

State Emergency Response Team



State Comprehensive Emergency Management Plan

2024 Edition

Incorporated by Reference in Rule 27P-2.002, F.A.C.

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Section 1: Introduction

The State Comprehensive Emergency Management Plan (CEMP) ensures that all levels of government are able to function under a unified emergency organization to safeguard the well-being of Florida's residents and visitors. The CEMP complies with and adopts the National Incident Management System (NIMS) and incorporates the principles set forth in the Incident Command System (ICS). The CEMP employs the strategic vision of Presidential Policy Directive 8 (PPD-8). Additionally, the CEMP parallels federal activities set forth in the National Response Framework (NRF) and implements the functions outlined in the National Disaster Recovery Framework (NDRF).

The State CEMP describes the basic strategies, assumptions, operational objectives, and mechanisms through which the State Emergency Response Team (SERT) will mobilize resources and conduct activities to guide and support local emergency management efforts through preparedness, response, recovery, and mitigation. To facilitate effective response and recovery, the CEMP adopts a functional approach that groups operational efforts into Support Functions. These Support Functions include 20 Emergency Support Functions (ESFs) and 6 Recovery Support Functions (RSFs). Each ESF and RSF is headed by a primary state agency selected by the Florida Division of Emergency Management (FDEM) Director based on its authorities, resources, and capabilities in that ESF's functional area that are utilized during all phases of emergency management. The primary agency appoints an ESF Lead to manage the ESF's function in the State Emergency Operations Center (SEOC) and an RSF Lead to manage the RSF's function in the Joint Field Office (JFO).

The SERT serves as the primary operational mechanism through which state assistance to local governments is managed. State assistance will be provided to impacted counties under the authority of the State Coordinating Officer (SCO), on behalf of the Governor, as head of the SERT. If the President of the United States issues an emergency or major disaster declaration for the state, the SCO will coordinate in-state federal assistance through the Federal Coordinating Officer (FCO) and corresponding federal Support Functions. The federal Support Functions organization will work with the state ESF and RSF organization to ensure that resources and services are provided in a timely manner.

The CEMP is designed to be flexible, adaptable, and scalable. It articulates the roles and responsibilities among local, state, and federal emergency officials, departments, and agencies. This document supersedes the 2022 CEMP. The 2024 revision of the State CEMP represents the collective efforts of the FDEM and the SERT.

Purpose

- Develop an all-hazards planning approach that will be used for all threats, emergencies, and/or disasters that may impact Florida.
- Create the general framework for planning for preparedness, response, recovery, and mitigation activities of the state.
- Describe the state's role in supporting and coordinating with local governments and

federal partners during an emergency or disaster response and recovery.

- Create a system that integrates, adopts, and applies (where applicable) the tenets of the NIMS to ensure its interface with the NRF to maximize the integration of incident-related preparedness, response, recovery, and mitigation activities.

Relationship to Other Plans

Relationship to State Plans

Specialized state plans further interpret the framework established in the CEMP to meet specific functional and hazard-specific demands. These plans are developed jointly between SERT partners and FDEM as supporting plans to the State CEMP. The SERT may use these plans, within the framework established in the CEMP, to guide operational structures and priorities.

The supporting plans include:

- Emergency Repatriation Plan
- SERT Mass Migration Plan
- Radiological Emergency Management Plan
- SERT Emergency Operations Plan
- Public Assistance Administration Plan (PAAP)
- Terrorism Plan
- Recovery Plan
- Biological Incident Plan

Relationship to Local CEMPs

The State CEMP provides for coordination with local officials concerning natural, technological, and man-made disasters and the effective integration of state support for local emergency operations when local officials request state assistance. Local CEMPs provide guidance for the use of local resources, mutual aid resources, and specialized regional response resources under a local incident commander, who may be supported by a local emergency operations center (EOC). Local CEMPs include specific provisions for requesting and employing state resources to aid in managing and resolving emergency situations for which local resources are inadequate.

Relationship to Federal Plans

The State CEMP provides for integration of state response operations with the federal agencies responding to emergency situations in Florida at the request of the Governor. This plan also recognizes the federal regional planning efforts which utilize the Integrated Planning System (IPS).

Relationship to Interstate Agreements

The State CEMP addresses provisions for requesting emergency assistance from other states or providing emergency assistance to other states in accordance with the Emergency Management Assistance Compact (EMAC) and a number of specialized agreements to which the State of Florida is a party.

Situations and Assumptions

Geography

Due to Florida's unique coastal geography, the state is vulnerable to many natural hazards, including flooding, tropical cyclones (tropical depressions, tropical storms, and hurricanes), wildfires, severe thunderstorms, sinkholes, extreme heat, erosion, earthquakes, and tsunamis. Florida is also vulnerable to winter weather, drought, and human health incidents, which will have a direct impact on the state's heavy economic reliance on agriculture and tourism industries. Technological hazards are a direct result of human factors which may release hazardous material. Florida is vulnerable to radiological incidents, hazardous materials incidents, transportation incidents, harmful algal blooms, agricultural disruptions, and dam failures. Finally, human-caused hazards include domestic security incidents, civil disturbances, cyber incidents, and mass migration events. Florida faces these hazards due to the high number of facilities within the state associated with tourism, military, and government activities and the state's proximity to oppressed and politically unstable regimes in the Caribbean. Detailed descriptions of the identified natural and human-caused hazards are available in the 2023 Florida State Hazard Mitigation Plan (SHMP).

- With its warm temperatures, numerous beaches, and many attractions, the state draws millions of visitors each year. Florida's economy is very dependent on tourists and tourism-related industries. In 2022 tourism was responsible for welcoming over 136 million visitors to the state, spending more than \$96 billion and generating billions of the state's tax revenue.
- Tampa is Florida's chief port by tonnage and area. Port Canaveral is home to the largest fleet of year-round vessels in the state. Miami has a dual distinction of being the "Cruise Capital of the World" and the "Cargo Gateway of the Americas." Other major ports are Jacksonville and Port Everglades, the deep-water port for Fort Lauderdale.¹
- Overseas trade is of major importance to Florida. Florida trades mainly with Latin American and Caribbean countries. The total value of Florida's merchandise is nearly \$135 billion in value. Florida was ranked 7th in the U.S. in 2021 in exporting goods produced or with significant value added in the state. Merchandise trade valued at \$164 billion flowed through Florida's airports and seaports in 2017, making the state one of the world's leaders in international trade².
- Florida ranks 21st in all commodities grown in the United States with a cash value of over \$7.7 billion.
- Florida's leading crop is oranges, accounting for two-thirds of the total U.S. citrus crop. Other kinds of crops grown in Florida include tomatoes, strawberries, sugar cane, watermelons, cucumbers, peanuts, cotton, and potatoes, among others.

¹ Florida Seaport Transportation and Economic Development Council, 2017.

² US Bureau of Labor Statistics, [http:// www.bls.gov](http://www.bls.gov)

- Florida is also noted for its ornamental horticulture industry, aquaculture industry, horse farms, and cattle ranches. Florida is one of the major cattle-raising states east of the Mississippi River.

Demographics

Florida's population resides in diverse communities across coastal, urban, and rural areas. With the exception of Orlando, most of the state's population is located near the coast. Rural Florida consists largely of cattle ranches, farms, pine forests, fishing villages, and small towns. Preparedness, response, recovery, and mitigation activities must therefore be tailored to the type of community impacted by the emergency or disaster.

Florida residents speak numerous languages, including, but not limited to English, Spanish, French, French Creole, and American Sign Language. The ability to communicate with non-English speaking persons may pose a challenge during disasters.

According to the 2023 U.S. Census Estimate, Florida's population is 22,610,726, making it the third most populated state in the nation. In addition to a tremendous residential population, Florida attracts millions of tourists each year.

Hazards

The State of Florida Enhanced Hazard Mitigation Plan, Section 3 (Hazard Assessment), contains a detailed risk assessment of Florida's hazards and the risks they pose to the state. This assessment is the chief hazard assessment for disaster planning and is utilized by the CEMP. However, this document is applicable to all hazards; be they natural, manmade, technological, known, or unknown.

Planning Assumptions

- All emergencies and disasters are local, but local governments may require state assistance.
- Emergencies and disasters occur with or without warning.
- Emergencies and disasters will result in one or more of the following: injury and/or loss of life; damage or destruction to public and private property; disruption of utilities (electric, telephone and water) and daily life activities; displacement of persons and families; disruption of local services (sanitation, EMS, fire, and police); shortages of temporary or permanent housing; damage or destruction to public and private records; impacts on the environment; and social and economic disruption.
- Local governments will initiate actions to save lives and protect property.
- Counties will request mutual aid assistance from other counties through the Statewide Mutual Aid Agreement (SMAA) and will use available resources and mutual aid prior to requesting state assistance.
- The SEOC will be staffed by the SERT to support local operations as appropriate.
- Evacuation and sheltering may require regional coordination.
- The SERT will provide assistance to the tribal nations within Florida as requested while respecting the governmental sovereign nation status they hold in the United States.
- If state contractor and vendor managed inventory resources and capabilities are

exhausted, additional resources may be requested from other states through EMAC and through the Federal Emergency Management Agency (FEMA) which coordinates all federal assistance.

- Disability civil rights laws require physical accessibility of shelter facilities, effective communication using multiple methods, full access to emergency services, and modification of programs where needed. In accordance with Title II of the Americans with Disabilities Act (ADA), evacuation shelters will offer individuals with access and functional needs the same benefits provided to those without access and functional needs. This includes safety, comfort, food, medical care, and the support of family and caregivers.
- Planning at the county and state levels will be based on pre-identification of populations and determination of resource shortfalls and contingencies. This will include pre-identified locations for shelters, county points of distribution, county staging area(s), Base camps, disaster recovery centers, and temporary housing sites.
- Each state and local agency, along with eligible private, non-governmental and volunteer organizations are strongly encouraged to document and seek federal and state reimbursement for expenses incurred during disaster operations.
- Achieving and maintaining effective community preparedness reduces the immediate demands on response organizations. This level of preparedness requires ongoing public awareness and education programs to ensure people take appropriate advanced actions to reduce their vulnerability during at least the initial 72 hours following an emergency or disaster.

Section 2: Roles and Responsibilities

Direction and Control

Initial response is by local jurisdictions working with county emergency management agencies. It is only after local emergency response resources are exhausted, or local resources do not exist to address a given emergency or disaster that state emergency response resources and assistance may be requested by local authorities.

During emergency response and recovery operations, state and local emergency responders will remain, to the extent possible, under the established management and supervisory control of their parent organizations. Key positions are vested by state law, executive order, or this plan, with the responsibility of executing direction and control of multi-agency state response and recovery operations within Florida. These key officials are responsible for determining response and/or recovery priorities. They have the authority to approve expenditures of state funds and commit state resources necessary and reasonable to satisfy those prioritized needs, and likewise, are provided with the authority to request assistance from the federal government.

It is important to have a unified command in all large-scale incidents involving multiple jurisdictions. Every effort must be made to prevent parallel, ad hoc, and disconnected operations from developing. Such operations will fragment response efforts, cause unnecessary competition for limited resources, and negatively impact the ability to support responders.

The SERT is composed of agency-appointed Emergency Coordination Officers (ECOs) and staff from state agencies, volunteer, and non-governmental organizations that operate under the direction and control of the Governor and SCO.

The Governor

The Governor is responsible (statutorily and constitutionally) for meeting the needs of the state and its people in the event of emergencies and disasters. If the emergency or disaster is beyond local control, the Governor may assume direct operational control over all or any part of the emergency management functions within the state. The Governor is authorized to delegate such powers as he or she may deem prudent. A state of emergency must be declared by executive order or proclamation by the Governor when an emergency or disaster has occurred, or the threat of occurrence is imminent.

The State Coordinating Officer

The Executive Director of the Florida Division of Emergency Management ensures that the state is prepared to deal with any emergency or disaster (large or small) and is responsible for coordinating the state response in any emergency or disaster. In general, the Governor will designate the FDEM Executive Director as the State Coordinating Officer (SCO). The SCO is the authorized representative of the Governor to manage and coordinate state and local emergency response and recovery efforts. The SCO is provided the authority to commit any and all state resources necessary to cope with the emergency or disaster and the authority to exercise those powers in accordance with Sections 252.36(3)(a) and 252.36(5)-(10), Florida Statutes. The SCO also has the authority to direct all state, regional, and local agencies, including law enforcement agencies, to identify personnel needed from those agencies to assist in meeting the needs created by the emergency. The SCO may also utilize advisors or liaisons in order to obtain information specific to certain sectors (e.g., tourism, citrus, etc.). The Governor directs all agencies and departments to place all such personnel under the direct command of the SCO.

Governor's Authorized Representative

The Governor's Authorized Representative (GAR) is empowered by the Governor to execute all necessary documents for disaster assistance on behalf of the state, including certification of application for public assistance. The GAR will also coordinate and supervise the state disaster assistance program to include serving as its grant administrator. The GAR is designated in the FEMA-State Agreement. In general, the SCO is designated the GAR.

Deputy State Coordinating Officer

The Deputy State Coordinating Officer (DSCO) is appointed by the SCO by supplemental order once the Governor declares a state of emergency. The Deputy SCO has the authority to commit any and all state resources necessary to meet the needs created by the emergency or disaster. The Deputy SCO will confer with the SCO and may be deployed to coordinate response and recovery activities at the impact area.

State Incident Commander

The State Incident Commander, designated by the SCO, is an executive level official with primary subject matter expertise of a specific hazard or event that coordinates policy and priority planning with the SERT. This optional position will generally be filled by a designated agency head when a particular disaster overwhelming involves a specific state agency other than FDEM. This position works in conjunction with, but does not supplant, the State Coordinating Officer and SERT Chief.

Federal Coordinating Officer

The Federal Coordinating Officer (FCO) coordinates federal assistance to a state affected by an emergency or disaster. The FCO generally is assigned to the SEOC for the duration of the emergency and works with the SCO to coordinate the federal response. The FCO is in unified command with the SCO throughout the event to coordinate requested federal assistance.

State Emergency Response Team (SERT)

The SEOC integrates both an ICS and ESF command structure, without losing any of the integrity of either system. The SEOC is configured using ICS Sections (Planning, Operations, Logistics, Finance and Administration, and Recovery). The following chart shows the incident command structure of the SERT.

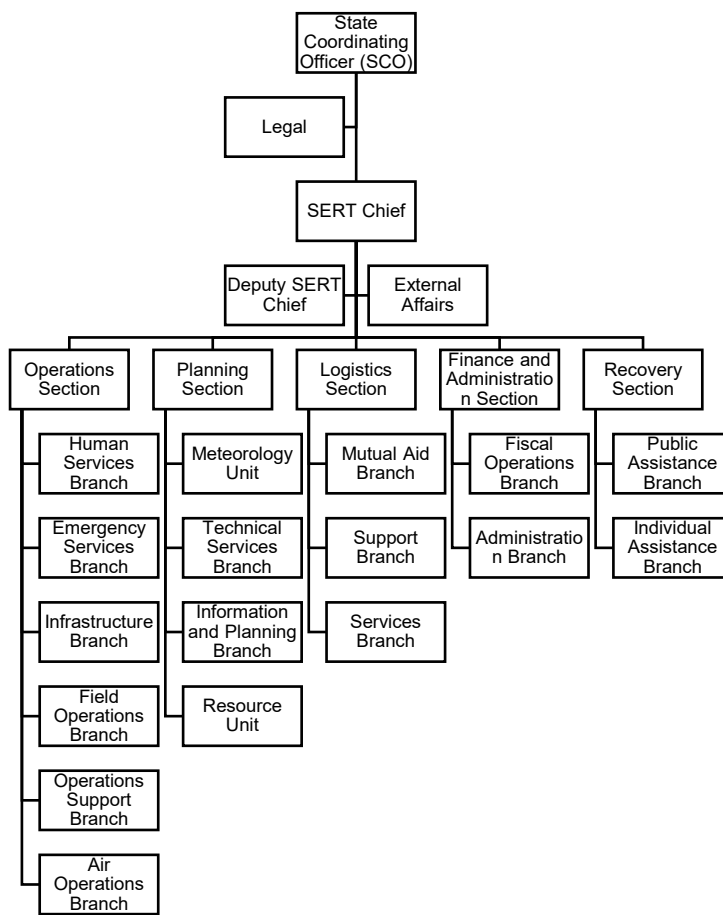


Figure 1 SERT Section and Branches Structure

SERT Chief

The SERT Chief, designated by the SCO, coordinates the rendering of all state assistance, and is responsible for overall management and operation of the SERT. Upon request and approval, the SERT Chief will issue mission assignments to the appropriate ESF(s) to fulfill. All requests for assistance are reviewed and prioritized by the SERT Chief. The SERT Chief will coordinate with the 20 ESFs to fulfill these requests. All requests for assistance, and ESFs designated to respond to the request, are tracked in the SEOC.

Planning Section

The Planning Section Chief, designated by the SERT Chief, is responsible for developing the Incident Action Plan for each incident period as well as the collection, evaluation, and dissemination of information pertaining to the mission, operational developments, resource status, and accomplishments.

Meteorology Unit

The Meteorology Unit is responsible for developing and disseminating meteorological forecasts potentially impacting SERT operations as well as monitoring severe weather impacting Florida and advises of the likely time of impact and consequences.

Technical Services Branch

The Technical Services Branch develops and maintains GIS products, web applications, and mission management databases. The unit also provides audio/visual services coordinated through the audio/visual control console. Any other specialized planning cells/units developed during the course of a specific incident or event response may be attached to the Technical Services Branch.

Information and Planning Branch

The Information and Planning Branch (also referred to as ESF 5) houses the documentation and planning support for the SERT. Units within this branch develop and maintain incident files including, but not limited to Incident Action Plans, Situation Reports, and Flash Reports. The unit also provides intelligence forecasts and projections of future incident development based on information received and coordinates reconnaissance operations as needed.

Resource Unit

The Resource Unit may be activated upon an increased need for documentation collection oversight for resources deployed by the SERT. This unit coordinates with Logistics, Operations, and Recovery on the documentation collection from field operators throughout their deployment and will ensure complete documentation is submitted prior to resource demobilization.

Logistics Section

The Logistics Section Chief, designated by the SERT Chief, is responsible for coordinating all joint logistics (local, state, federal, nonprofit, and contractor) for the deployment of state resources (personnel, crews, equipment, heavy equipment, commodities, vehicles, and aircraft). The Logistics Section provides logistics support for all deployed field positions and establishes field locations to include State Logistical Staging Areas (LSAs), Forward Operating Bases (FOB), State Mobilization Areas, Joint Reception, Staging, Onward Movement and Integration (JRSOI),

Emergency Worker Base Camps, and provides support to County Points of Distribution (POD), Recovery Disaster Field Offices (DFO), Joint Field Office (JFO), temporary housing and other sites.

Mutual Aid Branch

The Florida Division of Emergency Management's (FDEM) Mutual Aid Branch is responsible for the oversight, coordination, and implementation of Mutual Aid activities pertaining to the State of Florida. When an incident occurs at a local, state, or national level, resources may be requested from the State of Florida. The Mutual Aid Branch is responsible for coordinating Mutual Aid resources in support of these requests via the Statewide Mutual Aid Agreement (SMAA), the Emergency Management Assistance Compact (EMAC), and Federal Resource Requests (RRF).

Support Branch

The Support Branch oversees all FDEM Facilities including the SEOC, the SLRC, and other warehouse locations throughout the state. The support branch is responsible for janitorial and security services at all FDEM facilities. The branch assists in coordination of resource sourcing; acquisition; delivery of supplies, equipment, and services; resource tracking; facility space acquisition; transportation coordination; and management and support of information technology equipment. The warehousing branch oversees all emergency response activities from FDEM warehouses to include the SLRC, the Tallahassee warehouse, the Lakeland warehouse, and any other warehouses owned/leased by FDEM.

Services Branch

The Services Branch oversees all emergency response logistics vendors to establish incident sites such as logistics staging areas (LSAs), Base camps, and PODS, and to provide equipment and commodity distribution to impacted communities and responders in the field. The Services Branch facilitates all logistical procurements and associated financial processes for the SERT including SEOC feeding, requests for quotes (RFQs), vendor cost encumbrances, and invoice review. The Services Branch includes partners from ESF 7 (Department of Management Services), and ESF 11 (Food, Water, and Ice). ESF 7 is responsible for assisting with locating, sourcing, and providing commodities, office space, contracting, and security services. ESF 11 is responsible for coordinating the provision of food, water, and ice to impacted communities.

Operations Section

The Operations Section Chief, designated by the SERT Chief, oversees the Infrastructure, Emergency Services, Human Services, Air Operations, and Operations Support Branches, which are essential functions for a successful response operation. The Operations Section also manages the All-Hazards Incident Management Teams (AHIMTs) and SWO.

Infrastructure Branch

The Infrastructure Branch coordinates with partners in ESFs 1, 2, 3, 10, 12, and 19 to implement the SERT operational objectives as they involve flood control, water and wastewater systems, transportation capabilities, communications networks, energy systems, and fuel resources.

Emergency Services Branch

The Emergency Services Branch coordinates with partners in ESFs 4, 8, 9, 10, and 16 to carry out the operational objectives of the SERT as they involve firefighting, search and rescue, health and medical resources/infrastructure, environmental issues, and law enforcement.

Human Services Branch

The Human Services Branch coordinates with partners in ESFs 6, 15, and 17 to meet the operational objectives as it pertains to meeting the needs of survivors. This includes the procurement of food, water and ice, mass care operations, animal industry needs, and managing volunteers and donations.

Operations Support Branch

The Operations Support Branch receives mission requests from impacted county EOCs, SERT Liaisons, or State agency representatives within the SEOC. Resource requests are made through the WebEOC system or, if unavailable, any other form of communication. Once a request has been received by the SEOC from a county, it is initially processed by the Operations Support Branch who verifies the information and ensures the request contains appropriate information. From there, it is assigned to the proper branch for tasking to the appropriate ESF. Once tasked the ESF will determine if the request is within their capability, and if it is, the requested action will be taken. If beyond the capabilities of the ESF, the ESF and the Branch Director will coordinate with either the Mutual Aid Branch, the Logistics Section, or other Branches to ensure the request is filled.

Air Operations Branch

The primary responsibility of the Air Operations Branch (AOB) is to assemble and coordinate aviation-related resources, aircraft assets, and support infrastructure - including airports, communications, and airspace management - to enhance overall incident and emergency management response efforts in Florida. As a coordination authority, the AOB serves to ensure the efficient and effective use of aviation resources. The goal is to provide a unified planning and operations coordination mechanism that integrates all aviation related resources for missions carried out by federal, state, and local agencies participating in the response efforts.

Field Operations Branch

The Field Operations Branch implements the SERT operational objectives related to Regional Field Assets, SERT Liaisons, and other Liaisons deployed to the impacted area in support of field operations and local emergency response.

Finance and Administration Section

The Finance and Administration Section Chief, designated by the SERT Chief, procures resources when needed and documents costs for financial reimbursement. This position is also responsible for entering into emergency contracts.

Fiscal Branch

The Fiscal Branch is responsible for establishing funding codes, issuing purchase orders, processing invoices, and tracking/reporting costs.

Recovery Section

Recovery Section Chief, designated by the SERT Chief, is responsible for the management and monitoring of Recovery efforts during and after an event. During activation, the Recovery Section Chief reports directly to the SERT Chief in the SEOC. Once the JFO is established, the Recovery Section Chief transitions into the role of Operations Section Chief (or Deputy Operations Chief if the SERT Operations Chief is in command). At the JFO, the Operations Section Chief is responsible for preparing for the move to the JFO, establishing Disaster Recovery Centers (DRCs), and continuing to monitor the Recovery Desk.

Individual Assistance

The Individual Assistance (IA) Program is designed to coordinate assistance provided to individuals, households, and businesses recovering from disaster or emergency impacts. The IA Branch coordinates with FEMA on the administration of IA programs to individuals and households. The IA branch also coordinates with the Human Services Branch to administer IA programs and coordinate with partners to ensure that the unmet needs of survivors are met.

Public Assistance

The Public Assistance (PA) Program provides Federal assistance on a cost-sharing basis to eligible Indian tribal governments, State/local governments, and certain private non-profit organizations which incur disaster related damages or costs for: debris removal; emergency protective measures; and permanent restoration of damaged public infrastructure. The Florida Administrative Plan (PA Admin Plan) establishes the organizational and administrative procedures for the management of all funds provided to the State under the Public Assistance Program.

The Adjunct General

The Adjutant General (TAG) is the agency head of the Florida Department of Military Affairs. During a declared state of emergency, the Governor may activate the Florida National Guard (FLNG). The TAG, acting through ESF 13, coordinates the deployment of any and all military personnel, equipment, and resources to the extent necessary to meet the needs created by the emergency.

Emergency Coordinating Officers

Emergency Coordination Officers (ECO) are representatives from each cabinet entity, executive agency, water management district, and the Public Service Commission appointed by their respective agency heads to coordinate emergency preparedness, response, recovery, and mitigation issues pursuant to Section 252.365.

Emergency Support Functions

Each state agency designates an ECO and an alternate ECO to be their primary representatives in the SERT. Operationally, the SERT is grouped into 20 ESFs that carry out coordination and completion of response and recovery activities at the SEOC during an emergency or disaster. ESF leads are identified for each ESF residing within the SERT. These ESFs are grouped by function rather than agency, with each ESF headed by a primary state agency and supported by additional state agencies. Figure 2 identifies each ESF and the primary state agency.

ESF #	Emergency Support Function	Primary State Agency
1	Transportation	Department of Transportation
2	Communications	Department of Management Services, Division of Telecommunications
3	Public Works & Engineering	Department of Environmental Protection
4	Firefighting	Department of Financial Services, Division of State Fire Marshal
5	Information & Planning	Division of Emergency Management
6	Mass Care	Department of Children and Families
7	Resource Management	Department of Management Services, Division of Purchasing
8	Health and Medical	Department of Health
9	Search & Rescue	Department of Financial Services, Division of State Fire Marshal
10	Environmental Protection	Department of Environmental Protection
11	Food & Water	Department of Agriculture & Consumer Services
12	Energy	Public Service Commission
13	Military Support	Department of Military Affairs, Florida National Guard
14	External Affairs – Public Information	Executive Office of the Governor, Office of Communications
15	Volunteers & Donations	Governor’s Commission on Volunteerism and Community Service (Volunteer Florida)
16	Law Enforcement & Security	Department of Law Enforcement
17	Animal and Agricultural Issues	Department of Agriculture & Consumer Services
18	Business, Industry, and Economic Stabilization	Department of Commerce
19	Fuels	Division of Emergency Management
20	Cybersecurity and Information Security	Department of Management Services, Florida Digital Services

Figure 2 ESF Primary State Agencies

The ESF structure is a mechanism that consolidates jurisdictional and subject matter expertise of agencies that perform similar or like functions into a single, cohesive unit to allow for the better management of emergency response functions. Each ESF supports one or more sections as depicted in the following chart.

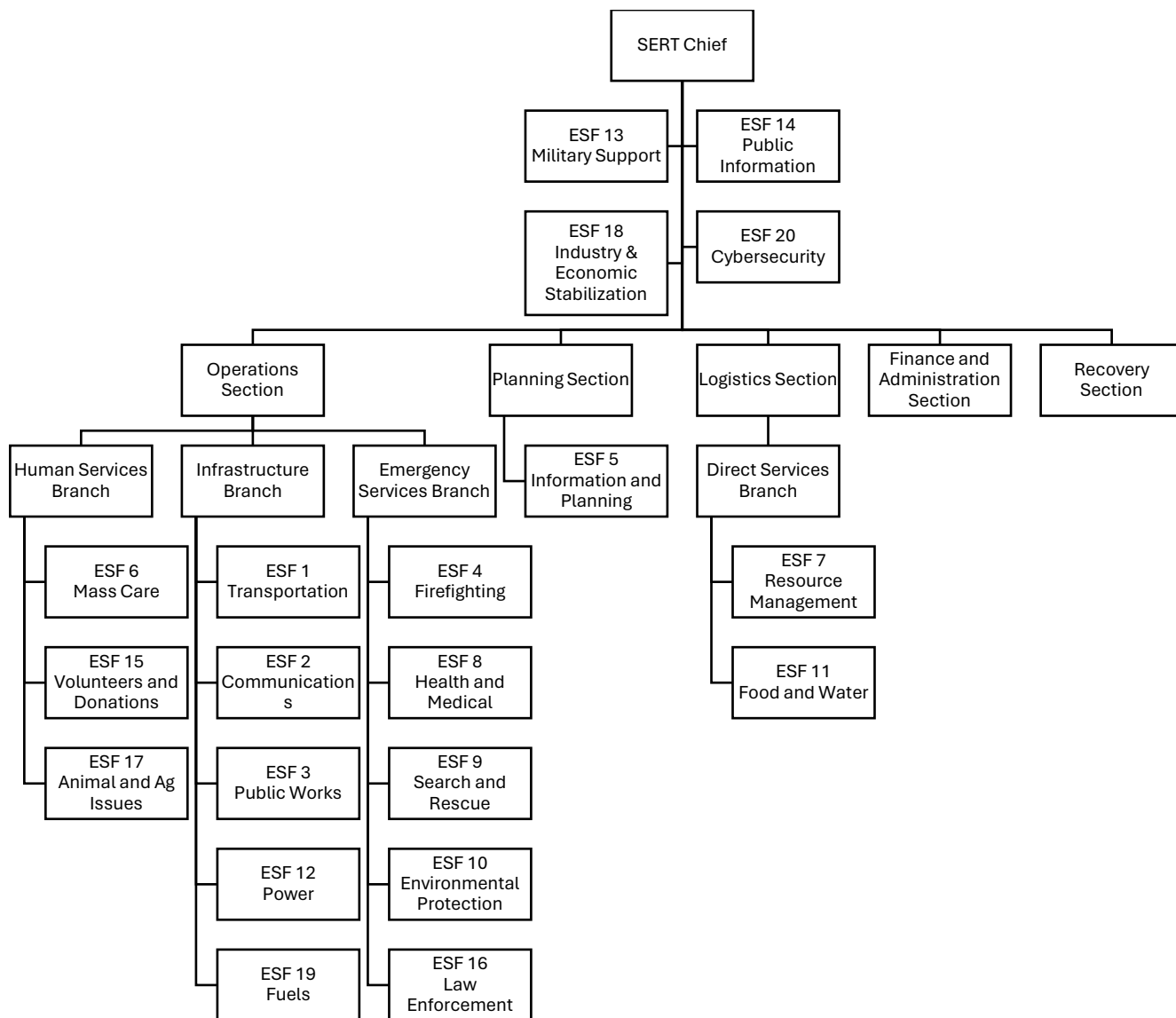


Figure 3 Organizational ESF Integration

Additional Response Partners

Before and during an incident, the SERT may identify community partners not integrated in the Emergency Support Function system that bring additional capabilities to the response and recovery operations. The SERT may integrate these partners into the SEOC activities, including but not limited to the Florida Department of State, the Florida Emergency Preparedness Association, and local community partners, as deemed necessary and appropriate by the SERT Chief.

Operating Facility

State Emergency Operations Center

The SEOC is a permanent facility that is located at 2575 Shumard Oak Boulevard, Tallahassee, Florida 32399. The SEOC is composed of the following functional areas: the Main Floor, Executive Rooms, ESF Breakout Rooms, Conference Rooms, the State Watch Office (SWO),

Geographic Information System (GIS) Room, and Media Briefing Room. The main floor of the SEOC includes the Planning, Logistics, Finance and Administration, Recovery, and Operations Sections. Each of the 20 ESFs operates in breakout rooms adjoining the main floor.

Alternate Operations

In the event of an emergency or incident that may threaten the SEOC or render the SEOC unusable, the SERT will relocate to a pre-determined alternate location as identified in the State Continuity of Operations Plan (COOP). Section 252.365(3)(a), Florida Statutes, requires all agency ECOs to ensure that their respective agency and facilities have a disaster preparedness plan to provide continuity of essential state government functions (COG) under all circumstances including, but not limited to a pandemic or other public health emergency. This baseline must consider and include preparedness for rapid and large-scale increases in the public's need to access government services through technology or other means during an emergency.

Section 3: Concept of Operations

Preparedness Activities

Preparedness is a whole-community process that involves stakeholders from across the SERT; including local, state, and federal governments, private sector stakeholders, non-profit volunteer partners, and individual residents. Every state agency and partner has a role in ensuring the preparedness of the State of Florida. For its part, FDEM maintains a host of all-hazards preparedness programs and activities designed to keep the State prepared for any emergency or disaster. They include the following:

All-Hazards Planning

FDEM coordinates the state's all-hazards planning programs. With the goal of ensuring that the SERT is prepared to respond to and recover from all potential disasters. FDEM coordinates directly with all Florida state agencies, counties, and other SERT partners, including non-profit organizations and the private sector.

In coordination with the SERT partners, FDEM conducts a regular Threat and Hazard Identification and Risk Assessment (THIRA). The THIRA is a multi-step risk assessment tool utilized to analyze the threats and threat response capabilities of the State of Florida. The Risk Assessment is conducted in conjunction with the Florida Department of Law Enforcement and other partners.

Information Management – Geographic Information Systems GIS

GIS provides both the SERT and statewide partners with crucial information to aid in effective and timely response and recovery operations. The GIS capabilities of the SERT include spatial analysis, cartography, development of GIS applications and tools, information and data management, database administration, data maintenance, and web development, as well as non-GIS application design and development. During SEOC activations, this effort supports the SERT Planning Section by providing tools for decision makers and responders that will facilitate decision-making.

Training and Exercise

The training and exercise unit works with SERT Members and other division staff to provide targeted training in areas of need as part of ongoing preparedness operations. Florida communities receive the resources and support needed to achieve the National Preparedness Goal through the training and exercise unit. The Training Unit coordinates the delivery of courses in the field primarily for county and municipal responders. The Exercise Unit serves the training needs of Division staff and members of the SERT, which includes representatives of the state agencies and other organizations that staff the SEOC. FDEM also coordinates applicants for the federal Emergency Management Institute (EMI).

Domestic Security Preparedness

To promote and coordinate vulnerability assessments and identify potential safety improvements for the thousands of critical infrastructure and key resource structures in Florida, the Regional Domestic Security Task Forces (RDSTFs) have established multi-agency, multi-disciplinary critical infrastructure working groups that coordinate with local, State, and Federal entities to conduct these assessments. Agency officials can request access to standard assessment resources and training to coordinate vulnerability assessments of the infrastructure and assets in their jurisdictions; or request assessments from the entities previously referenced. RDSTFs critical infrastructure working groups are asked to review the assessment, as needed, and discuss/share trends and best practices based on federal criteria in terms of continuity of operations, the impact of hazardous materials, and the potential for loss of human life. Further, any requests for grant resources to harden critical infrastructure must be submitted with an assessment identifying security gaps and the manner in which the gap will be mitigated by the grant.

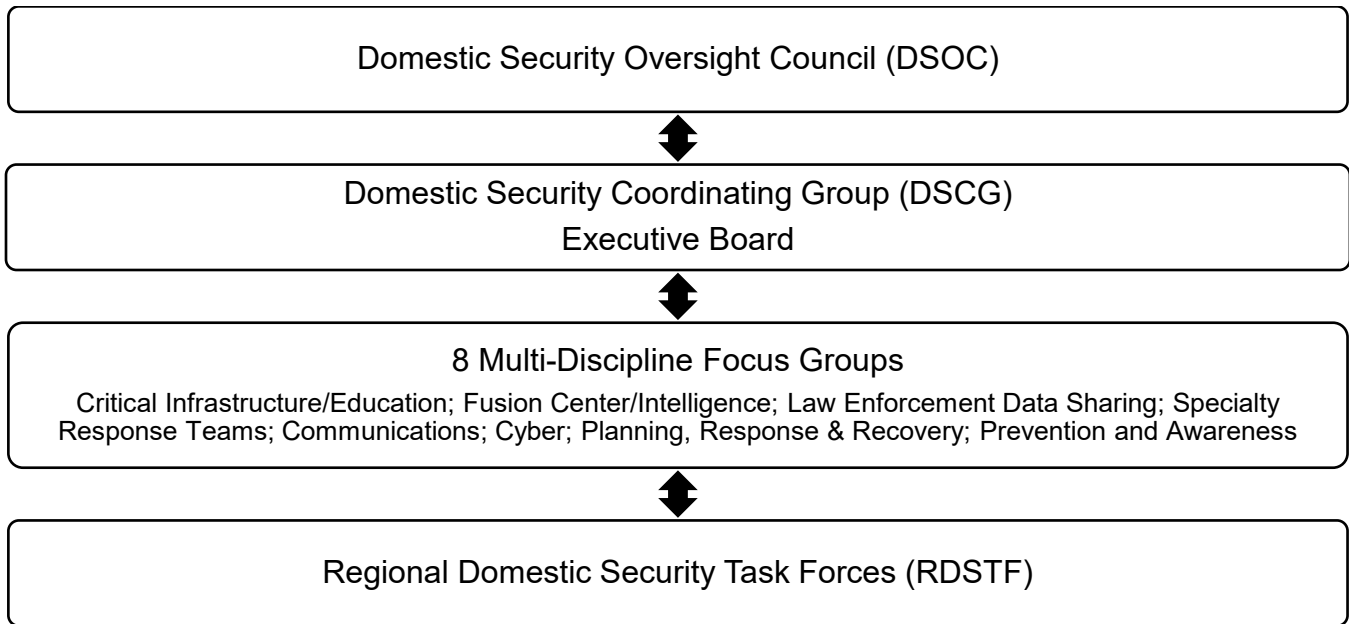


Figure 4 Domestic Security Structure

Monitoring, Detection, Alert and Warning

State Watch Office (SWO)

Chapter 252 requires FDEM to establish a system of communications and warning to ensure that the state's population and emergency management agencies are warned of developing emergency situations and can communicate emergency response decisions. Additionally, Section 252.351(3) requires FDEM to establish for Florida's political subdivisions a list of mandatory reportable incidents. To meet these requirements, FDEM operates the State Watch Office (SWO), a 24-hour emergency communications center and situational awareness hub within the SEOC. The SWO provides the state with a single point to disseminate information and warnings to governmental officials (federal, state and/or local) that a hazardous situation could threaten or has threatened the general welfare, health, safety, and/or property of the state's population. The SWO is the element of the SERT that is always activated, and it is the place where state-level incident response begins.

The SWO maintains continuous situational awareness of natural and human caused hazards during non-emergency periods as well as in times of emergencies and disasters. Daily actions include monitoring open-source media outlets, syndicated news data feeds, and social media sources. Continuous information flow also comes from a variety of sources such as emergency management officials, regional coordinators, county warning points, fusion centers, private citizens, the National Weather Service, nuclear power plants, and private industry, among others. The collected information is analyzed by Operations staff in the SWO for state, regional, national, and international threats, and then entered into an incident tracking system. A report is generated, matched to a matrix of warnings and notifications for the associated hazards, and then communicated to governmental officials, local responders, and SERT team members.

The SWO prepares a daily situational awareness report for state and county emergency management officials. The report includes a meteorology summary, status of various infrastructure sectors, and staff on-duty for the operational period.

Communications Systems

The Telecommunications Unit and Information Technology Bureau manage all SERT communications systems. The SWO is equipped with multiple communication networks composed of local, state, and federal emergency communication systems.

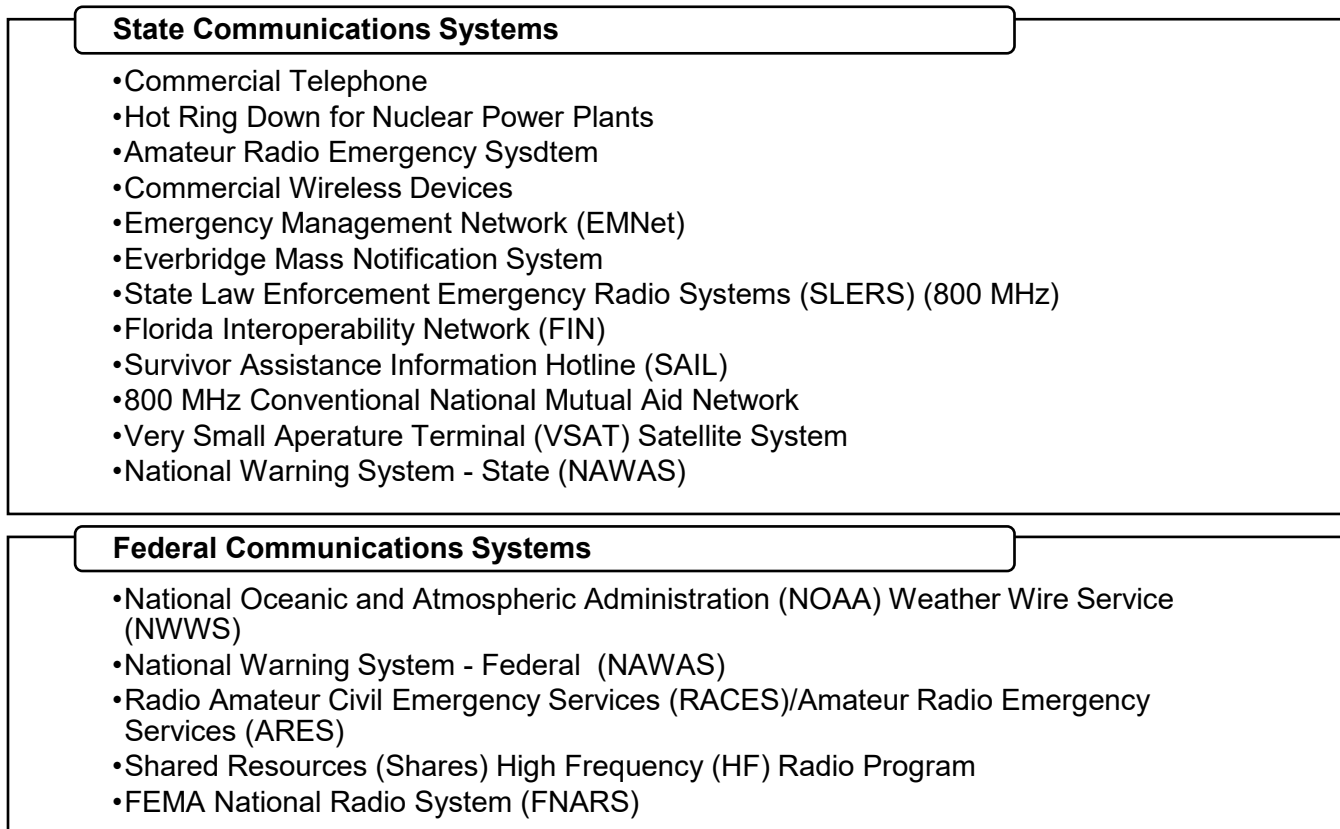


Figure 5 State and Federal Communications Systems

Alert and Warning

The SWO will initiate warnings and emergency notifications in accordance with the State of Florida Emergency Operations Plan (EOP). The SWO operates a back-up dedicated voice and data system which is linked to each county warning point, the seven National Weather Service forecast offices which serve Florida, the Emergency Alert System, local primary television and radio stations, Florida's two commercial nuclear power stations, the South Florida Water Management District, the Florida Department of Law Enforcement, and the Florida Department of Military Affairs. All SWO systems are tested weekly to ensure operational readiness.

Once alerted or warned of an emergency or disaster, the SERT Chief will immediately notify the Director and Deputy Director. The Director will then notify the Governor's Office and apprise them of the situation and recommend protective and/or response actions, including increasing the activation level of the SEOC. Once the SERT has mobilized to the SEOC, the SERT Chief will conduct a situational briefing and request ESFs to plan accordingly. The SERT Chief may request certain ESFs to plan and deploy resources immediately.

Communication Interoperability

The Florida Interoperability Network (FIN) is a statewide network developed and managed by the Department of Management Services, Division of Telecommunications. FDEM maintains one station. This network of communication systems supports all radio frequency bands and proprietary systems to ensure interoperable communications. It features a secure network with

encryption throughout. The components are scalable as necessary. Additional tactical systems deployed across the state include deployable cell sites on wheels, Starlink satellite service, K band deployable data packages, and MARC (Mutual Aid Radio Communications).

Emergency Declaration

Local State of Emergency Declaration

In the event of an emergency or disaster, impacted counties will coordinate the emergency response effort within their political jurisdictions (county and municipalities). If necessary, a county will activate the Statewide Mutual Aid Agreement (SMAA) for the exchange of emergency mutual aid assistance with neighboring counties and among municipalities within the county. When the event is beyond the capacity of the local government, the county emergency management agency will request state assistance through the SERT, to be coordinated by the SERT Chief.

State of Emergency Declaration

At the state level, the Governor relies on an executive order to meet a number of response and recovery challenges such as: deploying the National Guard or other response assets, coordinating evacuations, suspending state regulations to facilitate response and recovery operations, expanding social services, providing assistance to disaster survivors, and managing elections disrupted by the emergency. An emergency declaration, therefore, allows the Governor and local officials to meet the challenges that lie ahead. The process of declaring an emergency is described in further detail below

Authority to Declare a State of Emergency

The authority to declare a state or local state of emergency is identified in Chapter 252, Florida Statutes. At the local level: a mayor, city manager, or board of county commissioners can declare a local state of emergency. At the state level, the Governor is empowered with this responsibility. At the national level, the President of the United States can declare a state of emergency.

State Emergency Declaration Process

If the emergency or disaster has the potential to exceed the capabilities of counties or state agencies, the Governor, by executive order or proclamation, will declare a state of emergency for those impacted areas or areas in which the emergency or disaster is anticipated as defined in Section 252.36, Florida Statutes. Depending upon the type of emergency or disaster, a state of emergency will direct the execution of certain components of the CEMP and is a condition for requesting interstate mutual aid through EMAC. These executive orders, proclamations, and rules have the force and effect of law in congruence with Section 252.36, Florida Statutes.

The process for declaring a state of emergency is as follows:

- The public is alerted to and/or warned of an imminent or actual event.
- FDEM initiates response plans of the CEMP to manage the emergency or disaster.
- The FDEM Executive Director determines that the state of emergency is required and determines the specifics and justification for the declaration.
- The FDEM Executive Director recommends to the Governor that he or she declare a state of emergency. FDEM prepares an executive order and forwards it to the Executive Office

of the Governor for approval.

- Through executive order, the Governor designates the State Coordinating Officer. The executive order is then forwarded to the Secretary of State for attestation, affixation of the state seal, and filing with the Florida Department of State. The executive order will also be dated, and time stamped. Copies of the order will be forwarded to government agencies, and ESF 14 (External Affairs - Public Information) will disseminate a copy to the public.

After the state of emergency is declared:

- The SERT initiates protective measures to assist local governments.
- Depending on the nature of the hazard, state agencies and departments determine the need to execute their Continuity of Government and/or COOP.
- The SERT initiates response and recovery activities to assist impacted counties.
- The SCO notifies FEMA of the imminent or actual event and requests assistance, if necessary.
- If federal assistance is requested, a copy of the Executive Order is provided to FEMA's Region IV Regional Director.

