Eligible applicants are state and local governments with FEMA-approved flood mitigation plans and membership in good standing with the National Flood Insurance Program (NFIP). The state administers the program. The following entities are eligible to apply for funding:

- State and local governments
- Certain private nonprofit organizations and institutions
- Native American tribes

Eligible Project Types

Projects must conform to the State Hazard Mitigation Plan and meet FEMA's cost-effectiveness and environmental standards. Examples of eligible project types are listed below.

- Acquisition and demolition or relocation of hazard-prone properties
- Retrofitting of existing buildings and facilities
- Elevation of certain flood-prone properties
- Infrastructure protection measures
- Soil stabilization
- Safe rooms

- Dry flood proofing
- Mitigation planning projects and other scientific “paper” projects designed to help identify and or quantify hazard mitigation issues and solutions

Funding

- The cost share for eligible expenses is 75% federal and 25% nonfederal.
- Local governments may apply to NCEM for funding for cost-effective projects that meet the FEMA eligibility requirements.
- 25% of eligible project costs must come from nonfederal sources and may be met by cash or in-kind matches.

References:

FEMA HMGP

<http://www.fema.gov/government/grant/hmgp/>
44 CFR 206N http://www.ecfr.gov/cgi-bin/text-idx?SID=d676061f9665f6057fc7ec2dcf4156a9&tp=/ecfrbrowse/Title44/44cfr206_main_02.tpl

State Hazard Mitigation Plan

<https://www.ncdps.gov/index2.cfm?a=000003,000010,001623,000177,002107>

FEMA Hazard Mitigation Assistance Unified Guidance

<http://www.fema.gov/hazard-mitigation-assistance>

NCEM

HMGP <https://www.ncdps.gov/Index2.cfm?a=000003,000010,001623,000177,002108,002113>

FEMA Flood Mitigation Assistance (FMA) Program

Agencies: State Hazard Mitigation, FEMA

FEMA’s Flood Mitigation Assistance (FMA) program is designed to alleviate the effects of future disasters on disaster-prone properties. Projects are designed to reduce payment of National Flood Insurance Program (NFIP) claims.

“Mitigation” is considered any sustained action taken to reduce or eliminate long-term risk to people and property from natural hazards and their effects.

Eligible Applicants

Eligible applicants are state and local governments with FEMA-approved flood mitigation plans and membership in good standing with the NFIP. Properties must be NFIP-insured at the time of the application submittal.

Eligible Project Types

The state establishes priorities for project funding. Projects must conform to the State Hazard Mitigation Plan and must meet the cost-effectiveness and environmental requirements. Projects must provide measurable protection to structures that are insurable under the NFIP.

Examples of eligible project types include:

- Acquisition and demolition or relocation of hazard-prone properties
- Dry flood proofing
- Minor structural flood control activities
- Elevation of certain flood-prone properties

Funding

Cost-share availability depends on the type of properties included in the grant.

- Local governments may apply on behalf of owners of properties that are identified as NFIP repetitive loss structures. That is, they are NFIP-insured properties that have incurred two losses in the past 10-year period that have resulted in payment of NFIP claims equal or exceeding 25% of the market value of the structure.
- Local governments may apply on behalf of owners of properties that are identified as severe repetitive loss structures, those NFIP-insured properties with either 4 or more claims of \$5,000 or more each (cumulative amount exceeding \$20,000) or 2 claims with the cumulative amount exceeding the market value of the insured structure
- Severe repetitive loss structures may receive 100% of funding if determined feasible and cost-effective by FEMA or eliminate future payments from NFIP
- Repetitive loss structures are eligible for 90% federal funding
- Other mitigation activities are eligible for 75% funding from FEMA

References:

FEMA NFIP

<http://www.fema.gov/national-flood-insurance-program>

For Homeowners and Renters

<http://www.fema.gov/information-property-owners>

For State and Local Officials

<http://www.fema.gov/national-flood-insurance-program/information-state-local-officials>

Minimum Project Eligibility Requirements: 44 CFR 78.11

<http://www.ecfr.gov/cgi-bin/text-idx?rgn=div5&node=44:1.0.1.2.44>

NC State Hazard Mitigation

Plan <https://www.ncdps.gov/index2.cfm?a=000003,000010,001623,000177,002107>

NCEM

<https://www.ncdps.gov/Index2.cfm?a=000003,000010>

State Hazard Mitigation

Section <https://www.ncdps.gov/index2.cfm?a=000003,000010,001623,000177>

FEMA Region IV, Atlanta GA

<http://www.fema.gov/region-iv-office-federal-disaster-coordination>

Private Roads and Bridges

Flooding or rapid moving waters can damage or destroy private roads and bridges that provide access to many homes. Under the IHP Housing Assistance program, FEMA assesses and records both the damage to the housing structure (the home) and the access (private road or bridge) to the home.

In the past, the state, recognizing that citizens may not receive enough FEMA assistance to make the needed repairs to their access, has provided additional state funds for assistance. Guidelines and eligibility requirements are listed below.

- Citizens must apply with FEMA prior to applying for assistance from the state.
- The state will not duplicate benefits citizens have already received from FEMA or other sources for their access or bridge.
- Citizens must live in a declared county.
- The damaged road or bridge must access the primary home at the time of the disaster.
- Apply for a SBA loan.

DIVISION OF COMMUNITY ASSISTANCE

The Division of Community Assistance in the NC Department of Commerce does not directly assess damages; instead, it responds to inquiries from communities with funding provided through HUD and the State of NC.

Community Development Block Grants (CDBG)

Communities can use CDBG funds to assist in disaster recovery. CDBG funds come from US HUD through the NC Department of Commerce, Division of Community Assistance.

Supplemental Appropriation

Communities may use CDBG funds through supplemental appropriation by Congress in response to a natural disaster. Since CDBG supplemental funds are not guaranteed and are not part of a standing program, the state must apply for them. Program activities and design are determined for and specific to each disaster.

Small Cities CDBG Program

CDBG funds can also be used for disaster response through the NC small cities CDBG program. These funds are allocated to the state annually and can be made available for disaster recovery on a priority basis in two ways.

First, if communities have open CDBG projects with uncommitted funds and want to address disaster efforts, they can ask to amend their open projects.

Second, if there are uncommitted small cities CDBG funds in other program categories that have not been awarded to local governments, the Department of Commerce can reallocate them for hurricane efforts through an urgent need award process.

CDBG Supplemental Allocation

After a presidentially declared disaster, Congress has historically appropriated additional funds for recovery. Funding for this program has included money from the state's regular CDBG allocation, and Congress has also appropriated supplemental CDBG funds.

Eligibility Requirements

In FY 2013, Congress appropriated an additional \$16 billion in CDBG funding to aid recovery efforts for Superstorm Sandy. Note: This amount was reduced to \$15.18 billion as a result of that year's sequester.

CDBG Scattered Site Housing (SSH)

The SSH category is designed to provide grants to local governments to address critical housing needs of families.

Eligibility Requirements

Grants are made on a noncompetitive rotating basis to 33 counties every three years. Funds are targeted to improve housing conditions of very low-income families.

Application Process

Counties, as lead agents, receive funds by submitting a detailed plan describing how funding is to be distributed to meet housing priorities. These plans involve all interested municipalities in each county.

Funding

Every three years, county governments receive \$400,000. These grants are targeted to low-income homeowners for rehabilitation or relocation purposes. The grant includes 10% for administration and \$7,000 for planning. An applicant can use as much as 10% for an emergency repair local option.

CDBG Housing Development (HD) Program

The HD category provides funds to support projects that create additional units of affordable housing, single family, for Low- and Moderate-Income (LMI) people. Priority is given to rental housing in tier 1 and tier 2 counties, state development zones, and 21st century communities.

Eligibility Requirements

Except for 22 entitlement cities that receive funds directly from HUD, all municipalities are eligible to receive small cities CDBG funds. All counties, except for the two HUD-designated urban counties of Wake and Cumberland, are eligible to apply for small cities

CDBG funds. All municipalities in the two counties are ineligible except for Holly Springs in Wake County and Linden in Cumberland County.

Application Process

There is an open window for priority areas. CDBG/tax credit/RPP projects are due at the same time as the NC Housing Finance Agency's deadline.

Funding

The maximum grant amount for rental and homeownership is \$250,000.

Reference:

NCEM

<https://www.ncdps.gov/Index2.cfm?a=000003,000010>

US HUD CDBG

http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

Division of Social Services (DSS) and the American Red Cross

The NC DHHS offers shelter assistance through the programs described below. The state of NC has a memorandum of agreement with the American Red Cross (Red Cross) for it to operate appropriate emergency shelter facilities. The responsibility for staffing an emergency shelter is often shared at the local level by the American Red Cross and county departments of social services. Some county disaster plans also designate county departments of social services to open and fully operate shelters.

General Public Shelters

Shelters are usually public buildings that meet Americans with Disability Act (ADA) standards but have limitations in meeting the medical demands of certain special medical needs populations. (See Special Medical Needs Shelters below.) Whenever possible, shelters are also expected to provide reasonable accommodations, such as ramps,

interpreters, handicap accessible restrooms, and effective communication devices.

The Red Cross may provide cots, blankets, and other comfort accommodations when the nature of the disaster is immediate.

Evacuees are encouraged to bring sleeping and personal needs items and medications when advance evacuation time is possible.

Eligibility Requirements

Eligible recipients of shelter are self-sufficient disaster survivors who need no outside professional assistance in daily living or are accompanied by family members or other caregivers who can assist them.

Reference:

NC DHHS

<http://www.ncdhhs.gov/>

Division of Aging and Adult Services (DAAS)

Agency: NC DHHS, DAAS

Special Medical Needs Shelters

The Division of Aging and Adult Services (DAAS) is responsible for oversight of the special medical needs shelters described below.

Counties are not required to open these types of shelters. Caregivers are required to accompany patients to these shelters. The shelters have no age requirement for patients.

Special Medical Need Patient Categories

Support Level I

Includes individuals requiring recurring professional medical care, special medical equipment and/or continual medical surveillance, and who may need to be considered for admission into a hospital or nursing home.

Terms of Shelter

Support Level I individuals should be transferred to a special medical care shelter designated in the county

mass care plan or an appropriate alternate facility as soon as possible. Arrangements should be made by hospitals, nursing homes, adult care homes, and other group care facilities to relocate their patients or residents to a like facility to the extent possible. A registered nurse must be present at all times in the designated temporary infirmary or special medical care shelter.

Care Providers

The agency or person normally responsible for the patient's care will maintain responsibility if the patient is only temporarily sheltered in the facility. If the hospital or other facility officially admits the patient, however, it assumes responsibility for patient care.

Examples of Eligible Support Level I Special Medical Need Populations

This support level includes, but is not limited to, persons or patients with severe respiratory illness (oxygen or ventilator dependent); with dialysis requiring more than three weekly visits; who are comatose; with paralysis, who are not wheelchair mobile; with severe mental disturbance (potentially violent) or severe mental illness; who are bed-confined, requiring intravenous feeding or medications; with severe mental retardation; who are in the end stage of Alzheimer's; who are unstable due to insulin dependence; who are unstable due to grand mal seizures; who require a catheter other than urinary; with chronic incontinence; with advanced senile dementia; who require complex dressings and continual changes; with unstable cardiac; and who are recently discharged surgical patients (except outpatient surgery).