The state Legislature, by concurrent resolution, may terminate a state of emergency at any time. Thereupon, the Governor shall issue an executive order or proclamation ending the state of emergency as defined by Section 252.36(2), Florida Statutes. All executive orders or proclamations shall indicate the nature of emergency, the area or areas threatened, and the conditions which have brought the emergency about, or which make possible its termination

Presidential Emergency or Major Disaster Declaration

Pursuant to Title 44, Code of Federal Regulations, the Governor may request that the President of the United States issue an emergency or a major disaster declaration. There are two primary forms of presidential disaster declarations: an emergency declaration and a major disaster declaration. The basis for the Governor's request for an emergency declaration must be based upon a finding that the situation:

- Is of such severity and magnitude that effective response is beyond the capability of the state and the affected local government(s); and
- Requires supplementary federal emergency assistance to save lives and to protect property, public health, and safety, or to lessen or avert the threat of a disaster.

The basis for the Governor's request for a major disaster declaration must be based upon a finding that:

- The situation is of such severity and magnitude that effective response is beyond the capability of the state and affected local government(s); and
- Federal assistance under the Stafford Act is necessary to supplement the efforts and available resources of the state, local governments, disaster relief organizations, and compensation by insurance for disaster-related losses.

The request must also include:

- Confirmation that the Governor has taken appropriate action under State law and directed the execution of the State emergency plan.
- An estimate of the amount and severity of damages and losses stating the impact of the disaster on the public and private sector.
- Information describing the nature and amount of State and local resources which have been or will be committed to alleviate the results of the disaster.
- Preliminary estimates of the types and amount of supplementary Federal disaster assistance needed under the Stafford Act
- Certification by the Governor that State and local government obligations and expenditures for the current disaster will comply with all applicable cost sharing requirements of the Stafford Act.

The completed request, addressed to the President, is sent to the FEMA Regional Administrator, who will evaluate the damage reports and other information and make a recommendation to the FEMA Administrator. The FEMA Administrator, acting through the Secretary of Homeland Security, may then recommend a course of action to the President.

The Governor's request for a disaster declaration may result in either a Presidential declaration of a major disaster or emergency, or denial of the Governor's request. If the President grants an emergency or major disaster declaration, the Governor and the FEMA Regional Administrator shall execute a FEMA-State Agreement which states the understandings, commitments, and conditions for federal assistance. This Agreement describes the incident and the incident period for which assistance will be made available, the area(s) eligible for federal assistance, the type and extent of federal assistance to be made available and also contains the commitment of the state and local government(s) with respect to the amount of funds to be expended in alleviating damage and suffering caused by the major disaster or emergency. With the declaration, the President appoints a FCO. The FCO is responsible for coordinating all federal disaster assistance programs administered by FEMA. The FCO and the SCO work together to ensure all assistance is provided in accordance with Sections 404, 406, 407, 408 and other provisions of the federal Stafford Act.

Emergency Powers

Under state and federal law, only certain constitutional officers may declare a state of emergency. In Florida, a mayor, city manager or board of county commissioners may declare a local state of emergency. If the situation exceeds the capabilities of the local government to cope with the emergency or disaster, only the Governor may declare a state of emergency for the state. Under the emergency declaration, the Governor designates a SCO to direct the state's response to impacted local governments. The SCO is empowered through the Governor's executive order declaring a state of emergency to do all the things necessary to cope with the emergency, including the authority to use and deploy any forces and resources of state and local government.

Under Chapter 252 and the Florida Constitution, the following are authorized emergency powers:

The Governor

The Governor derives his or her emergency powers through Chapters 14 and 252, Florida Statutes, and the Florida Constitution. Emergency powers will be exercised only when, and if, a state of emergency or disaster or impending emergency or disaster has been declared by proper authority (the Governor), or a direct attack on the State of Florida occurs.

Pursuant to Section 14.022(1), Florida Statutes, the Governor is authorized and empowered "...to take such measures and to do all and every act and thing which she or he may deem necessary in order to prevent overt threats of violence or violence, to the person or property of citizens of the State and to maintain peace, tranquility, and good order in the state..." The powers and authorities extend to any political subdivision and in any area of the state designated by the Governor.

According to Section 252.36(1)(a), Florida Statutes, when a state of emergency is declared by the Governor, he or she "...may assume direct operational control over all or any part of the emergency management functions within this state, and she or he shall have the power through proper process of law to carry out the provisions of this section. The Governor is authorized to delegate such powers as she or he may deem prudent." The Governor imputes these powers to the SCO. The SCO is empowered to obligate and direct the resources of all state and local agencies to cope with the emergency or disaster. Section 252.36 also enumerates the express and implied powers of the Governor during a state of emergency.

The Florida Division of Emergency Management

FDEM derives its statutory duties, responsibilities and emergency powers from Chapter 252 and Section 14.2016, Florida Statutes, and as tasked by the Governor through an emergency declaration. The Governor's executive order or emergency proclamation may designate the Director of FDEM as the SCO for the event. The SCO acts on behalf of the Governor to the extent necessary to meet the needs of emergency.

FDEM Executive Director/SCO will increase the activation level of the SERT and assist local governments when the emergency or disaster exceeds the response capabilities of the county. The SERT Chief issues mission assignments to obtain resources and capabilities from across the ESF organization in support of local emergency response activities.

Political Subdivisions

A state of local emergency may be declared by a mayor, city manager, or board of county commissioners. Pursuant to Section 252.38(3), Florida Statutes, if an emergency is declared by the Governor, each political subdivision shall have the power and authority:

- To appropriate and expend funds; make contracts; obtain and distribute equipment, materials, and supplies for emergency management purposes; provide for the health and safety of persons and property, including emergency assistance to survivors of any emergency; and direct and coordinate the development of emergency management plans and programs in accordance with the policies and plans set by the state and federal

emergency management agencies.

- To appoint, employ, remove, or provide (with or without compensation) coordinators, rescue teams, fire and police personnel, and other emergency management workers
- To establish, as necessary, a primary and one or more secondary emergency operating centers to provide continuity of government, and direction and control of emergency operations.
- To assign and make available for duty the offices and agencies of the political subdivision, including the employees, property, or equipment thereof relating to firefighting, engineering, rescue, health, medical and related services, police, transportation, construction, and similar items or services for emergency operation purposes, as the primary emergency management forces of the political subdivision for employment within or outside the political limits of the subdivision
- To request state assistance or invoke emergency-related mutual-aid assistance by declaring a state of local emergency in the event of an emergency affecting only one political subdivision. The duration of each state of emergency declared locally is limited to 7 days; it may be extended, as necessary, in 7-day increments. Further, the political subdivision has the power and authority to waive the procedures and formalities otherwise required of the political subdivision by law pertaining to:
 - Performance of public work and taking whatever prudent action is necessary to ensure the health, safety, and welfare of the community
 - Entering into contracts
 - Incurring obligations
 - Employment of permanent and temporary workers
 - Utilization of volunteer workers
 - Rental of equipment
 - Acquisition and distribution (with or without compensation) of supplies, materials, and facilities
 - Appropriation and expenditure of public funds
- Upon the request of two or more adjoining counties, or if the Governor finds that two or more adjoining counties would be better served by an interjurisdictional arrangement than by maintaining separate emergency management agencies and services, the Governor may delineate by executive order or rule an interjurisdictional area adequate to plan for, prevent, mitigate, or respond to emergencies in such area and may direct steps to be taken as necessary, including the creation of an interjurisdictional relationship, a joint emergency plan, a provision for mutual aid, or an area organization for emergency planning and services. A finding of the Governor pursuant to this paragraph shall be based on one or more factors related to the difficulty of maintaining an efficient and effective emergency prevention, mitigation, preparedness, response, and recovery system on a jurisdictional basis, such as:
 - Small or sparse population
 - Limitations on public financial resources severe enough to make maintenance of a separate emergency management agency and services unreasonably burdensome
 - Unusual vulnerability to emergencies as evidenced by a past history of emergencies, topographical features, drainage characteristics, emergency potential, and presence of emergency-prone facilities or operations

- The interrelated character of the counties in a multicounty area
- Other relevant conditions or circumstances

The State Legislature

Article II, Section 6 of the Florida Constitution empowers the State Legislature in periods of emergency resulting from enemy attack to provide prompt and temporary succession to the powers and duties of all public offices where the incumbents have become unavailable to execute the functions of their offices, and to adopt such other measures as may be necessary and appropriate to ensure the continuity of governmental operations during the emergency. In exercising these powers, the Legislature may depart from other requirements of the constitution, but only to the extent necessary to meet the emergency.

Section 22.08, Florida Statutes, states “Officials authorized to act as Governor pursuant to ss. 22.01-22.10, emergency interim successors, and special emergency judges are empowered to exercise the powers and discharge the duties of an office as herein authorized only after an attack upon the United States, as defined herein, has occurred. The Legislature, by concurrent resolution, may at any time terminate the authority of said emergency interim successors and special emergency judges to exercise the powers and discharge the duties of office as herein provided.”

Section 22.15, Florida Statutes, states “Whenever, due to an emergency resulting from the effects of enemy attack, or the anticipated effects of a threatened enemy attack, it becomes imprudent, inexpedient, or impossible to conduct the affairs of state government at the normal location of the seat thereof in the City of Tallahassee, Leon County, the Governor shall, as often as the exigencies of the situation require, by proclamation, declare an emergency temporary location, or locations, for the seat of government at such place, or places, within or without this state as he or she may deem advisable under the circumstances, and shall take such action and issue such orders as may be necessary for an orderly transition of the affairs of state government to such emergency temporary location, or locations. Such emergency temporary location, or locations, shall remain as the seat of government until the Legislature shall by law establish a new location, or locations, or until the emergency is declared to be ended by the Governor and the seat of government is returned to its normal location.”

Section 252.36(3)(a), Florida Statutes, states “At any time, the Legislature, by concurrent resolution, may terminate a state of emergency or any specific order, proclamation, or rule thereunder. Upon such concurrent resolution, the Governor shall issue an executive order or proclamation consistent with the concurrent resolution.”

Section 252.37(2)(b), Florida Statutes, states “If the Governor finds that the demands placed upon these funds in coping with a particular disaster declared by the Governor as a state of emergency are unreasonably great, she or he may make funds available by transferring and expending moneys from the Emergency Preparedness and Response Fund created under s. 252.3711. The Governor may request that additional funds be transferred or appropriated to the Emergency Preparedness and Response Fund by a budget amendment, subject to approval of the Legislative Budget Commission.”

The Florida National Guard

Under Section 252.36(5), Florida Statutes, the Governor is Commander in Chief of the FLNG during a state of emergency. Military personnel of the Florida Department of Military Affairs serve in the FLNG. The head of the Department of Military Affairs is the Adjutant General according to Section 250.05(3), Florida Statutes. The Governor may order into state active duty all or any part of the FLNG to respond to an emergency or disaster or imminent danger thereof (defined in Section 252.34(4)), to preserve the public peace, execute the laws of the state, enhance domestic security, respond to terrorist threats or attacks, or respond to any need for emergency aid to civil authorities. The Adjutant General (through ESF 13) and the SCO will coordinate the deployment of any and all military personnel, equipment and resources to the extent necessary to meet the emergency or disaster.

Under section 250.28, Florida Statutes, the Adjutant General is authorized under certain circumstances to issue orders to respond in the event of an invasion or insurrection (or threat thereof), or whenever there exists a threat to security, a terrorist threat or attack, a riot, a mob, an unlawful assembly, a breach of the peace, or resistance to the execution of the laws of the state (or imminent danger thereof) which civil authorities are unable to suppress. This authorization is limited to circumstances during which the Governor is unavailable, and his or her successor is unavailable, and the emergency or disaster will not permit awaiting his or her orders.

Activation and Notification

The SEOC, or its alternate, will be activated at a level necessary to effectively monitor or respond to threats or emergency situations. The SEOC operates 24 hours a day, seven days a week, but the level of staffing varies with the activation level.

There are three levels of activation for the SEOC:

- Level 3: Monitoring, Steady-State. Issues are handled through the State Watch Office—with section, branch, and/or ESF assistance as needed.
- Level 2: Certain sections, branches, and ESFs are activated
- Level 1: All sections, branches, and ESFs are activated to conduct response and recovery operations.

The SEOC is equipped to conduct telephone conferences and video teleconferences. Whether the emergency is imminent or has occurred, the SEOC will conduct general coordination conferences with the county emergency operations centers. These conferences are normally conducted several times a day.

When the SERT increases in activation level, the SWO issues a notice to the appropriate ECOs, Section Chiefs, and Branch Directors to report to the SEOC. Once the SERT is assembled in the SEOC, the SERT Chief provides a synopsis of the situation.

Response Operations

The SERT conducts incident action planning, with meetings to determine operations and the availability of resources. The SERT also establishes objectives, assigns missions to be

completed by ESFs, and establishes unified operations, planning, logistics, and finance and administration sections. ESFs implement their specific emergency operations plans to activate resources and organize their response actions. The ESF Appendices contain additional detail on each ESF's response actions. If necessary, all state agencies will execute their COOP to ensure the continuity of agency operations during the emergency.

The SERT Chief may initiate other measures as necessary, such as:

- Contacting the FEMA Regional Administrator and requesting that they deploy a liaison or Incident Management Assistance Team (IMAT) to support operations at the SEOC. IMATs are federal interagency teams composed of subject-matter experts and incident management professionals. The IMAT's primary role is to coordinate information and mission requests between the state and federal response agencies. IMAT and SEOC staff may merge to a singular organizational structure to support a Unified Command. An IMAT also has the responsibility for coordinating and making the preliminary arrangements to set up federal field facilities and initiate establishment of a Joint Field Office (JFO) / Area Field Office (AFO).
- Deploying an AHIMT to assess needs and coordinate response activities with the county emergency management agency. AHIMT personnel may be drawn from state and local department or agency staff, according to pre-established protocols. Additional AHIMT personnel can be requested from other states through the EMAC.
- Conducting varying response activities depending upon the scope and nature of the emergency.
- Extraordinary Pay Once the SEOC activates to Level 2 or Level 1 and the Governor has declared a State of Emergency, FDEM's Career Service Regular Compensatory Leave Payment Plan and SES Extraordinary Payment Plan will be activated, as well as permission for overtime for hourly employees. This:
 - Covers Division employees who worked on the emergency response and recovery activities associated with that particular activation
 - Allows Division employees who normally earn regular compensatory leave credits to receive payment for hours in excess of the regular work period
 - Provides authorization for hourly Division employees to work in excess of the regular work period and receive overtime pay for those excessive hours

Maintaining a Common Operating Picture

A Common Operating Picture allows on-scene and off-scene personnel to have the same information about an incident. This is accomplished in the SEOC through a variety of measures including coordinated development of incident action plans, situation reports, flash reports, WebEOC (mission management system), GIS products, Branch/Section specialty plans, FEMA lifeline analysis reports, and ESF/Branch briefings.

Emergency Protective Measures

Evacuations

Florida Governor's Executive Order 80-29 authorizes counties to initiate their jurisdiction's protective actions, such as ordering evacuations and opening and staffing public shelters, including special needs and pet-friendly shelters, for evacuees from their county and for those

crossing county lines. The SERT promotes regional and interregional planning and coordination of evacuation activities, in concert with local emergency management, law enforcement, sheltering organizations, public information offices, and adjacent states.

- The SERT will support local emergency management actions and messaging to provide directions to evacuees to seek safe shelter.
- Counties may coordinate directly and establish mutual aid agreements for sheltering at their discretion.
- All counties that open shelters for evacuees will be covered under the Governor's Executive Order declaring a state of emergency and will be included in all requests for federal emergency or major disaster declaration assistance.
- To assist with timely evacuation, State ESF 1 will be responsible, in coordination with the SERT Chief, for authorizing and accomplishing the lifting of state road and bridge tolls in a timely manner after notification by the SEOC of the evacuation timetable(s).
- Under Section 338.155(1)(b), Florida Statutes, The FDOT Secretary or the secretary's designee may suspend the payment of tolls on a toll facility when necessary to assist in emergency evacuation.
- State ESF 19 will be responsible for coordinating with support agencies and organizations to provide sufficient and reasonably priced fuel supplies along evacuation routes.
- State ESF 8 will be responsible for coordinating with support agencies and organizations regarding emergency medical evacuations in compliance with applicable approved rules in the Florida Administrative Code.
- The regional evacuation process will be used by state and county governments to manage and coordinate any multi-county and/or regional evacuation. This includes: the implementation of state guidelines for lifting tolls on state toll facilities, locking down drawbridges, deploying and pre-deploying personnel, designating host counties for sheltering, ensuring the sufficiency of reasonably priced fuel, and addressing any emergency medical issues.

Sheltering

Section 252.385(4)(a), Florida Statutes, requires that any "Public facility, including schools, postsecondary education facilities, and other facilities owned or leased by the state or local governments, but excluding hospitals, hospice care facilities, assisted living facilities, and nursing homes, which are suitable for use as public hurricane evacuation shelters shall be made available at the request of the local emergency management agencies." All shelters must meet physical and programmatic accessibility requirements as defined by the Americans with Disabilities Act and Florida Accessibility Codes. The county emergency management agency shall coordinate with these entities to ensure that designated facilities are ready to activate prior to an emergency or disaster.

FDEM will support the local emergency management agency and support organization efforts in sheltering operations and preparedness. Specifically, FDEM will:

- Assist local emergency management agencies and their shelter program partners by administering a statewide hurricane evacuation shelter survey and retrofit program. The survey and retrofit program includes public schools, community colleges, universities and

other facilities owned or leased by state or local government agencies, and certain privately-owned facilities through written agreement. FDEM recognizes the American Red Cross's Standards for Hurricane Shelters Selection as minimum hurricane safety criteria for the survey and retrofit program.

- Through the SERT, support local emergency management actions and messaging to provide direction to evacuees to safe shelter, including refuges-of-last-resort.
- Provide guidance on the sheltering of people with special needs, in compliance with applicable rules in the Florida Administrative Code.
- Maintain in coordination with State ESF 6 and supporting organizations a Statewide Shelter Plan, in compliance with Sections 1013.372(2) and 252.385(2)(b), Florida Statutes. This plan will include specific guidance regarding:
 - Strategies to ensure adequate public shelter space in each region of the state.
 - Strategies to assist local emergency management efforts to ensure that adequate staffing plans exist for all shelters, including medical and security personnel.

Special Needs Sheltering

In addition to general population sheltering, FDEM monitors the status of the statewide inventory of Special Needs Shelters (SpNS). All shelters must meet physical and programmatic accessibility requirements as defined by the Americans with Disabilities Act and Florida Accessibility Codes. Special Needs Shelters provide a higher level of attendant care than general population shelters. Any facility designated as a shelter must meet minimum hurricane safety criteria. To ensure consistency with state and national standards, guidelines, and best practices, FDEM recognizes the American Red Cross Standards for Hurricane Shelter Selection.

Sheltering Pets and Service Animals

In collaboration with the Florida Department of Agriculture, FDEM is responsible for addressing strategies for the sheltering of persons with pets. (See Section 252.3568, Florida Statutes; see also The Pets Evacuation and Transportation Standards Act of 2006 (PL 109-308, October 6, 2006), an amendment to the Robert T. Stafford Disaster Relief and Emergency Act of 2006 (42 U.S.C.A. § 5196), which requires governmental jurisdictions to accommodate pets and service animals in the event of an emergency). A person who uses a service animal must be allowed to bring his or her service animal into a general population or special needs shelter and has the right to be accompanied by a service animal in all areas of a public accommodation (See Sections 252.355(3) and 413.08, Florida Statutes). In developing these strategies, the state considers the following:

- Locating pet-friendly shelters within buildings with restrooms, running water, and proper lighting.
- Allowing pet owners to interact with their animals and care for them.
- Ensuring animals are properly cared for during the emergency.

Resource Management

Pre-Positioning of Resources

When the impact point of an impending threat is known with reasonable certainty, and preliminary deployment of personnel and equipment and pre-positioning of supplies can facilitate

a rapid response, the state may pre-position resources. The SERT Chief will activate the state warehouses through the SERT Logistics Section, who will coordinate with other state, federal non-profit and contractual agencies, organizations, and companies regarding the pre-positioning of state resources, including the activation and deployment of FLNG personnel and equipment. Field operations normally pre-staged or deployed post-incident will be pre-deployed as appropriate in the context of safety/security at State LSAs.

The SERT Logistics Section will coordinate with FEMA Region IV, and HQ Logistics Sections on the pre-positioning of emergency resources in advance of an event and deployment of resources post event. In Florida, under agreement with FEMA, all federal logistics support resources (equipment and commodities) are signed over to the State for management versus being managed by FEMA.

In major events and operations, the Logistics Section, in conjunction with the FLNG, will establish one or more JRSOI sites in the state to process all out-of-state personnel, teams, and resources entering the state for deployment.

Resource Needs

Resources will be identified by the Logistics Section, and if approved by the SERT Chief/SCO, procured with the assistance of the Finance and Administration Section, or requested from federal assets/resources. Resource needs will be estimated by the Logistics Section using established algorithms with the assistance of the Planning Section, who will anticipate the expected impacts of the event on the population and on infrastructure using HAZUS or other predictive computer models. In most cases, basic resources will be deployed to the impacted areas based on anticipated impact and needs. When county staging areas and points of distribution are established, the State will use commodity resource models developed by the Logistics Section to establish burn rates and resupply quantities.

County Resource Requests

County resource requests are made through the WebEOC system or, if unavailable, any other form of communication. Once a request has been received by the SEOC from a county, it is initially processed by the Operations Support Branch, who verifies the information. From there, it is assigned to the proper branch for tasking to the appropriate ESF. If the ESF can meet the provisions of the request, resource information is forwarded to the county EOC.

If the ESF cannot provide the requested resources through local sources, it is then forwarded to the Logistics Section, who will work with either private vendors, other statewide resources or through the EMAC to secure the resources. If the resources are identified from private sources, the vendor information is given to the county emergency operations center.

Private Sector Resources

The Florida Retail Federation acts as one of the principal liaisons between the State and the retail, commercial, industrial, and manufacturing sector. The Florida Association of Realtors acts as the principal liaison for the commercial and residential real estate sector. The Florida Bankers Association serves as a liaison between the State and the commercial banking sector. The Florida Restaurant & Lodging Association acts as the principal liaison between the State and the

restaurant, hotel, and motel industry. Representatives of these associations participate as part of ESF 18 (Business, Industry, and Economic Stabilization). ESF 18 interfaces with all sections and ESFs in response and recovery efforts.

Mutual Aid

In accordance with Section 252.40 and Chapter 252, Part III, Florida Statutes, all political subdivisions of the state are authorized to participate in cooperative relationships to accept services, equipment, supplies, materials, or funds for the performance of emergency management activities. Mutual aid agreements, compacts, memoranda of understanding are essential components of emergency management planning, response, and recovery. These agreements provide reciprocal emergency aid and assistance available during emergencies, disasters, and planned events, and can increase available resources for emergency response and recovery efforts.

Statewide Mutual Aid Agreement (SMAA)

In accordance with Section 252.40, Florida Statutes, the SMAA provides a legal framework for local governments and tribal nations within the State of Florida to conduct Mutual Aid with one another. It establishes responsibility between parties and standardizes Mutual Aid response and reimbursement requirements. Although the SMAA is signed and acknowledged by FDEM, only local governments are considered parties to the agreement. All special districts, educational districts, and other local and regional governments are allowed to participate in the agreement. Once the SMAA is adopted by a local government and approved by FDEM, the local is referred to as a "Participating Party" or "Signatory." Participating Parties may utilize the agreement with any other Participating Party to facilitate Mutual Aid.

Emergency Management Assistance Compact (EMAC)

In accordance with Chapter 252, Part III, Florida Statutes, EMAC is the legal framework which enables emergency management planning, response, and reimbursement across state and territorial boundaries. It was congressionally ratified in 1996 and as of 2019, all U.S. States and Territories have adopted it into law and are referred to as "Member States." Each Member State has a designated "EMAC Coordinator." EMAC Coordinators are responsible for implementing the EMAC responsibilities of their state. The Mutual Aid Branch Director is the EMAC Coordinator for the State of Florida. To request resources through EMAC, a state's governor must first declare a state of emergency or disaster. Once this occurs, resource requests can be made to other Member States. The Mutual Aid Branch Director/EMAC Coordinator oversees the coordination of these resources following guidance from the SERT.

Federal Resource Request (RRF)

Direct Federal Assistance is a function of the Stafford Act program that enables the State of Florida to request and receive emergency response resources from the federal government. All RRFs are processed through the Mutual Aid Branch to the Federal Emergency Management Agency (FEMA), and resources may come from a variety of federal departments. RRFs are only utilized when the State of Florida has expended its available resources or when an RRF would deliver a resource in a more time-efficient and lifesaving manner. The State of Florida is obligated to a percentage cost share of all RRFs, as determined by the President of the United

States. RRFs are far more expensive and cost-inefficient than other procurement methods and should only be utilized when necessary.

Recovery Operations

Transition to from Response to Recovery

When a state of emergency is declared by the Governor, the SERT will initiate response operations to assist communities impacted by the event. As response operations are underway, the SERT will simultaneously begin the planning of recovery operations. During the forward transition of recovery to the Joint Field Office (JFO), the SCO will designate a DSCO to oversee recovery operations.

Short-Term and Long-Term Recovery Priorities

Short-Term Recovery begins immediately after the incident and is typically what transitions the incident timeline from Response to Recovery. Short-Term priorities are primarily considered to be a continuation of Response functions and are typically coordinated out of the State Emergency Operations Center (SEOC) and managed by the Division.

Short-Term Recovery priorities include, but are not limited to:

- Continuing to assist in the provision of basic needs to survivors
- Assessing the impacts of the incident on survivors and local governments, and initiating damage assessments
- Restoring critical infrastructure, services and facilities including power, communications, water, sewage, and transportation
- Supporting local governments and non-governmental organizations in their immediate relief efforts by acting as a conduit to State and Federal resources
- Meeting societal needs through rule of law, crisis counseling

Long-Term Recovery is a coordinated effort between all available Federal, State, and local stakeholders as well as non-governmental organizations, voluntary agencies, Long-Term Recovery committees and emergent organizations that promote Recovery priorities. Long-Term Recovery begins after an affected community has met Short-Term Recovery goals such as restoring critical infrastructure/facilities, as well as vital programs/services. Long-Term Recovery occurs over a sustained period of time that may last for months or years after a disaster depending on the nature of the incident.

Long-Term Recovery priorities include, but are not limited to:

- Promoting economic recovery
- Restoring individual housing through repair, rebuilding and replacement of affected housing stock
- Ensuring the restoration of infrastructure, critical facilities, and vital services
- Supporting the needs of the whole community
- Increasing resiliency by implementing cost-effective mitigation strategies
- Ensuring unmet needs of survivors are addressed

Long-Term Recovery Strategy

The Long-Term Recovery Strategy encompasses comprehensive planning and assessment to identify and resolve issues, to be responsive to the needs of survivors, and to provide a guide to cost-effective methods for achieving stabilization in the impacted areas.

The primary goals associated with Long-Term Recovery include the key components of the National Disaster Recovery Framework (NDRF). The NDRF is the doctrine that governs FEMA's strategic approach to ensure total Federal integration into Long-Term Recovery. To accomplish this, the NDRF identifies six functional RSFs that support the mission of Long-Term Recovery:

- Community Assistance
- Economic Development
- Health and Social Services
- Housing
- Infrastructure/Critical Facilities
- Natural and Cultural Resources

Each agency brings significant planning capabilities to Long-Term Recovery, with FDEM functioning as the lead agency. As the Lead agency, the Division is responsible for coordinating all RSF activities. The objective of the RSF structure is to identify, coordinate, and deliver Federal assistance as needed to supplement Recovery resources and efforts by all stakeholders involved in the recovery effort.

It is the priority of the State of Florida to stabilize and stimulate the economy of Florida post-disaster. To achieve this, local infrastructure must be capable of withstanding routine post-disaster demands. Such demands include the repair and restoration of utilities, clearing debris from major transportation routes, and the restoration of essential services such as public transportation, schools, and waste collection. Additionally, vital services such as law enforcement, fire and rescue, and emergency medical services must be operational in order to maintain the rule of law and civil stability.

Non-Declared Incidents

All disasters begin and end at the local level. Therefore, the first Response and Recovery resources come from the local government, voluntary agencies, and faith and community-based organizations. When county resources are overwhelmed, local authorities may declare a state of emergency and request State assistance. The Governor of the State of Florida will assess the needs and direct the Division to begin assessments for additional support.

In a non-Federally declared disaster, the Governor may declare a state of emergency and order State assistance to become available in the form of supplies, technical assistance, personnel and facilities.

The State has the capability to administer non-traditional programs, in addition to those authorized by the Stafford Act (e.g., the BP Grant Program). The role of State Recovery is to

coordinate applicable resources where available, between Federal, other resource holders, and the affected local government. FDEM coordinates all of the state's recovery efforts.

State Assistance

State personnel from State resources may offer assistance to affected communities in non-declared disasters. Specialized Recovery Personnel may offer technical assistance on debris clearance and removal operations, Federal concurrency reviews, guidance on State regulations for conducting emergency protective measures, and assistance with identifying alternate sources of funding for restoration work. The IA program may coordinate State resources and establish a Multi-Agency Resource Center (MARC) to enable disaster survivors to gain access to information about non-Federal aid and services. A field office may become activated and operated jointly between State and local officials.

Local and Volunteer Assistance

Local authorities play a vital role in the Recovery process after a disaster. Utilizing local resources, such as force account equipment and labor, expedites Recovery by restoring critical infrastructure and resources. In addition, local authorities aid in the identification of damaged and vulnerable populations as well as relay information to the State and aid organizations.

Voluntary agencies play an integral role in ensuring Short-Term Recovery and Long-Term Reconstruction by offering aid to survivors. Depending on available resources, assistance from voluntary agencies may range from food and shelter to home rebuild projects.

Locally established Long-Term Recovery committees must be especially proactive in documenting assistance to survivors and ensuring that unmet needs are addressed and receive follow-up. While non-Federally declared incidents limit the amount of funds available, all possible efforts are made to assist in the Recovery of individuals and communities.

Federally Declared Incidents

Federally declared incidents usually occur when an incident exceeds local and State government capabilities to respond, and a Presidential Declaration is requested by the State. Similar to non-Federally declared incidents, the Governor may declare a state of emergency and order State assistance to become available in the form of supplies, technical assistance, personnel, and facilities.

Once granted, Federal resources may become available for Recovery as justified on an incident-by-incident basis. Federal resources augment State resources and are coordinated jointly between State and Federal partners. These newly activated assets require a central coordination point which can be accomplished through a Joint Field Office (JFO).

Transition from SEOC to the JFO occurs as Response activities begin to de-mobilize. The focus changes to Recovery operations and, in a Presidentially declared disaster, the command and control of operations transfers to the JFO. The JFO is a temporary, Federal, multi-agency coordination center established locally to facilitate field-level domestic incident management activities. The JFO provides a centralized location for the coordination of Federal, State, local,

tribal, non-governmental, and private sector organizations. The bulk of Recovery field operations during a declared incident are coordinated through the JFO.

Unlike the SEOC, the JFO facility is under the authority of FEMA. However, state personnel work alongside FEMA counterparts at the JFO to achieve mutual objectives. Once the JFO is established, a transition of staff, responsibilities, and authority takes place. To support this transition, several steps are taken:

- The DSCO, as directed by the SCO, establishes the Command and General staff for the JFO. Once the DSCO and Command Staff deploy to the JFO, Operations, Finance/Administration, Logistics and Planning staff travel to the JFO. Lastly, additional State agencies deploy in support of Recovery efforts.
- State Recovery personnel deployed to the JFO are responsible for liaising with FEMA and local counterparts to ensure open communication within the operation and to ultimately ensure that survivors can begin Recovery as soon as possible. Of particular importance in the transition from the SEOC to the JFO is the continued flow of information throughout the chain of command and the Planning Section in the SEOC.
- As the SEOC de-mobilizes, Incident Command authority may be delegated to the Deputy SCO at the JFO.

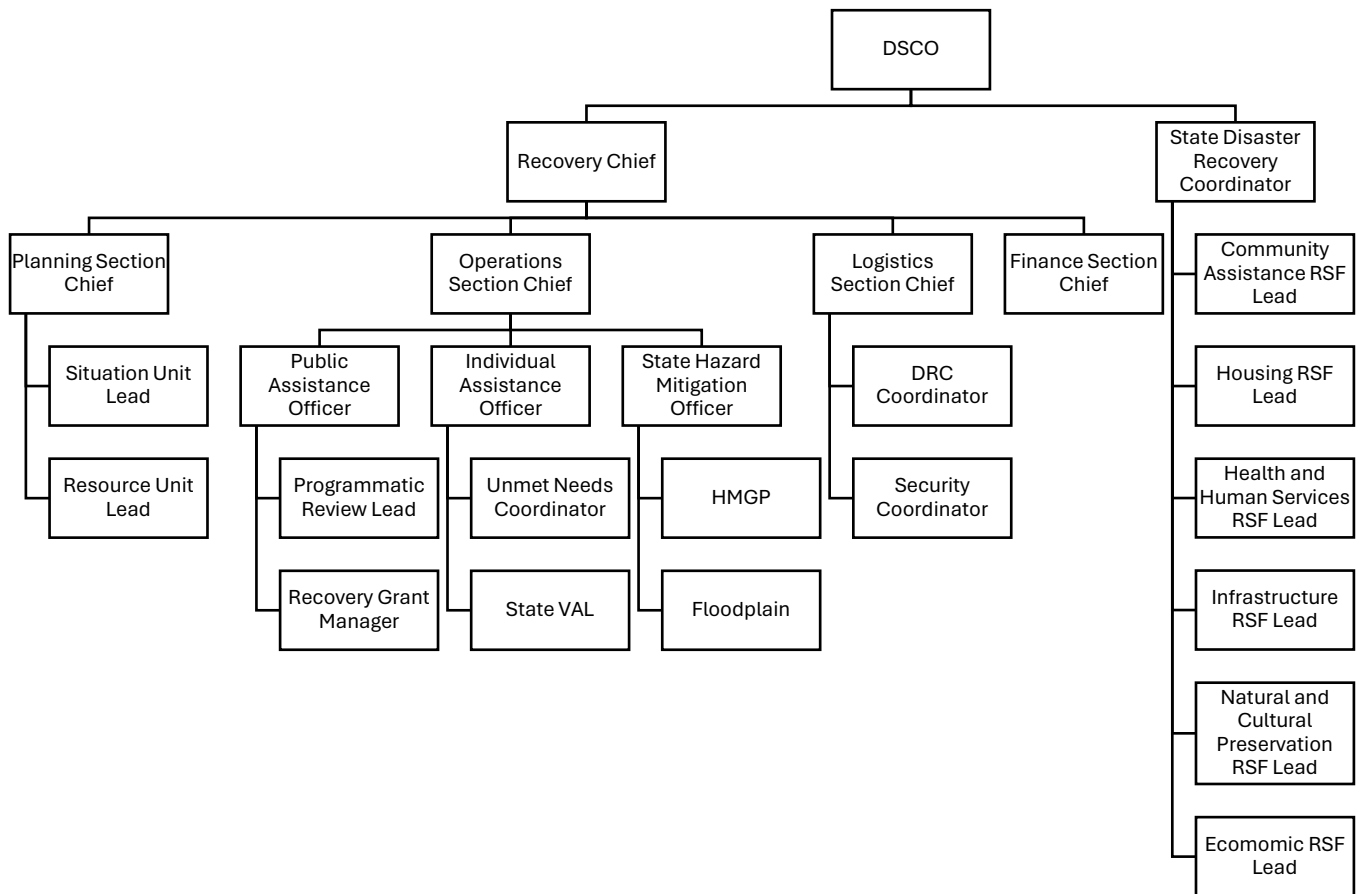


Figure 6 JFO Organization

Recovery Programs

Individual Assistance

During SERT activations for both declared and non-declared disaster events, the FDEM Recovery Bureau’s Individual Assistance (IA) team is tasked with coordinating support for the recovery of individuals and households. Post SERT activation, the IA team also serves to provide critical technical assistance and support for local communities throughout their transition to long term recovery.

The following SERT mission areas are intended to serve as core competencies of the IA Team and, as such, may call for specialized staff or subject matter experts:

- Disaster Housing Coordination, at the state-level, helps facilitate interagency support to meet the demands of localized disaster housing missions.
- Unmet Needs Coordination involves working with all partners to identify any individual assistance gaps and maximize a survivor’s access to additional resources.

Once the President declares a disaster, funds are available through a series of disaster relief programs to assist in rebuilding communities within the affected area. These programs are classified under Individual Assistance and may provide assistance to state, territorial, tribal, and local government, certain types of private non-profit organizations, or to individuals and households.

FEMA provides direct assistance to individuals and households, as well as state, territorial, tribal, and local government through the IA program. IA includes the following programmatic areas, which assist disaster survivors with unmet needs caused by the declared incident in Figure 7.

Program	Administered by
Mass Care and Emergency Assistance	ESF 6 partner agencies and stakeholders with support from FDEM
Individuals and Households Program	FEMA with support from FDEM
Disaster Case Management	Volunteer Florida with support from FDEM
Crisis Counseling Assistance and Training Program	Department of Children and Families with support from FDEM
Disaster Legal Services	American Bar Association’s Young Lawyers Division with support from FEMA
Disaster Unemployment Assistance	Florida Department Commerce
Voluntary Agency Coordination	Volunteer Florida and the Florida VOAD

Figure 7 Individual Assistance Programs

The Small Business Administration (SBA) also provides low-interest disaster loans to help businesses and homeowners recover from declared disasters.

The Individual Assistance team also maintains programmatic responsibility for requesting the Small Business Administration’s Disaster Loan Program. This program is automatically activated in conjunction with a Presidential declaration. However, it can also be independently requested, via a standalone declaration, to support any disaster impacted communities that may not qualify

for a full Presidential Disaster Declaration. These disaster loans are available to businesses (including private non-profit organizations), homeowners, and renters with physical damages.

Public Assistance

FEMA's PA Grant Program is FEMA's largest grant program. This program provides funds to assist communities responding to and recovering from major disasters or emergencies declared by the President. The program provides emergency assistance to save lives and protect property and assists with permanently restoring community infrastructure affected by a Federally declared incident. Eligible applicants include municipalities, counties, State agencies, and private non-profits that are legally responsible for facilities within the affected area that were damaged by the incident. Eligible applicants that receive Federal funding are Subrecipients, while the Division is the Recipient to the Awarding Entity, FEMA. The Federal share for reimbursement under most Federal declarations is no less than 75%. The 25% non-Federal share is provided from a combination of State and local sources as specified in Section 252.37, Florida Statutes, and in accordance with policies established by the Executive Office of the Governor and the Florida Legislature. In addition, the Federal government provides an administrative cost allowance for each eligible Project. The State Public Assistance Officer is the individual designated by the Governor to implement the PA Grant Program.

Section 406 of the Stafford Act authorizes PA-funded hazard mitigation activities that are tied to specific PA Projects. FEMA has the authority to provide PA funding for cost-effective hazard mitigation measures for facilities damaged by the incident. FEMA evaluates proposed mitigation measures for cost-effectiveness, technical feasibility, and compliance with Environmental and Historical Preservation laws and regulations.

Section 428 of the Stafford Act authorizes alternative procedures for the Public Assistance Program and allows the Federal Emergency Management Agency (FEMA) to implement these new authorities through a pilot program. The law sets forth four goals of the alternative procedures: (1) reducing the costs to the Federal Government; (2) increasing flexibility in the administration of such assistance; (3) expediting the provision of such assistance; and (4) providing financial incentives and disincentives for the timely and cost-effective completion of projects. With each new disaster there is disaster specific guidance regarding alternative procedures.

Fire Management Assistance Grant Program

Under the Fire Management Assistance Grant Program (FMAG), FEMA provides assistance in the form of grants for equipment, supplies, and personnel costs and is available to State, local, and Indian tribal governments to aid States and their communities with the mitigation, management, and control of fires burning on publicly or privately-owned forests or grasslands. FMAG provides a 75% Federal cost-share reimbursement to Recipients for actual costs. The non-Federal portion of the cost-share is the sole responsibility of the Subrecipient.

In Florida, local agencies that assist with the fighting of declared wildfires are considered to be acting in a mutual aid capacity for the Florida Forestry Service.

Mitigation Measures

Hazard mitigation aims to make human development and the natural environment safer and more resilient. Hazard mitigation generally involves enhancing the built environment to significantly reduce risks and vulnerability to hazards. Mitigation can also include removing the built environment from disaster prone areas and maintaining natural mitigating features, such as wetlands or floodplains. Hazard mitigation makes it easier and less expensive to respond to and recover from disasters by breaking the damage and repair cycle.

Enhanced State Hazard Mitigation Plan

Under Section 322 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) enacted under the Disaster Mitigation Act of 2000 (DMA2K), the State of Florida is required to have a FEMA approved hazard mitigation plan in order to be eligible for federal hazard mitigation funding. The purpose of the State Hazard Mitigation Plan (SHMP) is to reduce death, injuries, and property losses caused by natural hazards in Florida. Hazard mitigation is most effective when based on an inclusive, comprehensive, long-term plan that is developed before a disaster occurs.

Florida's SHMP has met Enhanced planning requirements since 2007 by proving the FDEM Mitigation Bureau can successfully implement and manage federal grant programs. Receiving Enhanced status provides the state an additional five percent of recovery costs in HMGP funds when a major disaster is declared. Since 2007, the additional five percent for HMGP funding has resulted in an extra \$342,297,757 in HMGP funding (as of January 2023).

Mitigation planning efforts are coordinated through appropriate state, local, and regional agencies, as well as non-governmental interest groups. The SHMP provides guidance in merging the planning efforts of all state agencies, local governments, the private sector, and non-profit organizations into one viable, comprehensive, and statewide mitigation program.

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program Unit administers the Hazard Mitigation Grant Program (HMGP). This program makes federal funds available post-disaster for mitigation projects in communities participating in the National Flood Insurance Program (NFIP) and that have an approved Local Mitigation Strategy (LMS).

As a part of FDEM's post-disaster mitigation coordination efforts, the HMGP unit offers application development workshops to the affected areas. At these workshops, general information about the program is provided along with an opportunity to answer specific questions relating to potential applications.

Program Administration by States

The Program Administration by States (PAS) allows for FEMA to delegate its grant management responsibilities to States that have demonstrated a commitment to hazard mitigation and that have experience in the requested responsibilities. Within the HMGP Unit, these PAS responsibilities include reviewing project applications, completing benefit-cost analyses, approving scope-of-work modifications, and moving funds between applicable projects.

Allocations 27P-22.006

The Florida Administrative Code 27P-22 delineates how HMGP funding will be allocated after a major disaster declaration. The Rule explains that funding is to be allocated to counties, according to the amount of Public Assistance, Individual Assistance, and Small Business Administration loans allocated during a disaster response and recovery. FEMA allocates 20% of Public Assistance, Individual Assistance, and Small Business Administration response and recovery funds for the HMGP to states with enhanced mitigation plans. This is opposed to the normal allocation of 15% for states without enhanced plans. The available HMGP funds are allocated to the counties according to the Florida Administrative Code 27P-22.006. The Rule states that each county receives HMGP funds in the same proportion of the response and recovery costs. There are three tiers of HMGP funding in Florida. The first tier includes those counties which were impacted by a major disaster that was federally declared and the funding is allocated using the same proportion of response and recovery funds. If there is funding remaining after all eligible projects are funded, then the remaining funding is reallocated to those same counties that received the major disaster declaration whose allocation was not sufficient to fund all submitted eligible projects. Funding reaches the third tier if any remains and all counties, not only declared counties, are eligible to receive the funding. Nothing in this document takes precedence over 27P-22.006.

Building Resilient Infrastructure and Communities (BRIC) Program

The BRIC program was created in 2020 as a part of the Disaster Recovery Reform Act of 2018 (DRRA) and replaced the Pre-Disaster Mitigation (PDM) program. It is authorized by Section 203 of the Stafford Act as amended (Pub. L. No. 93-288) (42 U.S.C. § 5133). The program is funded annually by the Consolidated Appropriations Act, where 6% may be set aside from federal post-disaster grant funding. It is a competitive federal grant program developed to assist state, local, and tribal governments to plan and implement cost-effective hazard mitigation activities. The guiding principles of the program are to build state and local governments' capacity and capability, encourage and enable innovation, promote partnerships and equity, and reduce future impacts and losses through mitigation activities. The program funds a wide variety of mitigation project types, all of which are outlined in the Hazard Mitigation Assistance Program and Policy Guide. FDEM reviews submitted project applications to verify eligibility, consistency with the SHMP and LMS plans, cost effectiveness, technical feasibility, and completeness before submitting them to FEMA for review and approval.

Flood Mitigation Assistance (FMA)

The FMA program is authorized by Section 1366 of the National Flood Insurance (NFIP) Act of 1968, as amended (Public Law 90-448) (42 U.S.C. 4104c) and appropriated annually by the Consolidated Appropriations Act. The goal of the program is to reduce or eliminate claims under the NFIP by providing funding for projects and planning that reduces or eliminates long-term risk of flood damage to structures insured under the NFIP. Eligible activities include acquisition, elevation, relocation, mitigation reconstruction, and mitigation retrofits. FDEM reviews submitted project applications to verify eligibility, consistency with the SHMP and LMS plans, cost effectiveness, technical feasibility, and completeness before submitting them to FEMA for review and approval.

Hurricane Loss Mitigation Program

The Hurricane Loss Mitigation Program (HLMP) is a state funded and administered grant and receives \$10 million annually from the Florida Hurricane Catastrophe Trust Fund (Section 215.559, Florida Statutes).

Each year FDEM shall prioritize the use of these funds for projects included in the annual report of the Shelter Retrofit Report prepared in accordance with Section 252.385(3), Florida Statutes. FDEM is required to give funding priority to projects in regional planning council regions that have shelter deficits and to projects that maximize the use of state funds.

Grant funds awarded under the HLMP qualify as state financial assistance under the Florida Single Audit Act (see Section 215.971, Florida Statutes). The Catalog of State Financial Assistance number (CSFA#) for HLMP is 31.066. Because the Legislature provides FDEM with HLMP funds through the grants and aid appropriation category, eligible proposers under this request for proposal (RPF) include governmental entities, nonprofit organizations, and qualified for-profit organizations. Individual homeowners are ineligible to apply directly for this opportunity.

Floodplain Management

The Office of Floodplain Management (OFM) administers Florida's coordinated statewide floodplain management program through the National Flood Insurance Program (NFIP) to promote the health and safety of the public, minimize loss of life and property, and reduce economic losses caused by flood damages. This is accomplished through its coordination with Florida's stakeholders, including State agencies, regional entities like the ten Regional Planning Councils and five Water Management Districts, and NFIP-participating local communities. FEMA depends on the State NFIP Coordinator to deliver the program to communities through numerous activities. The OFM conducts compliance reviews of local floodplain management regulatory programs, provides educational programs to enhance communities' knowledge of floodplain management practices, and provides technical assistance to local officials and the public on a wide range of floodplain management matters, such as permitting, insurance, ordinance amendments, and post-disaster responsibilities.