Support Level II

Includes individuals requiring some medical surveillance or special medical assistance. These individuals may be assigned to a special medical needs shelter or unit.

Terms of Shelter

Shelter residents in Support Level II may be accommodated in most public shelters in the temporary infirmary section, if one exists, for extended periods of time. Transfer to a more appropriate facility may be considered on a case-by-

case basis. A registered nurse provided by the local public health department or another medical provider must be present at all times in the designated temporary infirmary or special medical care shelter.

Care Providers

The care for persons in Support Level II will be provided by the agency or persons providing pre-shelter care. These include, but are not limited to, nursing home staff, adult home care staff, home health or hospice care staff, public health staff, other special medical staff, and friends or relatives who normally provide in-home care.

Examples of Support Level II Special Medical Need Populations

This support level includes, but is not limited to, persons or patients with severely reduced mobility, with moderate mental illness (nonviolent) or moderate mental retardation, who are infants on apnea monitors, and with HIV/AIDS who are moderately to severely symptomatic.

Support Level III

Includes individuals who are independent and capable of performing activities of daily living. Some of these individuals may need limited special medical assistance or some surveillance due to preexisting health problems.

Terms of Shelter

Individuals in this support level should be able to stay in regular public shelters unless additional health problems arise. The disaster health services staff will be able to provide the care that is necessary. If the care required exceeds the American Red Cross protocols, then other arrangements in a special medical care shelter, hospital, or other facility may be necessary.

Care Providers

Persons in this support level usually do not require special medical care but may need surveillance and monitoring to detect potentially serious medical developments. Some persons may need limited physical assistance.

Examples of Support Level III Special Medical Need Populations

This support level includes, but is not limited to, individuals in wheelchairs, with epilepsy, with mild to moderate muscular diseases, with diabetes who are self-administering insulin, who are heart patients with medical devices, with hemophilia, with artificial limbs, who are visually or hearing impaired, in non-walking casts, with special diets, with asthma, with significant speech impediments, who are colostomy patients, with urinary catheters, who are dialysis patients, and with HIV/AIDS who are asymptomatic or mildly symptomatic.

References:

NC DSS Plan
2001 <http://www.ncdhhs.gov/dss/county/docs/NCDSDisasterPlan2005-06.pdf>
NC DSS
<http://www.ncdhhs.gov/dss/>
NC DAAS
<http://www.ncdhhs.gov/aging/>

Pets and Shelters

Agency: NC SART

Shelters do not usually accept pets. The NC State Animal Response Team (NC SART) is an independent 501(c)3 organization that primarily deals with the sheltering of displaced pets when their masters' homes are severely damaged or destroyed. Pet owners residing in shelters may contact NC SART for assistance with pet care.

For more information on NC SART, see Agriculture (page 18).

Reference:

NC SART
<http://sartusa.org/>

NC HOUSING FINANCE AGENCY (NCHFA)

The NCHFA creates affordable housing opportunities for North Carolinians whose needs were not met by the market. The NCHFA does not specifically assess damages. Rather, it utilizes information about damage provided by other sources (NCEM, local governments, etc.). Descriptions of its housing programs for disaster assistance follow.

NCHFA responds to disasters with resources provided by Congress and the NC General Assembly.

Urgent Repair Program (URP)

To alleviate threats to life and safety in owner-occupied housing, NCHFA provides, through nonprofits and local governments, grants of up to \$5,000 per unit to homeowners with special medical needs. Repayment of the funds is not required.

Eligibility Requirements

The current program serves homeowners who are elderly, handicapped, or disabled; a single parent; have a household of 5 or more; or have children with elevated blood lead levels who earn less than 50% of the median income for the area.

Process

Nonprofits and local governments apply to the NCHFA for funding to provide urgent repairs and accessibility modifications to households in their service areas. The application process is competitive. Individual households cannot apply to the NCHFA directly; they must contact their local government or the nonprofit serving their area to inquire whether those organizations have urgent repair projects, some of which are NCHFA-funded.

Funding Requirements

The NCHFA currently invests up to \$5,000 per unit and is dependent on a flexible source of grant funding. It currently operates with agency funds and interest earned from the Housing Trust Fund.

Single-Family Rehabilitation (SFR)

NCHFA's current Single Family Rehabilitation (SFR) Program provides \$170,000 for eligible units to rehabilitate owner-occupied housing. This program works through nonprofits, regional councils, and local governments to make forgivable loans to individual households.

Eligibility

The program focuses on owner occupied units with elderly, disabled, or children with lead hazards (6 years old or younger). Household incomes must be

below 80% of the area median income. Under the SFR Loan Pool, the NC Housing Finance Agency serves 32-33 counties (not including the 3 entitlement counties receiving direct CDBG aid from HUD) on a 3-year rotating basis therefore it is only available in select counties. Loans are given to only 1 applicant per county on a first-come, first-serve basis.

Process

Nonprofits, local governments, and regional councils of government apply to NCHFA for funding to rehabilitate homes in their service areas. The application process is competitive. Individual households cannot apply to the NCHFA directly; they must contact local governments, regional councils, or nonprofits serving their area to inquire whether those organizations have Single Family Rehabilitation projects.

Disaster Rental Assistance

Disaster rental assistance is for survivors of natural disasters seeking temporary living quarters. It is a short-term rent assistance program providing funding to individual households to make up the difference between the rent they can afford to pay and the rent necessary for an available rental unit.

Eligibility Requirements

Income standards apply; they vary according to the funding source available and program used. The rented units must be of a certain quality. This program, which is offered only in the event of a disaster, is dependent on the NCHFA's receiving funds appropriate to operate a rent assistance program.

Process

The program is administered by nonprofit organizations or housing authorities around the state; individual households can contact local housing authorities to see whether assistance is available.

Funding Requirements

This program requires an emergency appropriation of Housing Choice Vouchers (Section 8) or HOME funds from HUD for Tenant-Based Rental Assistance,

or other federal or state funding that is appropriate for disaster rental assistance. Funding per household varies according to household income and the rental cost of the unit.

Rental Production Program

The Rental Production Program (RPP) provides gap financing for the development or rehabilitation of rental housing affordable to low-income households (earning below 60% of median family income for the area). Usually RPP funds are used in conjunction with Federal Low Income Housing Tax Credits. In the event of a disaster, the NCHFA can provide financing for the development or rehabilitation of rental housing, provided NCHFA receives an appropriate funding source from HUD or the General Assembly and provided it receives quality applications for housing in appropriate areas.

Eligibility Requirements and Process

The loans are awarded through an annual competitive cycle among the 3 geographic regions of the state and between metropolitan and urban areas. No separate application exists for this loan; a development is eligible once it has been approved for federal credits.

Reference:

NCHFA

<http://www.nchfa.com>

US DEPARTMENT OF AGRICULTURE (USDA) RURAL DEVELOPMENT

The USDA Rural Development provides a number of rural housing assistance programs for disaster recovery.

Multi-family Housing Assistance

Disaster Loan/Grant Funding

The purpose of these loans and grants is to provide assistance for constructing or repairing apartment complexes in rural designated disaster areas for very low and low-income tenants, as well as farm laborers.

Disaster Rental Assistance

This program provides rental assistance for survivors of natural disasters seeking temporary living quarters in USDA Rural Development financed complexes. USDA may make additional funds available after a disaster to provide assistance in covering rental payments in Rural Development housing.

Eligibility Requirements

An applicant, or principals of the applying entity, must meet these requirements:

- Be a US citizen or qualified alien
- Not be debarred or suspended from any federal programs
- Not be delinquent on any other federal debt
- Have financial resources to commit to the project
- Control the proposed site
- Demonstrate a market for the proposed complex

If the applicant is an organization, it must be a partnership or limited partnership, consumer cooperative, trust, state or local public agency, corporation, limited liability company, nonprofit organization, Indian tribe, association, or other entity that will be the owner of the project for which an application for funding from the agency is submitted.

Funding

Funding is subject to federal legislation. USDA encourages applicants to leverage funding with other sources, such as NCHFA, Low-Income Tax Credit, Federal Home Loan Bank, or others.

Application Process

The applicant entity must respond to a disaster Notice of Funds Available (NOFA), published in the Federal Register, or contact a USDA Rural Development office listed below.

Reference:

USDA Rural Development, Multifamily

Housing http://www.rurdev.usda.gov/HMF_MFH.html

Single Family Housing Assistance

The Single Family Housing Assistance program provides loans to construct or repair single family homes in rural designated disaster areas for very low and low-income applicants.

Eligibility Requirements

An applicant, or principals of the applying entity, must meet these qualifications:

- Be a US citizen or qualified alien and of legal capacity
- Lack decent, safe, and sanitary housing
- Have a credit history indicating successful potential homeownership
- Have very low or low income based on HUD guidelines
- Have debt structure that does not exceed 41 total debt, 29 Principal, Interest, Taxes, and Insurance (PITI) (Very Low), 33 (Low)
- Reside in a rural area or town with a population of 20,000 or less

Application Process

Applicant must file an application at any USDA Rural Development office.

Funding

Funding will be subject to congressional legislation, and leveraging with other sources (NCHFA) is encouraged.

Reference:

USDA Rural Development, Single Family Housing
<http://www.rurdev.usda.gov/nc/sfhhouseg.htm>

Single Family Housing Repair Loan/Grant Program

This program assists with repair of single family homes in rural designated disaster areas for very low and low income homeowners. Grants are available to very low applicants age 62 and above who cannot afford a 1% loan.

Eligibility Requirements

Applicants must meet these requirements:

- Be a US citizen or qualified alien and of legal capacity
- Have a credit history indicating successful repayment (for a loan)
- Have very low or low income based on HUD guidelines
- Own the property
- Have a dwelling that needs repairing

Application Process

An applicant must file an application at any USDA Rural Development office.

Funding

Funding is subject to federal legislation. Leveraging with other funding sources (weatherization, CDBG) is encouraged.

Disaster Community Facilities

The Disaster Community Facilities program provides a loan or grant to establish or repair essential community facilities in designated disaster areas for nonprofits or units of government.

Eligibility Requirements

Applicants must meet the following requirements:

- Be a nonprofit or public body that serves a population of less than 20,000
- Be unable to obtain private credit at reasonable rates and terms
- Have a facility considered essential to the community

Application Process

An applying entity must do the following:

- Respond to a disaster Notice of Funds Available (NOFA) published in the *Federal Register*
- File an application at any USDA Rural Development office

Agencies: FEMA, NCEM

Long-Term Housing in a Type 3 Disaster Declaration occurs when the president of the United States issues a major disaster declaration and the governor

has called a special session of the General Assembly. The session establishes programs to meet the unmet needs of individuals or political subdivisions affected by the disaster. This declaration expires 24 months after it is issued unless renewed by the governor of the General Assembly.

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

Crisis Housing Assistance Funds (CHAF)

- CHAF Home Repair and Rehabilitation
- CHAF Home Replacement

State Acquisition and Relocation Funds (SARF)

- SARF for Homeowners Assistance
- SARF for Renters Assistance

Other Needs Assistance

- Grants to Successful SBA Home Loan Applicants
- Aid to Local Government

Crisis Housing Assistance Funds (CHAF)

Home Repair and Rehabilitation

CHAF provides repair and rehabilitation housing assistance to low-income homeowners whose primary residence was damaged by a specific, declared disaster; is not subject to buyout; is not covered by adequate insurance; and is not eligible for an adequate SBA loan.

CHAF assistance may be used to repair the damaged dwelling to the standard of the home's pre-disaster status and make it decent, safe, and sanitary.

Eligibility Requirements

A homeowner-applicant must qualify as the owner-occupant at the time of the event, which means the homeowner-applicant occupied the residence at the time of the disaster and is the legal owner.

Assistance takes the form of a 0% deferred loan with a 5-year prorated recapture period, secured by a note and deed of trust recorded with the register of deeds.

If the home is sold before the end of the five-year period, a prorated amount of the repair assistance must be repaid to the state. The local government and the homeowner-applicant must execute a

promissory note and deed of trust in the total amount of CHAF assistance provided to the homeowner-applicant.

Funding

Assistance cannot exceed \$35,000 per property without prior written approval from funding agency.

Home Replacement

Home replacement assistance may be available to low-income homeowners whose primary residence was destroyed by a specific, declared disaster; is not subject to buyout; is not covered by adequate insurance; and is not eligible for an adequate SBA loan.

CHAF replacement assistance may be used to provide comparable decent, safe, and sanitary replacement housing.

Eligibility and Process

The homeowner-applicant must qualify as the owner-occupant at the time of the event, which means the homeowner-applicant occupied the residence at the time of the disaster and is the legal owner.

Homeowners with existing mortgages on destroyed properties are required to maintain their mortgage payments if they rebuild on the same lot or to transfer the mortgage if they build on a different lot.

The state or local government must verify that the mortgage is current at the time of application and at the time of closing on the new replacement home.

Assistance takes the form of a 0% deferred loan for a period of 10 years, secured by a promissory note and deed of trust recorded with the register of deeds.

If the home is sold within the first 5 years, the entire principal is due and payable upon sale. A prorated recapture period extends from year 6 through year 10, and the amount is reduced by 20% per year. If the homeowner lives in the replacement home for ten years, the loan is forgiven and the lien cancelled.

The state or local government and the homeowner-applicant must execute a promissory note and deed of trust in the total amount of CHAF assistance provided to the homeowner-applicant.

Funding

Assistance is not to exceed \$75,000 per property without prior written approval from the funding agency.

State Acquisition and Relocation Fund (SARF)

SARF assistance may be provided to eligible homeowners and involuntarily displaced renters to meet unmet housing needs. Homeowners whose primary residence is acquired (bought out) as part of a federal Hazard Mitigation Grant Program (HMGP) Buyout and whose FEMA assistance is inadequate to provide comparable replacement housing may be eligible. Renters who are involuntarily displaced by the acquisition of their primary residence (rental unit, mobile home part, etc.) may be eligible.

Application Process

To receive SARF assistance, a locality must state that it has submitted an application or letter of intent to the North Carolina Division of Emergency Management, HMGP (Buyout) that meets the HMGP requirements and must adopt a written Optional Coverage Relocation Plan (OCRP). It must also provide for equitable payments and assistance within each class of displaced persons. SARF funds may be available to eligible communities in amounts proportional to the final HMGP grant award.

Homeowners Assistance

SARF for Homeowners Assistance may be available to homeowners whose primary residence is being acquired in an HMGP or state buyout and whose assistance from FEMA is inadequate to provide comparable replacement housing. It is designed to provide additional assistance if the acquisition price (pre-disaster fair market value) of the house being acquired is not sufficient to allow the homeowner to purchase a comparable replacement house within the same general geographic area and outside the floodplain.

It is used to pay the difference between the pre-disaster fair market value of the home being purchased under the HMGP buyout and the cost of a comparable replacement home.

SARF may be used to cover costs that are normally paid by the buyer in an ordinary real estate transaction.

It is also provided as a five-year deferred loan, which is forgiven twenty percent (20%) per year, so that a homeowner who occupies the replacement home for five years does not repay the assistance.

Renters Assistance

Funds may be used to provide SARF for renters assistance to involuntarily displaced renters whose primary residence is being acquired in or displaced by a HMGP or state buyout.

Eligibility and Process

The renter must reside in a rental unit that will be acquired or relocated under the HMGP buyout program, or must have moved into temporary housing from a unit to be acquired or displaced under the HMGP or state buyout program.

The home or unit to be acquired must be the renter's primary residence. Households in which all members are full-time, undergraduate students are not eligible.

Rental relocation assistance may cover reasonable and necessary moving expenses, rent and utility differential for 42 months. Rental relocation assistance may also be provided as down payment assistance for renters who wish to become homeowners. SARF for Renters assistance may take the form of a grant, which the displaced renter does not have to repay.

Grants to Successful SBA Home Loan Applicants

Homeowners successful in receiving a SBA home loan as a result of damages to their primary residence from the disaster may receive grant funds to pay back or reduce the principal of the SBA home loan.

For persons successful in receiving an SBA home loan, the state may provide a grant to pay-back, or reduce the principal of the SBA home loan.

For persons successful in receiving and SBA home loan approval notice, but who did not accept the SBA home loan, the state may provide a grant to assist with the repair or replacement of their damaged primary residence.

Eligibility Requirements

Eligibility is based upon age, household income, and the amount of damage to the real property of the primary residence. No grant shall exceed the amount of damage to the residence as verified by the SBA damage assessment.

To avoid duplication of benefits, homeowners are obligated to report this grant (if accepted) to SBA or other federal or state disaster assistance programs.

Aid to Local Government

Additional funds are available to disaster-declared local governments to aid in the administration of CHAF projects. Local governments may use these funds to hire or contract for the following:

- Housing counselors
- Additional housing inspectors
- Project coordinators (staff hired by the local government specifically to lead the implementation of the CHAF program)
- Rehabilitation specialists used to conduct initial inspections (Otherwise, rehabilitation specialist work involving write-ups is an expense charged under service delivery.)

NONPROFIT AND VOLUNTARY AGENCIES AND ORGANIZATIONS

NC Voluntary Organizations Active in Disaster (NC VOAD)

NCVOAD is a collection of 30 state voluntary organizations involved in disaster recovery. Members are not-for-profits that are statewide in

scope and purpose and have voluntary memberships and constituencies. In addition, these organizations must have a statewide disaster response program and a policy of committing resources to meet the needs of people affected by disaster without discrimination as to race, creed, gender, or age.

For more information on voluntary organizations, see Volunteers and Donations Management (page 119).

References:

NVOAD

<http://www.nvoad.org>

NVOAD Long-Term Recovery

Organization <https://www.ncvoad.org/cms/LTROmanuals>

NCVOAD List of Members

<https://www.ncvoad.org/cms/NCVOADmembershi>
[p](https://www.ncvoad.org/cms/NCVOADmembershi)

NC Emergency Operations Plan

(EOP) https://www.ncdps.gov/div/EM/Documents/NC_EOP_2012-FINAL.pdf

Habitat for Humanity

Agency: National Disaster Response Office

Habitat for Humanity Disaster Response partners with low-income families to build decent, affordable homes. As a builder of affordable housing, Habitat works to provide long-term solutions to the housing needs of disaster survivors.

References:

NC Habitat for Humanity

affiliates <http://www.habitat.org/local>

Disaster Recovery Information

<http://www.habitat.org/disaster/>

Wake County Habitat's Reuse Center

<http://wakerestore.org>

Contacts:

Department	Office/Division	Name, Title	Phone	Email
DPS	NCEM	Warren Moore, Individual Assistance Section Manager	919-825-2283	warren.moore@ncdps.gov
DPS	NCEM	Michael Sprayberry, Director	919-825-2500	mike.sprayberry@ncdps.gov
DPS	NCEM	Joe Stanton, Assistant Director	919-825-2349	joe.stanton@ncdps.gov
DPS	NCEM	Nick Burk, Hazard Mitigation Supervisor	919-825-2301	nburk@ncem.org
Department of Commerce	Division of Community Assistance	Iris Payne, Program Section Chief	919-571-4900	ipayne@nccommerce.com
NC DHHS	Aging and Adult Services	Nancy Evans, Housing Program Consultant	919-855-3419	nancy.evans@dhhs.nc.gov
PNP	NC SART	Chester Lowder, Executive Director	1-888-989-SART	chester.lowder@ncfb.org
US Dept. of the Treasury	NC Housing Finance Agency	Paul Kimball, Manager of Rental Assets	919-877-5652	pekimball@nchfa.com
USDA Rural Development	NC Central Office	Randall A. Gore, State Director	919-873-2000	randy.gore@nc.usda.gov
PNP	NC VOAD	Cliff Harvell, President	252-341-7008	ncvoad.pres@gmail.com

Intergovernmental Relations

Section Contents

Communication and Cooperation among Levels of Government
 Local Community Disaster Recovery Overview
 NC Statewide Emergency Management Mutual Aid and Assistance Agreement
 FEMA Public Assistance
 Request for Supplemental Federal Assistance for Unmet Needs

**All specific contact information is included in Contact Information at the end of this section.*

The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

COMMUNICATION AND COOPERATION AMONG LEVELS OF GOVERNMENT

Agencies: NC Emergency Management, Office of the Governor, NC Association of County Commissioners, NC League of Municipalities

Important points of contact in intergovernmental communication include those described below.

NC Department of Public Safety, Division of Emergency Management (NCEM)

- Provides an information entry point into the recovery process for local officials
- Conducts periodic education and training sessions for local officials
- Handles individual local government inquiries and requests

Other State Agencies Administering Recovery Programs

- Provide program information and communicate directly with local governments

Local Governments

- Identify local recovery priorities and request assistance from state program agencies
- Participate in available education and training opportunities

Intergovernmental Relations, Office of the Governor

- Communicates issues of state level representatives of city and county governments to appropriate state officials
- Facilitates responses to issues and concerns identified by representatives of local government

NC Association of County Commissioners (NCACC) and NC League of Municipalities (NCLM)

- Provide workshops and conferences to educate and train local officials
- Communicate local government perspective to state and federal delegations

References:

NCEM
 website <https://www.ncdps.gov/index2.cfm?a=000003,000010>
 NCACC website
<http://www.ncacc.org>
 NCLM website
<http://www.nclm.org>

LOCAL COMMUNITY DISASTER RECOVERY OVERVIEW

For local governments, recovery involves short-term restoration of essential community functions and long-term rebuilding.

Local government recovery actions involve the following:

- Analyzing post-disaster conditions and opportunities for restoring the community to pre-disaster condition or better
- Identifying needs and priorities in repairing and restoring essential facilities for short-term functioning of the community
- Initiating hazard abatement (short-term) and mitigation (long-term)
- Initiating housing recovery (short- and long-term)
- Identifying methodology for business recovery and resumption
- Providing support for essential economic facility recovery (e.g., ports, highways, and railways)
- Maximizing available state and federal assistance

Recovery Process

- Developing strategies to plan for recovery of hard-hit individual areas while allowing normal functions to continue in unaffected areas
- Developing strategies for community participation and stakeholder investment
- Reorganizing the bureaucracy and policy-adoption process for recovery

References:

- NCEM
website <https://www.ncdps.gov/index2.cfm?a=000003,000010>
- NCACC website
<http://www.ncacc.org>
- NCLM website
<http://www.nclm.org>

NC STATEWIDE EMERGENCY MANAGEMENT MUTUAL AID AND ASSISTANCE AGREEMENT

Agencies: NCEM, NCLM, NCACC, FEMA

The state and local governments in NC have executed a voluntary agreement that details the responsibilities of participating local governments during a disaster.