The State NFIP Coordinator is the state's Floodplain Manager who represents state-level administration of flood disaster response along with the federal FEMA partner during federally declared disasters when FEMA staff are deployed. The SFMO also serves an active role in assisting the FEMA's mapping contractors in Flood Insurance Rate Maps (FIRMs) update process, and state staff must review revisions or updates of all local government flood ordinances prior to the effective date of new flood maps. The Office encourages communities to adopt higher regulatory standards in flood ordinances to help them advance in the Community Rating System (CRS) which helps lower the cost of NFIP flood insurance premiums.

The SFMO also promotes the enrollment of communities in the CRS. CRS is a federal program that incentivizes improved floodplain management practices and public outreach in exchange for NFIP insurance premium rate reductions to policy holders in flood zones. The CRS organizes three broad category goals for which communities may earn credit points for advancing these

goals. The main goals of the CRS program are to reduce flood risk/damage, encourage the purchase of NFIP flood insurance, and pursue a broad approach to enhancing floodplain management.

Section 4: Finance and Administration

The Finance and Administration Section of the SERT is responsible for coordinating several important measures that are necessary to process and track expenditures and other financial matters. These measures and activities are undertaken as provided for in the State of Florida Resource and Financial Management Policies and Procedures for Emergency Management policy document.

Several of these measures are as follows:

- Execution and maintenance of documentation related to the purchase of equipment, services, and commodities by the SERT to meet the response and recovery needs of the SERT and survivors of the disaster or emergency.
- Maintain, document, and track personnel overtime and compensatory time. This section also arranges and tracks travel accommodations for personnel deployed into impact areas.
- Process documents to ensure expeditious employment of additional response and recovery personnel to meet the staffing requirements of the event.
- Collaborate with other state agency finance offices to track the estimated costs of the event for the management of state financial resources and for future reimbursement processes.
- Ensure that there is sufficient budget authority and federal funds to compensate for response and recovery costs. This includes any required state matching fund commitments to ensure proper reimbursement of funds to eligible local, state, and non-profit entities for reimbursable response and recovery efforts. After the state of emergency has ceded, the SERT will continue to monitor costs associated with the event and seek budget authority requests as required.
- Identify and track all eligible federal costs incurred during and after the event for reimbursement by FEMA.
- Provide oversight of all financial matters supporting the SEOC and SEOC team.
- Provide support and process all fiscal, travel, budgetary and financial needs of the SEOC and SEOC team.
- Arrange, process, and review travel for the SEOC and SEOC team.
- Track, review, and report on all financial matters for the SEOC and SEOC team.

Section 5: Plan Development and Maintenance

The CEMP is developed with assistance and input from the SERT members, including all levels of government, and private, volunteer and non-governmental organizations (NGOs) that have emergency management responsibilities. FDEM is responsible for coordinating any revision of the Basic Plan. Preparation and revision of the ESF Appendices is the responsibility of the designated primary lead emergency support function agency and their designated support

agencies. Format and content guidance is established by FDEM and incorporated into all appendices and attachments as necessary. FDEM maintains the CEMP and amends it to incorporate new concepts of operations, or information from lessons learned or developed through experience, events and/or training exercises. FDEM utilizes the current version of the Comprehensive Preparedness Guide to assist in the development of the CEMP.

Exercise and Plan Revisions

FDEM conducts “No-Notice” exercises as well as annual full-scale exercises (Statewide Hurricane Exercise, Radiological Emergency Preparedness Exercises, etc.) to test core capabilities, responsiveness, and overall effectiveness of the SERT. Each exercise will test all or critical portions of the CEMP, scenario-applicable supporting plans, including capabilities of equipment and the personnel to operate such equipment. A number of these exercises are coordinated with the federal government to test and exercise federal response plans and integration. Each exercise is evaluated through interviews with the emergency organization following the exercise and adopted into an After-Action Report and Improvement Plan (AAR/IP). Revisions will be made to the appropriate plans based on the AAR findings.

HSEEP Compliance and Plan Improvement

FDEM is compliant with the requirements of the Homeland Security Exercise and Evaluation Program (HSEEP) which is a capabilities and performance-based exercise program which provides a standardized policy, methodology, and terminology for exercise design, development, conduct, evaluation, and improvement planning. HSEEP compliance is defined as adherence to specific processes and practices for exercise program management and exercise design, development, conduct, evaluation, and improvement planning. FDEM complies with the four HSEEP performance requirements. These requirements are as follows:

- Conduct an annual Training and Exercise Planning Workshop and maintain a Multiyear Training and Exercise Plan.
- Plan and conduct exercises in accordance with the guidelines set forth in HSEEP policy.
- Develop and submit properly formatted AAR/IP.
- Track and implement corrective actions identified in the AAR/IP.

Plan Review

A review of the CEMP is conducted annually in cooperation with SERT member agencies, volunteer groups and other associates. Changes in procedures, lessons learned from previous incidents or events, identification of improved capabilities, and deficiencies for corrective action guide any necessary revisions to the plan. As required by law, revisions will be made through formal rule making. Pursuant to Chapter 120, Florida Statutes, FDEM will submit a Notice of Proposed Rule Making and allow for public comment before any amendment to the CEMP is adopted. As required by Chapter 252, Florida Statutes, a copy of the CEMP shall be submitted to the President of the Senate, Speaker of the House of Representatives, and the Governor no later than February 1 of every even-numbered year. At all times, the CEMP will be published and available online at www.floridadisaster.org.

Section 6: Legal Considerations

The Americans with Disabilities Act (ADA) of 1990 is incorporated into emergency preparedness plans. This law prohibits discrimination on the basis of disability. A best practice used to effectively address the needs of persons with disabilities or access and functional needs in emergency preparedness plans is establishing a process to pre-identify resources which may be used to fulfill requests from these individuals for reasonable accommodations they may need in emergency situations.

Functional Needs Support Services (FNSS) are defined as services that enable children and adults with or without disabilities who have access and functional needs to maintain their health, safety, and independence in a general population shelter. This may include personal assistance services (PAS), durable medical equipment (DME), consumable medical supplies (CMS), and reasonable modification to common practices, policies, and procedures. Individuals requiring FNSS may have sensory, physical, mental health, cognitive and/or intellectual disabilities affecting their capability to function independently without assistance. Additionally, the elderly, women in the late stages of pregnancy, and individuals requiring communication assistance and bariatric support may also benefit from FNSS.

On July 22, 2004, Executive Order 13347 was issued (Individuals with Disabilities in Emergency Preparedness), directing the federal government to work together with state, local, and tribal governments, as well as private organizations, to appropriately address the safety and security needs of people with disabilities.

The state and all local governments will make every effort to comply with Title II of the ADA and other applicable laws related to emergency and disaster-related programs, services and activities for individuals with access and functional needs.

Section 7: References and Authorities

The following references and authorities may be consulted for further advice and guidance. Other than those references and authorities that have the inherent force and effect of law, this Plan is not intended to incorporate them by reference.

Laws

Florida Statutes

- Chapter 14, Florida Statutes (Governor)
- Chapter 22, Florida Statutes (Emergency Continuity of Government)
- Chapter 23, Part I, Florida Statutes (The Florida Mutual Aid Act)
- Chapter 125, Florida Statutes (County Government)
- Chapter 154, Florida Statutes (Public Health Facilities)
- Chapter 161, Florida Statutes (Beach and Shore Preservation)
- Chapter 162, Florida Statutes (County or Municipal Code Enforcement)
- Chapter 163, Part I, Florida Statutes (Intergovernmental Programs; Miscellaneous Programs)

- Chapter 166, Florida Statutes (Municipalities)
- Chapter 187, Florida Statutes (State Comprehensive Plan)
- Chapter 215, Florida Statutes (Financial Matters: General Provisions)
- Chapter 216, Florida Statutes (Planning and Budgeting)
- Chapter 250, Florida Statutes (Military Affairs)
- Chapter 252, Florida Statutes (Emergency Management)
- Chapter 284, Florida Statutes (State Risk Management and Safety Programs)
- Chapter 287, Florida Statutes (Procurement of Personal Property and Services)
- Chapter 376, Florida Statutes (Pollutant Discharge Prevention and Removal)
- Chapter 377, Florida Statutes (Energy Resources)
- Chapter 380, Florida Statutes (Land and Water Management)
- Chapter 381, Florida Statutes (Public Health: General Provisions)
- Chapter 401, Florida Statutes (Medical Telecommunications and Transportation)
- Chapter 403, Florida Statutes (Environmental Control)
- Chapter 404, Florida Statutes (Radiation)
- Chapter 406, Part II, Florida Statutes (Disposition of Human Remains)
- Chapter 413, Florida Statutes (Employment and Related Services for Persons with Disabilities)
- Chapter 553, Florida Statutes (Building Construction Standards)
- Chapter 581, Florida Statutes (Plant Industry)
- Chapter 590, Florida Statutes (Forest Protection)
- Chapter 633, Florida Statutes (Fire Prevention and Control)
- Chapter 870, Florida Statutes (Affrays; Riots; Routs; Unlawful Assemblies)
- Chapter 943, Florida Statutes (Department of Law Enforcement)
- Chapter 1013, Florida Statutes (Educational Facilities)

Federal Statutes

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended, which provides authority for response and recovery assistance under the Federal Response Plan, which empowers the President to direct any federal agency to utilize its authorities and resources in support of State and local assistance efforts.
- Disaster Mitigation Act of 2000, Public Law 106-390, which amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to authorize a program for pre-disaster mitigation, to streamline the administration of disaster relief, to control the federal costs of disaster assistance, and for other purposes.
- Price-Anderson Amendments Act of 1988, Public Law 100-408, as amended.
- Emergency Management Assistance Compact, Public Law 104-321.
- Homeland Security Act of 2002, Public Law 107-296, (codified predominantly at 6 U.S.C. 101-557 and in other scattered sections of the U.S.C.), which established the Department of Homeland Security with the mandate and legal authority to protect the American people from the continuing threat of terrorism.
- The Americans with Disabilities Act (ADA) of 1990, Public Law 101-336.
- Coastal Barrier Resources Act, 16 U.S.C. Ch. 55.
- Flood Disaster Protection Act of 1973, Public Law 93-234, as amended by the National Flood Insurance Reform Act of 1994, 42 U.S.C. Ch. 50, which provides insurance

coverage for all types of buildings.

- Superfund Amendments and Reauthorization Act of 1986, Public Law 99-499, Title III, the Emergency Planning and Community Right-to-Know Act of 1986, 42 U.S.C. Ch. 116, which governs hazardous materials planning and community right-to-know.
- Hazardous Materials Transportation Uniform Safety Act of 1990 (HMTUSA), Public Law 101-615, which provides funding to improve capability to respond to hazardous materials incidents.
- Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA), Public Law 96-510, 42 U.S.C. Ch. 103, as amended, which requires facilities to notify authorities of accidental releases of hazardous materials.
- Public Law 101-549, Clean Air Act Amendments of 1990, which provide for reductions in hazardous air pollutants and risk management planning requirements.
- Public Law 85-256, Price-Anderson Act, 42 U.S.C. 2210, which provides for a system of compensating the public for harm caused by a nuclear accident.
- Public Law 84-99, 33 U.S.C. 701n, Flood Emergencies, authorizing an emergency fund for flood emergency preparation, flood fighting and rescue operations, and repair and restoration of flood control works threatened or destroyed by flood.
- Food Stamp Act of 1964, Public Law 91-671, in conjunction with Section 412 of the Stafford Act, relating to food stamp distributions after a major disaster.
- Public Law 89-665, 16 U.S.C. 470, et seq., National Historic Preservation Act, relating to the preservation of historic resources damaged as a result of disasters.
- Stewart B. McKinney Homeless Assistance Act, 42 U.S.C. Ch. 119 Subchapter III, Federal Emergency Management Food and Shelter Program.
- National Flood Insurance Act of 1968, 42 U.S.C. Ch. 50, as amended by the National Flood Insurance Reform Act of 1994 (Title V of Public Law 103-325).
- Riegle Community Development and Regulatory Improvement Act of 1994, Public Law 103-325.
- Public Law 83-703, an amendment to the Atomic Energy Act of 1954.
- Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-295.
- Sandy Recovery Improvement Act of 2013, Public Law 113-2, Division B.

Administrative Rules

Florida Administrative Code

- Chapter(s) 27P-2, 6, 11, 14, 19, 20, 21, and 22, Florida Administrative Code
- Chapter 73C-40, Florida Administrative Code

Code of Federal Regulations

- 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.
- 28 CFR Part 35 – Nondiscrimination on the Basis of Disability in State and Local Government Services.
- 44 CFR Parts 59-80 -- National Flood Insurance Program and related programs.
- 44 CFR Part 201 – Mitigation Planning.
- 44 CFR Part 204 – Fire Management Assistance Grant Program.
- 44 CFR Part 206 -- Federal Disaster Assistance.

- 44 CFR Part 207 – Management Costs.
- 44 CFR Part 208 – National Urban Search and Rescue Response System.
- 44 CFR Part 209 – Supplemental Property Acquisition and Elevation Assistance.
- 44 CFR Part 350 – Review and Approval of State & Local Radiological Emergency Plans and Preparedness.
- 44 CFR Part 351 – Radiological Emergency Planning and Preparedness.
- 44 CFR Part 352 – Commercial Nuclear Power Plants: Emergency Preparedness Planning.
- 44 CFR Part 353 – Fee for Services in Support, Review and Approval of State and Local Government or Licensee Radiological Emergency Plans and Preparedness.
- 44 CFR Part 360 – State Assistance Programs for Training and Education in Comprehensive Emergency Management.
- 44 CFR Part 361 – National Earthquake Hazards Reduction Assistance to State & Local Governments.

Executive Orders

State Executive Orders

- Executive Order 80-29 dated April 14, 1980, which requires each department and agency of the State and political subdivisions to take measures for the protection of personnel, equipment, supplies and essential records and adopt continuity of government (COG) plans by providing for emergency interim successors, relocation of seat of government and resumption of essential services.
- Executive Order 05-122 dated June 10, 2005, establishing the State Emergency Response Commission.

Federal Executive Orders

- Homeland Security Presidential Directive 3: Homeland Security Advisory System.
- Homeland Security Presidential Directive 5: Management of Domestic Incidents.
- Homeland Security Presidential Directive 7: Critical Infrastructure Identification, Prioritization, and Protection.
- Presidential Policy Directive 8: National Preparedness.
- Presidential Decision Directive 39, United States Policy on Counter Terrorism.
- Executive Order 11988, Flood Plain Management.
- Executive Order 11990, Protection of Wetlands.
- Executive Order 12657, Federal Emergency Management Assistance in Emergency Planning at Commercial Nuclear Power Plants.
- Executive Order 12656, Assignment of Emergency Preparedness Responsibilities.
- Executive Order 12241, transferring review and concurrence responsibility for State plans from the NRC to FEMA.

Appendix I: Emergency Support Function 1 – Transportation

Primary Agency	Florida Department of Transportation (FDOT)
Supporting State Agencies	<ul style="list-style-type: none"> • Florida Department of Agriculture & Consumer Services (FDACS) • Florida Department of Environmental Protection (DEP) • Florida Department of Highway Safety & Motor Vehicles (FHSMV) • Florida Department of Law Enforcement (FDLE) • Florida Department of Management Services (DMS) • Florida Water Management Districts (WMDs)
Supporting Federal Agencies	<ul style="list-style-type: none"> • U.S. Army Corps of Engineers (USACE) • U.S. Coast Guard (USCG) • U.S. Department of Homeland Security (DHS) • U.S. Department of Transportation (USDOT), Federal Highway Administration (FHWA)

Section 1: Introduction

Emergency Support Function 1 (ESF 1) assists the State Emergency Response Team (SERT), upon activation of the State Emergency Operations Center (SEOC), by providing the resources necessary to support the statewide transportation system during domestic events and incidents affecting the state. The term “statewide transportation system”, as used in this annex and all supporting plans and documents, encompasses all modes of transportation within the State of Florida, including highways and other roadway facilities, public transit, aviation, seaports, railroads, and spaceports.

1.1 Direction and Control

The ESF 1 Emergency Coordination Officer (ECO) serves as the lead representative in coordinating ESF 1 operations in the SEOC. Representatives from each of the ESF 1 supporting agencies will coordinate with their respective agencies in obtaining resources to meet requests as well as tracking the status of those resources.

In addition to the SEOC, both ESF 1 primary and support agencies may be represented at their respective agency EOCs and county EOCs, and/or they may be co-located with other ESFs at a SERT field operations facility, if necessary.

Section 2: Roles and Responsibilities

2.1 Organization

The Florida Department of Transportation is the primary agency responsible for the operations of ESF 1. Supporting agency roles are outlined in Section III (Responsibilities). As part of the SERT when activated, ESF 1 is aligned under the Infrastructure Branch which, in turn, reports to the SERT Operations Section.

2.2 Responsibilities

2.2.1 Primary Agency – Florida Department of Transportation

1. Coordinate all ESF 1 administrative, management, planning, training, preparedness, response, recovery, and mitigation activities.
2. Assign FDOT personnel to the ESF 1 duty roster in the SEOC.
3. Provide all available and obtainable transportation resource support for the ESF 1 mission, including, but not limited to:
 - a. Transportation equipment and facilities lists;
 - b. Vehicular traffic management and control signs and devices of various types;
 - c. Vehicular traffic flow data and information from permanent and temporary monitoring sites;
 - d. Coordinating the suspension of state road and bridge tolls;
 - e. Coordinating with the United States Coast Guard (USCG) to take protective measures (e.g., lockdowns) for moveable bridges;
 - f. Suspending and clearing all construction and maintenance zones on the state highway system in anticipation of a notice of an evacuation order or as a protective measure in forecasted impacted areas;
 - g. Implementing Emergency Shoulder Use (ESU) in support of local evacuation efforts;
 - h. Ensuring supportive infrastructure to accommodate electric vehicles and autonomous vehicles;
 - i. Providing public transit data and points of contact by city and county;
 - j. Providing public and private airport and airfield data and owner-operator points of contact;
 - k. Providing railroad transportation systems data and points of contact;
 - l. Providing seaport data and owner-operator points of contact;
 - m. Providing maps and other situational awareness aids for all modes of transportation;
 - n. Identifying temporary alternative transportation solutions that have been implemented when systems or infrastructure are damaged or unavailable and update as system is restored.
 - o. Providing staffing and resources necessary to conduct impact assessment of the impacted area, and;
 - p. Providing multi-modal transportation engineering, technical, and specialty support and coordination.

2.2.2 Support Agencies - State

Agency	Responsibilities
1. Florida Department of Agriculture & Consumer Services (FDACS)	a. Coordinate the issuance of waivers with respect to transportation of certain agricultural commodities. b. Provide available and obtainable transportation-related resources for the support of ESF 1 missions.
2. Florida Department of Environmental Protection (FDEP)	a. Provide available and obtainable resources for the support of ESF 1 missions.
3. Florida Department of Highway Safety & Motor Vehicles (FHSMV)	a. Provide available and obtainable transportation resources for the support of ESF 1 missions. These

	<p>resources may be used in coordination with FDLE to:</p> <ul style="list-style-type: none"> • Coordinate law enforcement support for activating, maintaining, and deactivating Emergency Shoulder Use (ESU) plans for ordered evacuations; • Coordinate law enforcement escort support for emergency materials, supplies, and personnel vehicles, singularly or in convoys; • Coordinate law enforcement support for traffic control, public safety, and security. • Coordinate and provide road and bridge closure reports to the SERT.
<p>4. Florida Department of Law Enforcement (FDLE)</p>	<p>a. Provide available and obtainable transportation resources for the support of ESF 1 missions. The FDLE resources will be used to:</p> <ul style="list-style-type: none"> • Coordinate with local law enforcement support to augment the activating, maintaining, and deactivating of Emergency Shoulder Use (ESU) plans for ordered evacuations; • Coordinate with local law enforcement escort support for emergency materials, supplies, and personnel vehicles, singularly or in convoys; • Coordinate with local law enforcement support for traffic control, public safety, and security.
<p>5. Florida Department of Management Services (DMS)</p>	<p>a. Provide assistance and coordination as it relates to communications and communications infrastructure.</p>
<p>6. Florida Water Management Districts (WMDs)</p>	<p>a. Provide flood mapping and support to ESF 1 missions . These resources may be used to support coordination efforts with the weather and river forecasting and monitoring entities.</p>

2.2.3 Supporting Agencies – Federal

Agency	Responsibilities
<p>1. U.S. Army Corps of Engineers (USACE)</p>	<p>a. Provide flood mapping and support to ESF 1 missions. These resources may be used to support coordination efforts with weather and river forecasting and monitoring entities.</p>
<p>2. U.S. Coast Guard (USCG)</p>	<p>a. Support response to navigation emergencies. b. Coordinate with Federal ESF 10 (Hazardous Material and Environmental). c. Provide emergency hydrographic surveys, search and recovery, obstruction location to assist safe</p>

	<p>vessel movement, and vessel traffic rerouting in ports and waterways.</p> <ul style="list-style-type: none"> d. Provide expertise and conducts/supports specialized salvage/wreck removal operations. e. Coordinate with FDOT on the lockdown of moveable bridges on the state highway system. f. Coordinate with harbor safety committees and pilot associations.
<p>3. U.S. Department of Homeland Security, Office of Infrastructure Protection (OIP)</p>	<p>In response to threats, events and incidents impacting the state, the OIP will have a dedicated Protective Security Advisor (PSA) report to the SEOC to coordinate critical infrastructure impact information resulting from the incident.</p> <ul style="list-style-type: none"> a. The PSA provides expert knowledge of the impacted infrastructure providing vital information on interdependencies, cascading effects, and damage assessments. b. The PSA coordinates closely with critical infrastructure owner/operators on incident impacts and makes recommendations on critical infrastructure reconstitution prioritization, re-entry, and recovery efforts. c. The PSA will utilize the Special Event and Domestic Incident Tracker (SEIDIT), to track, in near real time, facilities' pre-incident and post-incident status in order to provide situational awareness to counties and the SEOC as well as OIP leadership.
<p>4. U.S. Department of Transportation, Federal Highway Administration (FHWA)</p>	<ul style="list-style-type: none"> a. Monitor and report the status of and damage to the transportation system and infrastructure. b. Assist with the identification of temporary alternative transportation solutions to be implemented when primary systems or routes are unavailable or overwhelmed. c. Serve as the Air Operations Liaison until a representative from the FAA is available in person to serve in this role. d. Coordinates federal regulatory waivers and exemptions. e. Serve as the ELT representative on location during evacuations and re-entries. f. Provide longer-term coordination with FDOT on the restoration and recovery of the affected transportation systems and infrastructure if required. g. Coordinates and implements, as required, emergency-related response and recovery functions performed under USDOT and FDOT statutory authorities. This includes management of the airspace within and surrounding the disaster-impacted area, emergency highway funding for federally owned highways and highways on the

	Federal Aid System, hazardous material movement, and damage assessment, including safety- and security-related actions.
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Section 3: Concept of Operations

3.1 General

Upon activation of the SEOC, in response to an event or incident impacting the state, the ESF 1 primary and supporting agencies will assign personnel to the SERT at the SEOC. These personnel will receive, assess, and respond to transportation-related resource requests as tasked.

ESF 1 provides a structure for managing and coordinating the complex operations of the transportation system. This includes providing support to evacuation and re-entry efforts; coordination of transportation recovery, restoration, safety, and security; coordination of Maintenance of Transportation (MOT) efforts; and coordination of the movement of individuals, personnel, and goods, as necessary.

ESF 1 resources may be used to:

- Provide transportation-related support to other ESFs;
- Provide information and support to entities conducting evacuation and re-entry efforts;
- Monitor, control, and coordinate all modes of transportation;
- Provide infrastructure status reports for all modes of transportation;
- Provide transportation maps, charts, and electronic geospatial information for situational awareness;
- Identify, assess, prioritize, and coordinate repairs of damage sustained to the multi-modal transportation infrastructure;
- Prioritize and initiate emergency work to clear debris and obstructions from, and make emergency repairs to, the state highway system;
- Identify temporary alternative transportation solutions that can be implemented when systems or infrastructure are damaged or unavailable, to include the identification of alternative routes;
- Facilitate and coordinate the Overweight and Over-Dimensional expedited permitting process; and
- In cooperation with law enforcement partners, coordinate the provisions for extended hours of operation for commercial operators for materials necessary to respond to an event or incident.

3.2 Notification

ESF 1 will utilize the following notification processes during SEOC activations:

1. The State Watch Office (SWO) will notify the FDOT Emergency Coordination Officer (ECO) and the FDOT Watch Officer when a threat, event or incident that will potentially impact the state is occurring or has occurred; the FDOT Watch Officer will notify the FDOT ECO, if not already notified.
2. The FDOT ECO, in turn, will notify designated ESF 1 personnel to report to the SEOC.
3. As warranted by the scope of the impending event or incident, the FDOT ECO will notify the appropriate supporting agencies and request necessary support.
4. The supporting agencies will notify their respective agency personnel and emergency management partners.

5. The designated supporting agencies will report to the SEOC, or provide support remotely, and ensure the necessary staffing for the remainder of the activation, or until released by the FDOT ECO.

3.3 Operational Objectives

3.3.1 Preparedness

- a. Participate in the review and revision of the ESF 1 Appendix to the State CEMP, related SERT Standard Operating Guidelines (SOGs) and ESF 1 documents and materials;
- b. Attend and participate in ESF 1 conference calls, webinars, meetings, conferences, training sessions, and exercises;
- c. Develop and maintain templates, documents and/or listings for the following:
 - Agency emergency points of contact and subject matter experts that are assigned or otherwise available to ESF 1;
 - Points of contact for agency, contractor, and vendor obtainable transportation resources;
 - Websites and other electronic resources identified to assist all supporting agencies;
 - Briefings, situation reports, and/or incident action plans.
- a. Participate in evacuation-related conference calls hosted by the SERT.
- b. Prepare state roadways in anticipation of evacuations.

3.3.2 Response

- a. Evaluate and task transportation-related resource requests to appropriate supporting agencies or FDOT districts and offices.
- b. Evaluate damage to state transportation infrastructure and conduct impact assessments in the threatened and/or impacted area and task personnel for response and recovery work.
- c. Support the SERT's field operations in addition to SEOC operations.
- d. Support requests and directives leading to, and resulting from, Executive Orders and Declarations and requests for federal assistance.
- e. Provide information to be included in briefings, situation reports, and/or incident action plans.
- f. Provide sufficient ESF 1 personnel to cover an activation of the SEOC for an extended period of time.
- g. Contact ESF 1 counterparts in the threatened or impacted county(s) according to established procedures.
- h. Maintain records of costs incurred during the response and recovery phases.
- i. Begin pre-planning for recovery actions.
- j. Identify temporary alternative transportation solutions that can be implemented when systems or infrastructure are damaged or unavailable.
- k. Prepare and maintain status maps for all modes of transportation.
- l. Monitor the status of seaports, spaceport facilities, airports, navigable waterways, railway systems and tolls.

3.3.3 Recovery

- a. Evaluate and task transportation-related resource requests to the appropriate supporting agencies or FDOT districts and offices.
- b. Support the establishment of staging areas, distribution sites, and other local, state, and federal recovery facilities in the impacted area.

- c. Support the deployment of field operations teams and other emergency workers in the impacted area.
- d. Maintain records of costs incurred during the response and recovery phases.
- e. Monitor the status of seaports, spaceport facilities, airports, navigable waterways, railway systems and tolls.
- f. Plan, prepare for, and assist with the movement of emergency relief personnel and commodities.
- g. Update temporary alternative transportation solutions that have been implemented when systems or infrastructure are damaged or unavailable as system is restored.
- h. Prepare and maintain status maps for all modes of transportation.

Section 4: Finance and Administration

4.1 Financial Management

ESF 1 agencies will document incurred costs of available and contracted resources used during the preparedness, response, recovery, and mitigation activities of an emergency or disaster. Each agency—primary and supporting—will be responsible for tracking its own costs.

4.2 Authorities and References

- A. Chapter 252, Florida Statutes
- B. Chapter 327, Florida Statutes

Appendix II: Emergency Support Function 2 – Communications

Primary Agency	Department of Management Services, Division of Telecommunications
Support Agencies	Department of Agriculture and Consumer Services, Department of Law Enforcement, Department of Military Affairs, Public Service Commission, Florida Civil Air Patrol, and Amateur Radio Emergency Services.

Section 1: Introduction

The purpose of Emergency Support Function 2 (ESF 2) is to provide the state provisions for communications support before, during, and after an emergency/disaster situation. ESF 2 will coordinate communications resources (equipment, services, and personnel) that may be available from a variety of sources (i.e., State agencies, voluntary groups, county agencies, the telecommunications industry, federal government agencies, and the United States armed forces) before or after the activation of the State Emergency Operations Center (SEOC).

1.1 Direction and Control

1. The Director of the Division of Telecommunications who is within the Department of Management Services provides direction and control for ESF 2. The Director or his/her Bureau Chiefs and supervisors will manage and control the operation of this ESF to include mission assignment, mutual aid, State Management Team, Area Command, contracts for goods and services, radiological emergencies, and recovery and mitigation activities (Recovery Center and Joint Field Office operations).
2. Field Support (RECON) Team: Field Support Team members from DIVTEL and ESF 2 supporting agencies keep in contact with the ESF 2 staff within the SEOC usually by cellular telephone, satellite phone, laptop, etc. but fall under the direct supervision and control of the Field Support SERT Chief.
3. Field Operations: Agencies of ESF 2 may serve the SERT in Field Operations (i.e., the State Management Team, Impact Assessment Teams: Preliminary Damage Assessment Team, Joint Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).

Section 2: Roles and Responsibilities

2.1 Organization

The Department of Management Services (DMS) Division of Telecommunications provides the leadership and management of the ESF with those identified supporting agencies providing a subordinate role for ESF 2 operations.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Management Services (DMS)

DMS, through Division of Telecommunications serves as the primary agency for ESF 2 and as such, will coordinate all activities (i.e., administration, planning, training, preparedness, response, recovery, mitigation, etc.). DIVTEL will also coordinate and manage ESF 2 activities with the other components of the SERT.

2.2.2 Support Agencies

The Department of Management Services, DIVTEL ESF 2 coordinates with other state agencies and communications entities that support emergency communications response and recovery efforts.

1. Florida Division of Emergency Management (DEM)
2. Florida Public Service Commission (PSC)
3. Department of Military Affairs (DMA)
4. Department of Agriculture and Consumer Services (FDACS)
5. Florida Department of Law Enforcement (FDLE)
6. Florida Wing of the Civil Air Patrol (CAP)
7. Amateur Radio Emergency Services (ARES)

Section 3: Concept of Operations

3.1 General

Under the leadership of the Division of Telecommunications (DIVTEL), representatives from each of the primary, support, and voluntary agencies will staff the SEOC when appropriate. The role of the primary agency will be to focus coordination and ensure the management of combined agency efforts. DIVTEL will respond directly to the Operations Section Chief who reports to the State Emergency Response Team (SERT) Chief.

3.2 Operational Objectives

3.2.1 Preparedness

- a. Identify communications facilities, equipment, and personnel located in, and outside, the affected area that could be made available to support response and recovery efforts.
- b. Assess the need for and obtain telecommunications industry support as required.
- c. Assess needs to pre-stage communications assets for rapid deployment into the affected area.
- d. Alert and/or contact all support agencies of ESF 2 and Florida telecommunications industry as necessary.
- e. Assure configuration of War Room and Vendor Room with computers, dedicated phone lines, printers, etc. for activation as necessary.

- f. Develop scheduling for ESF 2 dedicated staff, War Room staff, and Technical Support staff as necessary.

3.2.2 Response

- a. Identify the actual and planned actions of Florida telecommunications to restore services.
- b. Identify any planned activity by the Internet Service Providers to restore services that would enable use of e-government service.
- c. Identify to the extent practical the level of consumer services available for e-government services, internet access and other similar services.
- d. Determine what assets are available and nearest to the affected area(s) by each ESF 2 support agency and the time frame in deploying those assets.
- e. Identify communications facilities, equipment and personnel located nearest to the affected area(s) that could be made available to support recovery efforts.
- f. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
- g. Prioritize the deployment of services based on available resources and critical needs.
- h. Accumulate damage information obtained from assessment teams (i.e. Field Support Team), the telecommunications industry, the local county emergency operations centers, and other city/county/State agencies and report that information through the Plans Section daily.
- i. Provide specific support to the SERT personnel outside of the SEOC for full office capability at any forward SERT, LSA, etc. including telephone, data, Internet Access, and Intranet Access, etc. Communications support for the state's response and recovery teams will be a priority.
- j. Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required.

3.2.3 Recovery

- a. Assess State communications assets available to support a recovery mission(s). Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort. Industrial resources may also be considered for availability and effectiveness. Also, availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critical equipment will also be evaluated.
- b. Plan and prepare the notification systems to support the establishment of Logistical Staging Areas, distribution sites, Disaster Field Offices, Area Command, State Management Teams, staging areas, Points of Distribution sites, a Joint Field Office, Recovery Centers, Joint Information Centers, the deployment of strike teams, mutual aid teams, and other local, State, and federal recovery facilities and emergency workers in

the impacted area(s).

- c. Review, categorize, and compare damage information obtained from all the assessment teams, telecommunications industry, local county EOCs and other city/county/state agencies with industry and local government sources to ensure that specific problems are clearly understood and agreed upon.
- d. Select the resource alternative or package most applicable and coordinate its deployment.
- e. Evaluate and task the transportation support requests for impacted areas. Coordinate access into the impacted area(s) for restoration and recovery actions of the communications industry personnel.
- f. Generate in a timely manner, information to be included in SEOC briefings, situation reports, action plans, internal and external state agency management and/or communications industry reports.
- g. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period of time.
- h. Prepare and process reports using established procedures, focusing specific attention to the production of after-action reports.
- i. Maintain appropriate records of work schedules and costs incurred by ESF 2 agencies during an event.
- j. Maintain appropriate tracking records of deployed communications equipment coordination through ESF 2 during event for billing and equipment retrieval.
- k. Seek information concerning the projected date the SEOC will deactivate.

3.2.4 Operations

- a. Monitor the National Weather Service for the latest weather report for the area, including present conditions, the 24-hour forecast, and the long-range forecast.
- b. Assess the need for mobile or transportable communications equipment.
- c. Assess the need for, and obtain telecommunications industry support as required.
- d. Prioritize the deployment of services based on available resources and critical needs.
- e. Work to resolve all conflicts regarding communications resource allocation requests.
- f. Determine from local county/city authorities the location of possible secondary response locations in the disaster area, e.g., logistical staging areas, feed sites, tent cities, medical stations, satellite Disaster Field Offices, etc.
- g. Obtain the exact location of any proposed forward State Emergency Response Team.

- h. Obtain information from ESF 1 (Transportation) and ESF 16 (Law Enforcement) regarding road, rail, and air transportation conditions and whether ESF 1 can move mobile communications systems into the area.
- i. Maintain all activities on WebEOC (i.e. communications request, response, recovery, reports).
- j. Prepare and process reports using established procedures; focusing specific attention to the production of after action reports that will be crucial for future review of ESF activities and procedures.
- k. Coordinate Federal communications support to all governmental, quasi-governmental, and volunteer agencies as required.
- l. Coordinate ESF 2 needs and time frames with the Federal Emergency Management Agency (FEMA), the Department of Defense (DOD), and the National Communications System (NCS) as required.
- m. Develop and promulgate information collection guidelines and procedures to enhance assessment, allocation, and reallocation of telecommunications industry assets.

3.2.5 Mitigation

ESF 2 provides feedback to Department of Management Services DIVTEL and all supporting State agencies and voluntary organizations concerning activities and issues that need to be addressed. The Department of Management Services is the primary agency responsible for the State implementation plan for communications services as mandated in Section 282.1021, Florida Statutes.

Section 4: Finance and Administration

4.1 Financial Management

All requests for communication services must originate through the SEOC WebEOC system. Once entered into WebEOC and tasked, ESF 2 will initiate action. The SEOC WebEOC System will be used to provide a record of all payment to vendors.

4.2 Authorities and References

All references and authorities are available in the DMS, Division of Telecommunications ESF 2 Library.

- A. Presidential Executive Order 12472, April 3, 1984.
- B. NCS Manual 3-1-1, July 9, 1990, Telecommunications Service Priority, system for National Security Emergency Preparedness, Service User Manual.
- C. Telecommunications Electric Service Priority Restoration Initiative, United States Department of Energy, February 1993.

- D. Division of Emergency Management, State Warning Point Communications Operator Standard Operating Procedure, Chapter 252.38, Florida Statutes, Emergency Management.
- E. Powers of Political Subdivisions, Chapter 252.36, Florida Statutes, Emergency Management Powers of the Governor.
- F. Civil Air Patrol Operating Plan 1000, Civil Air Patrol Support of the Department of Defense and Civil Authorities During a National Emergency or Major Disaster Operation.
- G. Training Circular 24-24, Headquarters, Department of the Army, Signal Data References: Communications Electronics Equipment.
- H. Section 252.55, Florida Statutes, Civil Air Patrol, Florida Wing; Appropriations Procurement Authority; Wing Commander bond.
- I. Section 252.35, Florida Statutes, Emergency Management Powers; Division of Emergency Management.
- J. Section 252.34, Florida Statutes, Definitions.
- K. Section 252.60, Florida Statutes, Radiological Emergency Preparedness. L.
Section 252.83, Florida Statutes, Powers and Duties of the Department.

Appendix IV: Emergency Support Function

4 – Firefighting

Primary Agency	Department of Financial Services (DFS), Division of State Fire Marshal (SFM)
Support Agencies	Department of Agriculture and Consumer Services, Florida Forest Service, the Florida Fire Chiefs' Association, State Emergency Response Plan (SERP) Coordinators; Local Fire Service providers; Florida Division of Emergency Management

Section 1: Introduction

The purpose of Emergency Support Function 4 (ESF 4) is to provide state support and coordination to local governments for the deployment of resources needed in response to actual or potential emergency/disaster or planned events.

Section 2: Roles and Responsibilities

2.1 Organization

The Department of Financial Services, Division of State Fire Marshal is the lead agency for ESF 4. Supporting the State Fire Marshal Office include representatives from the Florida Fire Chiefs' Association, the Department of Agriculture and Consumer Services, Florida Forest Service, and the Florida Division of Emergency Management (FDEM). Representatives from primary and support agencies will be present in the State Emergency Operations Center (SEOC) on a 24-hour basis during SEOC activations. ESF 4 reports directly to the Emergency Services Branch Chief who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Financial Services, Division of State Fire Marshal

The Department of Financial Services, Division of State Fire Marshal's Office is the lead agency in ESF 4. As the lead agency, SFM coordinates with the support agencies in directing firefighting and other fire-based resources and response activities.

2.2.2 Support Agencies

Agency	Responsibilities
1. Florida Fire Chiefs' Association (FFCA)	a. Works with the Division of State Fire Marshal by forwarding requests for firefighting and other assistance to the seven fire regional response areas designated in the State of Florida Statewide Emergency Response Plan (prepared by the FFCA in coordination with the SFM).
2. Department of Agriculture and Consumer Services, Florida Forest Service	a. Serve as lead agency during an activation of the SEOC for wildfires.

	b. Request and coordinate the use of all State and/or Forestry Agency Compact assets that are ordered for control of wildfires.
3. Florida Division of Emergency Management	a. Leads the State Emergency Response Team (SERT) b. Provides Logistical, Meteorological, Planning, Fiscal and coordination in support to ESF 4.

Section 3: Concept of Operations

3.1 General

Firefighting involves managing and coordinating firefighting support, command, and control as needed to local governments for detection and suppression of fires, including mobilization of resources, deploying personnel, equipment, and supplies to support impacted local government response.

3.2 Operational Objectives

3.2.1 Preparedness

- a. The Florida Fire Chiefs’ Association and the Division of State Fire Marshal coordinate training and exercises regularly utilizing the Statewide Emergency Response Plan (SERP).

3.2.2 Response

- a. Activate the State Fire Resource Coordination Group.
- b. Coordinate State and local resources from outside the impacted area through the County EOCs and coordinating with other responding agencies.
 -
- c. Transportation MAY be provided, if available, but is usually the responsibility of the responding agency. This may require coordination with ESF 1. Additionally, resources may be pre-positioned as conditions permit (i.e., pre-landfall for hurricanes).
 -
- d. Members of ESF 4 may serve the State Emergency Response Team in Field Operations on any appropriate field operations team assigned.

3.2.3 Recovery

- a. Department of Financial Services, Division of State Fire Marshal, and the Florida Forestry Service personnel may serve as members of any deployed recovery team assigned depending on the nature of the event.
- b. ESF 4 will supplement local departments with equipment, resources, and personnel upon request as appropriate and available.

Section 4: Finance and Administration

4.1 Financial Management

All disaster response agency assets, city/county or otherwise, who provide assets and staff to requests from ESF 4, must submit their preliminary estimated costs for the resources requested within four days of deployment. Once department personnel and equipment have been demobilized and released back home complete reimbursement claims packages are to be submitted to the Florida Division of Emergency Management (MutualAid@em.myflorida.com) and Department of Financial Services / Division of State Fire Marshal (ESF49@myfloridacfo.com) within 15 business days of demobilization orders. The final request must include the following:

4.1.1 Salaries

Provide a schedule for all employees, time worked, pay and benefit rates, separating regular time from overtime; NOTE: Depending on the level of activation, mission assigned, Collective Bargaining Agreement (CBA) and local pay policies individuals/teams may be eligible for 24-hour pay during operations. The SFM lead, and FDEM makes that determination at the onset of the response depending on the severity and duration of operations.

4.1.2 Travel

Provide copies of the travel vouchers that have been paid due to disaster response. The appropriate Finance Director must certify these as true expenditures. If meals, lodging, or other support were provided by the State or another entity individual travel costs are not eligible.

4.1.3 Equipment

Provide a detailed description of the equipment used to assist, detailing the type and size, pump size and horsepower, where the equipment was used, number of hours per piece, per day, and type of work each piece performed. Vehicle rates – Primary use as passenger vehicles including pick-up trucks, SUVs and sedans shall be charged at current mileage rate. Vehicles that are primarily large equipment such as fire apparatus, semi tractors, EMS units and so forth shall be charged at the most current FEMA hourly cost code rate.

4.1.4 Materials

If eligible items were purchased to support the deployment the department must provide copies of invoices/receipts, Pcard statements and bank payments.

Logistical support provided by another entity such as meals, lodging and supplies shall not be claimed by the responding department.

4.2 Authorities and References

1. Federal ESF 4 Annex.
2. EMERGENCY RESPONSE TEAM ANNEX FOR WILDFIRE OPERATIONS FFS Fire Suppression Draft – Forestry.
3. FFCA STATEWIDE EMERGENCY RESPONSE PLAN (SERP) July 17, 2021
4. Florida Fire Chiefs' Association; and the State Fire Marshal. November 21, 2002

Appendix V: Emergency Support Function 5

- Information & Planning

Primary Agency	Florida Division of Emergency Management
Support Agencies	Department of Military Affairs - Florida National Guard

Section 1: Introduction

Emergency Support Function (ESF) 5 - is a function located within the Planning Section, with the mission of compiling, analyzing, and coordinating overall information and planning activities in the State Emergency Operations Center (SEOC) in support of emergency operations.

1.1 Direction and Control

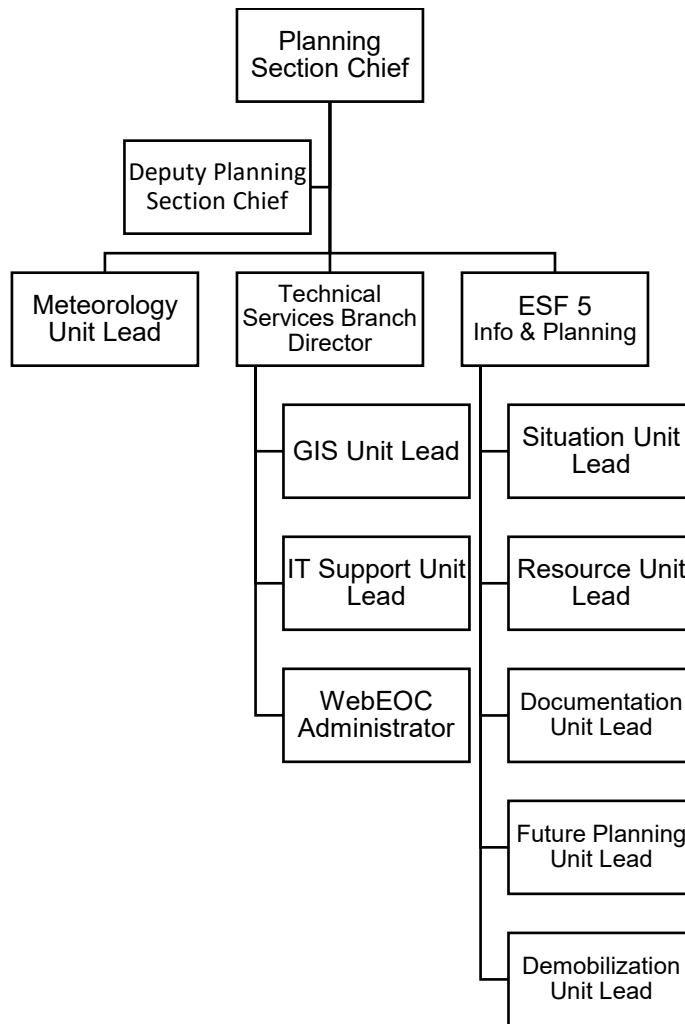
During an emergency or disaster, ESF 5 will immediately implement requests or directives of the SERT leadership in an efficient and effective manner. Provide support, as required, to SEOC operations and to SERT field operations including, Reconnaissance (Recon), Incident Management Team (IMT), Forward SERT (FSERT), Area Command, Joint Field Office (JFO), etc. ESF 5 will collect and verify information from known and reliable sources, and consolidate key information into reports and other materials, describe and document overall response activities, and keep appropriate authorities informed of the status of overall event operations. ESF 5 will coordinate with Technical Services Branch to maintain displays of key information such as meeting/briefing and reporting schedules, maps, charts, status boards, and electrical data. ESF 5 will establish a pattern of information flow in support of the action planning process initiated by the State Emergency Response Team leadership.

The SERT Chief has the authority to assign personnel, allocate resources, and extend funds to meet the responsibilities outlined for ESF 5 or to complete missions assigned to ESF 5. The Planning Section Chief has the authority to designate a Deputy Planning Section Chief(s). The Planning Section Chief has the authority to designate unit leaders and reassign ESF 5 personnel within the section as necessary. The Planning Section Chief has the authority to coordinate with the SERT Chief to request additional staffing assistance if needed.

All actions taken by ESF 5 will be guided by and coordinated with the SERT Chief, mobilized Area Command or Incident Management Team representatives, and impacted county disaster officials. As operational activities expand, outside of the SEOC (e.g., staging area, Recon, Area Command), information will continue to be reported to the SEOC, with ESF 5 collecting and reporting information. Simultaneous coordination of vital information and protective actions will be accomplished by conference calls and/or other communications systems. When possible, ESF 5/Planning Section personnel will co-locate with Federal Emergency Management Agency (FEMA) Planning Section personnel to better coordinate and unify planning and reporting efforts. Even if a physical co-location is not possible, the SERT Planning Section will work jointly with FEMA Planning Section personnel deployed to the SEOC.