NCEM

- Serves as the central repository for executed agreements and provides an annual listing of authorized entities and contact information to all participants
- Coordinates aid and assistance to the requesting party
- Maintains records of all requests and may serve as a FEMA reimbursable entity

Local Governments

- Signs an agreement with the state in order to access the voluntary system of mutual aid and assistance
- Identify local needs or available local resources and initiate requests or offers for assistance according to the mutual aid agreement
- Maintain records of requests and assistance for FEMA reimbursement

NCLM and NCACC

- Help NCEM promote the participation of individual local governments through education and program awareness
- Help implement mutual aid agreements during declared disasters by voluntarily staffing a station within the state's emergency operations center

References:

- General authority: General Statute 166A-10(b)
website http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html
- NC Statewide Emergency Management Mutual Aid and Assistance Agreement, Revision - February 2004
website https://www.nccrimecontrol.org/div/EM/Documents/NCDPS-NCEM_IntrastateMutualAidMOA-Oct2013.pdf
- NCEM
website <https://www.ncdps.gov/index2.cfm?a=000003,000010>
- NCACC website
<http://www.ncacc.org>
- NCLM website
<http://www.nclm.org>

FEMA PUBLIC ASSISTANCE

Agencies: FEMA

The FEMA Public Assistance (PA) Grant Program provides assistance in the form of supplemental federal grants to states, local governments, tribal nations, and certain nonprofit organizations to alleviate suffering and hardship resulting from major disasters or emergencies declared by the president.

FEMA Project Categories

To streamline the processing of public assistance grants, FEMA uses the following categories:

Category A. Debris Removal

Category B. Emergency Protective Measures

Category C. Roads and Bridges

Category D. Water Control Facilities

Category E. Buildings and Equipment

Category F. Utilities

Category G. Parks, Recreational Facilities, and Other Items

For more information on FEMA Public Assistance, see the Transportation and Infrastructure section of this document (page 115).

References:

FEMA Public Assistance (PA) Grant Program website
<http://www.fema.gov/public-assistance-grant-application-process>

REQUEST FOR SUPPLEMENTAL FEDERAL ASSISTANCE FOR UNMET NEEDS

Agencies: State Disaster Recovery Task Force, Office of the Governor, NCLM, NCACC, FEMA

Immediately following a disaster, the state collects comprehensive information on damage assessment

and losses that will not be covered under standard FEMA assistance programs and works to obtain federal funds to meet those unmet needs.

State Disaster Recovery Task Force (SDRT)

- All members of the SDRT serve as the primary points of contact in collecting all damage assessment information and all recovery needs.
- All recovery team members submit frequent damage assessments to the Governor's Office immediately following the event.

Office of the Governor

- Works with the SDRT to compile all damage assessment information and needs.
- Drafts communication from the governor to the state's congressional delegation, highlighting the current status of disaster recovery and identifying remaining unmet needs that require federal funds.

Governor's Washington, DC, Office

- Serves as the primary point of contact between the state, its congressional delegation, and federal agencies.
- Coordinates with the DC offices of other states affected by disaster.

NCLM and NCACC

- Work with their member local governments to facilitate the communication of information on unmet needs to the state and to the NC congressional delegation in support of federal supplemental funding.

Historically, disasters have created needs, such as those listed in the table entitled Federal Supplemental Requests for Unmet Needs, which can be found on the proceeding pages.

Federal Supplemental Requests for Unmet Needs	
Need	Federal Program
Agriculture	
Uninsured Crop Loss	USDA, Farm Service Agency (FSA): Crop Disaster Program (CDP)
Damage to Farmlands	USDA, Natural Resource Conservation Service (NRCS): Emergency Conservation Program (ECP)
Damage to Orchard Trees	USDA, Risk Management Agency (RMA): Tree Assistance Program (TAP)
Damage to Agricultural Waterways and Drainage Structures	USDA, Farm Service Agency (FSA): Emergency Watershed Program (EWP)
Damage to Farm Buildings	
Displaced Migrant and Seasonal Farm Workers	USDA Migrant and Seasonal Farm Worker Appropriation
Housing	
Damage to Substandard Housing	HUD Community Development Block Grant (CDBG)
Damage to Rental Properties – Assistance for Renters	HUD Tenant Based Relocation Assistance (TBRA)
Damage to Homes of the Elderly	USDA Rural Development Section 504 Home Repair Grant Program
Extensive Damage to Housing in Floodplain (Beyond FEMA)	HUD Disaster Recovery Initiative (DRI); HUD CDBG
Forests	
Damage to Rivers and Streams	USDA, Natural Resource Conservation Service (NRCS): Emergency Conservation Program (ECP)
Damage to Forest Resources	USDA Forest Service Cooperative Forest Management Grants Program
Danger of Forest Fires	USDA Forest Service Fire Suppression Fund
Beaches	
Damage to Beaches and Dunes	US Army Corps of Engineers
Marine Fisheries	
Damage to Marine Fisheries	National Oceanic and Atmospheric Administration
Community Facilities	
Inadequate Rural Community Facilities	USDA Rural Development Community Facilities Grants Program
	USDA Rural Development Community Facilities Direct Loan or the Guaranteed Loan Program
Tourism	
Impaired Tourism Industry	

Federal Supplemental Requests for Unmet Needs	
Need	Federal Program
Labor	
Dislocated Workforce	Department of Labor, Employment and Training Administration: National Emergency Grants (NEG), Disaster Unemployment Assistance (DUA)
Transportation	
Damage to Interstate Highways	Federal Highway Administration (FHWA) Emergency Relief Program
Damage to Private Bridges and Roads	
Hazard Mitigation	
HMGP Requests Beyond the FEMA Allocation	
Landslide Hazard Identification and Mitigation	
Emergency Water and Sewer Power Generation and Treatment Capacity	
Relocation and Removal of Threatened Oceanfront Properties	

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NCDPS	Office of the Secretary	Will Polk, Special Counsel	919-733-2126	will.polk@ncdps.gov
NCDPS	NCEM	Michael Sprayberry, Director	919-825-2291	Mike.sprayberry@ncdps.gov
	NCACC	Matt Gunnet, Membership Services Coordinator	919-715-2354	matt.gunnet@ncacc.org
	NCLM	Rob Shepherd, Manager of Member Relations and Education	919-715-9767	rshepherd@nclm.org
Office of the Governor		Thomas Stith, Chief of Staff	919-814-2111	thomas.stith@nc.gov

Risk Management

Section Contents

Risk Management and Liability Concerns

- Federal Emergency Management Agency (FEMA) and Other Assistance Programs
- Volunteers
- Insurance for State Agencies and Universities
- Finances
- Communication and Outreach
- Environment
- Agriculture
- Purchase and Contract
- Debris Removal and Transportation
- Survivor Compensation

NC Department of Insurance (NCDI)

- Assessment Responsibilities
- Office of the State Fire Marshal
- Public Services Group
- Assistance Programs and Responsibilities
- Insurance for State Buildings and Contents
- Consumer Assistance Operations

NC Department of Justice, Office of the Attorney General

****All specific contact information is included in the Contact Information section at the end of this section***

The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

RISK MANAGEMENT AND LIABILITY CONCERNS

Federal Emergency Management Agency (FEMA) and Other Assistance Programs

Maximum Allowable Benefits

The State Emergency Response Team (SERT) team and North Carolina Emergency Management (NCEM) partner with FEMA to assess damage and deliver FEMA assistance to disaster survivors. It is highly important that all assistance from FEMA's emergency response teams be consistent with

existing law and policy. Assistance is capped by statute and regulation.

Audit Review

Grants are subject to audits; thus, individualized legal review of grants for proper grant language is vital. Improperly documented grant receipts are subject to de-obligation, potentially at the expense of the state.

FEMA Liaisons

State government departments are encouraged to establish a contact person responsible to ensure managerial involvement regarding FEMA-affected decisions.

Reference:

Stafford Act § 406(d)

http://www.fema.gov/media-library-data/1383153669955-21f970b19e8eaa67087b7da9f4af706e/stafford_act_booklet_042213_508e.pdf

Volunteers

Volunteers providing emergency services are legally protected from civil liability in North Carolina. However, there are limitations on civil liability protections for emergency volunteers. They include the following:

- No immunity is granted if services are not deemed reasonable under the circumstances.
- No immunity is granted if acts or omissions amount to gross negligence, wanton conduct, or intentional wrongdoing.
- No immunity is granted if the volunteer is responsible for (or operating) a vehicle.
- The standard of care requirement is not altered by the statute, nor is the liability of persons rendering professional services.
- No qualified immunity is granted to the extent the volunteer or charitable organization has liability insurance.

For more information on volunteers, see *Volunteers and Donations* (page #).

Reference:

NC G.S. § 1-539.10, Immunity from civil liability for volunteers: http://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_1/Article_43B.html

Insurance for State Agencies and Universities

Agencies: *NC Department of Insurance (NCDOI)*

Automobile Liability and Physical Damage Insurance on State Vehicles

All state agencies, universities, and community colleges are required to maintain liability insurance for all state-owned vehicles. The state rejects uninsured or underinsured motorist coverage. The coverage is automatic, and state agencies complete a self-audit at the beginning of the policy year. Physical damage insurance provides collision and comprehensive coverage for scheduled state-owned vehicles. State agencies must individually schedule their vehicles for the auto physical damage policy at the desired coverage using the NCDOI website.

Reference:

NC G.S. § 58-31-50. Liability insurance required for state-owned vehicles http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_58/GS_58-31-50.html

Use of Personal Vehicles on State Business

The following policy outlines liability insurance for personal vehicles used on state business.

When an employee uses a personal automobile for state business, the employee's insurance provides the primary coverage. However, the state's liability insurance may provide excess liability coverage after all valid and collectable insurance has been exhausted.

The state's automobile insurance will not reimburse individuals for deductibles under their private insurance.

Any claims involving liability, comprehensive, or collision insurance should be reported to the driver's

insurance carrier. Claims are then settled between the insurance carrier and the individual. The state insurance is involved only as outlined above.

Note: The state reimbursement rate for personal use of private automobiles has an insurance cost allocated into the rate.

Aviation Liability

The state maintains a master policy to protect against liability and hull damage connected with the use of scheduled aircraft. Any state agency can purchase coverage depending upon the agency's needs and can include liability coverage of bodily injury, property damage, passenger bodily injury, and medical payments. Fixed wing or rotary wing aircraft are eligible for coverage. Agencies schedule aircraft to be covered. The policy provides minimum liability limits and includes "guest voluntary settlement" for passengers and crew.

Excess Liability for State Employees

The policy provides excess liability insurance for employees covered under the Defense of State Employees Act, NC G.S. 143. All state agencies, universities, and community colleges participate.

Property (State Buildings and Contents)

The NCDOI Risk Management Division handles insurance for losses to the state's buildings and their contents. Property insurance is typically provided through the State Property Fire Insurance Fund, although coverage for certain types of property may be provided by NCDOI through private insurance companies. All state buildings and contents are eligible for property insurance coverage. To receive reimbursement for property losses, state agencies must have purchased insurance for the peril that caused the loss from the State Property Fire Insurance Fund or from a private insurance company through NCDOI.

Workers' Compensation

The state self-funds or insures workers' compensation in accordance with the North Carolina General Statutes.

Finances

Agencies: *State Bureau of Investigation; Department of Insurance, Risk Management Section*

To avoid the risks of waste, fraud, and abuse, management in all organizations should recognize the importance of, and commit to, the establishment and maintenance of a strong system of internal control.

Specifically, all transactions and other significant events should be clearly documented, recorded, and classified. Transactions and significant events should be executed by authorized persons only.

Separation of Duties

Organizations should identify responsible parties to carry out each aspect of the financial process to reduce the risk of error, waste, or wrongful acts as well as the risk of such acts going undetected. Qualified and continuous supervision should be provided to ensure that internal control objectives are achieved. Assign specific individuals to custody, accountability, and maintenance for assets. Periodic comparison should be made of the assets with the records to determine whether the two agree.

Only state employees or authorized volunteers should handle state funds.

Reporting Concerns of Violation

Notify the NC State Bureau of Investigation as well as the NCDI Risk Management Division upon discovery of a loss involving employee dishonesty or computer fraud no later than 30 days after the discovery of the loss.

For more information on finances, see Finance (page 62).

Reference:

Defense of State Employees Act, NC G.S. 143

Communications and Outreach

Agencies: *U.S. Department of Health and Human Services*

Communication Guidelines

Published by the US Department of Health and Human Services, *Communicating in a Crisis: Risk Communication Guidelines for Public Officials*, may be a useful resource for public officials on the general principles of effective communication and on working with the news media.

Reference:

Communicating in a Crisis: Risk Communication Guidelines for Public Officials
www.riskcommunication.samhsa.gov/index.htm

Proper Assignment of Communication Responsibilities

The individual communicating with the public or media must always be the appropriate individual to do so. The information conveyed must be accurate and appropriate for the situation and the environment in which it is being delivered.

Proper Release of Public Records and Information

Follow state guidelines for releasing any public records or information. Refer to "Guidelines for Public Records" at the following website for applicable public records laws and other pertinent information.

Reference:

"Guidelines for Public Records," <http://www.ncdoj.gov/getdoc/ef04d580-eee7-4cfe-b2ec-06c26a6f95b9/AG-open-government-booklet-4-8-08.aspx>

Involve Appropriate State Officials

Involve the agency's general counsel, the public information officer, and/or the Governor's Press Office when appropriate before disseminating information. Information to be released may be protected by the Privacy Act and/or exempt as a public record under the Public Records Act.

For more information on communications, see Communications and Outreach (page #).

Environment

Environmental Regulations Overview

The North Carolina Department of Environmental Quality (NC DEQ) maintains a list of statutes, administrative code provisions, and policies that affect the broad range of environmental concerns of any disaster recovery effort.

Waivers of Documentation and NC Environmental Policy Act (NCEPA)

The NC Administrative Code may preclude the requirement of certain environmental documentation during a disaster event. Such issues should be discussed with agency legal counsel before making decisions.

Reference:

15A NC A.C. 01C.0412

Agriculture

If the state provides supplemental funds in addition to USDA assistance programs, NCDA&CS must establish clear communication with the USDA Farm Service Agency (FSA) and/or Animal and Plant Health Inspection Service (APHIS) to ensure that the assistance programs operate in concert without leaving gaps or creating redundancies.

Issues in Sharing Agency Information

Documentation, verification of claims, and available funding are significant issues facing program administrators and staff. The success of disaster recovery programs depends on the cooperation of state and federal agencies in securely and effectively sharing information, some of which may be subject to privacy laws. Failure to effectively and appropriately document and verify information shared between agencies may lead to issues of fraud or inequitable award distribution.

Memorandum of Understanding (MOU)

A memorandum of understanding between NCDA&CS and USDA/FSA is necessary to minimize staff hours, miles, and expenses and to improve reimbursement time to the applicants. This MOU would be used only in the case of a crop disaster. MOUs between NCDA&CS and USDA/APHIS shall also be pursued and enacted in the case of mass animal disposal or similar disaster. If at the time of a disaster a MOU is not in place, the project manager or NCDA&CS person of authority instigates discussions with appropriate USDA officials to begin a process that will allow sharing of critical data. This practice ultimately saves the state thousands of hours and dollars in data collection and improves the accuracy of the data.

Communications and Outreach

NCDA&CS should ensure that applicants for USDA assistance take all the necessary steps required to be eligible for other assistance. This may include, but is not limited to the following:

- Completing an application for USDA assistance
- Signing a waiver, if necessary, to allow exchange of information between NCDA&CS and USDA
- Filing insurance claims

Qualification

Risk management may involve determining whether the damage qualifies for assistance. Another issue is the lack of documentation for the loss. In the case of crop loss, USDA/FSA data have been used to determine approval of the applicant's loss. If the claim has not been filed with USDA/FSA, then field verifiers must visit the farm to collect claim data and loss documentation. Claims should not be approved or denied in the field. The packet containing all documents should be returned to Raleigh, where an approval team should be responsible for reviewing them. Specific notes from the field verifiers can be used to help determine whether a claim is approved.

Maximum Payments

Legislation may authorize payment amounts when available funding is less than is needed to pay claims at the authorized level.

Example: Although legislation may allow payment for up to 40% of the damages, the available funding distributed across qualified applications may only allow reimbursement at a rate of 30%. Under this example, the total amount of all losses must be determined before a reimbursement rate can be calculated. This step delays loss payments to all applicants in that claim category.

Payment Cap

Depending on the size of the loss and the reimbursement rate, some claimants may receive very large payments. Federal programs impose a dollar and percentage cap on individual payments. Several high payouts can cause the total payout amount to rise above the amount allocated, thereby reducing the total payout percentage. Imposing a state cap may allow remaining applicants to receive the maximum payment percentage.

Confidentiality

Regardless of the program, NCD&CS personnel have access to sensitive financial data, including Social Security numbers and Employer Identification numbers. Measures must be undertaken to protect this information during the claims process and while the information is retained under the records retention schedule. While much of the information is public record, proper scrutiny of data is necessary before the information is released for public review.

For more information on agricultural issues, see Agriculture (page 18).

Purchase and Contract

Agencies: *NC Department of Administration*

Special Emergency Purchasing Provisions

NCEM and certain members of the State Emergency Response Team (SERT) are authorized to make certain purchases for emergency protective measures, which include ice, water, generators, food, and other necessary supplies.

References:

NC G.S. § 143-57, Purchases of articles in certain emergencies
1 NC A.C. 5B.1602, Emergencies

Department of Administration Purchase and Contract Division

The Purchase and Contract Division (Department of Administration) establishes term contracts for goods and services needed during a disaster; and assists in locating mobile homes, supplies, meals, cots, blankets, ice, etc.

Special Emergency Authority of Secretary of Administration

In cases of emergency, the Secretary of Administration may obtain, in the open market, any necessary supplies, materials, equipment, printing, or services for immediate delivery to any department, institution, or agency of state government. Expenditures exceeding ten thousand dollars (\$10,000) must be reported promptly to the Division of Purchase and Contract.

Reference:

NC G.S. § 143-57 and 1 NC A.C. 5B.1602

Debris Removal and Transportation

Agencies: *FEMA, NCDPS, NCEM, NCDOT*

FEMA is authorized to provide grants to state or local government for debris removal. FEMA may make grants to any state or local government or owner or operator of a private nonprofit facility for the purpose of removing from publicly or privately owned lands and waters any debris or wreckage resulting from a major disaster.

FEMA authorizes reimbursement for debris removal that it determines to be in the public interest. Under federal regulations, FEMA has reimbursed for debris removal when there are threats to public health and safety or to the economic recovery of the community or when significant damage to improved property is likely. If these requirements are not met, FEMA will not reimburse the state.

Debris removal has been the largest expenditure for the state during a disaster or emergency. The state

faces management and financial risks when it performs debris removal. If FEMA deems certain debris removal costs ineligible, it will not reimburse the state for those costs.

Reference:

44 C.F.R. § 206.224 FEMA: Debris Removal from Private Property
<http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit/debris-removal-private-property-0>

System Roads

System roads are roads owned by a state or local government agency.

Typically, the state performs debris removal on state system roads, whereas local governments (such as municipalities) perform debris removal on city streets.

The State Emergency Operations Plan (EOP) tasks the NC Department of Transportation (NCDOT) as the primary agency to perform debris removal from state system roads. NCDOT hires contractors to perform the debris removal. State liability exposure exists as a result of these contracts.

Non-system Roads

Non-system roads may be defined as those roads that are not recognized for maintenance by either the state or local government. A significant number of the state's roads are non-system roads. These roads may have public right-of-way.

FEMA may authorize the reimbursement for debris removal from non-system roads if it finds that it is "in the public interest." Likewise, if FEMA determines that the debris removal is not "in the public interest," it will not provide reimbursement.

However, should FEMA approve the debris removal, the state has determined that it will be responsible for removal under the conditions established by FEMA, and in accordance with a Memorandum of Agreement (MOA) between NCDPS, NCEM, and NCDOT. The MOA provides a means for NCEM to task NCDOT to perform debris removal from private property and non-state system roads and streets.

To receive reimbursement from FEMA, the work must meet FEMA's work eligibility requirements, which state that the item of work must be the legal

responsibility of an eligible applicant. FEMA may assert that it is not the legal responsibility of NCDOT to clear debris from non-system roads and that expenses are, therefore, not reimbursable.

State financial risk exists if the state performs debris removal on non-system roads and FEMA determines that the work does not meet its work eligibility requirements because it is not the legal responsibility of an eligible applicant. If FEMA makes such a determination, it will not reimburse the state for debris removal from non-system roads.

Reference:

44 C.F.R. § 206.223
<http://www.gpo.gov/fdsys/granule/CFR-2011-title44-vol1/CFR-2011-title44-vol1-sec206-223>

Private Property

FEMA reimburses for debris removal on private property only if it causes a public health and safety hazard, the work is pre-approved by FEMA, and the property owner's insurance is deducted from the amount of federal assistance.

North Carolina's Emergency Operations Plan indicates that state agencies will not remove debris from private property unless a "Right-of-Entry" form is signed by the property owner. See also the MOA between CCPS, NCEM, and NCDOT.

The EOP states that NCDOT will not perform debris removal from private property unless it is tasked by the governor to do so, and it will remove the debris from the public right-of-way only.

The state's liability exposure exists if the state does not perform debris removal on private property and it is determined that debris removal on private property was necessary to protect the public health and safety. Furthermore, the state's liability exposure exists if state agencies perform debris removal on private property but did not have the property owner execute the "Right-of-Entry" form prior to the removal of debris from the owner's property.

For more information on debris removal, see Transportation and Infrastructure (page 112).

References:

Stafford Act at 42 U.S.C. §5121 et. seq.
 Title 44 of the *Code of Federal Regulations*
 FEMA Public Assistance Policy Digest
 FEMA Public Assistance Guide
 FEMA Applicant Handbook
 FEMA Debris Management Guide
 FEMA Public Assistance Response and Recovery
 Directorate Policy Memoranda
 Chapter 166A of the *NC General Statutes*
 NC Emergency Operations Plan

Survivor Compensation

The Division of Victim Compensation Services (DPS) reimburses citizens who suffer medical expenses and lost wages as a result of being an innocent survivor of a crime committed in North Carolina. Should a terrorist incident occur in North Carolina, survivors and their families are eligible to apply for assistance.