Section 2: Roles and Responsibilities

2.1 Organization



2.2 Roles and Responsibilities

2.2.1 Primary Agency – Florida Division of Emergency Management

ESF 5 is staffed by the Florida Division of Emergency Management (FDEM) personnel with support from the Florida National Guard as requested. It is always comprised of three functional units (Situation Unit, Documentation Unit, and the Resource Unit), with two additional units (Future Planning Unit and Demobilization Unit) activated dependent upon the requirements of SERT response operations. ESF 5 is led by the SERT Planning Section Chief who may designate an ESF 5 Lead to ensure span of control based on incident complexity.

ESF 5 serves as the documentation and planning support for the SERT during preparedness, response, and recovery activities. ESF 5 responsibilities are:

- Develop and publish Situation Reports, Flash Reports, and other reports and required
- Develop and disseminate Situation Reports, Flash Reports, and other reports as required

- Maintain situational awareness of SEOC activities, field activities, county/local activates, and media
- Document after action items and assist in preparing after action reports
- Develop EOC Incident Action Plans and facilitate action planning meetings
- Maintain battle rhythm on the fifth screen in the SEOC and within WebEOC
- Schedule and maintain conference room needs for the SERT
- Track SEOC staffing and coordinate with Finance on meal ordering
- Ensure ICS-214 form completion by SEOC personnel
- Establish and maintain event chronology and significant statistics
- Create briefing slides for SEOC Briefings
- Manage the content of the screens in the SEOC
- Document after action items and assist in preparing after action reports

2.2.2 Support Agencies

Agency	Responsibilities / Support Provided
1. Department of Military Affairs – Florida National Guard	<ul style="list-style-type: none"> • Provide staffing to support SEOC and/or field operations as needed.

Section 3: Concept of Operations

3.1 General

The primary function of ESF 5 is to serve as a clearinghouse for event information, facilitate the development of action plans, develop approaches, and devise solutions for future response operations. This is accomplished through the collection, processing, analysis, and dissemination of information in the form of standardized planning documents, ad-hoc reports, and operational briefings. Essential information may be collected from sources such as other ESFs and counties. ESF 5 closely coordinates with other Planning Section functions to provide full situational awareness, to include meteorological information, spatial analysis through Geographical Information Systems (GIS), technical assistance, technical reports, and information displays for the State Emergency Response Team (SERT).

3.2 Notification

- a. The State Watch Office will notify FDEM and SERT personnel of activation of the SEOC.
- b. Once notified of an activation of the SEOC, the Planning Section Chief will determine which units and subunits need to be mobilized and notify ESF 5 staff accordingly. A staff roster, based on the operational period and event intensity, will be developed, and instituted to support SEOC operations.

3.3 Operational Objectives

3.3.1 Preparedness Objectives

- a. Maintain and regularly update ESF 5 plans and procedures, necessary computer data and programs, maps, critical facility information, evacuation studies, demographics, critical county data, etc.

- b. Periodically evaluate systems, processes, and methodologies in an effort to anticipate operational requirements and types of response information needed by the SERT and its partners.
- c. Orient other SERT personnel to the support that ESF 5 can provide.
- d. Provide Planning Section support for SERT preparedness initiatives and planning meetings as requested.

3.3.2 Response Objectives

- a. Upon notification, immediately staff the SEOC.
- b. Establish a staff roster and personnel duties to support SEOC operations.
- c. Prepare staff rosters for incoming SEOC personnel.
- d. Coordinate with the Technical Services Branch to set up status displays, obtain data/studies and electric files, and initiate the planning and reporting processes.
- e. Coordinate with the Meteorology Unit to develop and disseminate meteorological forecasts.
- f. Anticipate types of response information that the SERT and its partners will require.
- g. Coordinate information gathering with key personnel in the field.
- h. Facilitate SEOC briefings and County/State coordination conference calls.
- i. Provide information in support of the SERT, local governments, federal agencies, and volunteer organizations.
- j. Facilitate planning meetings to develop Action Plans and, if needed, other specialized plans.
- k. Maintain situational awareness.
- l. Establish contact with local governments, and all state field operations facilities, teams, and personnel.
- m. Develop and disseminate Flash Reports, Situation Reports, and other reports to all SERT partners.

3.3.3 Recovery Objectives

- a. When requested, deploy personnel in support of Joint Field Office (JFO) operations.
- b. Collect and process information concerning recovery activities while the response phase of the disaster is ongoing.
- c. Coordinate with federal government partners to develop and disseminate Incident Action Plans, Situation Reports, and other information.
- d. Compile information to support recovery activities.

3.3.4 Mitigation Objectives

- a. Provide planning assistance as requested.

Section 4: Finance and Administration

4.1 Financial Management

ESF 5 / SERT Planning Section will coordinate approval of all expenditures with the SERT Chief and the Finance and Administration Section. The staff will maintain employee time logs to reflect hours worked. Each agency – primary and supporting – will be responsible for tracking its own costs. All missions conducted will be entered into WebEOC for documentation and tracking purposes.

4.2 Authorities and References

- Chapter 252, Florida Statutes.
- Part IV, Chapter 110, F.S.
- Chapter 14.29, F.S

Appendix VI: Emergency Support Function

6 – Mass Care

Primary Agency	Department of Children and Families
Support Agencies	Agency for Persons with Disabilities, American Red Cross, Capacity Path, Catholic Charities of Florida, Centers for Independent Living, Department of Commerce, Department of Education, Department of Elder Affairs, Department of Health, Department of Veterans' Affairs, Farm Share, Feeding Florida, Feed the Need, Florida Baptist Convention, Florida Board of Governors, Florida Collages, Legal Services of North Florida, Mercy Chefs, Midwest Food Bank, Operation BBQ Relief, The Salvation Army, and World Central Kitchen.

Section 1: Introduction

1.1 Purpose

Emergency Support Function (ESF) 6 – Mass Care: coordinates the provision of life-sustaining resources and essential services (mass care, emergency assistance, and human services) when the needs of disaster survivors exceed local government capabilities.

1.2 Scope

Local, state, tribal, federal, and non-governmental organizations (NGOs) work together to prepare and respond to disasters provide life-sustaining Mass Care, Emergency Assistance, and Human Services, to disaster survivors. ESF 6 – Mass Care is a member of the Human Services Branch of Florida’s State Emergency Response Team (SERT). ESF 6’s two primary functions are:

1. Mass Care and Emergency Assistance:
 - Feeding Operations
 - Congregate Sheltering
 - Distribution of Emergency Supplies
 - Mass Evacuation Support
 - Essential Community Relief Services
 - Non-Congregate Sheltering
 - Supporting Individuals with Disabilities, Access, or Functional Needs
 - Family Reunification

2. Human Services:
 - Disaster Case Management
 - Disaster Crisis Counseling
 - DSNAP (Disaster Supplemental Nutrition Assistance Program)
 - Disaster Unemployment
 - Disaster Legal Services
 - Transitional Shelter Assistance and Disaster Homeless Support
 - State and Federal Human Services Programs, Grants, and Benefits to Survivors

ESF 6 is linked closely with Recovery Support Functions (RSFs). Following an incident, these RSFs may be activated concurrently with ESF 6, although RSF initial focus will be on planning and information sharing. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. As ESF requirements diminish, RSFs assume the residual ESF activities that are associated with long-term recovery. The timing of this transition depends on the scope of the incident and the needs of survivors.

1.3 Assumptions

- a. All disasters are local, but many require state assistance.
- b. The most readily available human resource in disasters are survivors. They are often first on the scene and can provide instant assistance to other survivors.
- c. A disaster can occur with little or no warning and can escalate more rapidly than the affected jurisdictions and local response organizations can manage.
- d. Disasters will result in one or more of the following: loss of life, damage or destruction to public and private property, disruption of utilities (electric, telephone and water) and daily life activities, displacement of individuals and families, disruption of local services (sanitation, EMS, fire, and police), shortages of temporary or permanent housing; damage or destruction to public and private records, impacts to the environment, and social and economic disruption.
- e. Local government agencies will initiate actions toward saving lives and protecting property.
- f. In their disaster response, counties will first use locally available resources. They will then request assistance from other counties through Florida's Statewide Mutual Aid Agreement (SMAA) before requesting State assistance.
- g. State resources available to the SERT will be mobilized, as needed, to mitigate the impact of the emergency or disaster.
- h. When state resources and capabilities are exhausted, additional resources will be requested through:
 - The Emergency Management Assistance Compact (EMAC).
 - FEMA through the Stafford Act.
- i. In a catastrophic event, resource shortfalls at all levels of government will impact the effectiveness and efficiency of the response. The need for out-of-area resources will be significant.
- j. ESF 6 will operate from the State Emergency Operation Center (SEOC) or will enact a Continuity of Operations (COOP) plan and move to an alternate site.

Section 2: Roles and Responsibilities

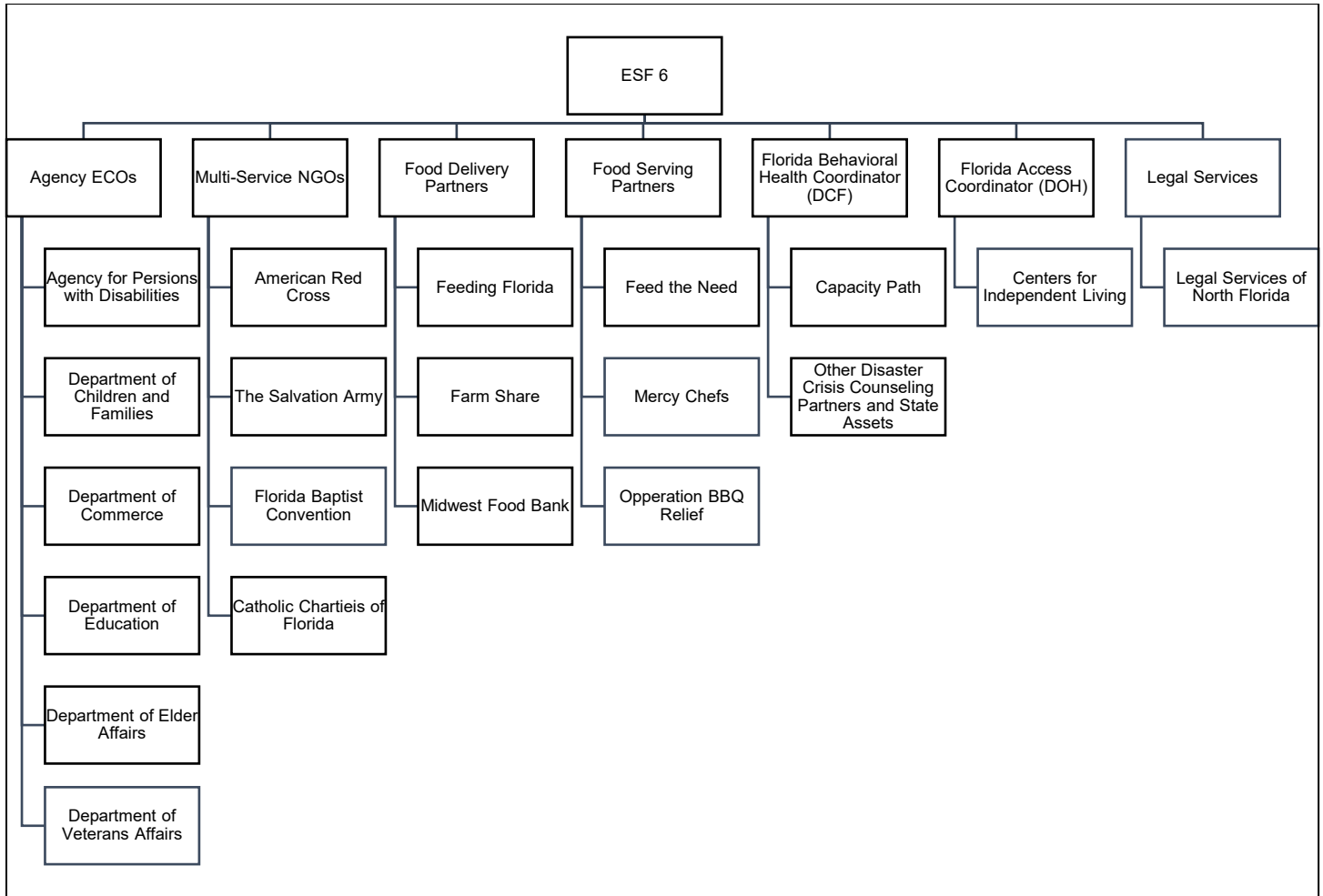
2.1 Direction and Control

The initial response is by local jurisdictions working with county emergency management agencies. It is only after local emergency response resources are exhausted, or local resources do not exist to address a given emergency or disaster that state emergency response resources and assistance may be requested by local authorities.

When activated and authorized, the Florida State Emergency Response Team (SERT) responds to resource and assistance requests from local authorities. The SERT is composed of Emergency Support Functions (ESFs), agency-appointed Emergency Coordination Officers (ECOs), and staff from state agencies, volunteer, and non-governmental organizations that operate under the direction and control of the Governor and State Coordinating Officer who leads the SERT.

2.1.1 ESF 6

Within the SERT, ESF 6 is a component of the Human Services Branch. ESF 6 provides mass care, emergency assistance, and human services to disaster survivors and responders. Administratively ESF 6 is staffed by the Florida Mass Care Coordinator and support staff. The Primary Agency of ESF 6 is the Department of Children and Families.



2.1.2 Florida Mass Care Coordinator

It is the responsibility of the Department of Children and Families to designate the Florida Mass Care Coordinator. The Florida Mass Care Coordinator runs ESF 6 when activated and serves to direct and coordinate response and recovery services within the ESF 6 Scope. This includes managing ESF 6 support staff.

Additionally, it is the responsibility of the Florida Mass Care Coordinator to engage in preparedness activities when not activated. Core preparedness responsibilities are comprised of, but not limited to:

- Coordinating and communicating with partners
- On-boarding on new partners
- Facilitating training events for ESF 6 support staff and partners
- Supporting partner administrative needs
- Writing and editing ESF 6 plans and the ESF 6 annex to the CEMP

- Establishing report templates
- Establishing informational documents to facilitate invoice payments
- Establishing informational documents to assist disaster caseworkers
- Providing deployable teams necessary information, training, and support
- Participating in state and federal mass care working groups and planning sessions
- Coordinating and planning with county mass care providers
- Identifying annual priorities to strengthen resiliency in response and recovery efforts

The goal of these preparedness activities should be to ensure, to the greatest extent possible, all partners and deployable assets are ready for an activation.

2.1.3 Agency ECOs

It is the responsibility of all agencies who comprise ESF 6 to designate individuals to serve as Emergency Coordination Officer and an Alternate Emergency Coordination Officer. These individuals represent the head emergency official from their respective agencies and are responsible for coordination of assets and services within their agencies vis-à-vis the SERT.

2.1.4 Multi-Service NGOs

These Non-Governmental Organizations are ESF 6 partners which provide a range of capabilities in multiple ESF 6 functions. This contrast to NGOs and private partners which are more specialized in a single service.

2.1.5 Feeding Partners

Non-Governmental Organizations and private feeding partners are ESF 6 partners which primarily provide support for ESF 6 feeding operations, although may also provide emergency supplies and other support.

2.1.6 Florida Behavioral Health Coordinator

It is the responsibility of the Department of Children and Families to designate the Florida Behavioral Health Coordinator. Along with the Florida Mass Care Coordinator, the Florida Behavioral Health Coordinator coordinates ESF 6 disaster crisis counseling operations to support essential community resiliency efforts. This includes applying for the Crisis Counseling Assistance and Training Program (CCP) grant. As an event transitions into a recovery phase, the Coordinator works with RSFs as appropriate. As a preparedness responsibility, the Coordinator seeks out best practices and information related to other disaster counseling programs and services to increase resiliency in response and recovery.

2.1.7 Florida Access Coordinator

It is the responsibility of the Department of Health to designate the Florida Access Coordinator. The Florida Access Coordinator supports individuals with functional and access needs and organizations which aid individuals with access and functional needs by directing ESF 6 resources where applicable. As a preparedness responsibility, the Coordinator seeks out best practices and information related to other access programs and services to increase resiliency in response and recovery.

2.1.8 Legal Services

Legal Services partners provide disaster legal services and consultations to eligible survivors at no cost.

2.2 Primary Agency – Department of Children & Families (DCF)

Agency	Responsibilities
Department of Children & Families (DCF)	<ol style="list-style-type: none"> 1. Designates the Florida Mass Care Coordinator. 2. Designates the Florida Behavioral Health Coordinator. 3. Assists with family reunification. 4. Assists with essential community relief services and disaster case management by deploying Family Resource Support Centers (FRSCs). 5. Assists with essential community relief services and disaster case management by staffing Disaster Resource Centers (DRCs) and Multi-Agency Resource Centers (MARC). 6. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams. 7. Deploys and operates the DSNAP (Disaster Supplemental Nutrition Assistance) program. 8. Supports disaster crisis counseling by applying for the CCP grant and coordinates deployment efforts with ESF 6. 9. Provides staff and support to the Joint Field Office (JFO) where appropriate. 10. Supports homeless individuals effected by a disaster where applicable.

2.3 Support Agencies

Agency	Responsibilities
Agency for Persons with Disabilities (APD)	<ol style="list-style-type: none"> 1. Supports individuals with disabilities, access, or functional needs by coordinating with ESF 6 to aid individuals and organizations served by APD. 2. Provides support to ESF 6 units in the field who are serving individuals served by APD. 3. Provides information on APD programs and contact information which may be relevant to disaster casework. 4. Assists with ESF 6 disaster planning initiatives as requested. 5. Provides timely information to ESF 6 regarding disaster related activities. 6. Provides personnel to staff the SEOC when requested.
American Red Cross (ARC)	<ol style="list-style-type: none"> 1. Provides a range of services including sheltering, feeding, distribution of emergency supplies, and disaster health/mental health, reunification, and casework services, where applicable. 2. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams when appropriate. 3. Provides support and technical assistance to ESF 6 and SERT as subject matter experts, when possible. 4. Provides critical disaster relief and preparedness information to the public. 5. Provide timely information to ESF 6 regarding disaster related activities. 6. Provides personnel to staff the SEOC when requested.
Capacity Path	<ol style="list-style-type: none"> 1. Supports disaster crisis counseling by providing crisis counseling services to first responders and disaster survivors, meeting critical community stabilization needs. 2. Provides timely information to ESF 6 regarding disaster related activities.

	<ol style="list-style-type: none"> 3. Provides personnel to staff the SEOC when requested.
Catholic Charities of Florida (CC)	<ol style="list-style-type: none"> 1. Provides a range of services including feeding and distribution of emergency supplies. 2. Provide timely information to ESF 6 regarding disaster related activities. 3. Provides personnel to staff the SEOC when requested.
Centers for Independent Living	<ol style="list-style-type: none"> 1. Supports individuals with disabilities, access, or functional needs by coordinating with ESF 6 to aid individuals and organizations served by CIL. 2. Develop and maintain plans that help to support the availability of durable medical equipment (DME), consumable medical supplies (CMS) and other resources to meet functional and access needs in general population shelters for those impacted by disasters. 3. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams when appropriate. 4. Provides timely information to ESF 6 regarding disaster related activities. 5. Provides personnel to staff the SEOC when requested.
Department of Commerce	<ol style="list-style-type: none"> 1. Supports disaster unemployment, and benefits and grants to survivors, by providing the National Dislocated Worker Grants Program, disaster unemployment assistance, and other programs intended to assist local communities. 2. Provides information on Department of Commerce programs and contact information which may be relevant to disaster casework.
Department of Education (DOE)	<ol style="list-style-type: none"> 1. Coordinates the use of DOE related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates the coordination and implementation of an emergency communication network with the State Emergency Response Team and the public education school districts and Colleges. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
Department of Elder Affairs (DOEA)	<ol style="list-style-type: none"> 1. Coordinates disaster response and recovery efforts for elders. 2. Coordinates with ESF 6 and other agencies to aid elderly populations, particularly in assisted living, long term care facilities and aging in place in residential communities. 3. Serves as the primary liaison with the Area Agencies on Aging, Comprehensive Assessment and Review for Long Term Care Services (CARES) State and Regional Offices, State and District Ombudsman offices, the Serving the Health Insurance Needs of Elders (SHINE) program and Department of Elder Affairs program offices to ensure that elders currently receiving services are contacted pre and post disaster to ensure the feasible delivery of services and continuity of care. 4. Deploys CARES teams as requested. 5. Provides support to ESF 6 units in the field who are serving individuals served by DOEA. 6. Provides information on DOEA programs and contact information which may be relevant to disaster casework. 7. Assists with ESF 6 disaster planning initiatives as requested. 8. Provides timely information to ESF 6 regarding disaster related activities. 9. Provides personnel to staff the SEOC when requested.

<p>Florida Department of Health (DOH)</p>	<ol style="list-style-type: none"> 1. Designates the Florida Access Coordinator position within ESF 6 and deploys staff to SEOC when requested. 2. Florida Access Coordinator coordinates with ESF 6 to aid individuals with disabilities, access, and functional needs. 3. Florida Access Coordinator serves as a subject matter expert, provides information and guidance regarding the needs of individuals access and functional needs in a disaster. 4. Florida Access Coordinator provides support to ESF 6 units in the field who are serving individuals with access and functional needs. 5. Florida Access Coordinator provides information on DOH programs and contact information which may be relevant to disaster casework. 6. Develops and maintains plans that support the availability of durable medical equipment (DME), consumable medical supplies (CMS) and other resources to meet functional and access needs in general population shelters. 7. Florida Access Coordinator assists with ESF 6 disaster planning initiatives as requested. 8. Florida Access Coordinator provides timely information to ESF 6 regarding disaster related activities.
<p>Department of Veterans' Affairs (FDVA)</p>	<ol style="list-style-type: none"> 1. Coordinates disaster response and recovery efforts for veterans. 2. Coordinates with ESF 6 and other agencies to aid veterans and veteran groups. 3. Provides support to ESF 6 units in the field who are serving individuals served by FDVA. 4. Provides information on FDVA programs and contact information which may be relevant to disaster casework. 5. Assists with ESF 6 disaster planning initiatives as requested. 6. Provide timely information to ESF 6 regarding disaster related activities. 7. Provides personnel to staff the SEOC when requested.
<p>Farm Share (FS)</p>	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Feeding Florida (FF)</p>	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its national network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Feed the Need</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.

Florida Baptist Convention (FBC)	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Supports ESF6 and the public with emergency assistance and supplies. 4. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 5. Provides personnel to staff the SEOC when requested.
Florida Board of Governors (BOG)	<ol style="list-style-type: none"> 1. Coordinates the use of BOG related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates communication between the SERT and universities, particularly in the event the SERT is seeking university expertise or resources. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
Florida Collages	<ol style="list-style-type: none"> 1. Coordinates the use of Florida Colleges related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates communication between the SERT and Florida Colleges, particularly in the event the SERT is seeking Florida Colleges expertise or resources. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
Legal Services of North Florida	<ol style="list-style-type: none"> 1. Provides a full range of disaster legal services from legal advice to full representation for eligible survivors. 2. Provides general legal guidance and situational awareness of disaster legal issues. 3. Provides personnel to staff Disaster Recovery Centers and Family Resource Support Centers. 4. Provides personnel to staff the SEOC when requested.
Mercy Chefs	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
Midwest Food Bank	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
Operation BBQ Relief	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
The Salvation Army (TSA)	<ol style="list-style-type: none"> 1. Provides a range of services including but not limited to: conducting feeding operations by distributing life-sustaining meals and beverages in the disaster area; distribution of emergency supplies; and casework services for emergency

	<p>assistance where applicable. Provides support and technical assistance to ESF 6 and SERT as subject matter experts, when possible.</p> <ol style="list-style-type: none"> 2. Provides critical disaster relief and preparedness information to the public. 3. Provide timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
World Central Kitchen (WCK)	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities when possible.

Section 3: Concept of Operations

3.1 Preparedness Activities

The SEOC, or its alternate, will be activated at a level necessary to effectively monitor or respond to threats or emergency situations. The SEOC operates 24 hours a day, seven days a week, but the level of staffing varies with the activation level.

There are three (3) levels of activation for the SEOC:

- Level 3: Monitoring, Steady-State. Issues are handled through the State Watch Office—with section, branch, and/or ESF assistance as needed.
- Level 2: Certain sections, branches, and ESFs are activated.
- Level 1: All sections, branches, and ESFs are activated to conduct response and recovery operations.

It is the general responsibility of all primary and support agencies to be ready to respond to requests in ESF 6 function areas of core competency, and to develop and maintain internal plans and procedures to affect this response. This includes ensuring trained staff, equipment, support systems and supplies are available for operations.

It is the general responsibility of the Florida Mass Care Coordinator to assist primary and support agencies and help them be ready to respond to disasters, and to ensure the smooth functioning of ESF 6. This includes preparation tasks such as:

1. Updating the ESF 6 Annex to the State Comprehensive Emergency Management Plan (CEMP).
2. Updating the ESF 6 SOG and any other ESF 6 specific plans.
3. Maintain standardize reporting metrics which ESF 6 partners are expected to provide during a disaster.
4. Develop solutions to distribute ESF 6 information to the public during a disaster.
5. Create and maintain pre-response information documents for partners going into a disaster to provide battle rhythm and necessary information, including deployment reimbursement, mission management, and invoice management.
6. Create and maintain information on state programs to distribute to disaster caseworkers.
7. Identify and disseminate mass care best practices from other states.
8. Identify and communicate training options for ESF 6 personnel.
9. Foster communication flow between ESF 6 partners.

10. Activate certain non-governmental private partners during a disaster.
11. On-board additional support agency partners as needed.
12. Assist local government and relevant NGOs in developing mass care services.
13. Identify, support, and ensure the readiness of ESF 6 deployable assets.
14. Ensure the ESF 6 breakout room is furnished and assign seating in ESF 6 areas.

3.2 Activation and Notification

Upon activation for a disaster, the State Watch Office will send out activation notices to all ECOs/Alt ECOs and the Florida Mass Care Coordinator via the Everbridge system. It is the responsibility of all ECOs and the FMCC Coordinator to ensure they are in the Everbridge system.

Upon receiving notice for activation, the Florida Mass Care Coordinator will alert all private ESF 6 partners and begin communication flow with ESF 6. The FMCC will request certain private partners report to the SEOC as needed.

3.2.1 SEOC Access

All ECOs/Alt ECOs, the Florida Mass Care Coordinator, the Florida Behavioral Health Coordinator, and the Florida Access Coordinator may receive badge access to the SEOC. If an individual who qualifies needs building access, contact the FMCC. A form must be completed and the FMCC will escort the individual to be badged. The individual will receive a SERT Partner badge, which allows general SEOC building access.

For all other private partners and state support staff, the individual will need to receive a temporary badge at the SEOC front desk, or during an activation through the Florida Division of Emergency Management's badge management contractor.

3.3 Response Operations

When activated by the SERT, ESF 6 shall begin operations. ESF 6's initial activation activities will depend on whether the disaster is about to occur or has already occurred. In either case, ESF 6's initial activities will focus on meeting or preparing to meet the immediate needs of the survivors and responders. Depending upon the disaster, activities will fall into several categories which meet ESF 6's primary functions:

1. Plan and Coordinate ESF 6 Activities
 - a. Determine the disaster.
 - b. Determine the size of ESF 6 depending on the scale of disaster and activate partners.
 - c. Begin Common Operating Picture activities.
 - d. Evaluate ESF 6's capability to meet primary function needs, and request inventories of food, water, mobile kitchen availability. Estimate shelter population and work with partners to determine if there may be unmet needs.
 - e. Based on evaluations, request partners begin staging assets for deployment, or deploy assets into the state. Begin pre-staging of supplies and deliveries of food and water to first responder staging areas, pre-landfall shelters, if possible.
 - f. Maintain a steady-state evaluation of mass care related capabilities, and available support and resources.
 - g. Coordinate daily with appropriate agencies.
2. Feeding Operations
 - a. Assess disaster feeding requirements and shortfalls.

- b. Deploy feeding assets, initially focusing on delivery of food into the disaster area, then shifting towards the establishment of serving hot meals.
 - c. Provide resources, as needed, to support ESF 6 mass feeding Support Agencies.
 - d. Seek additional resources should available resources be insufficient to meet the existing needs.
 - e. Coordinate the establishment and support of a targeted mass feeding infrastructure in the affected area.
 - f. Support the transition to long-term and pre-disaster feeding efforts.
3. Congregate Sheltering
 - a. In coordination with involved sheltering agencies (American Red Cross, County Emergency Management, etc.), assess disaster shelter support requirements and shortfalls.
 - b. Support county and partner shelter operations.
 - c. Support special needs shelters and animal shelters in coordination with partners.
 - d. Support the shelter needs of survivors with disabilities, access, and functional needs.
 - e. Support the transition from evacuation shelters to recovery shelters.
 - f. Mobilize and deploy Multi-Agency Shelter Transition (MAST) teams to assist in transitioning residents out of congregate shelters.
 - g. Assist counties in demobilization of congregate shelters, and their transition back to pre-disaster status.
 4. Distribution of Emergency Supplies
 - a. Assess the need for emergency supplies. Seek additional resources from partners and vendors should available resources be insufficient to meet existing or planned needs.
 - b. Respond to requests for emergency supplies and send resources to relevant partners.
 - c. Coordinate the distribution of emergency supplies in the affected area. Establish Points of Distribution (POD) sites as needed.
 5. Mass Evacuation Support
 - a. Support the provision of feeding, hydration and other mass care related services along evacuation routes.
 - b. Seek additional resources from partners and vendors should available resources be insufficient to meet existing or planned needs.
 6. Essential Community Relief Services
 - a. Support organizations providing essential community relief services whenever possible.
 - b. Support partners providing services (muck-and-gut, etc.).
 - c. Establish Family Resource Support Centers and support organizations involved in disaster casework.
 - d. Support and staff Disaster Recovery Centers or Multi-Agency Recovery Centers
 7. Non-Congregate Sheltering
 - a. Support the transition from congregate to non-congregate shelters, where applicable.
 - b. In coordination with agencies and organizations involved non-congregate sheltering agencies, support non-congregate sheltering operations.
 - c. Support the Transitional Shelter Assistance program.
 8. Supporting Individuals with Disabilities, Access, or Functional Needs
 - a. Coordinate with organizations and living facilities serving target populations to ensure critical (food, water, shelter, emergency supplies, fuel, health, etc.) needs are met. Seek additional resources if unmet needs exist.

- b. Where possible, coordinate with individual survivors of the target population to ensure critical (food, water, shelter, emergency supplies, fuel, health, etc.) needs are met. Seek additional resources if unmet needs exist.
9. Family Reunification
- a. Assess the need for family reunification services and, if necessary, facilitate the activation of applicable reunification services.
 - b. Support the distribution of information regarding available reunification services.
 - c. Coordinate with reunification resource providers.
10. Disaster Case Management
- a. Support disaster case management efforts in partner and county run shelters.
 - b. Deploy MAST teams to assist residents in transitioning out of congregate shelters.
 - c. Deploy Hope Navigators to Family Resource Support Centers and Disaster Recovery Centers.
 - d. Promote information flow regarding individual's cases to appropriate partners.
11. Disaster Crisis Counseling
- a. Deploy Type I, Type II, or Type III Community Stabilization Task Forces to specific disaster areas to begin crisis counseling and promote community resiliency, with a focus on first responders and disaster survivors.
 - b. Staff Family Resource Support Centers and Disaster Recovery Centers with crisis counselors to support survivors.
 - c. Follow-up with first responders and disaster survivors in months succeeding a disaster.
 - d. Support behavioral infrastructure in the disaster area for survivors.
12. DSNAP (Disaster Supplemental Nutrition Assistance Program)
- a. Coordinate the implementation of the Disaster Supplemental Assistance Program (DSNAP).
13. Disaster Unemployment
- a. Work with ESF 17 in providing Disaster Unemployment Assistance and ensure disaster caseworkers have appropriate information for Department of Commerce assistance programs.
14. Disaster Legal Services
- a. Direct individual or community legal service questions and requests to legal service partners.
 - b. Ensure disaster caseworkers have appropriate information for Disaster Legal Services to provide to survivors.
15. Transitional Shelter Assistance and Disaster Homeless Support
- a. Coordinate the Transitional Shelter Assistance program in conjunction with Federal and Recovery partners.
 - b. Where applicable, support homeless shelters, feeding operations, emergency supplies, and other support to disaster homeless populations.
16. State and Federal Human Services Program, Grants, and Benefits to Survivors
- a. Promote and support programs, grants, and benefits to aid disaster survivors.

3.3.1 Maintaining a Common Operating Picture (COP)

A COP allows on-scene and off-scene personnel to have the same information about an incident. This is accomplished in ESF 6 through a variety of measures including coordinated development of situation reports, informal ESF 6 group communication flows, the Mass Care Briefing, incident action plans, flash

reports, WebEOC, public-facing products, informal ESF 6 group communication flows, and the Mass Care Briefing.

1. Situation reports are generally due to the FMCC/ESF 6 support staff by 9 am each morning during an activation using standard situation report templates, which vary depending on the type of the partner. This situation report will be disseminated to all ESF 6 partners, as well as relevant county and local partners, ESF 5, and ESF 14, prior to the Mass Care Briefing call.
2. Informal group communication flow consists of face-to-face communication within the group, but also can consist of a mass group chat to enhance communication flow and visibility of off-site partners and staff. This can take place over Microsoft Teams, Webex, email, etc.
3. The Mass Care Briefing is a daily ESF 6 meeting, generally around 10 am, where critical information and unmet needs are shared between ESF 6 partners, as well as local government if present.
4. ESF 6 will provide incident action plan updates to ESF 5 and Human Services Branch daily.

3.3.2 Deployable Assets

Standard Assets:

1. Assessment Teams: individuals or small groups who deploy to get first-hand visibility on the needs of the community, survivors, first responders, and local government in a disaster area. The assessment could be general or specific to an ESF 6 activity.
2. Shelter Operations: Operation and support of local and county shelters by the American Red Cross, where agreements exist between local government and the ARC.
3. Kitchens: Fixed feeding sites which produce meals in the disaster area for distribution. Distribution may or may not be directly to the public on-site.
4. Mobile Feeding Vehicles: Distributes cooked meals directly to public within communities, as needed.
5. Family Resource Support Centers (FRSCs): Staffed by Hope Navigators, FRSCs deploy to a disaster area to provide disaster casework to survivors. FRSCs also distribute limited emergency supplies and assistance when available (diapers, formula, hot meals, blankets, etc.) and connect survivors to essential community relief services by providing survivors the opportunity to apply in person for assistance and/or obtain information relating to that assistance.
6. (Multi-Agency Shelter Transition) MAST Teams: Deploys to shelters to assist in transitioning individuals from congregate sheltering to other sheltering solutions. Teams are led by DCF staff, and staff from other organizations and governmental bodies will be requested as needed.
7. Disaster Supplemental Nutrition Assistance Program (DSNAP): Deploys to various sites in a disaster area to provide DSNAP food assistance to disaster survivors.
8. Disaster Recovery Center Support Staff: DRCs are primarily staffed by Hope Navigators, but also crisis counselors and other governmental staff where appropriate. DRCs connect disaster survivors to essential community relief services.
9. Disaster Crisis Counseling: Community Stabilization Task Forces to specific disaster areas to begin crisis counseling and promote community resiliency, with a focus on first responders and disaster survivors. These consist of:
 - a. Task Force Type I: large task force of 20-30 crisis counselors capable of deploying to communities and providing community stabilization via a wide range of services. Includes both fixed and mobile sites.
 - b. Task Force Type II: medium sized task force of 10-20 crisis counselors capable of deploying to communities and providing community stabilization. Primarily mobile based.

- c. Task Force Type III: smaller sized task force of 5-10 crisis counselors capable of deploying to communities and providing community stabilization, primarily at a fixed site.

Additionally, crisis counselors can deploy to DRCs/FRSCs to support survivors and conduct localized follow-ups in subsequent weeks and months.

10. DOE Technical Assistance Teams: subject matter experts to support school operations in impacted counties.
11. Comprehensive Assessment and Review for Long Term Care Services (CARES) Teams: Cares teams deploy to provide support to elderly populations in a disaster area. Generally deployed to assist with elderly shelter populations as well as MAST teams to aid in shelter transition.
12. Transitional Shelter Assistance (TSA) Support Staff: Staff can deploy to assist in the establishment of the TSA program.

Additional support for ESF 6 function areas can be acquired just-in-time during a disaster at the direction of the SERT Chief as needs arise.

3.3.3 Fixed Sites

1. Shelters: County and partner run congregate shelters which can be stood-up and supported as needs arise.
2. Points of Distribution (PODs): this includes points of distribution for ESF 6 resources, i.e., emergency supplies, food, etc.
3. Fixed Feeding Sites: sites where meals and beverages are distributed to the public.
4. Family Resource Support Centers (FRSCs): FRSCs provide disaster casework to survivors. FRSCs also distribute limited emergency supplies and assistance when available (diapers, formula, hot meals, blankets, etc.) and connect survivors to essential community relief services.
5. Disaster Supplemental Nutrition Assistance Program (DSNAP): sites where DSNAP is provided to the public.
6. Disaster Recovery Centers (DRCs) and Multi-Agency Resource Centers (MARC): provides survivors the opportunity to apply in person for assistance and/or obtain information relating to that assistance.
7. Joint Field Office (JFO): provides staff to support JFO as ESF 6 functions transfer over to Recovery Support Functions, as needed.

3.4 Recovery Operations

ESF 6 is linked closely with Recovery Support Functions (RSFs). Following an incident, these RSFs may be activated concurrently with ESF 6, although RSF initial focus will be on planning and information sharing. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. As response requirements diminish, ESF 6 will support the transition to recovery as RSFs activate. The timing of this transition depends on the scope of the incident and the needs of survivors. As a component of this transition, ESF 6 will staff the JFO as necessary and assist with coordination and control of existing ESF 6 assets. Additionally, ESF 6 will step-in to provide support to Recovery and provide services in ESF 6 primary function areas as needed.

Section 4: Finance and Administration

4.1 Financial Management

Government agencies should work within their organization's accounting principles and authorities; however, government agencies must work closely with the Florida Division of Emergency Management's budget and accounting staff to ensure that their agencies properly document all reimbursable expenses related to their disaster activities. The Florida Mass Care Coordinator and ESF 6 support staff will facilitate this communication to assist partners with mission expenses. Such expenses should be directly related to official mission requests submitted through the Florida Division of Emergency Management's WebEOC portal.

It is the responsibility of the FMCC to validate all ESF 6 invoices for services provided by ESF 6 private partners through WebEOC mission purchase orders, as well as existing MOUs. It is the responsibility of all private partners to provide proper invoice documentation, meet deliverable requirements, and assist the FMCC in ensuring invoices are paid to partners.

4.2 Administration

The Florida Mass Care Coordinator and ESF 6 support staff will provide administrative support to all partners wherever possible, to assist them in performing the ESF 6 primary functions before, during, and after a disaster.

4.3 Authorities and References

1. National Response Framework, Emergency Support Function 6 Mass Care, Emergency Assistance, Housing, and Human Services
2. Chapter 252, Florida Statute
3. Florida's Comprehensive Emergency Management Plan
4. State of Florida, ESF 6 Standard Operating Guide
5. State of Florida, Multiagency Feeding Plan
6. State of Florida, Multiagency Shelter Plan

Appendix VII: Emergency Support Function

7 – Resource Management

Primary Agency	Department of Management Services
Support Agencies	Department of Agriculture and Consumer Services, Department of Corrections, Florida Division of Emergency Management, Board of Governors Management Department of Law Enforcement, Department of Military Affairs, Department of Transportation, Executive Office of the Governor.

Section 1: Introduction

Department of Agriculture and Consumer Services, Department of Corrections, Florida Division of Emergency Management (Division), Board of Governors Management Department of Law Enforcement, Department of Military Affairs, Department of Transportation, Executive Office of the Governor.

1.1 Direction and Control

The Department of Management Services Secretary is responsible to the Governor for the operation of the Department of Management Services during normal operations and emergencies. The Secretary has designated a primary and alternate Emergency Coordination Officer (ECO) for ESF 7. The ECO is the Secretary's designee for resource support and is authorized to act on behalf of the Secretary. In times of emergency, when the State Emergency Operations Center (SEOC) is in operation, the ECO works directly with the State Emergency Response Team Chief in the emergency operations center to meet the needs of this support function, statewide. The ECO is authorized to make decisions and manage, control, and coordinate resources.

Section 2: Roles and Responsibilities

2.1 Organization

Operate under the direction of the Department of Management Services Emergency Coordination Officer (ECO), with the support of other Department of Management Services Emergency Support Function (ESF) 7 Lead(s). During an emergency or disaster, the primary and support agencies of Emergency Support Function 7 will assign personnel to the State Emergency Operations Center and state logistics facilities upon request and as determined necessary by the Department of Management Services (DMS). In addition, Emergency Support Function 7 will:

1. Operate throughout the emergency, as needed, for potentially several operational periods either in the SEOC, or at a location designated by the State Logistics Section Chief and State Emergency Response Team Chief, in coordination with the DMS ECO.
2. Alert designated primary personnel of possible resource needs and to report to the SEOC.
3. Maintain liaison with other ESFs and interested parties.
4. Take action (at the tasking of the State Logistics Section Chief) if another ESF Function requires assistance in obtaining needed items.
5. Recruit members of the Florida Emergency Purchasing Network (FEPN) to augment staffing to support the SEOC and other logistics facilities upon request and as determined by the Department of Management Services.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Management Services (DMS)

DMS, through Division of State Purchasing and Real Estate serves as the primary agency for ESF 7 and as such, will coordinate all activities (i.e., administration, planning, training, preparedness, response, recovery, mitigation, etc.). State Purchasing will also coordinate and manage ESF 7 activities with the other components of the SERT.

2.2.2 Support Agencies

The Department of Management Services ESF 7 coordinates with other state agencies and communications entities that support emergency communications response and recovery efforts.

Agency	Responsibilities
1. Florida Division of Emergency Management (DEM)	<ul style="list-style-type: none"> Provide fiscal, grant/management consulting staff, computers, and emergency operations center.
2. Florida Department of Law Enforcement (FDLE)	<ul style="list-style-type: none"> In coordination with ESF-16, ESF-7 will coordinate with the Florida Department of Law Enforcement on the security of ESF-7 operations and facilities, as needed.
3. Department of Military Affairs (DMA)	<ul style="list-style-type: none"> The Department of Military Affairs, in coordination with ESF-13, may provide ESF-7 support with uniformed personnel, as well as heavy equipment and vehicles.
4. Department of Agriculture and Consumer Services (FDACS)	<ul style="list-style-type: none"> In coordination with ESF-11, ESF-7 will coordinate with FDACS to provide food and water, distribution services and personnel, vehicles, heavy equipment, and equipment operators.
5. Department of Corrections	<ul style="list-style-type: none"> ESF-7 will coordinate with the Department of Corrections on the use of inmate labor and vehicles.
6. State University System of Florida, Board of Governors	<ul style="list-style-type: none"> The Board of Governors maintains a listing of building space at college and university facilities. Based on needs, ESF-7 will coordinate with the Board of Governors to identify facilities that can be used to support the SERT Response and Recovery efforts.

Section 3: Concept of Operations

3.1 General

Emergency Support Function 7 – Resource Support is responsible for providing direct and active support to emergency response and recovery throughout the entire period of an emergency event. This support includes locating, sourcing, and allotting resources, such as supplies, office space, and office equipment, fuel, contracting services, personnel, heavy equipment, generators, pumps, light towers, base camps, and transportation of such in coordination in support of state and local agencies with the Florida Florida Division of Emergency Management Logistics Section.

The Department of Management Services (DMS) is responsible for planning, coordinating, and managing the resource support needed in Emergency Support Function 7 (ESF 7). Statewide capabilities and resources committed to ESF 7 will be allocated and coordinated by DMS. The primary source of equipment, supplies, and personnel shall be made from existing support agencies' resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be obtained through commercial contract sources. Resources outside disaster areas will be directed to fulfill unmet needs of State or local governments. Logistical support necessary to save lives will receive priority. Acquisition of resources will be accomplished in accordance with an Executive Order, which would exempt normal procedures for purchasing. Individuals representing agencies supporting the staffing of ESF 7 will have extensive knowledge regarding resources and capabilities of their respective agencies and have access to the appropriate authority for committing such resources during activation. ESF 7 will respond directly to the Logistics Section Chief who reports to the SERT Chief.

3.2 Notification

At the direction of the Logistics Section Chief, State Emergency Response Team Chief, or as needed, the State Watch Office will notify the DMS ECO. The SEOC will implement the activation plan to notify appropriate DMS personnel and other support personnel. Personnel may either be placed on standby or deployed for immediate response. All support agency contact persons for ESF 7 will be instructed to alert their contacts throughout the State to ensure that all available resources are on standby.

3.3 Operational Objectives

3.3.1 Preparedness

- a. Participate in the review and revision of Appendix 7: ESF 7 Resource Management to the State Comprehensive Emergency Management Plan.
- b. Attend and participate in ESF 7 conference calls, webinars, meetings, conferences, training sessions, and exercises.
- c. Participate in trainings and exercises to validate, test and improve plans and procedures.
- d. Support the pre-identification of facilities and bare sites suitable for use as Emergency Worker Base Camps, State Logistics Staging Areas, Forward Operating Bases, and other remote sites that could be made available to support both response and recovery efforts.
- e. Maintain and update the Florida Emergency Supplier Network (FESN) list of suppliers who have agreed to make all reasonable efforts to ensure that goods and services remain available during emergencies.
- f. Maintain and update the Florida Emergency Purchasing Network (FEPN) list of purchasing professionals from state agencies and local governments who have offered to assist other agencies during emergencies.
- g. Provide public procurement professional development to purchasing personnel throughout the cities and counties of Florida.

3.3.2 Response

- a. Assist, facilitate, and coordinate memorandum of understanding (MOU), memorandum of agreement's, (MOA) or leases and contractual services between the State and outside sources.
- b. Provide contracting information to other state agencies that need vendors/contractor support.
- c. Facilitate purchases between a State agency and vendor/contractor for services.
- d. Identify additional agency purchasing personnel and resources as needed to support response efforts.

- e. Identify potential buildings to be leased for staging areas, forward operating bases, emergency worker base camps, warehouses or to replace damaged or destroyed facilities.
- f. Assist with sourcing potential emergency facilities and/or land to support emergency operations.
- g. Assist in the negotiations of lease, memorandum of understanding (MOU) or memorandum of agreement (MOA) terms for a facility in an expedited fashion.
- h. Draw up all the state required documents (to be executed by a State Agency) for an emergency lease, MOU or MOA between the State of Florida and the facility/landowner or prime contractor/leasing agent.
- i. Report Florida Facilities Pool (FFP) office closures to the SERT.
- j. Maintain records for all properties loaned requested by ESF 7 in support of the State Emergency Operations Center by the federal government.
- k. Ensure vendors that are utilized for response/recovery efforts are not listed on the DMS Convicted Vendor List or the General Services Administration, Federal Excluded Party List.