Assistance covers medical care, counseling, lost wages, and funerals. North Carolina is a payer of last resort, paying for financial losses not covered by other sources, including, but not limited to, health insurance; auto or disability insurance; public funds, such as Medicaid or workers' compensation; or restitution paid by the offender.

The program does not compensate survivors for damaged or stolen property or for pain and suffering.

Eligibility

To be eligible, applicants must fall into one of the following categories:

- Survivor, defined as a person who suffers personal injury or death caused by criminally injurious conduct, which is defined as conduct that poses a substantial threat of personal injury or death and is punishable under the law
- Dependent of a deceased survivor
- Person authorized to act on behalf of a survivor or dependent
- Third person who provided benefits to the survivor or his/her family other than in the course or scope of his/her employment, business, or profession

References:

Victims Compensation Services Division
 website <http://www.ncdps.gov/index2.cfm?a=000003,002144>
 NC Crime Victims Compensation Act (NC G.S. § 15B)

NC DEPARTMENT OF INSURANCE**Assessment Responsibilities**

In the event of a catastrophe, the state must gain quick and necessary information concerning the magnitude of the disaster. This information assists in the determination of a federal disaster declaration, and it assists insurance industry personnel in preparing to serve the consumers' needs. NCEM may call upon NCDOI, through its SERT agreements, to establish damage assessment teams, which are staffed by NCDOI personnel.

Office of the State Fire Marshal (OSFM)

The Office of the State Fire Marshal provides inspection personnel to assist local inspection authorities.

This office may be mobilized and become part of the SERT by taking on the role of lead agency for emergency response functions, damage assessment, and inspection assistance through a separate agreement with NCEM.

The Risk Management Division handles insurance for losses to state buildings, as well as business-related property contained in those buildings.

Public Services Group

Consumer, Agent Services, and Investigations Divisions are responsible for assisting consumers, insurance agents, insurance adjusters, and insurance companies with insurance matters that arise after a natural disaster.

Assistance Programs and Responsibilities

Fire and Rescue Response

NCDOI performs various functions dealing with the response of fire and rescue equipment. For example, NCDOI personnel may assist in the coordination of local fire and rescue efforts, staff a local emergency operations center, act as the incident management team, or participate in swift water rescue.

Typically, NCEM responds to requests for these types of assistance.

Reference:

NCDOI website
<http://www.ncdoi.com/>

Insurance for State Buildings and Contents

The Risk Management Division handles insurance for losses to the state's buildings and the contents in these buildings.

The State Property Fire Insurance Fund typically provides property insurance, although coverage for certain types of property may be placed by NCDOI through private insurance companies. All state buildings and contents are eligible for property insurance coverage. To receive reimbursement for property losses, state agencies must have purchased insurance for the peril that caused the loss from the State Property Fire Insurance Fund or from a private insurance company through NCDOI.

Consumer Assistance Operations

NCDOI assists consumers and other affected licensed parties (agents, adjusters, and insurance companies) with insurance matters that arise due to natural disasters. Assistance may include the following services.

Consumer Division

- Answers policy coverage questions
- Responds to consumer complaints
- Participates in Victim Assistance Centers (VACs) established in designated counties
- Furnishes insurance brochures and complaint forms to consumers

- Furnishes statistical data relating to complaints, inquiries, and VACs

Agent Services Division

- Assists consumers in locating a company adjuster or agent
- Notifies insurance companies of the parameters for utilizing emergency adjusters
- Responds to licensure questions involving agents and adjusters

Investigations Division

- Responds to consumer-reported situations involving fraud
- Responds to situations reported by an insurance company, agent, or adjuster involving fraud

DEPARTMENT OF JUSTICE, OFFICE OF THE ATTORNEY GENERAL

The Attorney General's Office is comprised of several sections that advise state agencies in legal matters. The Legal Services Section of the DOJ maintains a list of section attorneys and their specialties.

Each member of the Attorney General's Office can assist an assigned state agency with issues following an emergency/disaster. Additionally, the Attorney General's staff can help the public with certain disaster-related issues.

Contacts:

Department	Office/Division	Name, Title	Phone	Email
NCDPS	Office of the Secretary	Will Polk, Special Counsel	919-733-2126	will.polk@ncdps.gov
NC Office of State Fire Marshall (OSFM)	Risk Management Division	Bryan Heckle, Interim Director	919-661-5880 Ext: 234	bryan.heckle@ncdoi.gov
NCDOJ		Cheryl A Perry, Assistant Attorney General	919-716-6565	cperry@ncdoj.gov
NCDOA	Office of Purchasing and Contracts	Sam Byassee, Deputy State Purchasing Officer	919-807-4533	Sam.byassee@doa.nc.gov

Transportation and Infrastructure

Section Contents

NC Department of Transportation

- NCDOT Emergency Highway Traffic Regulation Plan
- Highways
- Railroads
- Ferries
- Aviation

Repair to State Buildings

Federal Highway Administration

- Assessment
- Emergency Relief
- Permanent Repairs

FEMA Public Assistance

Electric Utilities

- Planning
- Response
- Resources

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

NC DEPARTMENT OF TRANSPORTATION

The NC Department of Transportation (NCDOT) is the primary state agency overseeing the recovery and restoration of the state's transportation infrastructure.

NCDOT Emergency Highway Traffic Regulation Plan

After the activation of the State Emergency Operations Center (EOC) and the State Emergency Response Team (SERT), the Emergency Highway Traffic Regulation Plan manages traffic and regulates highway use to expedite and facilitate vehicle movement. The plan includes civilian evacuations, military movements, and responsibilities of each participating state and federal department managing the roadways during an emergency.

NCDOT responsibilities include these:

- Implementing appropriate emergency response plan(s) based on the event
- Providing road closure, condition and detour information as changes occur and as required
- Evaluating highway damage and determining the effect on traffic movement
- Monitoring the travel capacities of the clear and regulated routes
- Designating highways as regulated routes within the Strategic Highway Network pursuant to the event
- Coordinating with adjoining states to facilitate highway traffic movements
- Implementing the Ferry Division Emergency Operations Plan
- Preparing and releasing highway information to the public and pertinent governmental agencies, and coordinating public information activity with the EOC/SERT Public Information Office to ensure consistency of information/instructions to the public

Specific agency responsibilities are described below by NCDOT divisions.

Highways

Agencies: NCDOT Division of Highways, NCDOT State Maintenance Operations

Assessment

NCDOT conducts preliminary damage assessments and damage and inspection reports. Reporting procedures are coordinated through NCDOT county maintenance personnel and district offices. Information is collected and tasks are assigned for recovery efforts based upon priorities of restoring transportation services.

Debris Removal

NCDOT will work with municipalities, counties, and North Carolina Emergency Management (NCEM) following a debris-generating event to coordinate debris removal responsibilities between the NCDOT and affected local governments. Municipalities should have a Debris Management Plan that

addresses debris removal from municipal-owned road systems and rights-of-way (ROW). Counties should also have contingency plans for debris removal in unincorporated areas of the county, and/or for establishing debris management sites in order to receive debris removed by NCDOT in the unincorporated areas of the county. Generally, the NCDOT removes disaster-generated debris that is deposited by the storm onto NCDOT-maintained roads and ROW. Municipalities and counties may be responsible for subsequent passes to remove debris placed by citizens onto NCDOT ROWs.

In order to be eligible for removal, debris must:

- be storm related,
- be on the right-of-way of an eligible applicant's road system
- pose an immediate threat to public health and safety.

NCDOT receives reimbursements from FEMA and the Federal Highway Administration (FHWA). General maintenance funds are reimbursed at 75% of the eligible cost.

For more information on debris removal, see Risk Management (page 103).

Restoration of Infrastructure

NCDOT repairs or replaces bridges or roadways damaged in a disaster. Eligibility requires that the structure or roadway be on the NCDOT state-maintained road system. Ineligible structures and roads include private bridges and roads not maintained by NCDOT (i.e., non-system roads). NCEM must review and determine the eligibility of projects. General maintenance funds are reimbursed at 75% of the eligible cost.

References:

NCDOT website
<http://www.ncdot.gov/>
 FEMA Public Assistance Grant Program website
<http://www.fema.gov/government/grant/pa/index.shtm>
 Federal Highway Administration Emergency Relief Program website
<http://www.fhwa.dot.gov/programadmin/erelief.cfm>
 NCDOT Emergency Response and Procedures Manual
<https://connect.ncdot.gov/resources/Asset-Management/Pages/Disaster.aspx>

Stafford Act at 42 U.S.C. §5121 et. seq. (link)
 Title 44 of the *Code of Federal Regulation*
http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title44/44tab_02.tpl
 FEMA Public Assistance Policy Digest
<http://www.fema.gov/pdf/government/grant/pa/pdigest08.pdf>
 FEMA Public Assistance Guide
<http://www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide>
 FEMA Applicant Handbook
http://www.fema.gov/pdf/government/grant/pa/fema323_app_handbk.pdf
 FEMA Debris Management Guide
<http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit/debris-management-guide>
 FEMA Public Assistance Response and Recovery Directorate Policy Memoranda
 Chapter 166A of the *North Carolina General Statutes*
http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html
 NC Emergency Operations Plan
https://www.ncdps.gov/div/em/documents/nc_eop_2012-final.pdf

Railroads

Agency: NCDOT Rail Division

NCDOT responds as requested to needs initiated through the Emergency Management Assistance Compact (EMAC). It assists the National Guard and other groups by transporting troops, other personnel, and/or equipment to disaster response points. NCDOT also helps railroads file claims with FEMA and oversees the restoration of any rail service that was hindered by the disaster. General maintenance funds are reimbursed at 75% of the eligible cost.

Reference:

NCDOT Emergency Response and Procedures Manual
<https://connect.ncdot.gov/resources/Asset-Management/Pages/Disaster.aspx>

Ferries

Agency: NCDOT Ferry Division

Emergency Evacuation from Ocracoke Island

When notified by a proper authority of Ocracoke Island evacuation, NCDOT alters ferry schedules and routes as necessary to accommodate the existing requirements.

Transport of Emergency Equipment

Upon request from the state Emergency Operations Center (EOC), NCDOT transports fuel, generators, and heavy debris removal equipment. FHWA reimburses NCDOT for general maintenance funds at 100% of the eligible cost.

References:

NCDOT Ferry Division
 Website <http://www.ncdot.gov/ferry/>
 NCDOT Emergency Response and Procedures Manual
<https://connect.ncdot.gov/resources/Asset-Management/Pages/Disaster.aspx>

Aviation

Agency: NCDOT Aviation Division

NCDOT provides resources for aerial photography and reconnaissance needed in disaster-related damage assessment. NCDOT receives reimbursements from FEMA and FHWA for its work. General maintenance funds are reimbursed at 75% of eligible the cost. NCDOT also helps assess damage to public airports upon request and allocates state and federal funds, if available, for repair and restoration to airport infrastructure.

References:

Aviation Division
 Website <http://www.ncdot.gov/aviation/>
 NCDOT Emergency Response and Procedures Manual
<https://connect.ncdot.gov/resources/Asset-Management/Pages/Disaster.aspx>

REPAIR TO STATE BUILDINGS

Agency: NCDOA State Construction Office

The State Construction Office provides professional staff and technical expertise as necessary to assist the NCEM or other agencies as requested. Services offered for disaster recovery include the following:

- Processing cost estimates and contracts related to construction or renovation of state buildings
- Reviewing and approving all plans and specifications
- Supervising the vetting of design contracts
- Overseeing inspection and acceptance of all work done
- Conducting assessments of state facilities to identify deficiencies
- Providing administrative and technical support to the State Building Commission

For additional information on the State Construction Office, see Risk Management (page 103).