3.3.3 Recovery

- a. Support the Florida Division of Emergency Management's Logistics Section with providing logistics support for staff movement, procuring equipment after disaster events, deploying staff to a Forward and/or Alternate State Emergency Operations Center (if established)
- b. Providing logistical support to the Joint Field Office and/or from the Department of Management Services Purchasing Office.
- c. Maintain appropriate records of work schedules and costs incurred by ESF 7 agencies during an event.
- d. Participates in Rapid Impact Assessment Teams to assess damage to DMS-managed facilities.

3.3.4 Operations

- a. Monitor the National Weather Service for the latest weather report for the area, including present conditions, the 24-hour forecast, and the long-range forecast.
- b. Determine from local county/city authorities the location of possible secondary response locations in the disaster area, e.g., logistical staging areas, feed sites, tent cities, medical stations, satellite Disaster Field Offices, etc.
- c. Obtain the exact location of any proposed forward State Emergency Response Team.
- d. Maintain all activities on WebEOC (i.e. response, recovery, reports).

3.3.5 Mitigation

Work with other State agency and local purchasing directors and other purchasing agents. Encourage local cities and counties to work with County Emergency Operations Center personnel at the county level to build data bases for acquisition of goods and services that may be needed for preparedness, response, and recovery.

Section 4: Finance and Administration

4.1 Financial Management

4.1.1 Notification and Tracking

1. The DMS Budget Officer is notified when the SEOC is activated. Expenditures for cost recovery are documented during the incident and after the incident period. The ECO and the Emergency Management Support Function Lead work with ESF 7 personnel in notifying the DMS Budget and Financial sections of expenditures based on standard accounting procedures.
2. Each support agency is responsible for tracking its own costs associated with ESF 7 operations, using the standard procedures established by the support agency's standard accounting and tracking procedures. In concurrence with the SEOC, each support agency will file for reimbursement of the costs it incurs through its own agency's accounting and reimbursement filing system.
3. Each support agency is responsible for monitoring staff hours using its own tracking system, and requesting financial reimbursement for staff hours incurred in association with ESF 7 operations
4. All requests for resource management must originate through the SEOC WebEOC system. Once entered into WebEOC and tasked, ESF 7 will initiate action. The SEOC WebEOC system will be used to provide a record of all payment to vendors.

4.2 Authorities and References

4.2.1 References

1. Sections 215.90-97, F.S., Florida Financial Management Information System Act;
2. Sections 216.311 & 313. F.S., Unauthorized Contracts;
3. Sections 287.001-136, F.S., Procurement of Commodities, Insurance, and Contractual Services
4. Agency for State Technology, Administrative Rules
5. Department of Financial Services, Reference Guide for State Expenditures
<https://www.myfloridacfo.com/docs-sf/accounting-and-auditing-libraries/state-agencies/reference-guide-for-state-expenditures.pdf>
6. DFS Numbered Memoranda
7. DMS State Purchasing Numbered Memoranda
https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/purchasing_statutes_and_rules
8. Federal Emergency Support Function #7 - Resource Support Annex.
9. Florida Division of Emergency Management, State Warning Point Communications Operator Standard Operating Procedure

4.2.2 Authorities

1. Chapter 215, Florida Statutes
2. Chapter 252, Florida Statutes
3. Chapter 282, Florida Statutes
4. Chapter 287, Florida Statutes
5. Chapter 60A-1, Florida Administrative Code

Appendix VIII: Emergency Support Function 8 – Public Health and Medical Services

Primary Agency	Department of Health (DOH)
Support Agencies and Organizations	Agency for Health Care Administration (AHCA), Agency for Persons with Disabilities (APD), Department of Elder Affairs (DOEA), Department of Children and Families (DCF), Department of Agriculture and Consumer Services (FDACS), Department of Business and Professional Regulation (DBPR), Department of Environmental Protection (DEP), Department of Veterans' Affairs (DVA), State Fire Marshal, Medical Examiner Commission, Office of the Attorney General (AG), University of Florida Maples Center for Forensic Medicine, State University Laboratories, Florida Hospital Association (FHA), Florida Health Care Association, Florida Assisted Living Association, Florida Senior Living Association, End-Stage Renal Disease Network (ESRD), Poison Information Center Network, Florida Association of Community Health Centers, Florida Pharmacy Association, Florida Fire Chiefs Association, Florida Health Care Coalitions, Florida Cemetery Cremation and Funeral Association (FCCFA).

Section 1: Introduction

The purpose of Emergency Support Function 8 (ESF-8), Public Health and Medical Services, is to coordinate plans, procedures, and resources as a part of the State Emergency Response Team (SERT) to ensure Florida can meet a core set of operational missions:

1. Support local assessment and identification of public health and medical needs in impacted counties.
2. Coordinate and support stabilization of the public health and medical system in impacted counties.
3. Support sheltering of persons with medical and functional needs.
4. Monitor and coordinate resources to support care and movement of persons with medical and functional needs in impacted counties.
5. Support monitoring, investigating, and controlling potential or known threats and impacts to human health through surveillance, delivery of medical countermeasures and non-medical interventions.
6. Support monitoring, investigating, and controlling potential or known threats to human health of environmental origin.
7. Develop, disseminate, and coordinate accurate and timely public health and medical information.
8. Monitor need for, and coordinate resources to support fatality management services.
9. Monitor need for and coordinate resources to support disaster behavioral health services.
10. Support responder safety and health needs.
11. Provide public health and medical technical assistance and support.

1.1 Direction and Control

The DOH Emergency Coordination Officer (ECO) is the delegated authority for the State Surgeon General/State Health Officer and performs the role of ESF-8 lead. The ESF-8 lead determines the appropriate and necessary ESF-8 plans to activate for the response and assures they are implemented. The ESF-8 lead establishes incident objectives for ESF-8 that support the SERT's broader incident objectives.

The ESF-8 ECO, through the ESF-8 incident command structure, determines appropriate resources to meet mission needs. Each agency/organization retains administrative control over its resources deployed during the incident. ESF-8 has operational control of deployed resources to make assignments.

Section 2: Roles and Responsibilities

2.1 Organization

1. ESF-8 is comprised of the DOH (lead) and numerous support agencies and organizations. The roles and responsibilities of each agency are documented in Section III: Responsibilities.
2. When ESF-8 is activated by the SERT, necessary personnel from the agencies and organizations within ESF-8 are organized into a single ESF-8 coordinating structure led by the DOH Emergency Coordination Officer (ECO) who serves as the lead representative for ESF-8.
3. ESF-8 reports to the Emergency Services Branch Director.
4. When necessary, federal ESF-8 resources will be integrated into the State ESF-8 response structure.

2.2 Responsibilities

The primary and support agencies that comprise ESF-8 have agency level responsibilities as a part of ESF-8. Additionally, all primary and support agencies and organizations have common responsibilities which include:

- Identify, train, and activate qualified staff to support ESF-8 activities in the State Emergency Operations Center (SEOC) and alternate locations.
- Provide status updates on public health and medical situations and report response actions to ESF-8 for integration into overall situational awareness.
- Maintain agency level emergency plans and procedures.
- Coordinate deployment of personnel to the area of operations through ESF-8 in the State Emergency Operations Center (SEOC).
- Identify subject matter experts to serve as technical specialists during response.
- Disseminate public health and medical messaging to stakeholders.

The following matrix depicts the role of primary and support agencies and organizations in carrying out the core missions of ESF-8. Details regarding the responsibilities of agencies follow the matrix.

State Emergency Support Function 8 Agency Level Responsibilities by Core Mission	Dept. of Health	Agency for Health Care Administration	Agency for Persons with Disabilities	Dept. of Elder Affairs	Dept. of Children and Families	Dept. of Agriculture and Consumer Services	Dept. of Business and Professional Regulation	Dept. of Environmental Protection	Dept. of Veterans Affairs	Office of the Attorney General	State Fire Marshal	Medical Examiner Commission (FDLE)	Univ. of FL, Maples Center for Forensic Medicine (FEMORS)	State University Labs	Florida Hospital Association	Florida Health Care Association	Florida Assisted Living Association	End-Stage Renal Disease Network	Poison Information Center Network	Florida Association of Community Health Centers	Florida Pharmacy Association	Florida Health Care Coalitions	Florida Cemetery, Cremation, and Funeral Association
Support local assessment and identification of public health and medical needs in impacted counties.	⊙	⊙	⊙	⊙	⊙	⊙		⊙		⊙					⊙	⊙		⊙	⊙				
Coordinate and support stabilization of the public health and medical system in impacted counties.	⊙	⊙	⊙	⊙	⊙	⊙			⊙		⊙	⊙	⊙		⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Monitor and coordinate resources to support care and movement of persons with medical and functional needs in impacted counties.	⊙	⊙	⊙								⊙				⊙	⊙	⊙	⊙					
Support monitoring, investigating, and controlling potential or known threats and impacts to human health through surveillance, delivery of medical countermeasures and non-medical interventions.	⊙					⊙		⊙					⊙	⊙	⊙	⊙			⊙		⊙		
Support monitoring, investigating, and controlling potential or known threats to human health of environmental origin.	⊙					⊙	⊙	⊙					⊙						⊙				

State Emergency Support Function 8 Agency Level Responsibilities by Core Mission	Dept. of Health	Agency for Health Care Administration	Agency for Persons with Disabilities	Dept. of Elder Affairs	Dept. of Children and Families	Dept. of Agriculture and Consumer Services	Dept. of Business and Professional Regulation	Dept. of Environmental Protection	Dept. of Veterans Affairs	Office of the Attorney General	State Fire Marshal	Medical Examiner Commission (FDLE)	Univ. of FL, Maples Center for Forensic Medicine (FEMORS)	State University Labs	Florida Hospital Association	Florida Health Care Association	Florida Assisted Living Association	End-Stage Renal Disease Network	Poison Information Center Network	Florida Association of Community Health Centers	Florida Pharmacy Association	Florida Health Care Coalitions	Florida Cemetery, Cremation, and Funeral Association
Support sheltering of persons with medical and functional needs.	☉	☉	☉	☉			☉								☉	☉	☉						
Develop, disseminate, and coordinate accurate and timely public health and medical information.	☉	☉	☉	☉	☉	☉	☉	☉				☉			☉	☉	☉	☉	☉	☉	☉	☉	☉
Monitor need for and coordinate resources to support fatality management services.	☉											☉	☉										☉
Monitor need for and coordinate resources to support disaster behavioral health services.	☉		☉		☉														☉				
Support responder safety and health needs.	☉	☉	☉	☉	☉	☉	☉	☉	☉		☉	☉	☉	☉	☉	☉	☉	☉	☉	☉	☉		

Provide public health and medical technical assistance and support.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2.2.1 Primary Agency – Florida Department of Health

1. Serve as the lead agency for ESF-8, which includes maintaining and operating a response structure, emergency plans and procedures, coordinating with support agencies to assure operational readiness and identifying and procuring resources to fulfill mission needs.
2. Activate and deploy public health response teams, contracted response entities, and volunteer health professionals as needed.
3. Serve as the lead agency for biological and radiological incidents.
4. Issue public health emergencies and public health advisories as appropriate to take actions necessary to protect public health (section 381.00315, F.S.).
5. In consultation with subject matter experts, determine and implement public health response actions such as surveillance, delivery of medical countermeasures, and non-medical interventions.
6. Support local special needs sheltering operations.
7. Coordinate and verify licensure of medical professionals.

2.2.2 Support Agencies and Organizations

1. Agency for Health Care Administration (AHCA)

- a. Ensure that each licensed health care facility has an approved emergency management plan as required by authorizing statute or rule.
- b. Maintain and manage an electronic system for facility reporting during emergency responses to include: (section 408.821, F.S.)
 - Contact Information
 - Licensure Information
 - Utility Information- electrical power status
 - Bed Availability and Capacity
 - Damage, Impacts and Needs
 - Evacuation Status
 - Generator and Fuel Status
- c. Assist facilities unable to report via the electronic system for facility reporting, by entering phoned in reports into the system.
- d. Monitor licensed and/or certified health care facilities to include:
 - Hospitals
 - Nursing Homes

- Assisted Living Facilities
 - Hospices
 - Dialysis Centers
 - Intermediate Care Facilities
 - Transitional Living Facilities
 - Homes for Special Services
 - Crisis Stabilization Units
 - Short Term Residential Treatment Facilities
 - Residential Treatment Facilities
 - Residential Treatment Centers
 - Adult Family Care Homes
- e. Permit health care facilities to go overcapacity in excess of 15 days, subject to approval based upon satisfactory justification and need as provided by the receiving and sending providers (section 408.821, F.S.).
- f. Authorize health care facilities (e.g., hospitals, nursing homes and ambulatory surgery centers) that sustained damage to re-open. A facility with significant structural damage shall not be reoccupied until approval is received from the Agency's Office of Plans and Construction.
- g. Inspect evacuated health care facilities that have sustained damage as needed, based on the severity of the damage sustained.
- h. Communicate facilities' needs and support requirements to ESF-8 to assure needs of residents and patients are met.
- i. Oversee structural and engineering requirements for health care facilities and provide engineers to inspect facilities post-impact as needed.
- j. Maintain emergency contact information for health care facilities.
- k. Provide daily reports from the health care facility emergency status reporting system to internal and external stakeholders.
- l. Establish mutual aid offices to augment AHCA field offices impacted by the incident, which will provide direct support to impacted facilities.
- m. Participate in Multi-agency SpNS Discharge Planning Team to provide assistance upon closure of SpNS.

2. Agency for Persons with Disabilities (APD)

APD serves individuals with developmental disabilities who live within a variety of community-based settings. Pursuant to section 393.063(12), F.S., the term developmental disability means a disorder or syndrome that is attributable to intellectual disability, cerebral palsy, autism, spina bifida, Down syndrome, Phelan-McDermid syndrome, or Prader-Willi syndrome; that manifests before the age of

18; and that constitutes a substantial handicap that can reasonably be expected to continue indefinitely. APD shall provide the following activities:

- a. Assure that all APD-licensed residential facilities have emergency plans.
- b. Ensure that all clients receiving supported living services, within their own homes or apartments, have their own individual emergency plans.
- c. Provide support and coordination for APD clients before, during, and after disaster.
- d. Provide special needs shelter registration information to all APD-licensed residential facilities as well as those individuals receiving supported living services.
- e. Determine status of APD-licensed residential facilities following a disaster.
- f. Provide technical assistance on the development of emergency plans to APD-licensed residential facilities and clients receiving supported living services as necessary.
- g. Assist in the transition of APD clients out of emergency shelters as necessary following the disaster.
- h. Participate in Multi-agency SpNS Discharge Planning Team to provide assistance upon closure of SpNS.

3. Department of Elder Affairs (DOEA)

- a. Provide special needs registration information to all of their special needs clients and to all persons with special needs who receive services.
- b. Coordinate discharge planning for special needs shelters.
- c. Establish and maintain Multi-agency SpNS Discharge Planning Teams (section 381.0303, F.S.).
- d. Provide messaging to elderly populations through established service areas.
- e. Serve as an advocate for elderly populations during disaster planning.

4. Department of Children and Families (DCF)

- a. Designated state mental health authority (section 394.457, F.S.).
- b. Coordinate deployment of behavioral health resources.
- c. Responsible for the planning, evaluation, and implementation of a complete and comprehensive statewide program of mental health, including community services,

receiving and treatment facilities, child services, research, and training as authorized and approved by the Legislature, based on the annual budget of the department.

- d. In partnership with Florida Division of Emergency Management, evaluate the need for, and request FEMA Crisis Counseling Program (CCP) Grant Immediate Services Program (ISP).
- e. Evaluate the need for and submit request for CCP Grant Regular Services Program (RSP).
- f. Coordinate services providers and administer the funding for the ISP and RSP programs.
- g. Provide special needs registration information when needed.
- h. Participate in the Multi-agency SpNS Discharge Planning Team to provide assistance upon closure of a SpNS.

5. Department of Agriculture and Consumer Services (DACCS)

- a. Provide aerial spraying for vector control.
- b. Serve as the lead agency to coordinate food safety issues.
- c. Coordinate with the DOH on animal illnesses that have the potential for human impact.
- d. Augment laboratory surge.

6. Department of Business and Professional Regulation (DBPR)

- a. Coordinate with the DOH on human health issues identified during food establishment inspections following disasters.
- b. Coordinate with the DOH on food safety issues.

7. Department of Environmental Protection (DEP)

- a. Coordinate with the DOH on environmental response actions impacting human health.
- b. Assess potable water systems.
- c. Assist in response to surface and ground water contaminations.
- d. Provide environmental sampling data to the DOH for evaluation of human health impacts.
- e. Augment laboratory surge.

8. Florida Department of Veterans' Affairs (FDVA)

- a. Coordinate with State Veterans' Nursing Homes and State Veterans' Assisted Living Facility during disasters.
- b. Participate in the Multi-agency SpNS Discharge Planning Team to provide care coordination for Veterans needing assistance upon closure of a SpNS.

9. Office of the Attorney General (AG)

- a. Provide staff from the Medicaid Fraud Control Unit to assist with post-impact assessments of licensed health care facilities and APD licensed group homes.

10. State Fire Marshal

- a. Identify, mobilize, deploy, and demobilize ground ambulance assets in coordination with the Florida Fire Chiefs Association as described in the State Emergency Response Plan.

11. Medical Examiners Commission

- a. Maintain the State of Florida Mass Fatality Response Plan.
- b. Provide oversight for the 25 Medical Examiner Districts throughout the state, which are responsible for handling of the deceased resulting from homicide, suicide, or accident and those constituting a threat to public health. The range of circumstances includes both man-made and natural disasters. (section 406.11, F.S.).
- c. In the absence of other reporting procedures, serves as the information clearing house on the status of fatalities due to the incident.

12. University of Florida, Maples Center for Forensic Medicine

- a. Maintain the Florida Emergency Mortuary Response System (FEMORS), which is a team of qualified "reserve" forensic professionals who can be deployed by ESF-8 to supplement the needs of the Medical Examiner(s) affected by a mass fatality event.
- b. Respond to Medical Examiner requests for assistance within four hours.
- c. When activated, FEMORS will assist the Medical Examiner in planning for:
 - Special processing complications such as protection from chemical exposure of responders and decontamination of recovered remains prior to transportation to a temporary morgue site, if applicable.
 - Disaster site management of human remains with regard to recovery, preliminary documentation procedures and refrigerated storage until transportation can be arranged.
 - Supplemental or temporary morgue operations either in concert with the existing medical examiner facility or at a remote location.

- Supplemental refrigerated storage at the morgue for human remains received from the disaster site and those remains processed and awaiting release for disposition.
- Victim information center operations at a site removed from both the disaster site and the morgue.
- Records management and computer networking for managing data generated about missing persons and remains processed.

13. State University Laboratories

- a. Augment state laboratory surge.

14. Florida Hospital Association (FHA)

- a. Disseminate incident related messaging to hospitals through established networks.
- b. Assist in validating and fulfilling resource requests from hospitals.
- c. Advocate for hospitals in disaster planning efforts.

15. Florida Health Care Association (FHCA)

- a. Disseminate incident related messaging to nursing homes and assisted living facilities through established networks.
- b. Assist in validating and fulfilling resource requests from nursing homes.
- c. Assist nursing home facilities with development of emergency plans to assure continuity of care during disasters.
- d. Advocate for nursing home facilities in disaster planning efforts.

16. Florida Assisted Living Association (FALA) and Florida Senior Living Association (FSLA)

- a. Disseminate incident related messaging to assisted living facilities through established networks.
- b. Assist in validating and fulfilling resource requests from assisted living facilities.
- c. Assist assisted living facilities with development of emergency plans to assure continuity of care during disasters.
- d. Advocate for assisted living facilities in disaster planning efforts.

17. End-Stage Renal Disease Network

- a. Facilitate effective emergency planning among End-Stage Renal Disease (ESRD) providers to ensure the well-being of this vulnerable patient population during a disruptive event.
- b. Collect and make available the open and closed status of ESRD facilities during disruptive events.
- c. Identify facility needs to return systems back to operational status and refer for additional assistance if necessary.
- d. Advocate for ESRD patients during all phases of disruptive events.

18. Poison Information Center Network

- a. Establish disaster support/surge capacity for the State by providing health professional staffed call-centers for all hazard's public health and medical information as requested by the DOH.
- b. Provide real-time health surveillance information to the DOH.
- c. Provide 24-hour expertise and consultation to public and health care providers on health and medical issues via network.

19. Florida Association of Community Health Centers (FACHC)

- a. Coordinate assessment of community health centers.
- b. Identify needs to return system back to operational status.
- c. Assist community health centers with development of continuity of operations plans (COOP) to assure continuity of care during disasters.
- d. Advocate for community health centers in disaster planning efforts.
- e. Coordinate FACHC resources to assist with SpNS and field-based clinics during response efforts.

20. Florida Pharmacy Association

- a. Disseminate incident related messaging to retail pharmacies through established networks.
- b. Identify needs to return system back to operational status.
- c. Assist retail pharmacies with development of emergency plans to assure continuity of care during disasters.
- d. Advocate for retail pharmacies in disaster planning efforts.

21. Florida Health Care Coalitions (HCC)

- a. Ensure that local providers and other health care partners plan collaboratively for the risks facing the health care community and identify available local resources.

22. Florida Cemetery, Cremation, and Funeral Association (FCCA)

- a. Disseminate incident related messages to funeral homes, cemeteries, and crematories through established networks.
- b. Advocate for funeral homes, cemeteries, and crematories in disaster planning efforts.

Section 3: Concept of Operations

3.1 General

State ESF-8 will operate under the following principles in order to implement the core missions:

- Implement appropriate incident management structure using Incident Command System principles to manage state-level public health and medical functions in support of the SERT.
- Ensure coordinated situational awareness at the local, state, and federal level.
- Identify public health and medical needs in impacted counties and procure, deploy, and direct the use of resources to meet these needs.

These principles serve as the general concept of operations for State ESF-8 and are further described in supporting plans and procedures.

In addition, State ESF-8 maintains a standard operating procedure (SOP) which describes the processes for implementation of this appendix and supports all ESF-8 core missions.

The State ESF-8 core mission concept of operations is to:

3.1.1 Support local assessment and identification of public health and medical needs in impacted counties.

- a. Coordinated assessments will be conducted to create a common operating picture of the anticipated or actual impact to public health and medical facilities and determine resource support needs and priorities. Assessments will be conducted both pre-and post-impact.
 - Pre-impact assessments will be conducted to verify the status of in-patient licensed health care facilities within the projected impact area. A tiered facility assessment process will be used so that facilities least likely to self-report, or be locally contacted based on historical evidence, are contacted first.

- Post-impact assessments will be conducted to determine the status of health care facilities impact area. A tiered facility impact assessment will be used so that facilities with the most critical services are assessed first.
- b. Local, state, and federal assessment efforts will be integrated, to the fullest extent possible, to reduce duplication, maximize response resources and expedite response and recovery actions.
 - c. Initial assessments will not be regulatory in nature and should be focused on determining immediate needs of the facilities to continue their life saving missions. Follow-up visits may be required based on the initial findings.

3.1.2 Coordinate and support stabilization of the public health and medical system in impacted counties.

- a. Support integrated medical surge operations by monitoring and assessing the health care system and providing support through augmentation of staff, supplies, pharmaceuticals, and equipment. The best course of action in the continuance of critical health and medical services will be to keep existing facilities open and operating utilizing facility personnel.
- b. Ensure processes are in place and resources available for individuals to access, or to be transported to, appropriate facilities for diagnosis and treatment based on the patient's level of acuity.
- c. Increased demand for health care services in an impacted area may require the establishment of temporary alternate care sites (ACS). ESF-8 support may include ACS facility identification, selection, and operational and logistical support.
- d. Provide guidance regarding emergency waivers or variances of statutory or regulatory authorities for licensed medical professionals, health care facilities, and/or standards of care.
- e. Coordinate requests for Emergency Management Assistance Compact (EMAC) and federal assistance for equipment, supplies and personnel, including Disaster Medical Assistance Teams (DMATs) and Federal Medical Stations (FMS).

3.1.3 Support sheltering of persons with medical and functional needs.

- a. Special Needs Shelters (SpNS) will be monitored and supported through augmentation of staff, supplies, and equipment.
 - Coordinate statewide reporting on SpNS status, census of clients and caregivers, and staffing levels.
 - Facilitate the deployment of SpNS Teams maintained by the Department of Health (DOH).
 - Facilitate the deployment of single resource clinical and non-clinical staff for shelter needs.
 - Activate contingency staffing contracts for clinical personnel.
 - Conduct contingency planning for SpNS surge, evacuation, and re-location.

- In coordination with local ESF-8, procure and deploy pharmaceuticals, medical supplies, and equipment for use in shelters when local resources are exhausted.
 - Facilitate the deployment of SpNS Discharge Planning Teams maintained by the Department of Elder Affairs.
 - If catastrophic circumstances warrant, coordinate with state and federal authorities to implement and staff state managed co-located or SpNS.
 - Assist local jurisdictions in coordinating transportation for shelter clients to needed medical service locations.
 - Assist local jurisdictions with investigation and medical management of reported disease outbreaks in shelters.
- b. State ESF-8 may support, as requested, the augmentation of medical personnel, supplies and equipment to meet the health and medical needs of individuals in general population shelters when local resources are exhausted.
- c. Coordinate requests for federal assistance for sheltering equipment, supplies, and personnel. This may include identification of facilities suitable for FMS and coordination for wrap-around services.

3.1.4 Monitor and coordinate resources to support care and movement of persons with medical and functional needs in impacted counties.

- a. Individuals will be supported in their communities by reconstituting needed critical support services and reducing the need to move large groups of individuals out of the area. ESF-8 will support impacted jurisdictions with medical staff, equipment, supplies, pharmaceuticals, and temporary medical facilities to maintain continuity of patient care. This includes providing recommendations for critical resources including those in limited supply, as outlined in the ESF-8 SOP.
- b. Evacuation increases the health risks to patients; therefore, patients will only be evacuated when their risk of adverse health outcomes (by staying in place) is greater than the risk involved in being moved. Evacuated patients will be kept as close to their point of origin as possible.
- c. Patients will be evacuated to appropriate facilities based on capability/capacity, the patients' acuity, and required medical treatment/interventions. State ESF-8 will monitor statewide hospital bed census/availability and is prepared to support the local jurisdiction by facilitating patient movement coordination and placement.
- d. Transportation methods for patients will be selected based on individual patient acuity, level of monitoring required during transport, and distance to be traveled in order to mitigate the risk of adverse health outcomes. The Ambulance Deployment SOP is the primary method for obtaining ground and air ambulance resources to support patient transportation.
- e. Patients evacuated as a part of state missions will be tracked throughout the patient movement process from their point of origin to their final destination, including return home as required.

State ESF-8 is prepared to facilitate the return transport of patients to their originating medical facility, a step-down facility, or their residence.

- f. Patient care, movement and stabilization support is not limited to the impacted community, and may include the extended community, and any host communities.
- g. If necessary, coordinate requests under EMAC and federal assistance for equipment, supplies, and personnel including:
 - Federal Emergency Management Agency (FEMA) Region IV States Unified Planning Coalition patient movement support (State Medical Response Teams, ambulance buses, ground and air ambulances, available bed space, and staff augmentation).
 - DMATs and FMS, including wrap-around services.
 - National Disaster Medical System (NDMS) support for patient movement and/or definitive care.
 - FEMA National Ambulance Contract.
 - U.S. Department of Health and Human Services (HHS) Service Access Teams (SAT) and Joint Patient Assessment and Tracking (JPATS) Strike Teams.
 - Department of Defense (DOD) Disaster Aeromedical Staging Facility (DASF).

3.1.5 Support monitoring, investigating, and controlling potential or known threats and impacts to human health through surveillance, delivery of medical countermeasures and non-medical interventions.

- a. Disease control functions will be implemented to protect residents and visitors, thereby reducing disease morbidity and mortality, and limiting economic and social disruption. These functions will include coordinated surveillance, outbreak investigations, epidemiological analysis, and appropriate laboratory testing.
 - Analyze, detect, assess, or predict potential or known threats and impacts to human health.
 - Provide continuous monitoring and analysis of sentinel systems for epidemics.
 - Detect and identify agents responsible for food and waterborne disease and emerging infectious disease outbreaks.
 - Provide emergency public health laboratory services to county health departments (CHD) and other official agencies, physicians, hospitals, and private laboratories.
 - Analyze incidence prevalence or other frequencies of illness occurring in state or regional populations to guide public health or responder actions.
 - Maintain and assess a uniform system for notification of reportable diseases or threats.
 - Sustain, monitor, and assess bioterrorism early event detection systems (e.g., syndromic surveillance and disease registries).
 - Detect and identify a range of threat organisms and toxins that could be used as biological weapons.
 - Train sentinel laboratory staff from hospitals and commercial laboratories in the techniques to perform rule-out testing for potential bioterrorism agents and to properly package and safely ship referred specimens to the Laboratory Response Network (LRN) reference laboratory.
 - Identify chemical metabolites in clinical specimens in case of terrorist attack.

- Organize and coordinate monitoring and surveillance activities for state health care monitoring systems, which include mortality, hospital discharge and emergency department data.
 - Ensure appropriate mitigation, prophylaxis, and treatment of at-risk populations for diseases of public health significance.
 - Provide standard operations and response guidance for investigations, interventions or communications of public health incidents and biological disasters.
 - Coordinate with Federal Laboratories to identify drug resistant organisms as needed.
 - Coordinate with other state agencies to ensure appropriate response, investigation, and mitigation of public health incidents.
- b. Medical countermeasures and non-medical interventions will be implemented to stop or slow the spread of communicable diseases.
- Support pharmaceutical services provided by CHDs, and public and private partners including pharmaceutical repackaging, dispensing and the purchase and distribution of medication and other pharmaceuticals.
 - Provide supplies for clinical provisions and pharmaceutical needs.
 - Recover or direct the disposal of unused pharmaceuticals.
 - Maintain, monitor, and allocate state pharmaceutical caches to applicable entities for prophylaxis or treatment.
 - Coordinate statewide policy decisions on the distribution of pharmaceuticals and medication by region to priority groups as designated by federal or state subject matter experts.
 - Monitor medication coverage when such pharmaceuticals are available.
 - Oversee distribution and return of medication pursuant to federal or state guidance.
 - Monitor adverse effects of pharmaceuticals and medication and report them appropriately.
 - Maintain appropriate distribution data that may be needed for patient tracking and other studies or reports.
 - Request, receive and distribute the external resources from the Centers for Disease Control and Prevention (CDC), Strategic National Stockpile (SNS), when an incident requiring distribution of pharmaceuticals and/or medical supplies exceeds local and state resources, regardless of the precipitating cause.
 - Coordinate statewide policy decisions regarding the implementation of non-pharmaceutical interventions (NPIs) during an incident.
 - Declare statewide Public Health Emergencies and issue Emergency Orders as necessitated by an incident to implement and enforce NPIs.
 - Through the authority of the State Health Officer, issue isolation and quarantine orders.
 - Provide statewide guidance for implementing and enforcing isolation (i.e., restriction of movement of ill persons) and quarantine (i.e., restriction, testing, treatment, destruction of infected or contaminated animals, medication and inoculation, closure of premises and disinfection).
 - Provide statewide guidance on restriction of movement and provision of travel advisories/warnings.
 - Recommend social distancing (e.g., school and workplace distancing, restricting public gathering and travel, and sheltering in place).

- Provide statewide recommendations for external decontamination procedures.
- Provide coordinated statewide information to the public regarding NPIs.

3.1.6 Support monitoring, investigating, and controlling potential or known threats to human health of environmental origin.

- a. Ensure safe drinking water.
 - Monitor public water systems and precautionary boil water notice status.
 - Support local water sampling and testing activities by augmenting personnel or supplies.
 - Coordinate with and provide technical assistance to local, state, and federal response partners.
 - Monitor laboratory capacity to accept and analyze water samples.
 - Implement surge plans as needed.
- b. Prevent foodborne illness.
 - Review and monitor data from the various surveillance systems and report any indication of outbreaks to CHDs.
 - Provide lab analysis of environmental samples and clinical specimens.
 - Support local environmental health assessments to identify food safety concerns.
 - Report any food or waterborne illness to appropriate regulatory entity to ensure items are removed from commerce if necessary.
- c. Prevent human disease from animal, insect, and tick vectors.
 - Provide guidance and develop recommendations for responders, the general public, clinicians (e.g., physicians and veterinarians) and other stakeholders.
 - Review and monitor data from various surveillance systems for indication of human disease risk from animals or vectors and share findings with CHDs and other stakeholders.
 - Participate in local, state, and federal analysis, recommendation, and approval for emergency vector control pesticide applications when necessary.
- d. Prevent exposure to sanitary nuisances (section 386.01, F.S.) by ensuring basic sanitation services are available and functioning.
 - Provide support to local jurisdictions conducting investigations of complaints related to sanitary nuisances.
 - Provide guidance and support for the assessment and procurement of basic sanitation services (e.g., portable toilets, hand washing stations, trash removal, etc.).
- e. Prevent, identify, and mitigate impacts of environmental exposures.
 - Prevent and/or mitigate exposure to chemical hazards and toxins.
 - Assess and address human health impacts by conducting acute morbidity and mortality surveillance and investigations.
 - Provide guidance to health care providers regarding diagnosis, treatment, and reporting information.
 - Control exposure to biomedical waste.

- Provide technical information and advice on protecting health care workers, environmental service staff, waste haulers and the general public from risks associated with potentially infectious biomedical waste.
- f. Respond to all radiological/nuclear incidents and emergencies by controlling exposure and assessing health hazards including unexpected radiation releases from nuclear power plants, transportation accidents, weapons of mass destruction, lost or stolen radioactive material, and contamination of a facility or the environment. A radiological/nuclear incident will require an immediate coordinated response by local, state, and federal response entities including the Department of Energy, Nuclear Regulatory Commission, Environmental Protection Agency, Department of Homeland Security, and ESFs 8, 6 (Mass Care), 10 (Hazardous Materials), 17 (Animal and Agriculture).
- Provide technical consultation and support to the SERT.
 - Provide situational assessment and analysis.
 - Recommend protective actions (e.g., evacuation, shelter-in-place, etc.).
 - Determine levels of radiation released, health hazards, and the need for decontamination.
 - Recommend actions to protect the public from the ingestion of radioactive contaminated food or water (e.g., embargo and/or disposal of contaminated food or animals, shut down of surface water intakes for public water supply systems, curtailment of hunting or fishing, etc.).
 - Conduct field assessment and monitoring.
 - Conduct monitoring activities and coordinate with county emergency management agencies to obtain additional dosimetry equipment for emergency responders.
 - Collect and test environmental samples (e.g., air, water, soil, and food) and provide laboratory analysis. The collected samples will be analyzed at the Health Physics Laboratory in Orlando and/or the Mobile Emergency Radiological Lab.
 - Provide to CHDs relevant treatment advice and guidance for physicians at medical facilities or community reception centers for testing and medical treatment of individuals exposed to radiation or contaminated with radioactive material.
 - Assist in coordinating the availability of national and private capabilities for clinical specimen testing.
 - Provide instructions for specimen collection, packaging, and shipment.
 - Provide recommendations for the distribution of radiological countermeasures, including potassium iodide.
 - Assist in the processing of contaminated response personnel by providing technical assistance, experienced staff, and equipment (monitors).
 - Support local population monitoring (contamination screening), decontamination activities, and long-term monitoring (establishment of an exposure registry) of the health of the affected population by providing guidance and augmenting staff, supplies, equipment, and pharmaceuticals.
 - Support efforts to collect and store contaminated tools, clothing, equipment, and other material that cannot be decontaminated for later disposition by providing guidance and coordinating the availability of national and private capabilities for disposal.

- Provide guidance for the safe and appropriate handling of deceased victims who may be contaminated with radioactive material.
- g. When appropriate, environmental response actions will be coordinated with local, state, and federal response partners and in concert with existing agency plans.
- h. Coordinate with ESFs 10, 11, and 17 to provide guidance on food, water, and animal issues.

3.1.7 Develop, disseminate, and coordinate accurate and timely public health and medical information.

- a. Provide staff and resources to support the state's emergency and risk communications response. Public information released by ESF-8 will be done in coordination with ESF-14 and established joint information systems.
- b. Gather, validate, and analyze incident specific public health and medical information.
- c. Provide effective public health messaging tools and resources for emergency response.
- d. Communication to internal and external stakeholders will be prioritized to minimize adverse health impacts and to maintain the public's confidence in the public health and medical system.
- e. Essential communication will be provided for each target audience through various mediums (i.e., email, news release, inter/intranet, social media, hotlines, etc.).
 - Provide government officials and policy makers with immediate notification of significant incident changes, regular situational updates that go beyond news reports, and advance notice of sensitive public health information.
 - Provide health care providers/facilities clear and current testing and treatment protocols, reporting requirements, protective measures for staff and clients and a method for seeking additional professional medical management information.
 - Provide DOH personnel with regular situation updates, reporting requirements and guidance for communications with local stakeholders and continuity of operations activities.
 - Provide emergency response partners regular situational briefings, including public information and rumors, responder safety and health recommendations, occupation specific information and recommendations related to the hazard.
 - Provide media organizations with regular incident briefings, news releases and contact information. Provide public (including vulnerable population groups) timely, accurate protective action recommendations, situational updates, and a method to obtain additional information.
 - Provide additional community partners (including, but not limited to: private industry, small business owners, ESF-15, ESF-18, non-governmental organizations, etc.) regular incident briefings and information related to the

effective management of their businesses/organizations and ground-truth rumors that may impact them.

3.1.8 Monitor the need for, and coordinate resources to support fatality management services.

- a. State fatality management resources will augment the district medical examiner capabilities by providing additional staff, equipment, and morgue capacity to address surge
 - Assist in initial scene evaluation, recovery of human remains, collection of missing person information, victim identification, records management and disposition of human remains.
 - Establish supplemental or temporary morgues with ancillary equipment and staffing of various forensic teams within the morgue (i.e., pathology, personal effects, evidence collection, radiology, finger- print, odontology, anthropology, DNA collection and embalming).
 - Provide guidance regarding special processing complications such as protection from chemical exposure of responders and decontamination of recovered remains prior to transportation to a temporary morgue site.
 - Assist district medical examiners in determining fatality management needs of an incident through an assessment.
 - Establish or assist with victim information center operations at a site removed from both the disaster site and the morgue.
 - Establish or assist with records management and computer networking for managing data generated about missing persons and remains processed.

3.1.9 Monitor need for, and coordinate resources to support disaster behavioral health services.

- a. Coordinate disaster behavioral health services to mitigate the adverse effects of disaster-related psychological trauma for survivors and responders.
 - Analyze situational awareness information to identify and forecast behavioral health impacts on the community utilizing established indicators.
 - Coordinate a network of behavioral health experts to advise on the behavioral health aspects of incident response.
 - Assist in the development of contingency plans to address potential behavioral health impacts in the counties.
 - At the request of local jurisdictions, conduct assessments in impacted communities to identify behavioral health needs for the public and responders.
 - Based on assessments, assist local communities in developing plans to address local behavioral health needs for the public and responders.
 - Augment local behavioral health capabilities by deploying behavioral health providers to the communities to provide targeted services for the public and responders.

- Transition short-term behavioral health response to the Department of Children and Families for long-term mental health services as needed during the recovery phase.
- Provide guidance to community partners regarding referral to assure mental health patients maintain the appropriate continuum of care.
- Provide public information regarding psychological first aid that is culturally appropriate and accessible to the whole community.

3.1.10 Support responder safety and health needs.

- a. Provide tactical support to personnel that deploy under ESF-8.
 - Provide incident specific responder safety and health guidance and protective measures (personal protective equipment, countermeasures, etc.).
 - Monitor the health and wellness of ESF-8 responders during deployments, including subsequent follow-up as required.
 - Ensure a process is in place for public health and medical responders to receive medical care should an injury occur in the field.
- b. Support the SERT by providing incident-based health and safety information/considerations for dissemination to other responding entities.
 - Provide recommendations for safety messaging, personal protective equipment, and medical countermeasures to SERT responder safety personnel based on the incident.
 - Advise the SERT on the public health and medical implications of response strategies.
 - Serve as technical specialists for specific questions during an incident.

3.1.11 Provide public health and medical technical assistance and support.

- a. Establish and operate a state-level incident management structure to execute the public health and medical functions of the state response including developing, verifying, and maintaining statewide situational awareness and resource management.
 - Integrate public health and medical subject matter experts into response efforts as technical specialists.
 - Establish and operate a Medical Advisory Group to provide recommendations on response actions with significant public health and/or health care implications.
 - Medical Advisory Group will review all assets deemed critical by the State Incident Management Team to provide recommendations for distribution, utilization, and allocation.
- b. Through the authority of the State Health Officer, declare Public Health Emergencies to ensure legal capability to implement or enforce response actions.
- c. Facilitate resolution of policy or legal aspects of response (e.g., waiver of rules, Executive Orders) to meet the needs of the response.

- d. Represent public health and medical interests on the State Assistance Team.
- e. Provide public health and medical logistical resources and support.
- f. Assist the public health and medical system with seeking reimbursement for eligible expenses when appropriate.
 - Seek appropriate funding source for public health and medical incident expenditures.
 - Provide a mechanism (e.g., establishing financial codes) to track and report statewide public health and medical expenditures toward the response.

3.2 Operational Objectives

3.2.1 Preparedness Objectives

- a. Develop integrated plans and procedures among local, state, interstate, and federal partners to carry out the core missions of ESF-8 during a response.
- b. Conduct and participate in trainings and exercises to validate, test, and improve plans and procedures.
- c. Administer public health and medical preparedness funding to build statewide response capabilities.
- d. Identify, develop, acquire, stage, and train the necessary resources to implement plans and procedures.
- e. Coordinate with the State Watch Office and the Florida Fusion Center to detect, prevent and prepare for incidents and events impacting the state.

3.2.2 Response Objectives

- a. Implement plans and procedures to support the local public health and medical system.
- b. Activate and deploy personnel, supplies, and equipment to support local needs. ESF-8 has primary and support agencies that maintain the following resources to support incident response and can procure additional resources as necessary for the response:
 - Epidemiology Strike Teams – At full capability this team is able to conduct surveillance and investigation efforts in a defined geographic area. Teams have the capacity to perform activities related to disease surveillance, outbreak investigation, quarantine and isolation, data analysis and phlebotomy.
 - Environmental Health Strike Teams – At full capability this team is able to provide up to 80 environmental health services per day. Each team includes a supervisor level position for liaison with the local incident management structure. A team has the capacity to perform activities related to the following subject areas: food safety, water safety, onsite sewage disposal, indoor air

quality, disease vectors, zoonotic diseases, facility assessments, chemical compound identification, public health toxicology and radiological monitoring.

- Special Needs Shelter Teams – A team can perform a variety of management, operations, and patient care functions for a special needs shelter. Teams are configured in multiple packages to best meet the needs of the shelter.
- Behavioral Health Intervention Providers – Through the Department of Children and Families and the Agency for Persons with Disabilities as appropriate, single resource providers or ad hoc teams skilled in psychological first aide, spiritual care, critical incident stress management, pediatric disaster behavioral health, school crisis intervention and mental health can be deployed. These teams are available for identified behavioral health needs.
- Fatality Management Teams – Provide initial scene response and evaluation, processing the scene, temporary morgue operations and administration. These teams perform various roles within the morgue (e.g., pathologist, anthropologist, odontologist, radiologist, fingerprint specialist, DNA analyst, funeral director, and others), victim identification, disposition of human remains (i.e., embalming/casketing), personal effects and evidence collection.
- Medical Assistance Teams – Clinical personnel capable of providing patient care in a variety of settings including hospital augmentation, field based medical care, patient transportation support and patient triage. Teams are configured in multiple packages to best meet the needs of the mission.
- Ambulance Strike Teams – Provide emergency medical services including patient triage and transport. These teams can be built from the existing ground ambulance units, air ambulances and trained ambulance strike team leaders across the state. Deployment of ground ambulances is coordinated with ESFs 4/9 and the Florida Association of Critical Care Transport Specialists.
- Infectious Disease Transportation Network – Highly trained EMS teams able to transport a single patient with a highly infectious disease by ground to a facility able to provide a higher level of more specialized care (i.e. regional treatment center) or to an airfield for air transport. Teams are mobilized through the Florida Fire Chiefs' Association in coordination with the DOH.
- Radiological Emergency Response Teams – Radiation Control inspectors are located in the following geographic areas: Jacksonville, Tampa, Orlando, Miami, Ft. Lauderdale, Lantana, Pensacola, Ft. Myers, and Tallahassee. Polk County also has a radiation control program. Each inspector has an emergency kit that contains equipment appropriate to manage a radiological response.
- Multi-agency SpNS Discharge Planning Team – Representatives of multiple agencies called upon to assist local areas that are severely impacted by a disaster that require the use of SpNS to assist. Teams shall provide assistance to local emergency management agencies with the continued operation or closure of shelters, as well as with the discharge of SpNS clients to alternate facilities if necessary.
- County augmentation teams for ESF-8 and CHDs – Personnel experienced in senior level operations of a CHD or local ESF-8 function to replace or augment staff in the impacted county for relief during the incident response.
- Receive, Stage and Store (RSS) Management Team – Logistical personnel assigned to receive custody of Strategic National Stockpile assets. The RSS

receives, stages, stores, and distributes pharmaceuticals, medical supplies, and equipment to the affected area.

- Western Shelter Gatekeeper – Mobile, 50-bed units that can be used as shelters, alternate medical treatment sites, or triage centers.
- Chempack chemical antidote caches – 108 chemical nerve agent antidote containers prepositioned (forward placed) in 66 designated locations to include hospitals, EMS stations, and warehouse facilities.
- Medical Supplies and Equipment Caches – A broad range of medical supplies and equipment including pharmaceuticals, ventilators, and medical supplies strategically placed across the state.

3.2.3 Recovery Objectives

- a. Support local communities with the restoration of public health and medical infrastructure and assure the continuum of care.
- b. Support local Environmental Health, Epidemiology, and SpNS missions through the deployment of additional resources and responders.
- c. Conduct follow-up health care facility assessments as needed based on initial or subsequent findings.
- d. Continue to develop, disseminate, and coordinate accurate and timely public health and medical information.
- e. Support long term monitoring of the health status of populations and responders.
- f. Support efforts to re-establish primary care systems in local communities and assure medical providers are operating in environments in which they can legally bill for services.
- g. Seek financial reimbursement from appropriate reimbursing party. Support health and medical components of essential service centers or recovery centers.

3.2.4 Mitigation Objectives

- a. Implement public health control measures to prevent disease outbreaks.
- b. Educate the public on measures to mitigate the spread of disease and self-management of medical needs.
- c. Pre-identify vulnerable facilities or populations.
- d. Identify, assess, prioritize, and protect critical infrastructure and key resources so they can detect, prevent, deter, devalue, and mitigate deliberate efforts to destroy, incapacitate or exploit critical infrastructure and key resources.

- e. Provide computerized access to regional and county personnel for management communications, situation/status reports, geographical information systems, and resource management data.
- f. Stockpile critical medical supplies and equipment and pharmaceuticals in strategic locations throughout the state.
- g. Develop and implement After Action Reports and improvement plans based on exercises and real incidents/events to improve preparedness plans.

Section 4: Financial Management

Each agency and organization within ESF-8 is responsible for costs associated with preparedness, response, recovery, and mitigation activities and must individually seek reimbursement following activations. Expenses for personnel and materials must be documented in Web EOC as part of an approved mission assignment.

The DOH, as the lead agency for ESF-8, is responsible for seeking reimbursement for materiel resources procured by ESF-8 during an incident in coordination with the SERT.

Agencies and organizations are responsible for individual costs associated with missions assigned to their agency (e.g., deployments of personnel).

All ESF-8 agencies and associations should maintain financial records according to agency plans, including information regarding:

4.1 Salaries

Provide a schedule for all employees' time worked, pay rates/matching rates and separating regular time from overtime.

4.2 Travel

Provide copies of the travel vouchers that have been paid due to incident response. The appropriate Finance Director must certify these expenditures as true.

4.3 Equipment and Supplies

Provide a detailed description of the equipment and supplies used in an incident response. Provide details as to the type of equipment and supplies used, where the equipment and supplies were used, number of hours each piece of equipment has been used, the number of hours per day each piece of equipment was used, and the type of work performed.

Section 5: References and Authorities

- A. Chapter 252, F.S., Emergency Management
- B. Chapter 381, F.S., Public Health
- C. Chapter 386, F.S., Sanitary Nuisances
- D. Chapter 393, F.S., Developmental Disabilities

- E. Chapter 394, F.S., Mental Health
- F. Chapter 395, F.S., Hospital Licensing and Regulation
- G. Chapter 401, F.S., Medical Telecommunications and Transportation
- H. Chapter 406, F.S., Medical Examiners
- I. Chapter 408, F.S., Health Care Administration
- J. Chapter 943, F.S., Department of Law Enforcement

Appendix IX: Emergency Support Function 9 – Search and Rescue

Primary Agency	Department of Financial Services (DFS) / Division of State Fire Marshal (SFM).
Support Agencies	Florida Fire Chiefs' Association (FFCA) - State Emergency Response Plan (SERP) Coordinators, Florida Association of Search and Rescue (FASAR), Department of Agriculture and Consumer Services - Florida Forest Service (FFS), Florida Fish and Wildlife Conservation Commission (FWC), DFS Division of Investigative & Science Services (DIFS) - Bureau of Fire, Arson & Explosives Investigations, Florida Division of Emergency Management (FDEM), Florida National Guard (FNG) CERF-P and FEMA National Urban Search & Rescue (US&R), Local Fire Service providers.

Section 1: Introduction

The purpose of Emergency Support Function 9 (ESF 9) is to provide Statewide Urban Search & Rescue (US&R) support to local governments and coordinate deployment of State, Regional and Federal resources, and; support to ESF 8 for EMS resources housed in Fire Service agencies in response to actual, potential emergency/disaster or planned events.

Section 2: Roles and Responsibilities

2.1 Organization

1. The DFS-SFM is the lead state agency responsible for ESF 9. Supporting the SFM are representatives from the FFCA, FFS, and FDEM. Representatives from primary and support agencies will staff positions in ESF 4&9 in the State Emergency Operations Center (SEOC) on a 24-hour basis during full activations in support to the SFM and FDEM.
2. ESF 9 reports directly to the Emergency Services Branch Chief who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Financial Services/Division of State Fire Marshal

The Department of Financial Services / Division of State Fire Marshal (SFM) is the primary response and coordination agency for ESF 9. As the primary agency, the (SFM) coordinates with its supporting agencies in directing search and rescue resources and response activities.

2.2.2 Support Agencies

Agency	Responsibilities
1. Florida Fire Chiefs' Association	<ul style="list-style-type: none"> • Deploy a Coordination officer to the SEOC on request to work with the State Fire Marshal to assist in responding to requests for search and rescue assistance utilizing the <i>Statewide Emergency Response Plan (SERP)</i>

<p>2. Florida Association of Search and Rescue</p>	<ul style="list-style-type: none"> Assist with coordination of search and rescue resources available through local government and volunteer organizations to include the eight (8) State US&R teams and the TRTs.
<p>3. The Florida Fish and Wildlife Conservation Commission</p>	<ul style="list-style-type: none"> Provide law enforcement officers for team security, aircraft, all-terrain vehicles, boats and other specialized personnel and equipment, air insertion of teams via helicopters for search and rescue efforts
<p>4. DFS-DIFS Bureau of Fire, Arson, Explosive’s Investigations</p>	<ul style="list-style-type: none"> Provide Law enforcement officers to provide team security and skid steers for moving debris allow SAR access to impacted areas.
<p>5. Florida Forestry Service</p>	<ul style="list-style-type: none"> Provide IMT overhead coordination teams in support to field operations.
<p>6. Florida Division of Emergency Management</p>	<ul style="list-style-type: none"> Provide logistical, planning, and operational support in the SEOC and in the field.
<p>7. FEMA Urban Search and Rescue</p>	<ul style="list-style-type: none"> Provide force multiplier SAR capabilities from the Federal plan.
<p>8. Various EMAC states with US&R resources</p>	<ul style="list-style-type: none"> Provide force multiplier S&R capabilities from unimpacted states through a national compact.

Section 3: Concept of Operations

3.1 General

- Urban search and rescue (US&R) activities include locating, extricating, and providing immediate medical assistance to survivors trapped in collapsed structures and related activities.
- Fire based EMS units provide ALS Rescue in support to US&R operations and supplement first response EMS support to impacted communities.

3.2 Operational Objectives

3.2.1 Preparedness

Utilizing operational plans, including the FFCA –Statewide Emergency Response Plan (SERP): Accomplish planning, coordinating and mobilization of resources from the statewide fire service through the SFM, FFCA State SERP Coordinator, seven fire Regional Coordinators, FFCA FASAR Chair, FFS IMT Plans and FDEM Plans section. The FFCA and SFM coordinate training on use of the State Emergency Response Plan.

3.2.2 Response

- Activate a Search and Rescue Planning Team.
- Utilize the Florida Search and Rescue Concept of Operations Plans (Search and Rescue Assessment, Search and Rescue Management, Initial Recon/Search Team).
- Activate the ESF 4&9 Incident Support Team and the FFS IMT to provide overhead support, command, and control of assets down range.

- d. Coordinate the commitment from the eight (8) State US&R Task Forces, FWC, DIFS-BFAEI, FNG CERF-P and other resources from outside the impacted area through other agencies with search and rescue resources to include Technical Rescue Teams. This includes coordination of all FEMA US&R Task Forces and EMAC from supporting states deployed within the state.
- e. Transportation may be provided, if available, but is usually the responsibility of the responding agency. This may require coordination with Emergency Support Function 1. In addition, resources may be pre-positioned as necessary (i.e. ahead of hurricanes where safe).
- f. Members of ESF 9 may serve as part of the State Emergency Response Team in Field Operations (i.e., the State Management Team, Area Command, Preliminary Damage Assessment Team, Joint Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).

3.2.3 Recovery

Upon request, ESF 9 will provide search and rescue personnel and resources for recovery missions as assigned and appropriate.

Section 4: Finance and Administration

4.1 Financial Management

All disaster response agency assets, city/county or otherwise, who provide assets and staff to requests from ESF 9, must submit their preliminary estimated costs for the resources requested within 4 days of deployment. Once department personnel and equipment have been demobilized and released back home complete reimbursement claims packages are to be submitted to the Florida Division of Emergency Management and Department of Financial Services / Division of State Fire Marshal (ESF49@myfloridacfo.com) within 15 business days of demobilization orders. The final request must include the following:

4.1.1 Salaries

Provide a schedule for all employees; time worked, pay rates/matching rates, and separating regular time from overtime. Required documentation include Timesheets, Payroll, ICS 214 daily activity logs, personnel rosters, benefit calculation sheets, station staffing logs and department personnel policies and/or collective bargaining agreements. NOTE: Depending on the level of activation, mission assigned, Collective Bargaining Agreement (CBA) and local pay policies individuals/teams may be eligible for 24 hour pay during operations. The SFM lead, and FDEM makes that determination at the onset of the response depending on the severity and duration of operations.

4.1.2 Travel

Provide copies of the travel vouchers that have been paid due to disaster response. The appropriate Finance Director must certify these as true expenditures. If meals, lodging, or other support were provided by the State or another entity individual travel costs are not eligible.

4.1.3 Equipment

Provide a detailed description of the equipment used to assist, detailing the type and size, pump size and horsepower, where the equipment was used, number of hours per piece, per day, and type of work each piece performed utilizing the current FEMA Cost Codes. Vehicle rates – Primary use as passenger vehicles including pick-up trucks, SUVs and sedans shall be charged at current mileage rate. Vehicles

that are primarily large equipment such as fire apparatus, semi tractors, EMS units and so forth shall be charged at the most current FEMA hourly cost code rate.

4.1.4 Materials

If eligible items were purchased to support the deployment the department must provide copies of invoices/receipts, p'card statements and bank payments.

4.2 Authorities and References

1. Federal Emergency Support Function 4 Annex.
2. FFCA STATEWIDE EMERGENCY RESPONSE PLAN (SERP) July 17, 2021
3. Florida Association of Search and Rescue, "Standard Operating Guidelines"

Appendix X: Emergency Support Function 10 – Environmental Protection

Primary Agency	Department of Environmental Protection (DEP)
Support Agencies and Organizations	Department of Transportation, Department of Highway Safety and Motor Vehicles, Florida Department of Law Enforcement, Department of Military Affairs, Florida Fish and Wildlife Conservation Commission, Department of Health, Department of Agriculture and Consumer Services, Department of Financial Services - Division of State Fire Marshal, Florida Water Management Districts, U.S. Environmental Protection Agency, U.S. Coast Guard, Florida's Water/Wastewater Agency Response Network (FlaWARN), Federal Emergency Management Agency.
Additional Support Agencies and Organizations	Florida Rural Water Association, Florida Fire Chiefs' Association, Florida Wing Civil Air Patrol, U.S. Department of Homeland Security, American Red Cross, Agency for Toxic Substances and Disease Registry, National Oceanic and Atmospheric Administration, U.S. Department of Interior, Federal Bureau of Investigations, Occupational Safety and Health Administration, National Response Center

Section 1: Introduction

The purpose of Emergency Support Function 10 (ESF 10) is to provide state support to local governments in response to an actual or potential discharge or release of oil and hazardous materials resulting from a natural, manmade, or technological disaster and coordinate the appropriate response to other environmental protection issues. To accomplish this goal, ESF 10 coordinates the actions necessary to carry out the functions and minimize impact. The Department of Environmental Protection's (DEP) Emergency Coordinating Officer (ECO) is located in the Office of Emergency Response (OER), and coordinates all functions of ESF 10. The DEP OER has developed a detailed Emergency Response Plan to provide a framework for responding to the full range of potential hazardous material incidents and other emergencies. The Emergency Response Plan promotes coordination between federal, state, and local governments and the private sector when responding to oil and hazardous material incidents and other threats to the environment and public health.

Additionally, ESF 10 acts as the initiator for activating other resources within DEP that provide authorization and guidance for environmental protection issues that are the primary responsibility of that agency.

1.1 Direction and Control

DEP OER is responsible for providing the overall direction and control of ESF 10. During an activation of the SERT, ESF 10 reports directly to the Emergency Services Branch Chief who ultimately reports to the Operations Section Chief.

1. During activations of the SERT, ESF 10 activities will be coordinated from the SEOC.
2. Emergency Support Function 10 actions are coordinated through DEPs ECO.
3. During non-emergencies, DEPs ECO is responsible for planning, training, equipping, and exercising activities of ESF 10.

4. OER maintains the All Hazards Emergency Response Plan to coordinate State resources and is in compliance and compatible with the NRF, the National Contingency Plan, the Regional Contingency Plan, the Area Contingency Plans, and the State of Florida Comprehensive Emergency Management Plan (CEMP).
5. ESF 10 supports field Operations coordinated from the SEOC that includes FSERT, RECON Teams, Joint Field Operations (JFO) Operations, and EMAC requests.
6. Should federal assistance be necessary, ESF 10 coordinates federal assistance through the State Coordinating Officer (SCO) and the Federal Coordinating Officer (FCO) and Federal OSC in compliance with the Federal Response Plan and National Contingency Plan (NCP).

Section 2: Roles and Responsibilities

2.1 Organization

1. Staff from the OER are responsible for coordinating the functions of ESF 10 and for sourcing other resources from DEP, as needed. When the State Emergency Response Team (SERT) is activated, DEP support staff will integrate with ESF 10 to provide the necessary expertise to accomplish our missions and provide an effective response.
2. State support agencies and organizations are available as needed for specific issues and are accessed through their respective ESFs at the SEOC.
3. Federal support agencies staff, such as the United States Coast Guard (USCG) and the United States Environmental Protection Agency (EPA) may be integrated directly into ESF 10 to assist with response efforts.
4. During an emergency or disaster, the primary and support agencies of ESF 10 will assign personnel to the SEOC. ESF 10 will respond directly to the Emergency Services Branch Director who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Environmental Protection

1. The lead agency of ESF 10, DEP, provides the leadership for directing, coordinating, and integrating response efforts of support agencies and organizations.
2. Coordinate the drafting and execution of emergency orders consistent with Governor's executive orders and presidential directives.
3. Assign DEP personnel to assist ESF 10 when the SEOC is activated at Level 1 or 2. Assigned staff must be National Incident Command System compliant.
4. Assist ESF 14 (Public Information) with coordination of press releases and public announcements concerning State SERT and ESF10 functions.

5. Provide a financial officer to assist the SERT Finance Section with tracking agency expenses and coordinate FEMA or responsible party reimbursement.
6. Issues directives for closures/Continuity of Operations Plan (COOP) Operations of DEP offices, facilities, and parks.
7. Provide assistance with coordinating disposal issues. This may include woody debris, construction and demolition debris, household hazardous waste, pollutants, or biological.
8. Assist with the issuing of emergency permits to assist with the stabilization of an event.
 - a. Emergency burn permits
 - b. Emergency coastal construction permits
 - c. Dredge and fill permits
9. Provide assistance to drinking and wastewater facilities to restore function and service.

2.2.2 Support Agencies

Agency	Responsibilities
<p>1. Florida Division of Emergency Management (FDEM)</p>	<ol style="list-style-type: none"> a. Establish and maintain direct communication and coordination with local government units and/or citizens affected by a major discharge, natural disaster, or pollution incident. These actions will be taken in accordance with the State CEMP. b. Serve as the State notification point for all releases or discharges. c. Coordinate assistance from other State Agencies as requested by DEP. d. Provide generators via the Logistics branch to support drinking and wastewater facilities once FlaWARN and their mutual aid capability is capped.
<p>2. Department of Transportation (DOT)</p>	<ol style="list-style-type: none"> a. Upon issuance of an Executive Order by the Governor, suspend tolls on State highways to facilitate traffic movement. b. Determine load variances on State roads to assist with the movement of heavy equipment during an oil or hazardous material spill event. c. Coordinate and assist with the containment and cleanup of any discharge that occurs on a State maintained road or right-of-way. d. Upon the issuance of an Executive Order by the Governor, provide vehicles and drivers to be used in the transporting of debris from the scene, to staging or disposal sites. e. Coordinate and assist with the delivery of bulk absorbents to the scene of a pollutant or hazardous material discharge incident that occurs on, or may impact, a state road or right-of-way.

3. Department of Highway Safety and Motor Vehicles (HSMV)	<ul style="list-style-type: none"> a. Provide traffic supervision and control for all surface transportation routes adversely affected by a pollutant or hazardous material incident. b. Provide security and crowd control within the affected area of the pollutant or hazardous material incident. c. Provide vehicle escort service for heavy over-the-road shipments of containment and/or cleanup equipment. d. Make available the use of aircraft assigned to HSMV.
4. Florida Department of Law Enforcement (FDLE)	<ul style="list-style-type: none"> a. Provide assistance with conducting criminal investigations at the site of a pollutant or hazardous substance discharge incident. b. Provide general site security and control. c. Coordinate law enforcement support for DEP hazardous materials assessment teams making entry into the impact area.
5. Department of Military Affairs	<ul style="list-style-type: none"> a. Upon request of the Governor, provide predetermined staff and logistical support for the containment and cleanup of a pollutant incident. b. Upon request of the Governor, provide water tankers and tractors during a pollutant or hazardous material discharge incident, or a natural disaster. c. Provide assistance from the 44th or 48th Civil Support Team when activated.
6. Florida Fish and Wildlife Conservation Commission (FWC)	<ul style="list-style-type: none"> a. Upon request of the ECO, prepare an assessment of damages to wildlife populations and habitats resulting from a pollutant or hazardous material discharge incident. In the event that wildlife area is affected by an incident, coordinate with the appropriate federal and state authorities to oversee the capture, cleaning, and rehabilitation of these affected wildlife as well as all other wildlife under the jurisdiction of the Commission. b. Assist with identifying resources at risk during a hazardous material or oil spill incident. c. Provide aerial reconnaissance and security of affected wilderness areas. d. Assist with the investigation of oil or hazardous material releases involving surface waters. e. Provide traffic supervision and control for water transportation routes adversely affected by a hazardous material release or natural disaster. f. Determine if motorized equipment may be used on the beaches or shores of an area affected by a hazardous material release during turtle nesting and hatching season. g. Assist DEP with damage assessment activities when fish and wildlife have been impacted by a hazardous material release. h. Identify derelict vessel(s) and provide the funds to counties for their removal.

	<ul style="list-style-type: none"> i. Provide law enforcement support to ESF 10 missions as needed. j. Coordinate displaced vessel removal efforts that are a result of an event.
<p>7. Department of Health (DOH)</p>	<ul style="list-style-type: none"> a. Provide assistance with sampling private water supplies when they are suspected of being contaminated by a pollutant or hazardous material. b. Provide health-related statements to the public. c. Serve as the lead State agency for all radiological incidents. d. Provide medical guidance in response to a pollutant or hazardous material incident. e. Provide the resources of the Human Resource Services laboratories in response to pollutant or hazardous material incidents. f. Assist with the identification and disposal options for bio-hazardous waste.
<p>8. Department of Agriculture and Consumer Services (FDACS)</p>	<ul style="list-style-type: none"> a. Provide water tankers and tractors for bulk water deliveries during natural disasters or hazardous material incidents b. Provide technical assistance for pesticide related incidents. c. Provide laboratory support for analyzing pollutant samples obtained during the investigation of pollutant or hazardous material incidents. d. Assist with the disposal of livestock killed or contaminated during a hazardous material release or natural disaster. e. Provide veterinarian animal care for those injured by a hazardous materials event. f. Provide shellfish evaluation and sampling assistance. g. Coordinate vector control efforts on and near State Lands
<p>9. Department of Financial Services, Division of State Fire Marshal (SFM)</p>	<ul style="list-style-type: none"> a. Assist in sharing response resources under a Memorandum of Understanding between SFM, the Florida Fire Chiefs' Association (FFCA), and DEP.
<p>10. Water Management Districts (WMD)</p>	<ul style="list-style-type: none"> a. There are five WMDs in Florida, and each is responsible for various water-related activities in their geographic area. This includes: <ul style="list-style-type: none"> i. Maintenance of rivers and canals under their jurisdiction; ii. Flood control; iii. Well permitting; iv. Inventory dredge, and; v. Fill activities. b. Some WMDs keep basic spill control supplies on hand for incidents on their water bodies, such as booms and absorbent pads. c. They also have boats, maps, knowledge and control of surface water systems and control structures such as

	<p>floodgates, vehicles; some have heavy equipment, aerial capabilities, laboratories and a 24-hour telephone number.</p> <ul style="list-style-type: none"> d. WMDs have biologists, chemists, and other professionals that may have useful knowledge and expertise. e. The district emergency response coordinators are encouraged to meet with the WMD coordinator in their area to discuss the mutual assistance that each agency can provide for spills and abandoned materials. f. Provide available pumps to be used as FlaWARN resources.
<p>11. Florida Rural Water Association</p>	<p>A non-profit trade association for public drinking water and wastewater utilities across Florida. The FRWA has over 1,400 members that:</p> <ul style="list-style-type: none"> a. Provides services such as on-site technical assistance and training at no charge to the 7,000 public water systems and 3,500 wastewater systems across Florida. This assistance is in all areas of management, finance, Operations, maintenance, compliance, emergency preparedness and response. b. Partners with DEP on programs like compliance improvement, training, and hurricane response. c. Supported under an agreement with DEP. This agreement has made FRWA a member of the SERT and they have participated through ESF 10 since 1989.
<p>12. Florida Fire Chiefs' Association (FFCA)</p>	<ul style="list-style-type: none"> a. Lead management education organization for fire and emergency services professionals, specializing in promoting and supporting excellence in fire and emergency services management. b. Help members maintain and develop management and leadership skills. c. During an emergency, maintain and support activities under the State Emergency Response Plan. d. Assist in sharing response resources under a Memorandum of Understanding between SFM, FFCA, and DEP.
<p>13. Florida's Water/Wastewater Agency Response Network (FlaWARN)</p>	<ul style="list-style-type: none"> a. Assist ESF 10 by coordinating mutual aid responses to Drinking Water and Wastewater Facilities that have been damaged or impacted by disasters and other emergency situations. b. Help utilities address mutual aid during emergency situations. c. Manage a secure web-based data bank of available resources and a practical mutual aid agreement designed to expedite assistance to utilities during emergencies. <ul style="list-style-type: none"> • This includes generator coordination and working with DEP Division of Water to provide ESF 10 with utility status updates.

2.3 Other Government Agencies

2.3.1 Federal Government Responsibility

- a. DEP OER works closely with the EPA and the USCG to ensure all emergency incidents involving pollutants and hazardous materials are investigated promptly and proper cleanup actions are taken.
- b. The NRF and the EPA Region IV Oil and Hazardous Substances Contingency Plan provides a mechanism which defines the Regional Response Team and enables federal, state, and local government agencies to participate in planning and response actions involving pollution incidents. The OER of DEP, along with FDEM, represents the State of Florida on the Region IV Regional Response Team. The Regional Response Team is comprised of the following federal agencies and states:
 - The United States Coast Guard
 - U.S. Environmental Protection Agency
 - U.S. Department of Agriculture
 - U. S. Department of Commerce
 - U. S. Department of Defense
 - U. S. Department of Energy
 - U. S. Department of Health and Human Services
 - U. S. Department of Interior
 - U. S. Department of Justice
 - U. S. Department of Labor
 - U. S. Department of State
 - U. S. Department of Transportation
 - Federal Emergency Management Agency
 - General Services Administration
 - Nuclear Regulatory Commission
 - Tennessee Valley Authority
 - State of Alabama
 - State of Florida
 - State of Georgia
 - Commonwealth of Kentucky
 - State of Mississippi
 - State of North Carolina
 - State of South Carolina
 - State of Tennessee
- c. The EPA Region IV Regional Response Team acts as an advisory body to the Federal On-Scene Coordinator and enables federal, state and local government agencies to participate in the planning and response actions involving pollution incidents and brings the resources of the federal government to bare upon the incident. When activated, Regional Response Team members' responsibilities include:
 1. Provide advice and recommend courses of action to the Federal On-Scene Coordinator.
 2. Advise the Federal On-Scene Coordinator on the duration and extent of the federal response.
 3. Monitor and evaluate reports from the Federal On-Scene Coordinator.

4. Advise the Federal On-Scene Coordinator of any regulatory conflicts or concerns under state jurisdiction.
5. Advise the Federal On-Scene Coordinator with disposal options.
6. Advise the Federal On-Scene Coordinator on chemical dispersant use or in-situ burning as oil spill response tools.
7. Provide the Federal On-Scene Coordinator with any regulatory state standards, and
8. Identify vulnerable state resources that may be threatened or damaged.

2.3.2 Local Government Responsibility

DEP OER works closely with municipal and county governments during an incident. Since local public safety organizations are generally the first government representatives at the scene of a discharge or release, they would be expected to initiate public safety measures necessary to protect public health and welfare. These responsibilities include directing evacuations, fire suppression and hazardous material support where available, identification of drum or contaminated debris staging areas, arranging disposal of abandoned containers that contain non-hazardous waste such as rainwater and such responsibilities as described in the State of Florida CEMP.

Some local governments or counties have active household hazardous waste programs and/or environmental response programs. DEP will assist these programs and may, on a case-by-case basis, enter into response agreements with them.

Local governments may participate in activities of the EPA Region IV Regional Response Team upon invitation by the state representative. The local government designee to the Regional Response Team is expected to coordinate all internal communication at his/her level of government and be able to commit local government resources if required.

Section 3: Concept of Operations

3.1 General

ESF 10 provides a coordinated, effective, and efficient response to discharges and releases of oil and hazardous materials by committing human, financial, and material resources for action in the impacted area. The OER is responsible for staffing ESF 10 during an activation of the State Emergency Operations Center (SEOC) and will coordinate the resources of the DEP as well as other appropriate state resources. During prolonged activations, OER may require additional personnel support from other programs in DEP.

The Emergency Response Plan has been developed by the OER to provide an all hazards framework for response actions by DEP, to coordinate with local and federal responders, and provide for consistency with the National Response Framework (NRF), National Response Plan (NRP), the Regional Contingency Plan for Oil and Hazardous Materials, and Area Contingency Plans.

3.2 Operational Objectives

ESF 10 supports the SERT through its actions and response efforts to activate and organize an effective response to an event. These objectives are further described in preparedness, response, recovery, and mitigation actions.

3.2.1 Preparedness

- a. Participate in training exercises for hazardous material incident planning and response with the Florida Division of Emergency Management (FDEM), EPA, USCG, Florida Civil Support Teams (CST), other state agencies, local governments, and industries.
- b. Assist FDEM with updating and maintaining the state Comprehensive Emergency Management Plan (CEMP) incident specific annexes and ESF 10 and support agencies' appendices.
- c. Collect and maintain information on drinking water facilities, wastewater treatment facilities, solid and hazardous waste facilities, and phosphogypsum stacks.
- d. Participate in ESF 10 and SERT meetings, training, conferences, and exercises.
- e. Maintain and update the OER Emergency Response Plan.
- f. Ensures DEP maintains and exercises the agencies Continuity of Operations Plan (COOP).
- g. Coordinate a DEP personnel notification system to support SERT activation.
- h. Assist with the development of response procedures for field assessments to include RECON teams, facility damage assessments, hazardous materials releases, debris disposal assessments, and water and wastewater system assessments.
- i. Plan and prepare for the usage of notification systems to support disaster efforts. The notification systems should address securing water and wastewater systems, suspension of vessel traffic in ports and navigable waterways, securing solid waste facilities, and ensuring phosphate gypsum wastewater stacks have adequate freeboards.
- j. Initiate appropriate DEP emergency orders to facilitate preparation, response, and recovery
- k. Develop an Emergency Final Order for impacted counties to streamline permitting requirements to allow for speedy recovery operations.

3.2.2 Response

When a state of emergency is declared by the Governor, an emergency exists, or a disaster is imminent, ESF 10 will initiate response Operations to assist communities impacted by the event. ESF 10 will initiate the following response objectives:

- a. Participate with the State Evacuation Coordination Team (determine state park closures and coordinate with county evacuations, respond to highway blockages involving hazardous materials).
- b. Establish a department emergency tracking number to document response activities associated with the event.
- c. Participate in the development of the SERT daily incident action plan (IAP).
- d. Support search and rescue planning and Operations.
- e. Conduct preliminary assessment of known hazardous materials facilities.

- f. Track facility and incident status
- g. Assess and report on the erosion status of beaches, breakwaters, and jetties.
- h. Track and follow-up on all reported hazardous material incidents and coordinate notification and response to active incidents with county Emergency Operations Centers (EOC) and with local responders.
- i. Establish and maintain communication with the Florida Rural Water Association (FRWA) as it conducts its assessments.
- j. Support the restoration of potable water and wastewater systems through the coordination with FRWA and FlaWARN.
- k. Complete regulatory reports as required.
- l. Establish and maintain communication with federal counterparts (USCG, EPA and FEMA)
- m. Assist ESF 14 to provide a clear and coordinated message to the public.
- n. Coordinate Operations of ESF 10 in the SEOC and other locations as required.
- o. Conduct credentialing (if necessary) and verification of training for volunteers and EMAC state professionals brought in to assist ESF 10 during extended activations.
- p. Support the SERT in various areas of field Operations (RECON team, State Management Team, Area Command, Preliminary Damage Assessment (PDA) Team, Joint Field Office (JFO) Operations, Recovery Center Operations, intrastate and/or interstate mutual aid assistance, etc.).
- q. Support the Forward State Emergency Response Team (FSERT) with coordination of response and recovery missions within a defined area. See FSERT Standard Operating Guidelines for specific authority, roles, and responsibilities.
- r. Assist and support ESF 17 with deceased animal disposal options and with vector control issues.
- s. Coordinate environmental sampling Operations with ESF 8 to ensure public safety.
- t. Generate response information in a timely manner to be included in SERT briefings, situation reports, and incident action plans.
- u. Assist ESF 19: Fuels
- v. Provide information and feedback to agency leadership regarding status, impact, and involvement of DEP in any incident.

3.2.3 Recovery

The recovery phase of an event begins immediately after it is safe to make entry into the impacted area. Recovery actions consist of short-term and long-term activities. ESF 10 and DEP play a part in both short-term and long-term recovery activities through assisting local government with restoring essential services and ensuring the safety of citizens.

There are a number of disaster recovery programs available to assist the impacted county(s) after a disaster event. The specific programs that are implemented are entirely dependent upon the magnitude of the disaster event, the needs of the impacted county(s), and the decision of the State Coordinating Officer (SCO) or Deputy SCO. Certain DEP programs will need to provide personnel to assist with the proper delivery and administration of these disaster recovery programs as follows:

- a. One of the first focuses of DEP shall be to attempt to establish communications with the impacted area to assess the safety of district personnel, their families, and property. The DEP Emergency Coordinating Officer (ECO) will be responsible for initiating these actions; however, it will be the responsibility of district supervisors to follow through and make contact with their individuals.
- b. Provide and maintain personnel support for the Disaster Field Office and Disaster Recovery Center, as needed.
- c. Assist the SERT with coordinating and providing personnel for PDA teams to collect and report impact status. PDA teams collect and report information on the status of facilities and State lands after a natural disaster. Damage assessments may be ongoing for a number of weeks, depending on the severity of the natural disaster. DEP divisions and six district regulatory offices, have personnel who can assist with the following functions:
 - Division of Air Resource Management
 - Division of Recreation and Parks
 - Division of State Lands
 - Division of Waste Management
 - Division of Water Resource Management
 - DEP Beaches & Coastal Systems
- d. Support county and regional hazardous materials response teams until the county government is self-sustaining. Ensure proper cleanup of oil and hazardous material releases, debris removal, and any other contaminants that could affect human health or the environment.
- e. Develop an Emergency Final Order for impacted counties in order to streamline permitting requirements allowing for speedy recovery Operations.
- f. Continue to monitor the status of ports and navigable waterways, sovereign state lands.
 - Reporting of Port Status to the SERT comes from ESF 1/3
- g. Assist the county with collection and disposal of household hazardous waste.
- h. Coordinate with FEMA to identify and document all eligible response actions for federal reimbursement.

- i. Support and coordinate activities with FLWARN and FRWA to assist water and wastewater plants become Operational. This includes the coordination for distribution of portable generators where power has not been restored.
- j. Assist ESF 1 with clearing hazardous materials from transportation routes in order to facilitate a speedy response to the impacted area.
- k. Assist impacted counties with identifying debris storage areas.
- l. Coordinate debris removal from state lands and parks.
- m. Assist federal and state recovery officials with establishing a JFO. The JFO serves as the hub for the coordination of federal and state disaster assistance as well as a focal point for associated recovery and reconstruction.

3.2.4 Mitigation

The State Hazard Mitigation Officer is responsible for coordinating the preparation and implementation of the State Hazard Mitigation Grant Plan (pursuant to Section 409 of the Stafford Act), and the Hazard Mitigation Grant Program (pursuant to Section 404 of the Stafford Act). The State Hazard Mitigation Grant Plan will coordinate the State Hazard Mitigation and Recovery Team, who are responsible for development of a hazard mitigation plan. The team consists of representatives from key state agencies, local governments, and other public and private sector organizations that influence development and hazards management policies within the state. DEP OER and their Division of Environmental Resources Permitting, from the impacted district office provides personnel for the team.

Mitigation Objectives (but are not limited to the following):

- a. Provide personnel with the appropriate expertise to participate in activities designed to reduce or minimize the impact of future disasters. Typical areas of expertise are storm water management, beaches, state lands, water and wastewater facilities, solid and hazardous waste management, debris disposal, and facilitating environmental permitting issues.
- b. Identify long-term hazard mitigation measures that may reduce the risk of future damage and coordinate these measures with Federal Agency Partners, (i.e. FEMA, EPA, USCG).
- c. Provide oversight for the restoration of natural resources damaged in the event.
- d. Identify beaches that have suffered extensive erosion for sand renourishment projects.

Section 4: Finance and Administration

4.1 Financial Management

DEP is responsible for managing the financial affairs of ESF 10 during activation. Travel and Operational expenses incurred prior to a disaster declaration, or during meetings, briefings, or training events by ESF 10 and any supporting agencies or organizations may be the responsibility of those agencies and organizations unless agreed to in advance. ESF 10 and supporting agencies and organizations shall maintain adequate personnel and financial records in the event reimbursement is available in the future.

Immediately upon notification that a Declaration of a State of Emergency has been signed by the Governor, the OER will notify DEP's Division of Administrative Services and request that a specific grant/module number be established to assist in tracking event related expenditures and activities for the staff of DEP. This grant/module number will be distributed to all DEP divisions with specific instructions to track all Department efforts directed toward the event response and recovery efforts. During an activation of the SERT, ESF 10 supporting agencies are responsible for recording and tracking their own expenditures and seeking reimbursement from the appropriate channels after the event.

OER also routinely tracks all costs associated with day-to-day oil and hazardous substance incidents in an effort to seek appropriate reimbursement from those responsible for the incident. Detailed guidance for documenting staff efforts and contractor expenditures are given in the Emergency Response Plan under the Operational Response Section.

FDEM will assist ESF 10 and supporting agencies and organizations with obtaining federal reimbursement for personnel, travel, lodging and meal expenses for staff providing assistance to ESF 10, in accordance with federal guidelines. Where reimbursement will be provided by or administered through FDEM, reimbursement claims shall be submitted to the Division in accordance with its instructions. In the event federal and state reimbursement is not available, FDEM will provide guidance and instructions for seeking any other sources of reimbursement.

Specific reimbursable items are:

- Personnel hours
- Vehicle hours/miles
- Trailer hours/miles used for logistic support
- All-terrain vehicle hours/miles
- Boats or other vessels
- Specialized equipment (meters, calibration gas, etc.)
- Contractor costs
- Travel (including airfare), lodging, meals and fluids (Per Diem)
- Fuel for generators or other equipment used in the response
- Personnel, equipment, and parts used for vehicle repairs attributed to the event
- Parking and storage fees
- Sampling jars and sampling equipment
- Laboratory analyses costs related to the event

4.2 Authorities and References

DEP, pursuant to Section 376.021, 376.30, 376.303, 376.305, and 376.307, 403.061, 403.1655, 403.726, Florida Statutes, is delegated the power and duty to control, prohibit and respond to pollution of the air, surface waters, groundwater, and lands of the State, and protect the public health, safety, and welfare from the effects of releases of hazardous substances.

The Clean Water Act of 1977 and amended in 1990 (formerly the Federal Water Pollution Control Act of 1972), established the National Oil and Hazardous Substances Pollution Contingency Plan as the base for providing a federal response to major pollutant discharges.

The NRF has been supplemented on a regional basis. As part of the regional concept, the Atlanta Coastal Region IV Contingency Plan has been developed for application in Florida. Other states under the Region IV Plan include North Carolina, Georgia, Alabama, and Mississippi. Within the discharges,

the Area Response Plan for the coastal region has been developed. The inland plan has been developed and is being maintained by the EPA.

DEP Emergency Response Plan supports these goals and is required by Sections 376.97(2)(e) and 376.303(1)(6), Florida Statutes, and 40 CFR Part 311. This Emergency Response Plan complements and supports the NRF and the Region IV Oil and Hazardous Substances Regional Contingency Plan.

Amendments to this Emergency Response Plan shall be coordinated with members of DEP-OER, FDEM, EPA, USCG, the FEMA, and other interested parties.

Appendix XI: Emergency Support Function

11 – Food and Water

Primary Agency	Department of Agriculture and Consumer Services
Support Agencies	United States Department of Agriculture, American Red Cross, The Salvation Army, School Districts (School Nutrition Services), Department of Children and Families, Department of Business and Professional Regulation; Governor’s Commission on Volunteerism (Volunteer Florida)

Section 1: Introduction

The purpose of Emergency Support Function 11 (ESF 11) is to identify food, water, and ice needs in the aftermath of a disaster or emergency; obtain these resources; and transport them to the impact area. Food supplies obtained and distributed by ESF 11 will be dispensed to disaster survivors through the agencies of ESF 6 (Mass Care).

1.1 Direction and Control

1.1.1 Policies

- a. Activate upon notification of a potential or actual disaster or emergency.
- b. Provide suitable food, water, and ice for congregate meal service, as appropriate.
- c. Encourage the use of congregate feeding arrangements as the primary outlet for disaster food supplies.
- d. If authorized in writing by the USDA, secure and make available for distribution, sufficient amounts of food suitable for household consumption.
- e. Consult with the Florida Department of Children and Families (DCF) concerning issuance of Disaster Supplemental Nutrition Assistance Program benefits (D-SNAP).

1.1.2 Decision making authority

- a. The ESF 11 Emergency Coordinating Officer (ECO) has the authority to allocate resources, expend funds and direct personnel to meet the responsibilities outlined for ESF 11 in the Plan or to complete missions assigned to ESF 11 by the State Coordinating Officer (SCO) or his/her designated representative in the SEOC.
- b. The ESF 11 ECO will designate, in writing, a Shift Leader for each ESF 11 shift operating in the SEOC, and a Team Leader for the ESF 11 component of the SLRC, Logistical Staging Area Team or Forward State Emergency Response Team (FSERT), if deployed, operating in the disaster area.
- c. The designated shift/team leader has the authority, in consultation with the ESF 11 ECO, to take those actions necessary to meet the responsibilities outlined for ESF 11. This would include completing all missions assigned by the SCO or designee.

1.1.3 Coordination

- a. All actions taken by ESF 11 will be guided by and coordinated with the SERT Chief and local disaster officials.
- b. ESF 11 will coordinate with, and provide support, as appropriate, to ESF 6.
- c. The ESF 11 ECO or designated representative (Shift/Team Leaders) will coordinate the activities and requirements of the various ESF 11 support agencies.
- d. In case of federal activation, the ESF 11 ECO or designated representative (Shift/Team Leaders) will coordinate the allocation of appropriate federal ESF 11 resources.
- e. Support agencies of ESF 11 may serve the SERT in various areas of any forward operations teams.

Section 2: Roles and Responsibilities

2.1 Organization

During an emergency or disaster, the primary agency of ESF 11 will assign personnel to the SEOC. ESF 11 will respond directly to the Human Services Branch Director who reports to the Operations Section Chief. The following organization will be adhered to by ESF 11:

1. The Florida Department of Agriculture and Consumer Services (FDACS) has primary responsibility for all ESF 11 activities. The ESF 11 Emergency Coordinating Officer (ECO), Alternate ECO and/or Incident Commander will direct response and recovery activities for this ESF from the SEOC.
2. Upon activation of ESF 11, the ESF 11 ECO/Incident Commander or designee will be responsible for ensuring all food, water and ice concerns are addressed. Additional support agencies, organizations and vendors may be utilized and will either be tasked to provide a representative to the SEOC or to provide a representative who will be immediately available via telecommunications means (telephone, facsimile, conference call, etc.).

2.2 Responsibilities

2.2.1 Primary Agency – Department of Agriculture and Consumer Services

1. Determine the availability of USDA foods that are safe for human consumption within the disaster area.
2. Coordinate with DEM, ESF 6 (Mass Care), and local officials to determine food, water, and ice needs for the population in the impact areas.
3. If authorized by the USDA and in the absence of Disaster Supplemental Nutrition Assistance Program benefits (D-SNAP), provide emergency food supplies for distribution to eligible households for home consumption.
4. Provide appropriate information to the designated section(s) of the SEOC on a regular basis.

5. Develop a plan of operation that will ensure timely distribution of food supplies to mass care locations.
6. Maintain records of the cost of supplies, resources, and employee-hours expended in response to the disaster.
7. Monitor the number of mass feeding sites providing food to disaster survivors.

2.2.2 Support Agencies

Agency	Responsibilities
1. American Red Cross	<ul style="list-style-type: none"> • Assist in identifying and assessing the requirements for food on a two-phase basis: critical emergency needs immediately after the disaster and long-term sustained needs after the emergency phase is over. • Assist with the distribution of coordinated disaster relief supplies. • When USDA food inventory is not sufficient to provide the feeding requirements, the American Red Cross will execute it's standing agreements with various vendors to support. • Provide meal counts by county daily through ESF 6.
2. Department of Children and Families	<ul style="list-style-type: none"> • Authorize and coordinate the issuance of Disaster Supplemental Nutrition Assistance Program benefits (D-SNAP).
3. School Districts (School Nutrition Services)	<ul style="list-style-type: none"> • Provide inventories of readily identifiable USDA food supplies available in their warehouses. • School Nutrition Services Directors in the impacted counties will work with ESF 11 to provide available USDA food to designated disaster feeding organizations. • Report quantities and types of USDA Foods utilized for disaster feeding to appropriate FDACS staff after the disaster.
4. The Salvation Army	<ul style="list-style-type: none"> • Assist in identifying and assessing the requirements for food on a two-phase basis: critical emergency needs immediately after the • disaster and long-term sustained needs after the emergency phase is over. • Assist with the distribution of coordinated disaster relief supplies. • Per established agreements with private vendors, supplement USDA food inventory. • Provide meal counts by county daily through ESF 6.
5. Department of Business and Professional Regulation	<ul style="list-style-type: none"> • Report the locations, status, and populations of all shelters in the state. • Coordinate the allocation of state and federal resources necessary to augment the mass care feeding capabilities of the ARC, TSA, and other organizations.

	<ul style="list-style-type: none"> • Report on mass care org feeding activities in a timely manner.
6. Volunteer Florida	<ul style="list-style-type: none"> • Communicate available donated food, water, and ice resources.

Section 3: Concept of Operations

3.1 General

1. ESF 11 will operate under existing United States Department of Agriculture (USDA) authority and regulations as well as Public Law 93-288, as amended, and the State Comprehensive Emergency Management Plan (CEMP), to provide disaster food supplies to designated disaster staging areas and mass feeding sites.
2. Following a notification of an impending major disaster or emergency, ESF 11 will be staffed at the State Emergency Operations Center (SEOC) on a 24-hour basis as needed.
3. ESF 11 will use damage projection models to calculate the number of people who may be affected in order to assess the amount of food, water and ice needed to meet the anticipated demand. Warehouse inventories will be tabulated and if additional food supplies are needed, ESF 11 will obtain the food, primarily through the USDA, and coordinate the transport of such supplies to the disaster feeding organizations or staging areas.
4. ESF 11 will provide food for the mass feeding sites from the inventory USDA Foods for the National School Lunch Program. Meal compilation tool will be used to address serving sizes and quantities needed. These tables will be used for the purpose of ordering, forecasting, and supplying data. Other mass care organizations with food resources will supplement the food supply.
5. ESF 11 will provide staff where needed to oversee the inventory of food, water, and ice resources and to assess the effectiveness of the food distribution network. ESF 11 will coordinate with ESF 6 and the State Emergency Response and Recovery Team (SERT) Logistics Section to ensure ample and timely deliveries of food, water, and ice supplies.
6. ESF 11 will coordinate with the federal ESF 3 (Public Works), which is responsible for providing potable water and ice at the federal level.

3.2 Operational Objectives

3.2.1 Preparedness

- a. Maintain an accurate roster of personnel assigned to perform ESF 11 duties during a disaster.
- b. Identify and schedule periodic disaster response training for ESF 11 assigned personnel.
- c. Obtain information annually regarding the number of infants born in Florida per year/per county from the Department of Health (DOH), Bureau of Vital Statistics.
- d. As needed, acquire from the Division of Food Safety a list of certified water and ice plants in Florida.

3.2.2 Response

- a. Immediately activate an ESF 11 coordinating officer able to assess and coordinate the operational requirements and shortfalls, and request additional Federal/state resources as needed.
- b. Obtain inventory of USDA food supplies available in the state- contracted warehouse(s) and, if needed, school district- owned or leased warehouses.
 -
- c. Notify USDA of the SEOC activation.
- d. Contact water and ice vendors on state term contract. Locate other water and ice vendors and obtain availability, delivery, and pricing information, if additional sources needed.
- e. Work with Logistics Section to ascertain anticipated number of Points of Distribution (POD) to determine the volume of water and ice needed to support the PODs and affected population.
- f. Once an Executive Order is issued and in coordination with Logistics section, place orders for water and ice. Determine location of pre-mobilization areas, if established, for initial receipt and subsequent dispatching of trucks of water and ice.
- g. Authorize the release of USDA foods to disaster feeding organizations for feeding of sheltered population. Notify USDA that USDA foods are being released for mass feeding.
- h. Provide and obtain a signed USDA Foods for Disaster Feeding Application from the pertinent disaster feeding organizations.
- i. Work with the vendors and the ESF 11 Staff, SLRC team/LSA team to monitor the arrival and staging of trucks of water and ice at the pre- mobilization area and maintain an inventory to determine replenishment requirements.
- j. Determine quantities of baby formula and food necessary for the event. Coordinate with USDA and submit Resource Request Forms for baby food and formula. As needed, acquire additional supplies of baby food, formula, food supplements for infants and children, and other baby supplies from commercial sources for distribution through mass feeding sites and other appropriate outlets.
- k. Initiate plan for deployment of ESF 11 State Logistics Response Center (SLRC) team and, if needed, Logistical Staging Area team(s) and determine departure time and destination(s).
- l. Work with ESF 12 (Energy) and/or use WebEOC to determine power outages for estimated ice needs and quantities.
- m. Work with ESF 8 (Health and Medical) and ESF 10 (Hazardous Materials) to monitor water contamination and boil water orders in the disaster area and estimate water needs and quantities.
- n. In collaboration with Logistics Section, deploy trucks of water and ice to the designated Logistical Staging Area(s), PODs and the SLRC. Deploy water and ice direct to mission requestors as needed.