Reference:

State Construction Office Website
<http://www.nc-sco.com>

FEDERAL HIGHWAY ADMINISTRATION

Agencies: FHWA, NCDOT county maintenance personnel, NCDOT State Road Maintenance Unit

The Federal Highway Administration (FHWA) in the US Department of Transportation oversees the maintenance and operation of all federal highways. It is the primary federal agency in restoring this infrastructure after a disaster. The FHWA Emergency Relief (ER) program uses the Highway Trust Fund for repair or reconstruction of federally aided highways and roads on federal lands that have suffered damage as a result of natural disasters or catastrophic failures from an external cause. The ER program supplements the commitment of resources by the states, its political subdivisions, and other federal agencies to help pay for unusually heavy expenses resulting from extraordinary conditions.

Assessment

NCDOT county maintenance personnel coordinate all damage inspection reports through the district offices and the State Road Maintenance Unit, which submits all reports to USDOT FHWA.

Emergency Relief

The Emergency Relief Program (ER) provides for repair and restoration of highway facilities to pre-disaster conditions.

Eligibility requirements state that the roadway or bridge damage must be on federally aided highways and must be the direct result of an approved natural disaster or catastrophic failure. The ER funds are not intended to replace other federal aid or state or local funds for new construction to increase capacity, correct non-disaster deficiencies, or otherwise improve highway facilities.

General maintenance funds are reimbursed at 100% of the actual cost for the first 180 days after the disaster.

Permanent Repairs

Permanent repairs are undertaken to restore a highway to its pre-disaster condition after emergency repairs have been completed.

Eligibility requires that the roadway and bridge damage be on federally aided highways that were damaged by an approved natural disaster or catastrophic failure. Ineligible structures and roads include private bridges and roads not part of the federal aid system, i.e., secondary routes and non-system roads.

General maintenance funds are reimbursed at 90% and 80% of the actual cost.

References:

USDOT FHWA Emergency Relief Program website
<http://www.fhwa.dot.gov/programadmin/erelief.cfm>

USDOT FHWA Emergency Relief Manual
<http://www.fhwa.dot.gov/reports/erm/er.pdf>
 Emergency Relief (ER) Procedures for Federal-Aid Highways
<http://www.fhwa.dot.gov/specialfunding/er/guide.cfm>

Title 23, United States Code, Section 668,
 Authorization of FHWA Emergency Relief Program

FEMA PUBLIC ASSISTANCE

Agencies: NCEM Public Assistance, NCDOT State Road Maintenance Operations

The Public Assistance (PA) Grant Program in the Federal Emergency Management Agency provides assistance to states, local governments, and certain nonprofit organizations to help recover from major disasters or emergencies declared by the president. Through the program, FEMA provides supplemental federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain private nonprofit organizations. The federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (often the state) determines how the non-federal share (up to 25%) is shared with the subgrantees (eligible applicants).

Following a disaster, the governor requests that FEMA conduct a joint preliminary damage assessment with the state to verify damage and estimate the amount of supplemental assistance needed. The governor then sends a request letter to the president, directed through the regional director of the appropriate FEMA region. After a declaration is made, FEMA designates the areas eligible for assistance and the types of assistance available.

Reporting procedures are coordinated through the NCDOT State Road Maintenance Unit, NCDOT county maintenance personnel and district offices, and FEMA.

The FEMA PA program provides assistance as indicated below for the following categories applicable to transportation and infrastructure of the nonfederal highway system.

Category A: Debris Removal

The program covers activities to pick up, reduce, and dispose of all debris caused by a hurricane, snow and ice, flood, tornado, wildfire, or other disaster.

Eligibility requires that the debris be storm related, be on NCDOT right-of-way, and pose an immediate threat to public health and safety. Debris located off NCDOT right-of-way is not eligible.

NCDOT receives reimbursements from FEMA. The work must be completed within six months of the disaster declaration date. General maintenance funds are reimbursed at 75% of the eligible cost.

Category B: Emergency Protective Measures

Emergency protective measures include eliminating or reducing immediate threats to life, public health, or safety. They also include eliminating or reducing immediate hazards that pose threats of significant damage to improved public property.

Eligibility requires that actions be taken to reduce disaster damage, ensure the continuation of essential public services, and protect lives and public health or safety. Ineligible structures and roads include private bridges and roads not maintained by NCDOT, i.e., non-system roads.

Generally, work is performed 48-72 hours prior to the disaster and 48-72 hours immediately following the disaster. General maintenance funds are reimbursed at 75% of the eligible cost.

Category C: Roads and Bridges

Eligibility requires that damage be a result of the declared disaster. Upgrades necessary to meet current standards for road and bridge construction may be eligible for public assistance. Ineligible structures and roads include private bridges and roads not maintained by NCDOT, i.e., non-system roads.

Work must be completed within 18 months of the disaster declaration date. General maintenance funds are reimbursed at 75% of the eligible cost.

Category E: Buildings and Equipment

Eligibility requires that damage be a result of the declared disaster. Buildings, including contents, are eligible for repair or replacement. When equipment is not repairable, FEMA will approve the cost of replacement with used items that are approximately the same age, capacity, and condition.

Applicants must provide FEMA with insurance policies and settlement information. General maintenance funds are reimbursed at 75% of the eligible cost.

Category F: Utilities

Many utilities are eligible for FEMA Public Assistance. Typically, eligible utilities include the following:

- Water treatment plants and delivery systems
- Power generation and distribution facilities (including generators, substations, and power lines)
- Sewage collection systems and treatment plants
- Telecommunications

The facility owner is responsible for determining the extent of damage incurred. FEMA does not provide funds for random surveys to look for damage, such as video inspection of sewer lines.

If disaster-related damage is evident, FEMA may pay for inspections to determine the extent of the damage and method of repair.

While FEMA will pay for restoration of damaged utilities, FEMA does not provide funds for increased operating expenses resulting from a disaster. Similarly, FEMA cannot provide funds for revenue lost if a utility is shut down. However, the cost of establishing temporary emergency services in the event of a utility shut-down may be eligible.

For more information on FEMA public assistance, see Intergovernmental Relations (page 98).

References:

FEMA Public Assistance Grant Program Website
<http://www.fema.gov/government/grant/pa/index.shtm>
 Public Assistance Guide, FEMA-322
<http://www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide>

ELECTRIC UTILITIES

Agencies: *Investor-owned power companies, municipal power companies, electric membership corporations, NCEM, NC DEQ Division of Energy, Mineral, and Land Resources*

After any disaster, restoration of utilities to all customers is a top priority. It is important that utility providers repair and rebuild infrastructure while putting high priorities on the safety of the public and the personnel restoring service, as well as compliance with all environmental regulations.

Planning

For predictable events, such as ice storms, hurricanes, and other weather-related events, planning begins several days prior to the actual event. Planning activities include the following:

- Placing all personnel on alert
- Modeling the damage impact based on weather projections
- Holding conference calls to mutual aid utilities
- Notifying key suppliers
- Making conference calls to regions and support teams to confirm event plans
- Contacting state and county emergency management organizations
- Issuing public safety messages to the media

Response

The initial focus is immediate safety hazards, such as downed electrical wires and other conditions that may endanger the public. Initial response is made by locally assigned resources. The priority for restoration is generally in the order listed below with many restorations occurring simultaneously.

- Public safety-related situations (e.g., fallen power lines)
- Emergency services (hospitals, fire departments, police stations, etc.)
- Critical infrastructure (water and sewer facilities)
- Main feeder lines and subfeeders to restore the greatest number of customers
- Lateral tap lines, followed by transformer outages and individual service lines

Assessment

Assessment is made by assessment teams that may be staged in a designated area in preparation for a major storm or may be traveling to the areas soon

after the storm has passed through. Early assessment focuses on the main feeders and subfeeders. Assessment of smaller tap lines and individual services follows the initial review. Work begins on the most critical lines while assessments are underway. Assessments are consolidated for an overall view of the damage to ensure adequate resources are available to assist with the recovery.

Resources

Mutual Aid Agreements

Mutual aid agreements are used in sharing resources for utility restoration.

For more information on mutual aid agreements, see Intergovernmental Relations (page 98).

Shelters and Mass Care

Power providers work closely with local and county officials to identify and determine the restoration priority of critical facilities within a service area or jurisdiction before an emergency or disaster occurs. Local and county officials must evaluate the effectiveness of providing shelter and mass care while considering power outage and restoration intervals.

References:

Local or County Emergency Management Offices
<https://www.ncdps.gov/Index2.cfm?a=000003,000010,000073,000513>
 Electricities of North Carolina
<http://www.electricities.com>
 North Carolina Electric Membership Corporation
<http://www.ncemcs.com>
 Dominion North Carolina Power
<http://www.dom.com>
 Duke Energy
<http://www.duke-energy.com>

Contacts:

Department	Office/Division	Contact, Title	Phone	Email
NCDPS	NCEM, Public Assistance Section	Andy Innis, Manager	919-825-2326	Andy.innis@ncdps.gov
NCDOT	Disaster Recovery	Joseph Turner, Disaster Recovery Engineer	919-733-3725; 919-835-8430	jturner@ncdot.gov
NCDOT	Division of Highways, State Asset Management	Jennifer Brandenburg, State Asset Management Engineer	919-733-3725; 919-835-8000	jbrandenburg@ncdot.gov
NCDOT	Rail Division	Paul Worley, Director	919-707-4700; 919-715-8740	pworley@ncdot.gov
NCDOT	Ferry Division	Ed Goodwin, Director	252-373-2617(c) 252-473-3461(o)	Egoodwin1@ncdot.gov
NCDOT	Aviation Division	Bobby Walston, Director	919-814-0550; 919-840-0112	bwalston@ncdot.gov
NCDOA	State Construction Office	Victor Stephenson, Director	919-807-4136	victor.stephenson@doa.nc.gov
NC DEQ	Division of Energy, Mineral, & Land Resources	Russell Duncan, Energy Assurance Manager	919-707-9244	Russell.duncan@ncdenr.gov
NC DEQ	Division of Energy, Mineral, & Land Resources	Steve McEvoy, State Dam Safety Engineer	919-707-9218	Steve.mcevoy@ncdenr.gov
NCDPS	NCEM	Steve Davis, Infrastructure Manager	919-825-2309	Steve.davis@ncdps.gov

Volunteers and Donations Management

Section Contents

General Operating Procedures
 Governor's Emergency Information
 Bilingual Hotline
 Donated Goods
 Volunteers
 Monetary Donations

****All specific contact information is included in Contact Information at the end of this section.***

Information on contacts, organizations, and programs is subject to change. The most current version of this document can be found at <http://www.osbm.state.nc.us/disaster>.

GENERAL OPERATING PROCEDURES

These operating procedures are a continuation of the volunteers and donations management procedures found in Tab D to Appendix 5 to Annex A of the North Carolina Emergency Operations Plan (EOP).

The NC Commission on Volunteerism and Community Service in the Office of the Governor manages processes related to coordinating self-deployed, unaffiliated volunteers and donated goods during activation of the State Emergency Response Team (SERT).