- o. Coordinate with ESF 6 to obtain the locations of all kitchens and mass feeding sites. Update daily as needed.
- p. Provide USDA foods to the disaster feeding organizations, as requested, for mass feeding purposes.
- q. On a daily basis, obtain from ESF 6, the total number of meals served the previous day by the disaster feeding organizations. Submit the information to the USDA Southeast Regional Office designated staff.
- r. Coordinate with Logistics Section or submit a Resource Request Form to FEMA, as appropriate, to obtain additional food, water, and ice resources, if needed.
- s. Direct offers of donated supplies, particularly food items for home consumption, with ESF 15 for non-profit organizations serving those in need.
- t. Coordinate with ESF 15 to fulfill mission requests with donated supplies when available in sufficient quantities.
- u. Monitor and coordinate the flow of food, water and ice supplies into the impact area.
- v. Monitor inventories at SLRC and Logistical Staging Area(s); order replenishment as needed.
- w. Monitor inventories of USDA foods in state warehouses and, as needed, request additional foods from the USDA.
- x. Coordinate with the SERT Logistics Section and/or the federal ESF 3 for additional quantities of water and ice, if appropriate.
- y. Coordinate with ESF 6 and disaster feeding organizations to determine a need for other, non-USDA, foods and related items to support the kitchens, especially in a catastrophic event.
- z. Work with the State Multi-Agency Feeding Task Force and commercial food vendors to identify and determine amounts of commercial food required; acquire food and related items as needed and appropriate.
- aa. Determine need for and amount of adult food supplement necessary for the event. Work with commercial vendors to acquire adequate quantities for distribution through mass feeding organizations, and other outlets.
- bb. Evaluate the need to demobilize resources (personnel and assets).
- cc. In a catastrophic event, secure authorization from USDA to make foods available for household distribution and consumption.

3.2.3 Recovery

- a. Assess special food concerns of the affected residents.

- b. Document and report all emergency-related response activities and their costs to appropriate personnel.
- c. Assess the need for any sustained, long-term food, water, or ice provisions.

3.2.4 Mitigation

- a. None

Section 4: Financial Management

4.1 Documentation of Expenditures

1. The ESF 11 ECO or designated representative (Shift/Team Leaders) will be responsible for approving all expenditures incurred by ESF 11 related to the incident.
2. With the activation of the SEOC at Level 1, the ESF 11 ECO will appoint, in writing, an ESF 11 Financial Officer. The ESF 11 Financial Officer will have the following responsibilities:
 - a. Obtain from FDACS the budgetary organization code and necessary budget authority for the particular incident. Document all expenditures by the ESF 11 using this organization code for cost recovery subsequent to the incident period.
 - b. Supervise the maintenance of a personnel log that tracks the hours worked by all ESF 11 personnel during the incident period.
 - c. Every 24-hours during the incident period, prepare a report summarizing the dollar costs and personnel hours expended during the previous 24-hours, and during the incident to date. This report will be delivered on a daily basis to the ESF 11 ECO and appropriate personnel of FDACS including the Director of the Division of FNW or his/her designee, designated personnel in the Bureau of Finance and Accounting, and other appropriate personnel.
 - d. Notify appropriate personnel in the Bureau of Finance and Accounting of the time and telephone number for reporting expenditures to the SEOC Finance Section. Provide copy of purchasing documents(i.e., field purchase order, Purchasing- card documentation, invoices, etc.) to the Bureau of Food Distribution Accountant, Department's Purchasing Director, and the Bureau of Finance and Accounting, as expenditures are made
 - e. Obtain a copy, when issued, of the Governor's Executive Order/Declaration of Emergency for the incident and transmit to specific departmental personnel, including Commissioner's office, as required.

4.2 Communicating Expenditures to the Agency

FDACS, Division of Food, Nutrition, and Wellness, will be responsible for communicating the level of expenditures related to the incident to the Director, Division of Administration, FDACS.

Appendix XII: Emergency Support Function 12 – Power

Primary Agency	Public Service Commission
Support Agencies	Nuclear Regulatory Commission, Florida Electric Cooperatives Association, Florida Municipal Electric Association, Florida Reliability Coordinating Council, Investor Owned Electric Utilities, Natural Gas Operators, Florida Department of Environmental Protection, Florida Department of Law Enforcement, Florida Department of Transportation, Florida Highway Patrol, and Florida Department of Health

Section 1: Introduction

The purpose of Emergency Support Function 12-Power (ESF 12-Power) is to promulgate the policies and procedures used by the Public Service Commission (PSC), and the other support agencies, and entities listed above in recovering from shortages or disruptions in the supply and delivery of electricity or natural gas.

ESF 12-Power has primary responsibility to monitor and coordinate the availability of electric utility generating capacity and reserves and the availability and supply of natural gas. ESF 12-Power coordinates with the electric and natural gas utilities to ensure power and natural gas services are restored in an efficient and expedient manner.

1.1 Direction and Control

The PSC will staff ESF 12-Power. Staffing will be primarily provided by the Agencies technical divisions and technical staff. If determined necessary, ESF 12-Power will request that electric and/or natural gas utilities provide physical staffing at the Emergency Operations Center (EOC).

Section 2: Roles and Responsibilities

2.1 Organization

1. The PSC is the lead agency for ESF 12-Power. Other agencies and entities supporting ESF 12-Power:

- Nuclear Regulatory Commission
- The Florida Reliability Coordinating Council
- Florida Electric Cooperatives Association
- Florida Municipal Electric Association
- Investor Owned Electric Utilities
- Natural Gas Operators
- Florida Department of Environmental Protection
- Florida Department of Law Enforcement
- Florida Department of Transportation
- Florida Highway Patrol
- Department of Health (Nuclear)

2. During an emergency or disaster, the primary and support agencies of ESF 12-Power will assign personnel to the State Emergency Operations Center (SEOC). ESF 12-Power will respond directly to the Infrastructure Branch Director, who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agencies – Public Service Commission and Division of Emergency Management

The Public Service Commission:

1. Will address issues pertaining to emergencies affecting electric and natural gas utility services to the public.
2. Will maintain communications with electric utilities and other support agencies and organizations in responding to and recovering from emergencies that impact the delivery of power.
3. Will make contact with electric, gas, and industry coordinating groups serving impacted areas to obtain information about damage and/or assistance needed in their area of operations.
4. Will monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.
5. Coordinate and communicate with the Florida Reliability Coordinating Council and electric and natural gas utilities to report, as necessary, to the State Emergency Operations Center information regarding:
 - Florida electric generating capacity
 - Florida expected electric peak load
 - Geographic areas and number of customers that are impacted, if available
 - Status of major generating unit outages
 - Expected duration of event
 - Explanation of utilities planned actions; and recommendations of agency actions in support of the utilities.
6. Will coordinate, when requested, with Emergency Support Function 14 on state and local news issues to keep them apprised of energy shortfalls.
7. Will maintain communications with the Nuclear Regulatory Commission, the Department of Health, and nuclear facilities in responding to and recovering from radiological nuclear power plant emergencies.

Section 3: Concept of Operations

3.1 General

When the Emergency Operations Center is activated, the Public Service Commission will staff ESF 12-Power until notified by the Florida Division of Emergency Management (FDEM) to discontinue operation.

3.2 Operational Objectives

3.2.1 Preparedness

- a. All Public Service Commission personnel designated to serve as emergency operations center representatives shall be trained by attending ESF 12-Power during exercises or activations with experienced personnel.
- b. In preparation for an emergency/disaster situation, ESF 12-Power will maintain contact with the support agencies and other emergency operations entities to:
 1. Obtain information regarding utility staging areas, estimated number of restoration personnel, and to determine any unmet needs.
 2. Determine when to start reporting outage and restoration information.
 3. Establish a mission or information message to place a link to the outage and estimated restoration information.

3.2.2 Response

- a. ESF 12-Power procedures will be implemented when notified by the Florida Division of Emergency Management. The PSC, Florida Division of Emergency Management, and other Emergency Support Function utility partners, support agencies and organizations will cooperate with local, state and federal agencies and public or private entities in achieving the purposes or activities of ESF 12-Power.
- b. ESF 12-Power will coordinate with support agencies and organizations to:
 1. Determine if electric utility operating reserves are adequate. If it is determined that reserves are not adequate, ESF 12-Power will notify FDEM staff of the status and estimated time when the reserves will be back to normal.
 2. Effectuate the provision of power and natural gas to impacted entities including those that are determined to be critical by local emergency operations centers in coordination with the utilities in each county as priority such as hospitals, police, and possible loss of life situations.
 3. Maintain communication with utility representatives to determine response needs.
 4. Provide current electrical power outage and restoration information to State Emergency Operations Center.

3.2.3 Recovery

- a. The PSC will provide personnel and resources for recovery efforts upon request as appropriate and available.

Section 4: Authorities and References

Emergency Support Function 12, Energy Annex,
Procedures for Response to an Energy Emergency
National Response Framework
Chapter 252, Florida Statutes

377.703 (2)(a) Florida Statutes

377.701 Florida Statutes

377.701(2)(b) Florida Statutes

377.703 (2)(m) Florida Statutes

526.143(2) Florida Statutes

526.143(3) Florida Statutes

Rule 25-6.0183, Florida Administrative Code

Rule 25-6.0185, Florida Administrative Code

366.05, Florida Statutes

366.04, Florida Statutes

368, Florida Statutes

Appendix XIII: Emergency Support Function

13 – Military Support

Primary Agency	Department of Military Affairs, Florida National Guard, Florida State Guard
Support Agencies	None

Section 1: Introduction

The purpose of Emergency Support Function (ESF) 13 is to provide Military Support (Florida National Guard) to the State of Florida in times of a major or catastrophic disaster and/or civil unrest. See the *Florida National Guard Joint Operations Plan for National Guard Support to Civil Authorities/Homeland Defense*.

1.1 Direction and Control

1.1.1 Adjutant General of Florida

Command of the National Guard is exercised through the Adjutant General of Florida or their designated military representative at the Joint Force Headquarters located in St. Augustine. Command and Control is normally exercised from the Adjutant General of Florida through the Florida National Guard Joint Operations Center to the Major subordinate commands in accordance with the Florida National Guard Joint Operation Plan for NGCS and Homeland Defense. Task Forces/Joint Task Forces created specifically for response to a disaster maintain the same command relationships as Major Commands.

1.1.2 Emergency Management Assistance Compact

Out-of-state National Guard units and organizations brought into the state through Emergency Management Assistance Compact (EMAC) will fall under the Command and Control of the Adjutant General of Florida. Specific guidance for EMAC forces is found both in EMAC agreements and additional Memorandums of Agreement and/or Memorandums of Understanding mutually agreed to by both states' Adjutants General.

Section 2: Roles and Responsibilities

2.1 Organization

The Department of Military Affairs / Florida National Guard is a support agency for the State Emergency Response Team (SERT).

2.2 Responsibilities

2.2.1 Primary Agency – The Department of Military Affairs, Florida National Guard

1. Provide Emergency Coordinating Officer representation on the State Emergency Response Team.

2. Provide NGCS to Civil Authorities on a mission request basis, within the Florida National Guard's capability, and within the limitations of existing state law, military regulations, and the applicable Governor's Executive Order.

2.2.2 Policies

In accordance with existing National Guard Bureau Regulations, it is understood that the primary responsibility for disaster relief shall be with local and/or state government, and those federal agencies designated by statute.

1. When the situation is so severe and widespread that effective response support is beyond the capacity of local and state government, and all civil resources have been exhausted, assistance is provided.
2. When required resources are not readily available from commercial sources, National Guard support will be furnished if it is not in competition with private enterprise or the civilian labor force.
3. National Guard resources will normally be committed as a supplement to civil resources that are required to cope with the humanitarian and property protection requirement caused by a civil emergency or mandated by law.
4. Assistance will be limited to the task that, because of experience and the availability of organic resources, the National Guard can accomplish more effectively and/or efficiently than other agencies.
5. When an emergency occurs and waiting for instructions from higher authority would preclude an effective response, a National Guard commander may do what is required and justified to save human life, prevent immediate human suffering, or lessen major property damage or destruction. The commander will report the action taken to higher military authority and to civil authority as soon as possible. Support will not be denied or delayed solely for lack of a commitment for reimbursement or certification of liability from the requester.
6. The National Guard will be employed with adequate resources to accomplish the mission when conducting civil disaster/emergency relief operations. The on-scene commander or the senior officer present will make that determination. Military support to civil authorities will terminate as soon as possible after civil authorities can handle the emergency.
7. When a public service is lost or withdrawn, and an immediate substantial threat to public health, safety, of welfare is evident, the National Guard may be called to restore and/or continue that public service. It is desirable that supervisors, managers, and essential personnel of the public service are available to provide technical assistance to National Guard personnel. In the absence of key public service personnel, the state Adjutant General will make plans and coordinate with appropriate civil authorities to perform the mission within the capabilities and limitations of the National Guard.
8. The capability of the National Guard to assist in the restoration/continuation of public services depends primarily on the degree of military or civilian skills possessed by National Guard personnel.

2.2.3 Military Code

Chapter 250 of the Florida Statutes designates the Governor, as the Commander in Chief of all militia (Florida National Guard) of the state, to preserve the public peace, execute the laws of the state, and respond to State emergencies. The Governor, at their discretion may order all or part of the militia into active service of the state. Activation of the militia is accomplished through the issuance of a Governor's Executive Order.

Section 3: Concept of Operations

3.1 General

3.1.1 Mission

In response to an emergency or disaster, and when directed by lawful authority, the Adjutant General of Florida coordinates, employs and controls National Guard forces and military resources to assist civil authorities with the protection of life and property, and to maintain peace, order, and public safety.

3.1.2 Education

The Florida National Guard provides Civil Support to Authorities by leveraging military competencies, equipment, and training in accordance with the existing Florida National Guard Joint Operations Plan for National Guard Civil Support (NGCS) to Civil Authorities/Homeland Defense.

3.1.3 Concept of Operations

As a potential disaster develops, or upon the occurrence of a disaster, the Florida National Guard dispatches the Emergency Coordinating Officer (ECO) for Emergency Support Function 13 and his/her team. The Emergency Coordinating Officer will advise the State Coordinating Officer on Florida National Guard capabilities and resources, ongoing mission status, troop numbers, estimated daily costs, and legal considerations. The State Emergency Operations Center (SEOC) receives official mission requests. When deemed appropriate by the State Emergency Response Team Chief, the mission request will be assigned to Military Support. Military Support will vet the mission to ensure the mission request is appropriate and meets Florida National Guard guidelines. Once approved for support by Emergency Support Function 13 the mission request will be passed to the Florida National Guard Joint Operations Center for assignment to appropriate Florida National Guard forces.

3.1.4 Executive Order

Upon the issuance of the Governor's Executive Order and prior to an imminent disaster, the Adjutant General will mobilize and stage personnel and equipment to restore/preserve law and order and provide support to other Emergency Support Functions respectively as directed by the State Emergency Response Team Chief and within Florida National Guard capabilities.

3.1.5 Mission Assignment

The State Coordinating Officer (SCO) and/or the State Emergency Response Team (SERT) Chief determine allocation of state resources and capabilities to include the Florida National Guard during disasters. The SERT Chief (or Operations Support) will assign the request to Emergency Support Function 13 in the form of a "Mission". The request needs to include the scope of the requirement, when it is needed, where it is needed and the local point of contact information. The mission will then be

tasked to the Florida National Guard Joint Operations Center (JOC) for determination of the organizations ability to support, how to support and tasking to specific Commands for support of the “mission”. The tasked Commander/staff will be responsible for updating the status within the mission tracking system and/or through the chain of command up to the JOC.

3.1.6 United States Department of Defense

The Defense Coordinating Officer (DCO) will be the lead coordination point for any federal military support to include federal installations. Only the SCO or designated Florida Division of Emergency Management (FDEM) personnel with signature authority can approve federal requests. The DCO will work in coordination with ESF-13 to synchronize any military federal requests. When approved by the Governor and President, National Guard and/or Active Component officers may be appointed as dual-status commander to ensure unity of command. As the state’s first line military response in times of disaster and civil emergency, the National Guard will closely coordinate with the active federal military and vice versa to ensure mutual support during federally declared disaster relief operations.

3.2 Notification

1. Emergency Support Function 13 will be activated upon notification by the Florida Division of Emergency Management (FDEM) that an emergency condition is imminent. The State Watch Office will make initial notification to the Emergency Support Function 13 Emergency Coordinating Officer or alternate. If the Emergency Coordinating Officer cannot be reached by the alert system, they will be notified by email and then telephonically.
2. Upon notification of imminent or existing emergency conditions, the Emergency Support Function 13 Emergency Coordinating Officer will notify the Joint Directorate of Military Support and Joint Operations Center for initial response planning. The Joint Operations Center will notify key Florida National Guard staff and the Adjutant General. The Adjutant General will then order the activation of personnel and equipment as necessary to provide military support.
3. Based upon the magnitude of the Florida National Guard activation, directors and staff will be activated and advised to report to the Florida National Guard Joint Operations Center located at the Robert F. Ensslin Jr. Armory, SR 207 in St. Augustine, Florida. The staffing of the Florida National Guard Joint Operations Center will be dictated by mission requirements.
4. As Florida National Guard units are activated, the Adjutant General may appoint a Joint Task Force-Florida Commander and subordinate Joint Task Force commanders as required. The Joint Task Force – Florida will normally be commanded by a Brigadier General who will assume operational command and control of all Florida National Guard assets during the activation. Missions will flow from the State Emergency Response Team through Emergency Support Function 13 to the Florida National Guard Joint Operation Center to the Joint Task Force - Florida Commander. Mission tasks may be given directly from the State Coordinating Officer, State Emergency Response Team Chief or Multi-Agency Coordination Group operating in the area of operations. The Joint Operations Center maintains status of these missions and provides updates to the Joint Task Force - Florida Commander and Emergency Support Function 13.
5. Florida National Guard units will utilize existing unit alert plans to assemble troops at their home station. Orders for deployment will be forwarded through military channels to the Commanding Officer of the unit or units mobilized.

3.3 Operational Objectives

3.3.1 Preparedness

The Florida National Guard conducts planning, coordination, and training to be prepared to respond to natural or man-made emergencies. Major Commands (Army/Air) ensure training is coordinated and performed to prepare their forces to undertake assigned missions. The Florida National Guard prepares operational plans in preparation of providing support during different emergencies. The Florida National Guard is not the lead agency in any emergency response so the planning process must be a joint/inter-agency venture. The Florida National Guard publishes specific plans and orders for each operation designating the task organization and operational areas for the specified mission. Missioned subordinate commands are tasked to perform further planning, coordination and to develop plans to support these specified missions. Day to day coordination with civil authorities is essential. The Florida National Guard must continually educate civil authorities on our capabilities and limitations. Florida National Guard Major Commands are also tasked with conducting State Emergency Response Team unique training, such as State Emergency Response Team Liaisons, Points of Distribution, Reconnaissance Teams and Logistical Staging Areas. The Florida National Guard trains throughout the year on its wartime mission which also increases the readiness of the Florida National Guard to conduct National Guard Civil Support (NGCS).

3.3.2 Response

All Florida National Guard units are potentially available to support civil authorities during times of emergency. The Florida National Guard is task organized to support minor, major, or catastrophic emergencies/disasters. Task force organizational integrity will be retained when operational requirements permit. However, any Florida National Guard element may be modified to create special task force organizations and attached to other units to enhance the capability to provide greater support during major/catastrophic emergencies. Response operations focus on those life saving functions required by the population in the disaster area and generally follow the following steps:

1. Activate the Joint Operation Center at Ensslin Armory in St. Augustine.
2. Activate Emergency Support Function 13 at the State Emergency Operation Center.
3. Activate planning cells throughout the State as needed.
4. The Florida National Guard will task organized forces to accomplish assigned missions. Example of missions the Florida National Guard can provide during a state of emergency include:
 - a. Evacuation
 - b. Impact Assessment
 - c. Staffing State Emergency Operations Center
 - i. ESF13
 - ii. Plans (ESF5, Recon, Meteorology)
 - iii. Air Operations Branch Liaisons
 - iv. ESF12 (Fuels) Liaison
 - v. Logistics
 - d. Recon
 - e. Search and Rescue

- f. Debris removal
- g. Transportation of Supplies and Services
- h. Points of Distribution
- i. Communications
- j. Clear Roads and Bridges
- k. Aviation Operations
- l. Law Enforcement and Security
- m. Engineer Support
- n. Logistical Staging Areas
- o. Staffing Support to the State Logistics Response Center
- p. Shelter Staffing Support
- q. Civilian acquired skills

- 5. Plan and initiate demobilization of Guard and equipment.

3.3.3 Recovery

Recovery operations begin the process of restoring community infrastructure and services to pre-disaster status.

- a. The Florida National Guard will continue to provide military support to lead agencies during the recovery phase until local/state agencies can sustain support on their own or services can be contracted to the civilian sector and the response is stabilized.
- b. The Florida National Guard forces will “right-size” as operations transition from the response to the recovery.

3.3.4 Mitigation

Mitigation actions are not applicable to Emergency Support Function 13.

Section 4: Finance and Administration

4.1 Financial Management

The State Quartermasters Office, located at the St. Francis Barracks, St. Augustine, Florida, will deploy members of its office to the affected areas with the Task Force and the Staff Coordination and Assistance Team. These personnel track all state Active-Duty expenses incurred by the Florida National Guard during state Active Duty. An estimated cost projection is kept for each and an accrued balance is reported to the Florida Division of Emergency Management budget agent.

4.2 Authorities and References

4.2.1 References

- 1. Department of Defense Directive 3025.12, Use of Military Resources during Peacetime Civil Emergencies within the U.S., Its Territories and Possessions.
- 2. National Guard Regulation 500-1, Defense Support to Civil Authorities.

3. Headquarters, Florida National Guard, Joint Operations Plan for Defense Support to Civil Authorities/Homeland Defense.
4. Chapter 23, F.S., Florida Department of Law Enforcement, Florida Mutual Aid Plan and the Florida Mutual Aid Act.
5. Memorandum of Agreement Between The State of Florida and The Department of Defense for the Use and Establishment of a Dual-Status Commander Pursuant to Title 32, U.S. Code

4.2.2 Authorities

1. Governor's Executive Order.
2. Chapter 250, Florida Statutes, Military Code.
3. Chapter 252, Florida Statutes, Emergency Management.
4. U.S. Code, Title 32

Appendix XIV: Emergency Support Function 14 – External Affairs – Public Information

Primary Agency	Executive Office of the Governor, Office of Communications
Support Agencies	Florida Division of Emergency Management (FDEM) - Office of External Affairs, Agency for Persons With Disabilities, Department of Business and Professional Regulation, Department of Children and Families, Department of Economic Opportunity, Department of Corrections, Department of Education, Department of Elder Affairs, Department of Environmental Protection, Florida Department of Law Enforcement, Department of Health, Agency for Health Care Administration, Department of Highway Safety and Motor Vehicles, Department of Juvenile Justice, Department of Management Services, Department of Lottery, Department of Revenue, Department of State, Department of Transportation, Department of Veterans Affairs, \Florida National Guard, Florida Fire Chiefs’ Association, and WFSU-TV / The Florida Channel.

Section 1: Introduction

The purpose of Emergency Support Function 14 (ESF-14) is to coordinate with state, local, and federal partners to develop messaging for the Florida State Emergency Response Team (SERT), as well as amplify local messaging that is critical for Floridians to prepare for, respond to, recover from and mitigate against an emergency or disaster. Providing clear and consistent direction to citizens before, during and following a disaster is key to emergency preparedness and response. ESF-14 disseminates information through a variety of means, including: press conferences, press releases, social media, FloridaDisaster.org information page and the State Assistance Information Line (SAIL).

1.1 Direction and Control

- Management of Emergency Support Function 14 (ESF-14): All ESF-14 staff work is at the direction of the Governor’s Communications Director, through FDEMs Communications Director, or designee. The Communications Director oversees the information flow to the public through the media. The DEM Communications Director falls within FDEM Office of External Affairs. ESF-14 will be staffed by state agency communications personnel.
- Working with Radiological Emergency Preparedness (REP): At the direction of the Governor’s Press Office, ESF-14 staff will play a role in radiological exercises in power plants across the State. In coordination with FDEM REP plant liaisons, ESF-14 may provide staff to deploy for exercises and/or staff the State Emergency Operations Center (SEOC). Staff will help write press releases, disseminate information to the media, execute press conferences and work in coordination with the Florida Departments of Health, Agriculture and Consumer Services and county public information personnel.
- Joint Field Office (JFO) Operations: ESF-14 may be responsible for providing a Public Information Officer (PIO) to support JFO Operations.

Section 2: Roles and Responsibilities

2.1 Organization

The Executive Office of the Governor (EOG), Office of Communications, will direct all ESF-14 operations, led by the Governor's Communications Director, through the Florida Division of Emergency Management's (FDEM) Communication's Director, or their designee.

At the direction of the Governor's Communications Office, or FDEMs Office of External Affairs, state agency communications offices will provide staff and support to ESF-14 operations. ESF-14 will adhere to the following organization:

1. Agency communications staff will assist with incoming media requests for information, preparing for press conferences, drafting press releases, and handling reporter and citizen calls.
2. ESF-14 will be responsible for activating and deactivating the SAIL. At the request of the SERT Chief or Governor's Communications Office, FDEM will coordinate oversight of SAIL operations during activation. ESF-14 will work directly with the Department of Management Services to execute activation of the SAIL.
3. The Intergovernmental Relations Team will be led by the Governor's Legislative Affairs Office and FDEM Office of External Affairs.

2.2 Responsibilities

ESF-14 is responsible for all media activity related to an emergency/disaster event and the way in which the media informs the public. To that end, ESF-14 must be the primary contact for all media who contact FDEM regarding emergency activities. In addition, ESF-14 is tasked with the coordination and maintenance of Chapter 7 (Public Information and Education) of The State of Florida Radiological Emergency Management Annex (to the State of State Comprehensive Emergency Management Plan).

2.2.1 Primary Agency – Executive Office of the Governor, Office of Communications

The Governor's Communications Director will serve as the liaison to all applicable staff in regards to all external affairs functions involving SERT activities.

2.2.2 Support Agency – Florida Division of Emergency Management, Office of External Affairs

The Florida Division of Emergency Management Communication's Director will liaison with all applicable staff to work jointly with the Governor's Communications Director and team regarding all external affairs functions involving SERT activities.

Section 3: Concept of Operations

3.1 General

ESF-14 is located in the State Emergency Operations Center (SEOC).

The scope of information that must be provided to the media exceeds the resources of a single agency; therefore, support from additional state agency communicators is critical. ESF-14 serves as Florida's central source of information and Joint Information Center (JIC). This structure is consistent with the National Incident Management System (NIMS).

Should an event occur requiring the deployment of an Area Command or All Hazards Incident Management Team (AHIMT), a Public Information Officer (PIO) may also be deployed.

ESF-14 disseminates information to the media and general public on all phases of an emergency or disaster event. Information regarding state actions and services during an event are collected from all SERT partners and messaging is coordinated with the Executive Office of the Governor. The SERT will support local jurisdiction messaging by amplifying via social media.

3.2 Operational Objectives

3.2.1 Preparedness

- a. Prepared public service announcements in multi-lingual formats applicable to the impacted population.
- b. Emphasize family preparedness through a coordinated print and broadcast campaign.
- c. Train state agency public information personnel in ESF-14 operations to ensure an adequate source of capable assistance during emergencies.

3.2.2 Response

- a. Serve as the primary external voice in communicating state information operating as the JIC.
- b. Coordinate with local counterparts when disseminating information regarding State activities.
- c. Coordinate with SAIL staff to ensure they have up-to-date information to share with the public.
- d. Respond, coordinate and monitor media that accompany the AHIMT or other field operational teams.

3.2.3 Recovery

- a. Provide up-to-date information on status of recovery, including damage assessments and the status of disaster declarations. Work with local, state and federal partners to identify and promote all available resources to support the recovery of those impacted.
- b. Provide staff to support the JIC at the Disaster Field Office (DFO) if needed.

3.2.4 Mitigation

At the direction of the Governor's Communications Office, and in coordination with the applicable federal and state agencies, FDEM will publicize the status of disaster declarations, mitigation operations, funding opportunities and applicant briefings.

3.2.5 Dissemination of Emergency Information Objectives

ESF-14 will disseminate information to the media/public in the following ways:

- a. Press Conferences: ESF-14 is solely responsible for coordinating and executing any press conferences involving the SERT.
- b. Emergency Updates: ESF-14 will release periodic emergency updates to the media and public via traditional and social media, as well as statewide alert notification system where appropriate.
- c. Press Releases: ESF-14 will coordinate and distribute all SERT press releases regarding the emergency event.

- d. Broadcast Interviews: To meet the needs of television and radio reporters, ESF-14 will ask applicable State officials to serve as spokespersons for radio and TV interviews. SERT personnel who are contacted directly by the media for a broadcast interview or comment should route that request to ESF-14.
- e. State Assistance Information Line (SAIL): ESF-14 will regularly coordinate with SAIL staff to ensure call representatives have up-to-date information to share with citizens.
- f. Media in the State Emergency Operations Center (SEOC): When a news reporter enters the SEOC or the Sadowski Building to cover emergency operations, ESF-14 should be notified immediately.
- g. The Florida National Guard's (FLNG): Multi-media assets on the ground will support media transportation and serve as pool acquisition resources on behalf of the SERT.

Appendix XV: Emergency Support

Function 15 – Volunteers and Donations

Primary Agency	Governor's Commission on Volunteerism and Community Service (Volunteer Florida)
Support Agencies	<p>211 Brevard, Inc., 211 Tampa Bay Cares, Inc., Affordable Homeownership Foundation Inc., Alabama-West Florida Conference of the United Methodist Church, All Hands and Hearts Smart Response, Inc., American National Red Cross, AMIkids Panama City Marine Institute, Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.), Be Ready Alliance Coordinating for Emergencies (BRACE), Billy Graham Rapid Response Team, Branches, Inc., Brothers to Brothers, Catholic Charities of Florida Inc., Centro Campesino Farmworker Center Inc., Community Emergency Response Teams (CERT), Charlotte Community Foundation, Charlotte County Long Term Recovery Task Force, Christ is Relief Inc, Christian Disaster Response, Church World Service, City of Cape Coral Fire Department, City of Sunrise Fire Rescue, Coalition of Florida Farmworker Organizations, Collier Community Foundation, Community Foundation of the Florida Keys / Monroe County Long Term Recovery Group, Communities of Everglades Disaster Recovery, Collier Disaster Alliance, Corporation for National and Community Services, Crossroads Alliance & Ministries, DeSoto Hope, Disaster Services Corporation Society of St. Vincent De Paul USA, Doorways of NWFL, Federal Alliance for Safe Homes, Inc. – FLASH, Feeding America Tampa Bay, Feeding Florida, Feeding the Gulf Coast, Flagler Volunteer Services, Inc., Florida Association For Volunteer Resource Management, Florida Baptist Disaster Relief, Florida Conference of Seventh-day Adventists, Florida Education Foundation, Inc., Florida Independent Living Council, Florida Presbyterian Disaster Assistance Network, Inc. (FLAPDAN), Florida Regional interfaith/ Interagency Emergency Network in Disaster, Inc. (FRIEND), Florida Search & Rescue, Florida Home Builders Association, Florida Voluntary Organizations Active in Disaster, Food For The Poor, Franklin's Promise Coalition/Conservation Corps of the Forgotten and Emerald Coasts, Fuller Center Disaster Rebuilders, Global Empowerment Mission, Good360, Goodwill Industries Of Southwest Florida Inc., Greater Pine Island Alliance, Gulf Coast Partnership, Inc., Hendry/Glades Long Term Recovery Coalition, Immokalee Unmet Needs Coalition, International Orthodox Christian Charities (IOCC), Information Technology Disaster Resource Center (ITDRC), Inspiritus Disaster Relief, Lake Support and Emergency Recovery (LASER), Lee County Unmet Needs Long Term Recovery Group, Manatee County Search and Rescue, Matrix Community Outreach Center, Inc., Mercy Chefs Inc., Metropolitan Ministries, Inc., Mission on Wheels, Midwest Food Bank-NFP, Monroe County Community Organization Active in Disaster, Inc., Nassau Public-Private Partnership, Night Runners Mobile Crisis Services, Inc., North Florida Inland Long Term Recovery</p>

	<p>Group, Operation BBQ Relief, Orange County Long Term Recovery Group, Inc dba RISE Orange County, Osceola REDI, Inc., Our Daily Bread Food Pantry, Peace River K9 Search and Rescue Association, Presbyterian Social Ministries, Inc., Project Camp, Putnam Disaster Recovery, Rebuilding Together Miami-Dade, Inc., Rebuilding Together Orlando (Rebuilding Together of Central Florida, Inc.), Recover Tampa Bay Initiative, Feeding Northeast Florida, Saint Monica's Food Pantry, Save the Children, SBP, Inc., Seminole HEART, SendMeMissions, Sleep in Heavenly Peace, Inc., St. Lucie Habitat for Humanity, St. Matthew's House, Star Of The Sea Foundation Inc., Team Rubicon, The Disaster Recovery, a ministry of, the Florida Annual Conference of the United Methodist Church, The Elevated Studio, The Nonprofit Center of Northeast FL for Northeast Florida Long-Term Recovery Organization, The Salvation Army, ToolBank USA, Treasure Coast Food Bank, United Way, VIND (Volusia Interfaiths/Agencies Networking in Disaster), World Central Kitchen, World Renew Disaster Response Services</p>
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Section 1: Introduction

The purpose of this Emergency Support Function (ESF) is to provide a central point for the coordination of information and activities of voluntary agencies responding in times of disaster and the effective utilization of donated cash, goods, and services. This Annex provides guidance to personnel coordinating the relief efforts of ESF 15 Support Agencies and the management of undesignated cash donations, unsolicited goods, and spontaneous volunteers. It will also provide guidance to nongovernmental organizations (NGO) working in support of or in coordination with State Emergency Support Function 15.

Included in the Concept of Operations section of this Annex are brief descriptions of the State's plan for the management of spontaneous volunteers, and the Multi-agency Donations Warehouse.

1.1 Assumptions

- All disasters are local but may require state assistance.
- A disaster may occur with little or no warning and may escalate more rapidly than the jurisdiction and local response organizations can manage.
- Disasters will result in one or more of the following: loss of life; damage or destruction to public and private property; disruption of utilities (electric, telephone and water) and daily life activities; displacement of individuals and families; disruption of local services (sanitation, EMS, fire, and police) shortages of temporary or permanent housing; damage or destruction to public and private records; impacts on the environment; and social and economic disruption.
- The most readily available resources in disasters are survivors. They are often first on the scene and provide instant assistance to other survivors.
- Achieving and maintaining effective community preparedness reduces the immediate demands on response organizations. This level of preparedness requires regular public awareness and education programs to ensure people will take appropriate advance actions to reduce their vulnerability during the initial 72 hours following a disaster.

- Local government agencies will initiate actions toward saving lives and protecting property.
- Counties may request assistance from other counties through the Statewide Mutual Aid Agreement and will use available resources and mutual aid before requesting state assistance.
- All state resources available through the State Emergency Response Team (SERT) will be mobilized to mitigate the impact of the emergency or disaster.
- When state resources and capabilities are exhausted, additional resources will be requested from FEMA through the Stafford Act and through the Emergency Management Assistance Compact (EMAC).
- In a catastrophic event, resource shortfalls at all levels of government may impact the effectiveness and efficiency of the response. The need for out-of-area resources will be significant.
- Eligible private nonprofits and voluntary organizations may document their disaster-related expenses and seek reimbursement, as available, for expenses incurred during disaster operations.

1.2 Direction and Control

During an emergency or disaster, the ESF 15 Lead Agency will respond directly to the Human Services Branch Chief who reports to the Operations Section Chief. ESF 15 Support Agencies are coordinated by the Lead Agency and are subject to the guidance and direction of the Human Services Branch Director and Operations Section through the ESF 15 Lead Agency.

ESF 15 activities will be coordinated from the State Emergency Operations Center during activation. ESF 15 will respond to missions as tasked by the Human Services Branch Director. Any requests that cannot be filled by resources already available or through solicitations made to or by participating support agencies will be returned to the Human Services Branch Director for reassignment. Volunteer Florida is authorized by Florida Statutes Chapter 14.29 to initiate or conduct direct solicitations for donated goods. Discussion between ESF 15 and the originating ESF regarding mission tasking / re-routing will occur prior to message rerouting. Updates will be made to missions tasked to ESF 15 in WebEOC to document the progress made in acquiring/deploying donated items or services.

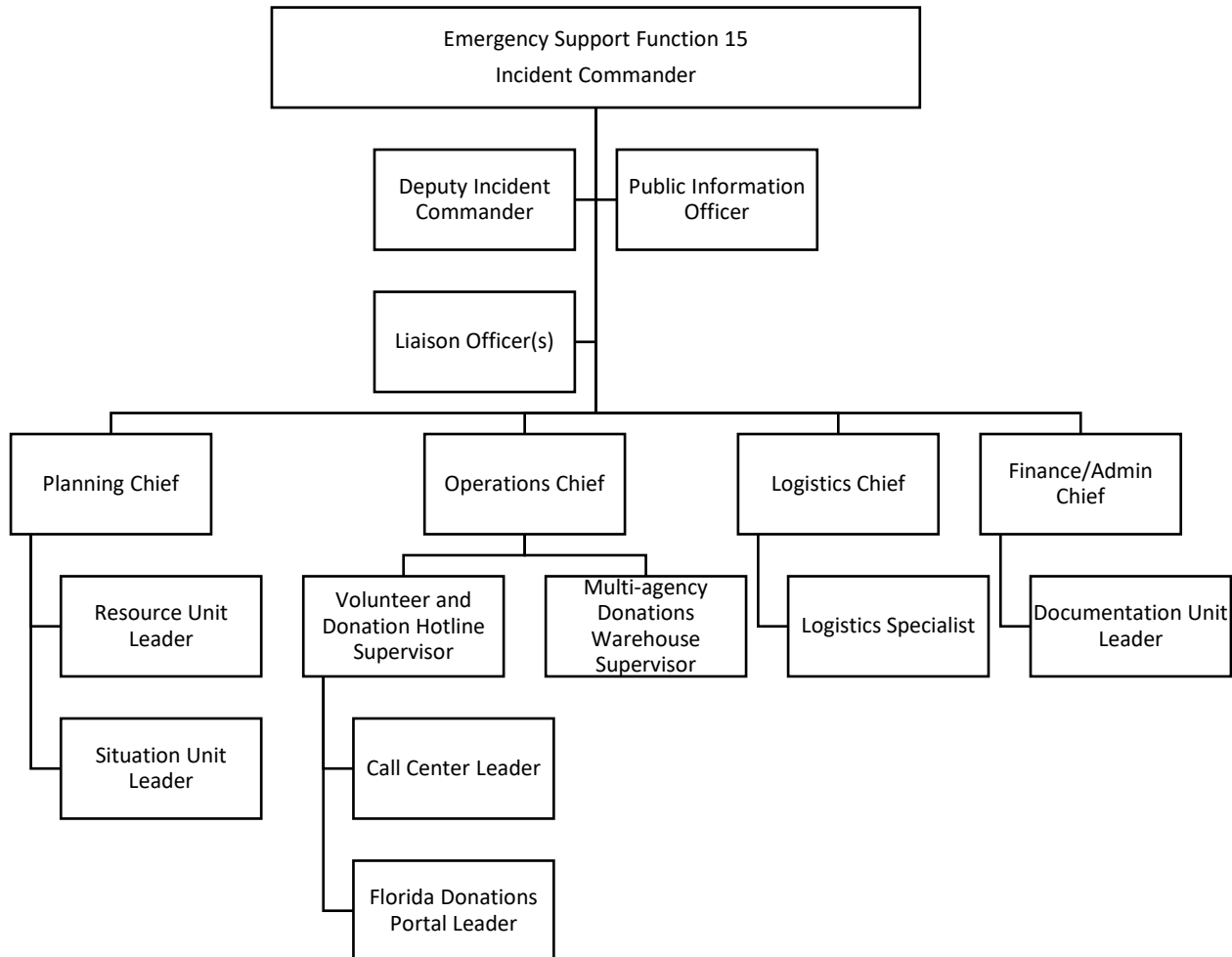
Catastrophic Event Planning - A coordinated mobilization of ESF 15 Support Agencies will ensure that resources are available where the greatest needs exist, which, in extreme cases, might not include areas actually impacted by the event, but host communities or a multi-agency coordination unit instead.

ESF 15 and participating voluntary agencies continue to be operational when the State Emergency Operations Center (EOC) is no longer activated. Activities may be coordinated from the Joint Field Office and may involve continued operation of the Multi-agency Donation Warehouse(s) and limited coordination of nongovernmental representation in Disaster Recovery Centers.

ESF 15 Support Agencies, coordinated by the ESF 15 Lead, will perform the work described in Section IV.B. of this annex. Catastrophic Event Planning - In some cases Support Agencies will be asked to deploy only team leaders, rather than whole teams, who will train and direct the activities of survivor volunteers.

Section 2: Roles and Responsibilities

2.1 Organization



2.1.1 State

Volunteer Florida is the Lead Agency for the coordination of all State Emergency Support Function 15 activities. State ESF15 supports County ESF 15 with preparedness activities (e.g., planning, training and exercises) to ensure the operational readiness of the County ESF 15 and to maximize coordination between the State and county. Support Agencies, corporations, volunteer groups, and individuals with local, state, and national NGO affiliation are the primary avenues for securing and distributing services, volunteers, and donated goods.

The organizational chart below identifies key positions that may be used in Emergency Support Function 15 operations. While all Incident Command System (ICS) positions will be staffed, this structure is scalable to the scope and magnitude of each event. In some events, one person may manage the responsibilities of two or more positions, and one or more of the operations functions may not be needed. Additional positions may also be added as needed. More detailed information on each position’s duties and responsibilities is located in the Emergency Support Function 15 Standard Operating Guidelines

The Volunteer and Donations Coordination Team, under the direction of the ESF 15 Incident Commander, coordinates all ESF 15 operations. Operations may include a Florida Volunteer and Donations Hotline, Volunteer Connect, a coordinated media relations effort, effective liaison with other emergency support functions, and the management of such facilities as Volunteer Reception Center(s) and a Multi-agency Donations Warehouse.

The State ESF 15 will coordinate with the County ESF 15 to support the county's response and recovery activities. State ESF 15 may also deploy a liaison to impacted counties to provide additional assistance with local coordination of volunteers and donations.

The State ESF 15 will maintain liaison with the Corporation for National and Community Service (CNCS) to access Corporation resources, including AmeriCorps State and AmeriCorps National Direct, AmeriCorps Volunteers in Service to America (VISTA), AmeriCorps National Civilian Community Corps (NCCC), Foster Grandparents, Senior Companions, and Retired Senior Volunteer Programs (RSVP). The State ESF 15 will facilitate the engagement of local national service members, as appropriate, in local response; and will coordinate the activities of all national service participants deployed by CNCS from other states.

The State ESF 15 will maintain liaison with Florida Community Emergency Response Team (CERT) Association and Local CERT Program managers. The State ESF 15 will facilitate deployment of CERT teams from unimpacted areas at the request of the local jurisdiction.

2.1.2 Federal

Under the National Response Framework Volunteer and Donations Management Support Annex, the coordinating agency is the Department of Homeland Security/Emergency Preparedness and Response, Federal Emergency Management Agency. The National Response Framework Volunteer and Donations Management Support Annex describes the coordinating process used to ensure the most efficient and effective utilization of spontaneous volunteers and unsolicited donated goods. The Annex provides guidance that applies to all agencies with direct and indirect volunteer and/or donations responsibilities under the National Response Framework. State, local, and tribal governments, in coordination with Voluntary Organizations Active in Disaster, have primary responsibility for the management of spontaneous volunteer services and unsolicited donated goods. The Federal Emergency Management Agency coordinates with other Federal agencies to ensure that spontaneous volunteers and unsolicited donated goods are effectively used. The Department of Homeland Security regional-level responsibilities include setting up a Volunteer and Donations Coordination Center and establishing a volunteer and donations hotline.

2.1.3 Catastrophic Planning

In a catastrophic event, Florida ESF 15 will ensure a continual flow of information on the needs for volunteers and donations to FEMA personnel in the State Emergency Operations Center and to the FEMA Regional Volunteer and Donations Specialist at the Regional Response Coordination Center. Regular updates on the status of Multi-agency Donations Warehouses, Volunteer Reception Centers and other volunteer and donations management entities will be provided to all local, State and federal partners to ensure consistent, accurate and timely public information.

2.2 Responsibilities

2.2.1 Primary Agency

Governor’s Commission on Volunteerism and Community Service (Volunteer Florida)

- Provide year-round technical assistance regarding the use of volunteers and donations through all emergency management functions to county emergency management agencies.
- Work with the Recovery section, the Joint Field Office (JFO), and Long-Term Recovery Committees to address the unmet needs of impacted communities.
- Coordinate with all other Emergency Support Functions to maintain a list of disaster-related needs, which will be provided to Emergency Support Function 14 for public release. This information may include drop-off points and any specific field information useful to the public. Information for situation reports will be provided to Emergency Support Functions 5 and 14.
- Ensure that appropriate recognition of individual and agency efforts is accomplished and coordinated through Emergency Support Function 14.

Volunteer Florida Field Activities

- Coordinate response efforts with the Multi-agency Donations Warehouse.
- Coordinate with County ESF 15 points of contact to facilitate the delivery of donated goods and services to areas of need.
- Operate and scale the Florida Volunteer and Donations Hotline, as needed, at a designated site. Offers of volunteer service will be referred to local volunteer organizers in impact areas via the Hotline, and the Volunteer Florida Web site.
- Provide planning/training assistance to counties on the management of spontaneous disaster volunteers. Participate in assessment of the need for Volunteer Reception Centers, and mobilization and support the operation of Volunteer Reception Centers.

2.2.2 Support Agencies

Agency	Responsibilities
1. 211 Brevard, Inc	<ul style="list-style-type: none"> • Serves as Brevard County’s communication information & rumor control hotline during disasters.
2. 211 Tampa Bay Cares, Inc.	<ul style="list-style-type: none"> • Serves as Tampa community’s information & hotline during disasters. • Crisis Support: 988 Hotline in Pinellas, Pasco, Hernando, Manatee, Sarasota, DeSoto, Lee, Hendry, and Glades Counties, and serves as 988 back-up support for Hillsborough County. • 211 Information & Referral Services in Pinellas & Hernando Counties. • Provides Financial Assistance in Pinellas County.
3. Affordable Homeownership Foundation Inc	<ul style="list-style-type: none"> • Disaster Case Management-connecting clients with services including working. • with hazard Insurance companies and contractors for clients. • Helping elderly and disabled clients source resources.

	<ul style="list-style-type: none"> • Debris removal. • Volunteer mobilization and deployment. • Working with Mortgage Loan Servicing to help clients with delayed payments. • Help clients with damage understand what is covered under their policies.
<p>4. Alabama-West Florida Conference of the United Methodist Church</p>	<ul style="list-style-type: none"> • Provides direct assistance. • Provides Damage assessment and initial repair. • Provides Case management. • Volunteer management.
<p>5. All Hands and Hearts Smart Response, Inc.</p>	<ul style="list-style-type: none"> • Volunteer mobilization and deployment. • Mucking and gutting, chainsaw work, tarping, mold sanitation, and debris removal. • Resilient home repairs. • School, home and clinic reconstruction. • Mitigation/preparedness activities such as tree planting, wildfire fuels reduction, and rain gardens. • Provide Disaster Risk Reduction trainings.
<p>6. American National Red Cross</p>	<ul style="list-style-type: none"> • Preparedness: <ul style="list-style-type: none"> • Assessing community hazards, priority risks, needs and assets. • Engaging of the community in preparedness (e.g., Home Fire Campaign). • Enabling individuals, families and organizations to take preparedness actions. • Leveraging our national network of volunteers and our ability to engage partners in direct preparedness actions within communities nationwide. • Working with social service organizations and schools to help them, their clients and students survive and recover quickly from a disaster. • Response: <ul style="list-style-type: none"> • Home Fire Response Services. • Sheltering. • Feeding. • Health Services. • Mental Health Services. • Spiritual Care. • Reunification. • Distribution of Relief Supplies. • Information & Referrals. • Recovery: <ul style="list-style-type: none"> • Community Recovery Strategy Development.