The state's volunteers and donations manager coordinates with the Human Services, Logistics and Joint Information Center branches of the Emergency Operations Center (EOC). During SERT activation, representatives from NC Voluntary Organizations Active in Disaster (NCVOAD) are present in the Human Service Branch.

The state's volunteer and donations manager works closely with the Federal Emergency Management Agency's Voluntary Agency Liaison (FEMA VAL), who is deployed to NC after a disaster. The FEMA VAL coordinates disaster relief activities of established and ad-hoc voluntary organizations that provide goods or services to survivors. The FEMA VAL assists affected communities in forming a long-term recovery group by collaborating with representatives

from local community-based and faith-based organizations, businesses, agencies, etc.

The Volunteer and Donations Management Reference Guide for Long-Term Recovery is created and maintained in the NC Commission on Volunteerism and Community Service.

References:

North Carolina Emergency Operations Plan (EOP) https://www.ncdps.gov/div/EM/Documents/NC_EOP_2012-FINAL.pdf
 Volunteer and Donations Management Reference Guide for Long-Term Recovery

GOVERNOR'S EMERGENCY INFORMATION BILINGUAL HOTLINE

Agency: NC Commission on Volunteerism and Community Service

If necessary in disasters, the hotline is activated and managed by the NC Commission on Volunteerism and Community Service in the Office of the Governor. Individuals in the state may dial a toll-free number where operators provide emergency information and information about need for donated funds or goods. Operators also provide registration information to individuals who may wish to volunteer.

If activated, the hotline remains open until it is no longer necessary. Depending on the nature and severity of the disaster, the hotline may remain open during recovery efforts to allow individuals to receive important recovery information from operators.

Reference:

Hotline Standard Operating Procedures

DONATED GOODS

Soliciting for Donations – Public Information Campaign

Agencies: Governor’s Press Office, NCDPS Communications Office, NC Commission on Volunteerism and Community Service

At the onset of the disaster, the state’s volunteer and donations manager implements a public information campaign to encourage donations of specific goods, funding, and/or services needed to address the disaster. The campaign continues, if necessary, into the long-term recovery phase of the event.

The Governor’s Press Office, the Department of Public Safety (NCDPS) Communications Office, and NC Emergency Management (NCEM) coordinate the campaign. Speeches by the governor and senior state officials inform the public of the need for donations and how individuals can best contribute.

Reference:

Sample Press Release, Volunteer and Donations Management Reference Guide for Long-Term Recovery

Processing Offers of Donated Goods

Agencies: NC Commission on Volunteerism and Community Service, NCVOAD

Offers of donated goods may be received in two ways: (1) hotline operators may intake information related to an offer of product and enter it in a web-based system; or (2) operators may provide the website address to the caller so they may make their offer online.

The state’s volunteer and donations manager monitors the online system to determine the nature and quantity of items being offered and whether offers are needed and will be accepted.

If an offer of goods is accepted, the donor is responsible for shipping or delivering their donated product to the state’s long-term recovery warehouse (see below). Donors must arrange delivery of all shipments with warehouse management before the delivery can be accepted. The warehouse

management provides shipping and delivery information to the donor.

If a state long-term recovery warehouse is not opened during a disaster, the state’s volunteer and donations manager will direct offers of donated goods to NCVOAD member organizations that may have their own warehouse facilities.

Receiving and Distributing Donated Goods

Agencies: NC Commission on Volunteerism and Community Service, NCVOAD

Donated goods that are unsuitable for use in the long-term recovery phase or that are health hazards, including used mattresses, are not accepted via the web-based system. However, unusable items that cannot be turned away are destroyed or donated to a member organization of NCVOAD or other suitable charity.

After the warehouse receives donated goods, NCVOAD member organizations are informed of the inventory. The organizations identify items needed, coordinate pick up of the items with warehouse management, and distribute the donated goods to their designated distribution points within local affected communities. As completely as possible, organizations document the chain of custody of the donated goods to the end user.

The warehouse manager must be prepared to handle and dispose of unneeded and unwanted donated goods. Any product donation that is designated or restricted to a specific organization is referred to that organization.

Reference:

NCVOAD membership list
<https://www.ncvoad.org/cms/NCVOADmembership>

Long-Term Recovery Warehouse

Agencies: NC Commission on Volunteerism and Community Service, NCVOAD

The state’s volunteer and donations manager, in consultation with NCVOAD, determines if the state will open a long-term recovery donated goods warehouse for a limited time. Decision factors include:

- Nature and severity of the event

- Damage assessments from the state and NCVOAD organizations
- Need for major long-term recovery efforts
- Warehouse location and management

The volunteer and donations manager attempts to secure a free warehouse facility, including any feasible, vacant state-owned facility.

The volunteer and donations manager determines the location of the warehouse and informs NCVOAD leadership and the member organization that will manage the warehouse. Items such as building materials, building supplies, etc. that are received in the response phase of the disaster, but are not immediately needed, may be stored in the warehouse.

Reference:

Volunteer and Donations Management Reference Guide for Long-Term Recovery

VOLUNTEERS

Soliciting for Volunteers – Public Information Campaign

Agencies: *Governor’s Press Office, NCDPS Communications Office, NC Commission on Volunteerism and Community Service*

Based on volunteer needs assessments provided by NCVOAD member organizations and local emergency managers, the state’s volunteer and donations manager may deem it necessary to launch a public information campaign to address the immediate and long-term need for assistance. The campaign continues, if necessary, into the long-term recovery phase of the disaster.

The Governor’s Press Office and NCDPS Communications Office coordinate the campaign. Speeches by the governor and senior state officials inform the public of the need for volunteers and how individuals can best serve.

In the latter phases of long-term recovery, the state’s volunteer and donations manager may solicit volunteers for NCVOAD organizations through e-mail networks and press releases issued by the Governor’s Press Office.

Reference:

Sample Press Release, Volunteer and Donations Management Reference Guide for Long-Term Recovery

Registering Volunteers

Agencies: *NC Commission on Volunteerism and Community Service*

If donated services are needed, the public will be provided information detailing how they may register to help. Registration may be accomplished by (1) receiving operator assistance from the Governor’s Emergency Information Bilingual Hotline; or (2) self-registering online. The registration process is for unaffiliated volunteers only (those who are not connected with, or trained by, disaster response organizations).

Registration includes detailing the volunteer’s skills, experience and availability to help. The state’s volunteer and donations manager provides hotline operators with specific guidance for providing registration to volunteers.

Self-deployed volunteers may also register at a local Volunteer Reception Center (VRC), if one has been established following the disaster. A VRC is a facility where the following activities may occur:

- Unaffiliated volunteers may go to a VRC to register to help
- Local organizations/agencies may contact a VRC to express their need for volunteers
- Volunteers are matched with the needs

Local VRCs may be opened in the response phase of disasters and remain open in the beginning stages of long-term recovery. They should be set up with the acknowledgement and support of local emergency management directors.

Placing/Referring Volunteers

Agencies: *NC Commission on Volunteerism and Community Service*

Registered volunteers may be referred to a NCVOAD member organization or to any viable organization or agency requesting assistance following the disaster. The referral may be made as a result of online registration or registering at a VRC.

All efforts are made to place or refer all individuals who register to help; however, there may not be volunteer opportunities available for everyone.

References:

How to set up a VRC, Volunteer and Donations Management Reference Guide for Long-Term Recovery
 CNCS Managing Spontaneous Volunteers in Times of Disaster
https://www.nationalserviceresources.gov/files/hon-cncs-msvtd_participant_materials.pdf

MONETARY DONATIONS

Agencies: *NC Commission on Volunteerism and Community Service*

After a disaster the NC Disaster Relief Fund may be activated by the governor. The fund provides individuals with an additional option for making financial donations to assist survivors. If activated, the fund is managed by the NC Commission on Volunteerism and Community Service.

A nonprofit organization serves as the financial agency for the fund and waives administrative fees. All donations are received and processed, manually or electronically, by the NC Commission on Volunteerism and Community Service. They are then processed and deposited by the nonprofit.

Donated funds are granted to NCVOAD member organizations engaged in long-term recovery efforts to help those individuals with little or no insurance.

Public Information Campaign

Agencies: *Governor's Press Office, NCDPS Communications Office, NC Commission on Volunteerism and Community Service*

The Governor's Press Office coordinates the campaign to promote financial donations to assist survivors in need. Press releases and speeches by state officials inform the public of how they can best contribute. The campaign encourages individuals to make a financial donation to any voluntary organization active in disaster response or to the NC Disaster Relief Fund.

References:

NCVOAD Long-Term Recovery Guide
http://www.nvoad.org/wp-content/uploads/2014/05/long_term_recovery_guide_-_final_2012.pdf
 Volunteer and Donations Management Reference Guide for Long-Term Recovery
 Reaching Out to Those in Need: A Guide to Establishing a Successful Disaster Relief Fund <http://www.nccrimecontrol.org/div/em/publications/887DisasterGuide.pdf>
 Sample Guidelines from Previous Funds, Volunteer and Donations Management Reference Guide for Long-Term Recovery
 National VOAD
<http://www.nvoad.org>
 NCVOAD
<https://www.ncvoad.org/cms/>
 North Carolina Emergency Operations Plan (EOP) https://www.ncdps.gov/div/EM/Documents/NC_EOP_2012-FINAL.pdf

Contacts:

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PNP	NCVOAD	Cliff Harvell, President	252-341-7008	CliffHarvell@nccumc.org
NCDPS	Communications Office	Pamela Walker, Communications Director	919-733-5027	Pamela.walker@ncdps.gov
NCDPS	Communications Office	Julia Jarema, PIO	919-825-2270	julia.jarema@ncdps.gov
NCDPS	NCEM, Individual Assistance Section	Warren Moore, Manager	919-825-2283	warren.moore@ncdps.gov
PNP	NC Baptist Men	Gaylon Moss, Volunteerism/Disaster Relief Coordinator	800-395-5102 x5605	gross@ncbaptist.org
PNP	The Salvation Army	Mike Patterson, Director, Emergency Disaster Services, NC/SC Division	704-972-3498	mike_patterson@uss.salvationarmy.org
PNP	NC Conference of the United Methodist Church	Ann Huffman, Disaster Readiness/Volunteer Coordinator	919-610-8018	disasterresponse@nccumc.org
PNP	American Red Cross	Greg Mack, Division Disaster State Relations Director, VA/NC/SC	919-489-6541, x 4161	greg.mack@redcross.org
PNP	Samaritan's Purse	Tim Haas, Manager, North American Disaster Relief	828-406-0736	thass@samaritan.org
PNP	Samaritan's Purse	Todd Taylor, Assistant Manager, North American Disaster Relief	828-406-4311	ttaylor@samaritan.org
PNP	Food Bank of Central and Eastern NC	Dave Goodrich, Volunteer Services Manager	919-865-3022	dgoodrich@foodbankcenc.org
PNP	Billy Graham Evangelistic Association	Jeff Naber, Manager, Chaplain Development and Ministry Relations	704-401-2484	jnaber@bgea.org
PNP	Original Free Will Baptist Churches (Harvest Connection)	Rev. Harold Swinson, Coordinator, Disaster Relief Team	252-526-9908	harvestconnection@embarqmail.com
PNP	NC United Way 2-1-1	Marti Morris, 2-1-1 Director	704-996-0422	marti.j.morris@gmail.com

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