	<ul style="list-style-type: none"> • Casework/Recovery Planning. • Direct Client Assistance. • Community Preparedness & Resiliency Building. •
7. AMIkids Panama City Marine Institute	<ul style="list-style-type: none"> • Boats, to include inflatables, which can be accessed by emergency services personnel. • b. Food concession trailer that can be moved to a vehicle accessible site to cook and distribute food. • c. Debris removal. •
8. Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.)	<ul style="list-style-type: none"> • Home repairs. • Volunteer Management. • Donation management. • Emergency shelter management.
9. Be Ready Alliance Coordinating for Emergencies (BRACE)	<ul style="list-style-type: none"> • Volunteer Reception Center Coordination. • Donation Coordination. • Initial management of donation warehouse. • Volunteer deployment of PODs. • Deployment of Escambia CERT team for EOC support as dictated by County EM. • Support agency for ESF-6 for volunteers in training.
10. Billy Graham Rapid Response Team	<ul style="list-style-type: none"> • Crisis Management Chaplains. • Emotional and spiritual care.
11. Branches, Inc	<ul style="list-style-type: none"> • Distribution of food and baby care packages. • Financial assistance to help pay for water, electricity, and rent. • Information sharing and helping qualified clients affected by past or future disasters complete forms to apply for assistance (FEMA, food stamps, Medicaid, etc.). • Assistance, space and opportunities for program partners to offer/ deliver services. • Financial education, financial coaching about the services provided by Branches, Inc. and other service providers that address long-term needs, such as small business development, assistance to secure a vehicle to be used primarily to support employment, after school services, youth development, access to post-secondary education/career options, and free VITA Tax Preparation Services.
12. Brothers to Brothers	<ul style="list-style-type: none"> • Search and rescue teams. • Food preparation/distribution. • Rapid Deployment.

	<ul style="list-style-type: none"> • Warehousing and Staging areas across the Southeast Region of the United States.
13. Catholic Charities of Florida Inc	<ul style="list-style-type: none"> • Mass Care. • Distribution of Food, Emergency Supply and Household Essentials. • Disaster Case Management. • Mental Healthcare Services. • Emergency Financial assistance. • Home Repairs. • Transportation Assistance.
14. Centro Campesino Farmworker Center Inc.	<ul style="list-style-type: none"> • emergency distribution site. • Volunteer mobilization. • Comfort Stations.
15. Community Emergency Response Teams (CERT)	<ul style="list-style-type: none"> • Light Search and Rescue. • Firefighter rehab. • First Aid at public events. • Emergency Support Gap Filler.
16. Charlotte Community Foundation	<ul style="list-style-type: none"> • Serve as the COAD lead for Charlotte County and in conjunction with Charlotte County Emergency Management. • Serve as the fiscal agency for disaster relief funding for Charlotte County residents. • Lead the Volunteer Reception Center (VRC) for Charlotte County. • Connect and coordinate mass feeding sites in response to disaster relief needs.
17. Charlotte County Long Term Recovery Task Force	<ul style="list-style-type: none"> • Rapid dissemination of information and coordinating communications. • Identify and apply for resources to assist in recovery. • Identifying unmet needs. • ESF 6 Support for Mass Care, Emergency Assistance, Temporary Housing. • Human Services.
18. Christ is Relief Inc	<ul style="list-style-type: none"> • Capability of responding to natural disaster zones within 48-hours of impact. • Muck-outs and roof tarping. • Debris Removal and home repairs. • Volunteer mobilization and deployment. • Search and rescue. • Food Distribution.

19. Christian Disaster Response - A Program of Network for Better Nutrition, Inc.	<ul style="list-style-type: none"> ● On-Site Assessment of Disaster. ● Home repair or rebuilding. ● Emergency food service - fixed site or mobile service. ● Emergency Recovery Supplies. ● Advocacy for victims with Governmental and charitable agencies.
20. Church World Service	<ul style="list-style-type: none"> ● Early response with kits (hygiene, school, buckets, and blankets). ● Long term recovery group and local agency capacity building. ● Small grants for long-term recovery efforts (per fund availability).
21. City of Cape Coral Fire Department	<ul style="list-style-type: none"> ● Donation Management and Distribution. ● Emergency Information Center Call-Taking. ● General Logistical Support. ● Administrative Support.
22. City of Sunrise Fire Rescue	<ul style="list-style-type: none"> ● Provide a liaison to the State Emergency Operations Center Commodity Point of Distribution (POD) support. ● EOC Operations and Support / Vulnerable Population Registry Welfare Checks. ● Public Health Point of Dispensing (POD) support. ● Food preparation and distribution. ● Family Assistance Center (FAC) Support.
23. Coalition of Florida Farmworker Organizations	<ul style="list-style-type: none"> ● Emergency food vouchers until the family can apply for Supplemental Nutritional Assistance or other programs. ● Emergency shelter assistance, transportation and gasoline gas cards. ● Distribute emergency food once a month. ● Members of COFFO's Migrant Service Providers and Community Action Center serve as volunteers to ensure that there are no gaps of service. ● Provides emergency rental/mortgage assistance to prevent evictions. ● Utility payment to prevent utility shut offs.
24. Collier Community Foundation	<ul style="list-style-type: none"> ● Provide partnership with up to 400 nonprofits from the local community to fit appropriate need in times of disaster. ● Emergency gift cards to Salvation Army, Providence House, Collier County Sheriff's Office, Friends of Foster Children, local houses of worship for distribution throughout devastated areas. ● Provide grants to trusted partners for food preparation and distribution, including Meals of Hope, Our Daily

	<p>Bread, Pan Florida Challenge, Big Brothers and Big Sisters Collier, Midwest Food bank, Grace Place, and First Baptist Naples.</p> <ul style="list-style-type: none"> • Provide and distribute cleaning supplies, bedding, and air mattresses for low income, primarily minority communities that have devastating loss from the storm. • Deploy resources to enable repairs to schools, childcare centers, and shelters. • Provide support for NAMI to assist with increased mental health calls. • Provide funding for temporary housing for seniors, veterans, and workforce to support quick recovery efforts.
<p>25. Community Foundation of the Florida Keys / Monroe County Long Term Recovery Group</p>	<ul style="list-style-type: none"> • Coordination of nonprofit services in Monroe County. • Volunteer mobilization. • Donations Management.
<p>26. Communities of Everglades Disaster Recovery</p>	<ul style="list-style-type: none"> • Long Term Disaster Recovery. • Home Repair, Home Rebuilding. • Home Elevation. • Emergency Rental Assistance.
<p>27. Collier Disaster Alliance</p>	<ul style="list-style-type: none"> • Case Management. • Referrals. • Repair and rebuild assistance. • Unmet Needs Committee, which allocates financial assistance.
<p>28. Corporation for National and Community Service</p>	<ul style="list-style-type: none"> • Provide coordination on the Federal Emergency Management Agency’s (FEMA) mission tasking of National Service programs.
<p>29. Crossroads Alliance & Ministries</p>	<ul style="list-style-type: none"> • Aiding Communities after disasters. • Food distribution. • Mobilizing volunteers. • Deployment of resources. • Logistics chain of procuring donations. • Shelter distribution. • Medical supply distribution.
<p>30. DeSoto Hope</p>	<ul style="list-style-type: none"> • Coordination of disaster recovery efforts. • Referrals. • Volunteer recruitment and management. • Needs assessments.

<p>31. Disaster Services Corporation Society of St. Vincent De Paul USA</p>	<ul style="list-style-type: none"> • Deploys Regional Rapid Response Teams. • Supports Disaster Recovery Centers known as Parish Recovery Assistance Centers (P-RACs). • Represents DSC at local Multi Agency Resource Centers. • Aides with hotel stays and temporary housing costs. • Provides disaster case management to impacted families. • Contracts for state and private Disaster Case Management training. • Assists with long term recovery efforts. • Furnishes homes through the House in the Box® Program. • Established in long term economic recovery programs.
<p>32. Doorways of NWFL</p>	<ul style="list-style-type: none"> • Provide a liaison to the State Emergency Operations Center during activation (as needed). • Coordinate the utilization and distribution of donated goods and services utilizing its statewide branches, college chapters, and youth councils. • Provide volunteers to assist with response and recovery activities during a disaster.
<p>33. Federal Alliance for Safe Homes, Inc. – FLASH</p>	<ul style="list-style-type: none"> • Provides disaster preparedness and recovery information to the public through its website (http://www.flash.org) and social media platforms. • Supports requests from the State and/or FEMA concerning mitigation, recovery, or re-development activities. • Supports long-term rebuilding efforts by securing donated materials and skilled volunteers. • Coordinates with television media to provide on-air disaster preparedness and recovery information.
<p>34. Feeding America Tampa Bay</p>	<ul style="list-style-type: none"> • Provides food, staffing, equipment, etc. • Move and distribute food as available and necessary. • Distribute additionally sourced food, Meals Ready to Eat (MRE)'s and water to areas of impacted during a disaster. • Provides assistance in running missions as needed. • Sits on daily disaster calls with Feeding Florida, Feeding America and local emergency operation calls. • Maintains relationships with local EOC's for Feeding Tampa Bay to have a seat at the EOC during a disaster. • Our Trinity Cafe location is also able to prepare meals to the community during a disaster.

	<ul style="list-style-type: none"> • The ability to call upon our volunteers in preparation or during a disaster to pack disaster boxes to distribute out to the community. • Stages truckloads of MRE's and water in the Feeding Tampa Bay warehouse.
35. Feeding Florida	<ul style="list-style-type: none"> • Food and Water Distribution. • Volunteer mobilization and deployment. • Food Recovery.
36. Feeding the Gulf Coast	<ul style="list-style-type: none"> • Food distribution. • Emergency supplies distribution. • Volunteer mobilization for food distribution.
37. Flagler Volunteer Services, Inc.	<ul style="list-style-type: none"> • Volunteer management and coordination.
38. Florida Association for Volunteer Resource Management	<ul style="list-style-type: none"> • Volunteer management training and certification. • Volunteer reception center facilitation. • Regional disaster response and recovery coordination. • Statewide convening and disaster best practices development and training. • Unmet needs committee support services and facilitation. • Supplemental disaster response and recovery services for ESF 15 agencies.
39. Florida Baptist Disaster Relief	<ul style="list-style-type: none"> • Food preparation/distribution. • Mucking and Gutting. • Tree removal. • Laundry services. • Use of mobile showers. • Counseling.
40. Florida Conference of Seventh-day Adventists	<ul style="list-style-type: none"> • Warehouse management and organization. • Volunteer Management.
41. Florida Education Foundation, Inc.	<ul style="list-style-type: none"> • Provides resources to support schools affected by hurricanes. • Provide financial aid for schools in districts damaged by hurricanes.
42. Florida Independent Living Council	<ul style="list-style-type: none"> • Volunteer Management and Mobilization: The Center places and responds to calls from people with disabilities who need DME, HME, and alike items: wheelchairs, walkers, and canes, etc. • Provides necessities such as fuel, generators, and create power stations for people with disabilities during disasters in the community, in order to power up their CPAP machines and other durable medical equipment.

	<ul style="list-style-type: none"> • The Center coordinates with Special Needs Shelters to assist survivors with FEMA applications, providing medical equipment and other needs as well.
43. Florida Presbyterian Disaster Assistance Network, Inc. (FLAPDAN)	<ul style="list-style-type: none"> • Volunteer teams for long term recovery. • Volunteer housing in churches (if space is available). • Resiliency training for disaster workers, available through our national partner, Presbyterian Disaster Assistance (PDA). • Guidance and support for LTRGs. • Preparedness training.
44. Florida Regional interfaith/ Interagency Emergency Network in Disaster, Inc. (FRIEND)	<ul style="list-style-type: none"> • Disaster Case Management. • Construction and home repairs: this includes home assessment, mold remediation, repairs and replacement. • Emergency Financial Assistance; rent, mortgage assistance, electric and water bill assistance, etc. • Management of Donations (food, clothing, baby supplies, home goods, etc.). • Legal Aid (insurance claims, FEMA applications, etc.). • Mental Health Services, Spiritual Care. • Employment/Underemployment. • Training. • Volunteers.
45. Florida Search & Rescue	<ul style="list-style-type: none"> • Provides onboarding, vetting, training, organizing, and dispatching of civilian responders and other resources, and coordination of same through the appropriate official government Emergency Operations Centers. • Monitors civilian aid channels and forums during disasters, in order to vet and forward authenticated distress calls for appropriate Operational response. • Identifies and targets communities where there is an authentic vetted disaster aid gap, and coordinates efforts to provide disaster aid and recovery resources to those identified areas.
46. Florida Home Builders Association	<ul style="list-style-type: none"> • Volunteer Management and Mobilization: to distribute home repair and triage material after a disaster.
47. Florida Voluntary Organizations Active in Disaster	<ul style="list-style-type: none"> • Create a climate for cooperation, sharing of information and collaboration. • Foster a common understanding, developing procedures, and acting as a liaison with local, state, national and federal disaster relief organizations. • Publish and disseminate information among members and local, state, national and federal entities.

	<ul style="list-style-type: none"> • Increase mutual awareness and understanding of each organization and coordinate training opportunities. • Arrange meetings, conferences and training. • Encourage and advocate for effective disaster relief legislation.
48. Food For the Poor	<ul style="list-style-type: none"> • Serve as a Florida distribution center during high hazard seasons empowering local efforts while coordinating additional aid. • Coordinate prepositioned disaster kits to support with distribution to affected areas. • Capabilities in providing warehousing and be a resource hub for a community impacted by a hazard in the Broward County area.
49. Franklin's Promise Coalition/Conservation Corps of the Forgotten and Emerald Coasts	<ul style="list-style-type: none"> • Managing a trained and experienced disaster corps with crews working in Escambia, Santa Rosa, Bay, Gulf, and Franklin Counties. • Providing expertise and capacity to implement disaster mitigation, preparation, response, and recovery services across North Florida. • Providing emergency food distribution services. • Conducting volunteer training and facilitation. • Specializing in engaging under-resourced communities. • Owning and maintaining an inventory of tools and equipment for disaster response/recovery to include chainsaws with safety gear, hand and power tools, trailers and vehicles, generators and all safety gear. • Conducting flammable materials reduction/clearing fire lines, tree removal, "mucking and gutting", mold mitigation, and construction repairs. • Organizing and manning food/supply distributions (often incorporating and lead sporadic volunteers).
50. Fuller Center Disaster Rebuilders	<ul style="list-style-type: none"> • Volunteer mobilization and deployment. • Debris Removal. • Home Repair and Rebuild.
51. Global Empowerment Mission	<ul style="list-style-type: none"> • Emergency food collection and distribution. • Emergency housing/relocation. • Emergency medical aid collection and distribution. • Emergency supply collection, preparation and distribution.
52. Good360	<ul style="list-style-type: none"> • In-Kind Donation Fulfillment. • Redistribution of Unsolicited and/or Excess In-Kind Donations. • In-Kind Donation Messaging. • Warehouse Capacity Support.

<p>53. Goodwill Industries of Southwest Florida Inc</p>	<ul style="list-style-type: none"> ● Mobile unit with computers and Wi-Fi. ● Donation collection and distribution.
<p>54. Greater Pine Island Alliance</p>	<ul style="list-style-type: none"> ● Long term recovery processes. ● Volunteer group coordination. ● Unmet needs coordination. ● Supply distribution coordination. ● FEMA Appeals processes.
<p>55. Gulf Coast Partnership, Inc.</p>	<ul style="list-style-type: none"> ● Homelessness: As the HUD Lead Agency for Charlotte County's Continuum of Care, provide housing and supportive services for those experiencing homelessness including Veterans, families, individuals, and unaccompanied youth, survivors of domestic violence, human, & sex trafficking. ● Housing: Operational support for Peace River Community Housing Partners (PORCH) the community's land trust, and other initiatives/organizations seeking to develop or expand affordable housing in Charlotte County. ● Disaster Response & Recovery: Facilitation of COAD including operation of the VRC and Evacuation, Disaster, and Non-Congregate Shelter, Coordination of the Charlotte County FEMA - Emergency Food and Shelter (EFSP) Local Board. ● Data & Analysis: Administration of the Community Information System for HUD and the Florida Department of Children & Families, submission of required State & Federal Reports, and data visualization and community dashboards. ● Training & Capacity Building: Provide training and capacity building for local agencies in Case Management, Trauma Informed Care, Motivational Interviewing, Evidence Based Best Practices, and Grant & Contract Compliance.
<p>56. Hendry/Glades Long Term Recovery Coalition</p>	<ul style="list-style-type: none"> ● 211 Storm Hotline. ● Points of Distribution for water/food and other resources. ● Volunteer Management. ● Repair and rebuild assistance.
<p>57. Immokalee Unmet Needs Coalition</p>	<ul style="list-style-type: none"> ● Food Distribution. ● Information sharing and planning. ● Coordination and distribution of donated resources. ● Repair and rebuild assistance.

58. International Orthodox Christian Charities (IOCC)	<ul style="list-style-type: none"> ● Emotional & Spiritual Care & Psychological First Aid. ● Debris Removal, Chainsaw, Cleanup, and Muck-outs. ● Critical Home Repair/Rebuild.
59. Information Technology Disaster Resource Center (ITDRC)	<ul style="list-style-type: none"> ● Information and Communications Technologies to include: <ul style="list-style-type: none"> ○ Internet Connectivity (VSAT, Starlink, Cellular, CBRS (Private LTE), Microwave P2P/PMP) ○ Network Infrastructure (Firewalls, Routers, Switches, WIFI Access Points) ○ Computers and Tablets ○ Telephony Equipment (VoIP and cellular handsets) ○ Charging Stations ○ Technical Personnel
60. Inspiritus Disaster Relief	<ul style="list-style-type: none"> ● Volunteer Reception Center (VRCs). ● Volunteer Management. ● Volunteer Mobilization, Deployment, Coordination, Training, Hour/Job Type Tracking. ● Debris Removal. ● Mucking and Gutting. ● Small Roof Tarping. ● Chainsaw teams.
61. Lake Support and Emergency Recovery (LASER)	<ul style="list-style-type: none"> ● Assists homeowners with the short- and long-term recovery of their homes. ● Debris removal. ● Provides tarping. ● Repair and rebuild of damaged homes.
62. Lee County Unmet Needs Long Term Recovery Group	<ul style="list-style-type: none"> ● Case Management. ● Unmet Needs.
63. Manatee County Search and Rescue	<ul style="list-style-type: none"> ● Search and rescue capabilities via personnel, canines, vehicles, and vessels.
64. Matrix Community Outreach Center, Inc.	<ul style="list-style-type: none"> ● Educating and training individuals to respond safely, responsibly, and effectively in emergency situations, but also on how to support their community's day to day. ● During "blue skies" (non-disaster times) we assist Walton County Emergency Management with preparedness activities such as public outreach events and trainings to help prepare the public to protect themselves during a disaster. ● Providing staff to run the cold weather shelter and food for shelter residents when the Cold Weather Emergency Shelter Plan is activated to help with population protection measures when the temperatures are below 40 degrees for four hours or more.

	<ul style="list-style-type: none"> • During times of disaster (“grey skies”), the Executive Director of The Matrix serves in the Operations Section of the Walton County Emergency Operations Center as Human Services Branch Director. As the Human Services Branch Director, we have control over, and give direction to four Emergency Support Functions and two units (ESF6 – Mass Care, ESF11 – Food and Water, ESF15 – Volunteers and Donations, ESF18 – Business and Industry, the Unmet Needs Unit, and the Housing Unit). • Providing direct services such as donations management, disaster casework, volunteer management, and emotional and spiritual care.
<p>65. Mercy Chefs Inc</p>	<ul style="list-style-type: none"> • Food and Water preparation and distribution. • Grocery box preparation and distribution. • Volunteer Mobilization and Deployment.
<p>66. Metropolitan Ministries, Inc.</p>	<ul style="list-style-type: none"> • ESF 1 (Transportation Annex) – When activated, we have a small fleet of vehicles to transport residents from the Pasco Campus to the Tampa Campus for duration of an emergency. The Florida Department of Transportation vehicles can transport approximately 35 people per trip. Currently not open to the public. • ESF 6 (Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex) – When activated, the Outreach Department will operate prior to and after an emergency. If the situation is safe, the Outreach Department will operate during an emergency. The following is a breakdown of the various services that we provide for emergency response. • Mass Care – Feeding; emergency supply distribution (when available). • Emergency Assistance – Connecting volunteers with the Local EOC; Hotel vouchers (when the funding is provided from external source); referral to available resources through local, state, and federal government; referral to local organizations providing service. • Temporary Housing – When funding is provided, hotel vouchers are provided for temporary housing. Note: This is not a guaranteed service. During Hurricane Irma, funding was provided by USAA. Moving forward, funding will have to be provided from an external source. • Human Services – Disaster legal services (Bay Area Legal, when available); referrals to crisis/trauma counseling.

	<ul style="list-style-type: none"> • ESF 12 (Energy Annex) – Metropolitan Ministries operates primarily with local energy through Tampa Electric Company. However, we do have a generator that will supply energy for the majority of the Tampa Campus. If power is lost during an emergency, the generator will provide power within approximately 14 seconds. The system status and fuel usage are monitored offsite through PSI. Each fuel supply will provide 24-48 hours of electricity. When the fuel supply is low, PSI will refuel the generator. If local conditions prevent fuel delivery, energy will be conserved and rationed accordingly. • Metropolitan Ministries will serve as a “recharge” and respite location for the local community. In addition to receiving a meal and water, the community can recharge devices in AC. • ESF 14 (Cross-Sector Business and Infrastructure Annex) – We work with the Hillsborough County Emergency Management and Pasco County Emergency Management.
<p>67. Mission on Wheels</p>	<ul style="list-style-type: none"> • Provide shower trailers & bunk trailers for long-term disaster recovery support.
<p>68. Midwest Food Bank-NFP</p>	<ul style="list-style-type: none"> • Food Distribution. • Disaster Relief. • Volunteer Management.
<p>69. Monroe County Community Organization Active in Disaster, Inc.</p>	<ul style="list-style-type: none"> • Needs assessment through a network of case managers and canvassing volunteers. • Maintains databases of COAD participants and their particular resources, strengths, and volunteer power. • Warehouses and/or coordinates with organizations that provide and warehouse resources in times of immediate need. • Offers for non-tangible resources such as health care, emotional support, and spiritual encouragement through COAD member organizations.
<p>70. Nassau Public-Private Partnership</p>	<ul style="list-style-type: none"> • Pre-disaster community training: CERT classes, long term recovery training, community/civic organizational presentations etc. • Pre-disaster advisory service including the Nassau County EM Advisory Board and the Nassau EM Mitigation Task Force. • Activation with Nassau County Emergency Management, NCEM. Providing assistance as needed in the Operations Center, providing call takers for the Citizens Information Line.

	<ul style="list-style-type: none"> • Post disaster unmet needs coordination including case management, call center operations at NCEM. • Coordination of recovery efforts post disaster.
71. Night Runners Mobile Crisis Services, Inc.	<ul style="list-style-type: none"> • Deployment resources and capabilities (showers/latrines/housing for volunteers and 1st responders, etc.). • Preparation and distribution of hot meals and emergency supplies. • Point of distribution. • Volunteer mobilization and deployment. • Mobile distribution of hot meals and emergency supplies. • Command Unit (office space for operations).
72. North Florida Inland Long-Term Recovery Group	<ul style="list-style-type: none"> • Providing clients with information on resources. • Working with disaster case managers. • Coordinating home repair/replacement projects. • Facilitating volunteer involvement. • Managing donations and resources.
73. Operation BBQ Relief	<ul style="list-style-type: none"> • Operate a fully self-contained culinary operation that is capable of prepping, cooking and distributing up to 50,000 hot meals a day in response to a disaster. • Surge capacity to a million meals a week with an emergency feeding contract through our Operation Restaurant Relief program.
74. Orange County Long Term Recovery Group, Inc dba RISE Orange County	<ul style="list-style-type: none"> • Case Management. • Damage Assessments. • Home Repair. • Project Management. • Volunteer/Contractor Management.
75. Osceola REDI, Inc.	<ul style="list-style-type: none"> • Debris removal. • Property restoration. • Household goods, toiletries, and furniture. • Food Distribution.
76. Our Daily Bread Food Pantry	<ul style="list-style-type: none"> • Food and essential items distribution. • 17 fixed based and mobile pantry services. • Volunteer mobilization.
77. Peace River K9 Search and Rescue Association	<ul style="list-style-type: none"> • Human Search Specialist for Wilderness or Urban Search, Live Find K9 Teams for Urban or Wilderness search, Wilderness K9 area search, Tracking K9 Teams (scent human specific). • Mounted Horse teams/ Scent trained Horses teams. • UAV (Drone) teams. • Ham Radio operators.

	<ul style="list-style-type: none"> • Citizen Emergency Response Team (CERT). •
78. Presbyterian Social Ministries, Inc.	<ul style="list-style-type: none"> • Clothing Supply, Sorting and Distribution.
79. Project Camp	<ul style="list-style-type: none"> • Volunteer Management and Mobilization. • Trauma-informed care for children ages 6-16, impacted by a disaster. • Free Childcare during response and recovery.
80. Putnam Disaster Recovery	<ul style="list-style-type: none"> • Food Preparation and Distribution. • Unmet Needs. • Debris Removal and home repairs. • Volunteer mobilization and deployment.
81. Rebuilding Together Miami-Dade, Inc.	<ul style="list-style-type: none"> • Volunteer mobilization. • Critical home repairs. • Debris removal.
82. Rebuilding Together Orlando (Rebuilding Together of Central Florida, Inc.)	<ul style="list-style-type: none"> • Volunteer mobilization. • Leading volunteers in repair work. • Debris removal. • Yard clearing. • Assistance locating resources for mold remediation, etc..
83. Rebuilding Together Tampa Bay Inc.	<ul style="list-style-type: none"> • Affordable Housing Program. • Builds new affordable single homes for low- and moderate-income (LMI) buyers. • Partners with HUD certified Housing Counseling agencies to make these properties available to qualified and mortgage-ready buyers. • Residential Repairs and Rehabilitation Program. • Building Healthier Neighborhoods.
84. Recover Tampa Bay Initiative	<ul style="list-style-type: none"> • Unmet needs funding. • Collaboration of service organizations. • Regional COAD collective. • Training with ESF 15. • Planning for ESF15 (all three counties). • Response and recovery functions at county EOC. • Donations management/collection.
85. Feeding Northeast Florida	<ul style="list-style-type: none"> • Food and water distribution. • Assist other food banks across Florida if a disaster strikes their area, sending food and water to their location. • Volunteer mobilization.

	<ul style="list-style-type: none"> • Clearinghouse for in-kind donations/resources during emergencies. • County level EOC support / shelters support. • “Blue skies” training/preparation with agencies to assure readiness throughout network.
86. Saint Monica’s Food Pantry	<ul style="list-style-type: none"> • Provide food for the needy and homeless. • Distribute cleaning supplies. • Distribute clothing and blankets.
87. Save the Children	<ul style="list-style-type: none"> • Provide Protection and Psychosocial programs prioritize young children ages pre-birth through 11 years old, and their adult caregivers. • Offering preparedness/resilience building activities. • Provide technical assistance and training focused on increasing resilience in children, adult caregivers, and child-focused programs. • Distributing essential supplies like diapers, wipes, portable cribs, strollers, car safety seats, hygiene kits, child and adult comfort kits, children’s clothing, water, etc. to parents and caregivers. • Distributing school supplies, backpacks and learning materials to. • Setting up Child Friendly Spaces and Mother Baby Areas in evacuation shelters. • Ensure the shelters are safe and supportive to children and families’ unique needs. • Aids in the restoration of access to children’s programs, including childcare, afterschool programs and summer programs. • Replace damaged or destroyed materials, and damaged or destroyed play indoors and outdoors spaces. • Psychosocial support programs to help children understand and cope with the stress, fear, loss, and trauma.
88. SBP, Inc.	<ul style="list-style-type: none"> • Immediate response. • Provide debris removal. • Provide roof tarping, mucking/gutting, mold suppression. • Support Long-term recovery (post-disaster rebuilding). • Volunteer mobilization. • Assists with FEMA appeals.
89. Seminole HEART	<ul style="list-style-type: none"> • Land clearing, tarp, roof repair, and muck outs. • Home Repairs including wheelchair ramp repairs and fence repairs. • Disaster Mental Health Services.

	<ul style="list-style-type: none"> • Points of distribution.
90. SendMeMissions	<ul style="list-style-type: none"> • Serves as ESF-15 for Hardee County. • Volunteer Mobilization and In State & Out of State Deployments. • Debris Removal, Mucking and Gutting, Roof Tarping, and Tree Chainsaw teams. • POD Logistics. • Recovery Efforts & Repairs.
91. Sleep in Heavenly Peace, Inc	<ul style="list-style-type: none"> • Provides beds to children impacted by the event.
92. St Johns Housing Partnership	<ul style="list-style-type: none"> • Clean up, Stabilizing, repair and rebuilding efforts. • Inspections and estimates. • Volunteer Management. • Use of construction spec writing program (Housing Developer Pro).
93. St. Lucie Habitat for Humanity	<ul style="list-style-type: none"> • Provides disaster casework. • Major repair of housing. • Provide volunteer management. • Recovery management and planning.
94. St. Matthew's House	<ul style="list-style-type: none"> • Distribution of food and essential items. • Shelter services. • Daily feeding. • Provide clothing for those in need.
95. Star Of the Sea Foundation Inc	<ul style="list-style-type: none"> • Food Distribution. • Fresh meal preparation and distribution. • Volunteer Management. • Donations storage and management.
96. Team Rubicon	<ul style="list-style-type: none"> • Volunteer Management. • Route clearance. • Debris management (i.e.) tree removal, clean-up, muck out, and chainsaw operations. • Rapid Response Incident Management • Hazard Mitigation. • Disaster Mapping and Work Order Management. • Expedient Home Repair.
97. The Disaster Recovery, a ministry of, the Florida Annual Conference of the United Methodist Church	<ul style="list-style-type: none"> • Damage and Needs assessment. • Volunteer mobilization and deployment. • Mucking and gutting, chainsaw work, tarping, mold sanitation, and debris removal. • Housing Repairs.
98. The Elevated Studio	<ul style="list-style-type: none"> • Client management services. • Advocacy.

	<ul style="list-style-type: none"> • Architectural services to property owners at no expense. • Education.
99. The Nonprofit Center of Northeast FL for Northeast Florida Long-Term Recovery Organization	<ul style="list-style-type: none"> • Volunteer mobilization. • Donations management. • Home repair programs.
100. The Salvation Army	<ul style="list-style-type: none"> • Mobile feeding. • Emergency assistance. • Emotional and spiritual care. • Donations management. • Volunteer Mobilization and Deployment.
101. ToolBank USA	<ul style="list-style-type: none"> • Providing Tools.
102. Treasure Coast Food Bank	<ul style="list-style-type: none"> • Food preparation/distribution. • Emergency water/food. • Volunteer mobilization.
103. United Way	<ul style="list-style-type: none"> • Case Management. • Grand Funding. • Volunteer mobilization. • Administration of Emergency Funds. • Resource Education. • Rental/Mortgage assistance. • FEMA appeals assistance. • Home Rebuilds/Rehabilitation. • Sort Donations. • Match unmet needs. • Serves as fiscal manager. • Referral Services.
104. VIND (Volusia Interfaiths/Agencies Networking in Disaster)	<ul style="list-style-type: none"> • Food Distribution. • Volunteer Housing. • Volunteer Mobilization. • Long-Term Disaster Recovery Group.
105. World Central Kitchen	<ul style="list-style-type: none"> • Food preparation and distribution.
106. World Renew Disaster Response Services	<ul style="list-style-type: none"> • Rapid Response - Trained volunteers are equipped to handle tree removal, clean-up, muck out, and power washing in addition to providing spiritual care to disaster impacted communities. • Organizational Capacity Building -Regional Managers and trained volunteers work with the community-based LTRG to help develop its systems and improve its overall effectiveness.

	<ul style="list-style-type: none"> • Needs Assessment - With the invitation of an LTRG, trained and supervised volunteer teams conduct door-to-door surveys or set up walk-in centers in order to determine long-term recovery needs in a community. The results become the property of the community based LTRG in the form of a computerized data base. • Reconstruction - this service is also dependent on an invitation from the LTRG as well as the availability of funds for a specific disaster. Trained and supervised volunteer teams repair damaged homes or build from the ground up (with the exception of basements, electrical, and plumbing). Team size and skill balance is consistent throughout the duration of the partnership agreement between the LTRG and DRS. • Estimating - Trained volunteers with building expertise are able to determine appropriate materials, skills and time required for home repair and construction. • Emotional and Spiritual Care - In collaboration with Christian Reformed Chaplaincy, for major disasters, trained volunteers are available to be deployed in the various phases of response. • Community Development - DRS may provide consultation in specific situations for LTRG's who have a long-term vision for becoming a community development organization. • Accounting Services - Trained volunteers assist LTRG's with bookkeeping procedures, auditing, and financial systems. • Case Management Support - Trained volunteers provide administrative support to a newly formed or struggling LTRG.
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Section 3: Concept of Operations

3.1 General

Emergency Support Function 15 (ESF 15) uses the National Incident Management System and promotes adoption of the National Incident Management System by ESF 15 Support Agencies. The primary function of ESF 15 is to coordinate the provision of donated resources to meet the needs of disaster impacted communities. The Volunteer and Donations Coordination Team, consisting of Volunteer Florida staff and representatives of ESF 15 Support Agencies, as needed, is activated by the State Emergency Response Team (SERT) Chief in disasters to ensure that coordination of donated resources and support to affected counties is available if needed. Upon verification that ESF 15 support is no longer required, staff and resources will be de-mobilized.

3.1.1 Spontaneous Volunteer Management Strategy

The State recognizes the value and challenges of managing spontaneous volunteers. The State's strategy for the management of this resource consists of the following:

Pre-Disaster

Volunteer Florida provides planning assistance to local jurisdictions and conducts training and functional exercises for local ESF 15 stakeholders who have or should have roles in the management of spontaneous disaster volunteers. County governments should plan and work to achieve a "whole community" response by engaging and supporting the large numbers of spontaneous local volunteers who wish to help after disasters.

Post-Disaster

ESF 15 will inform the public about appropriate ways to help the relief effort and discourage self-deployment of volunteers via the Florida Volunteer and Donations Hotline, Volunteer Florida's Volunteer Connect Website, and by coordinating with Emergency Support Function 14 Public Information. Volunteer Florida will assist county emergency management agencies to assess the need for spontaneous volunteer management. Local volunteer connector organizations, several ESF 15 Support Agencies and county government volunteer programs may participate in the operation of Volunteer Reception Centers, as needed. In the absence of local capacity to manage spontaneous volunteers, Volunteer Florida will train and assist a local organization and/or coordinate with partners for staffing assistance from organizations outside the impacted areas.

Catastrophic Event

In a catastrophic event, all available resources must be utilized, including mobilizing local volunteers and disaster survivors to assist in the response and recovery operations in non-traditional roles. All available media, via ESF 14 Public Information, and all available voluntary agency networks will be utilized to let prospective volunteers know whether/where they are needed and to discourage self-deployment. Contact information for volunteer organizers in all communities where volunteers are needed (whether in impact or host communities) will be provided on an on-going basis via the media, Volunteer Florida's Website, Volunteer connect, and other formal and informal networks. Some ESF 15 Support Agencies may be deployed to host communities overwhelmed by an influx of evacuees, and could absorb, train and manage spontaneous host community volunteers to help meet the needs of these temporary residents.

It is anticipated that, to support large numbers of survivors remaining in the initial impact areas efficiently for more than a few days, it may be necessary to move some shelter residents into larger, congregate shelters. Volunteer Reception Centers may be established in the vicinity of large shelters, from which to recruit and train survivors to assist local authorities and relief organizations. In a catastrophic event where access to the impact areas is limited, ESF 15 Support Agencies may be instructed to send only experienced team leaders, capable of training and directing the activities of survivor volunteers recruited via volunteer connector organizations or Volunteer Reception Centers.

In a major or catastrophic event local authorities and relief organizations in host communities serving Florida disaster evacuees, within or outside of Florida, may become eligible to request/receive goods offered to the State of Florida.

3.1.2 Multi-Agency Donations Warehouse

The Multi-agency Donations Warehouse serves as a central location for the management of unsolicited and, in some cases, solicited goods to address the needs of local relief agencies equitably and effectively. ESF 15 is responsible for the establishment and operational activities of the Warehouse through a Memorandum of Understanding with Adventist Community Services and with the Florida Division of Emergency Management (FDEM).

ESF 15 will provide oversight of the Warehouse operations and will manage the flow of donated goods into Florida by identifying and informing the public of the needs via the Florida Volunteer and Donations Hotline, and the Volunteer Florida Website, as well as by coordinating with ESF 14 Public Information. Any agency approved by the County, ESF 15 and Multi-agency Donations Warehouse Supervisor may request donated goods.

Adventist Community Services will provide a Donations Warehouse Management Team. The Donations Warehouse Management Team will identify leadership through its internal staff and will work with local volunteer connector organizations to recruit and train volunteers to support the donations warehouse operation. Guidance on packaging, labeling and shipping goods will be provided to donors to help coordinate the flow of incoming goods. The Donations Warehouse Management Team will supervise local volunteers in receiving, sorting, inventorying, packing, and shipping of donated goods; and make all goods available to organizations through coordination with the State ESF 15. The Donations Warehouse Management Team will identify, with the assistance of State and local ESF 15, a local agency to which to transfer the operation of the Multi-agency Donations Warehouse if required.

In advance of an anticipated **catastrophic event**, Florida will coordinate with other State Volunteer and Donations Management Teams to begin identifying locations for additional Multi-agency Donations Warehouses, to serve both multiple impact areas and host communities affected by a surge of evacuees and may request additional Warehouse management assistance from Adventist Community Services through National Voluntary Organizations Active in Disaster (NVOAD).

3.1.3 International Donations

If Florida receives offers of donations directly from foreign governments, the State may choose to accept the donations directly. Any donation accepted by the State must be correctly vetted, including ensuring that donations of food meet USDA Standards. Any international donation with which it needs assistance or which the State does not wish to accept, will be directed to the FEMA Regional Volunteer and Donations Specialist at the Regional Response Coordination Center.

3.1.4 Support Agency Disaster Activity Reports

ESF 15 assists Support Agencies and County ESF 15 Coordinators to document disaster activities performed and resources provided during response and recovery by nongovernment organizations (NGO) (e.g., voluntary agencies, faith-based organizations, businesses, private nonprofits). Documentation of activities and resources provided by nongovernment organizations will help validate the value and critical role voluntary organizations play. Support Agency Disaster Activity Reports are designed to help nongovernment organizations provide Public Assistance applicants with accurate information on eligible emergency work done by volunteers following declared disasters. Applicants may be credited for volunteer labor, donated

equipment, and donated materials used in the performance of eligible emergency work (Categories A and B) per Disaster Assistance Policy 9525.2.

3.2 Notification

- a. Upon notification by the State Watch Office of a potential or actual event requiring response, ESF 15 will notify all Support Agency Emergency Coordinating Officers (ECO) by email or telephone and all MOU partners.
- b. All Support Agency ECOs will be instructed to notify their networks throughout the State to ensure all available resources are on standby.
- c. Other potential sources of donated goods and services will be notified and asked to remain on standby.
- d. Catastrophic Event Planning: Upon notice of a potential or actual catastrophic event, ESF 15 will immediately notify the FEMA Volunteer and Donations Management Specialist at the Regional Response Coordination Center to begin informally identifying potential state volunteer and donations management specialists for Emergency Management Assistance Compact (EMAC) deployment to Florida.
- e. ESF 15 will immediately notify National Voluntary Organizations Active in Disaster (NVOAD), State Voluntary Organizations Active in Disasters (FLVOAD), Memorandum of Understanding (MOU) partners, and the Corporation for National and Community Service of the potential need for VOAD and national service support for the recovery effort.

3.3 Operational Objectives

3.3.1 Prevention Function Objectives

- a. Provide public information on appropriate ways to volunteer and donate for disaster relief efforts, to prevent a secondary disaster of unneeded donated goods and an influx of unneeded volunteers or volunteers for whom the impacted community is unable to provide basic support and management.
- b. Coordinate public messaging through ESF 14 and Volunteer Florida Communications Department.

3.3.2 Preparedness Function Objectives

- a. The Lead Agency will maintain and distribute as necessary, a roster of agency contacts and support personnel.
- b. Maintain a list of ESF 15 Support Agencies' capabilities and resources available for use in Florida for response and recovery operations.
- c. Volunteer Florida will coordinate training for Florida national service programs that could be called on to assist.
- d. Lead and Support Agencies will participate in disaster operations training and exercises appropriate to their response/recovery roles. Catastrophic Event training will include orientation to the Florida Catastrophic Plan.

- e. Promote formal adoption of the National Incident Management System by ESF 15 Support Agencies and provide guidance on Incident Command System training recommended/required for Support Agency personnel.
- f. Update ESF 15 Standard Operating Guidelines as needed.
- g. Conduct annual meetings of ESF 15 Support Agencies.
- h. Regularly participate in meetings of Florida Voluntary Organizations Active in Disaster (FLVOAD).
- i. Assist in the promotion of individual and family disaster planning and preparedness.
- j. Provide technical assistance to counties on ESF 15 program improvement planning and implementation.
- k. Assist county emergency management agencies in engaging and integrating nongovernmental organizations into their emergency management programs.
- l. Catastrophic Event Planning – Work with other emergency management disciplines to help them identify roles for spontaneous, survivor volunteers in their relief operations; promote the preparation of detailed job descriptions and development of just-in-time training to prepare volunteers for disaster service.
- m. Promote to Florida Volunteer Centers, affiliates, and other volunteer connector organizations the assembly of go-kits to contain all office supplies, forms and instructions needed to set up and operate a self-sustaining Volunteer Reception Center for three days. As volunteer position descriptions and just-in-time training are completed, they will be stored electronically in the Go-kits to expedite the provision of volunteers to the relief effort.
- n. Seek opportunities to provide orientation to other state Volunteer and Donations Coordination Teams on Florida's Catastrophic Plan, to help ensure that qualified mutual assistance will be available to Florida through EMAC.

3.3.3 Mitigation Function Objectives

- a. Assist in increasing public awareness of the importance of mitigation, the various types of mitigation, and opportunities to participate in mitigation projects.
- b. Promote citizen involvement in Local Mitigation Strategy Committees.
- c. Disseminate information on mitigation programs to ESF 15 Support Agencies and County ESF 15 Coordinators.
- d. Emergency Support Function 15 may be represented on the State Hazard Mitigation Team. The Hazard Mitigation Team considers possible rule and ordinance changes and activities that would reduce disaster-related costs through proper mitigation activities. ESF 15 will coordinate information and related activities with its Support Agencies and County ESF 15 Coordinators.

3.3.4 Response Functions Objectives

- a. Distribute situation updates to ESF 15 Support Agencies and county ESF 15 points of contact.

- b. Monitor ESF 15 staffing levels and request resources through in-state mutual aid and EMAC, in anticipation of needs. Deploy State Voluntary Agency Liaisons (VAL) to impacted counties as needed to support county emergency management and ESF 15. VALs also may be required in host communities.
- c. Scale the Volunteer and Donations Hotline operations to accommodate callers quickly and efficiently. Catastrophic Event Planning – If the Hotline call volume exceeds the capacity of the Lead Agency to maintain it, operation of the Volunteer and Donations Hotline may be contracted to a commercial provider.
- d. Administer Volunteer Connect and the Volunteer and Donations Hotline to ensure prompt allocation of donated goods, timely referral of prospective volunteers to local volunteer organizers, and direct connection of cash donors to Florida relief organizations.
- e. Communicate with other emergency support functions regarding available donated resources and volunteers.
- f. Monitor all missions in WebEOC assigned to the Human Services Branch, coordinate ESF 15 Support Agencies' response to missions tasked to ESF 15 and monitor and regularly update the status of each mission through completion.
- g. Maintain a daily log of activities and action plans, including the scheduling of staff and submission of information for the Situation Report and State Emergency Operations Center briefings to the Human Services Branch and Emergency Support Function 5 as requested.
- h. Post or download the Support Agency Disaster Activity Report form and submission schedule for Support Agencies and compile the data for briefings, reports and incident action plans.
- i. Assess the need for a Multi-agency Donations Warehouse. If warranted, secure a venue and mobilize Florida Adventist Disaster Response. Catastrophic Event Planning – In a catastrophic event, more than one Multi-agency Donations Warehouse may be needed to support impacted and host communities.
- j. Help counties assess the need for Volunteer Reception Centers (VRC) and coordinate in-state mutual aid as needed for VRC operations and training. In a Catastrophic Event VRCs may be located in proximity to large shelters in order to engage available survivors to meet the need for volunteers.
- k. Provide appropriate information and press releases intended for public distribution to Emergency Support Function 14.
- l. Maintain the Volunteer Florida Disaster Website to provide current disaster information and guidance for individuals wishing to volunteer or make financial or in-kind contributions.
- m. Catastrophic Event Planning – In the event of an actual or impending catastrophic event, ESF 15 will request that the FEMA Volunteer and Donations Management Specialist at the Regional Response Coordination Center place on standby all qualified out-of-state volunteer and donations management resources available for possible deployment.

Section 4: Finance and Administration

4.1 Financial Management

Travel and operational expenses incurred by Volunteer Florida and any participating national service organizations shall be the initial responsibility of those organizations unless otherwise agreed to by the parties. In all cases where Volunteer Florida or national service organizations intend to seek reimbursement, they shall maintain appropriate financial records and supporting documents in accordance with the requirements of the Florida Division of Emergency Management. Where reimbursement will be provided by or administered through the FDEM, reimbursement claims shall be submitted to the FDEM in accordance with its instructions. For all participating organizations and volunteers, Volunteer Florida shall arrange for training (with the assistance of the FDEM as needed) on the creation and maintenance of appropriate records to support a request for reimbursement from the Federal government and other sources for costs incurred in performing disaster response and recovery activities.

The Division of Emergency Management will assist Volunteer Florida staff and ESF 15 Support Organizations in obtaining Federal reimbursement of travel, lodging, and meal expenses for staff and volunteers providing disaster assistance, in accordance with applicable policies, regulations, and rules, upon receipt of appropriate claims and supporting documentation. In the event no Federal resources are available, then the FDEM may reimburse Volunteer Florida staff and specifically identified and pre-approved volunteers providing disaster assistance in accordance with FDEM policies and procedures for travel, lodging, and meal expenses approved in advance by the FDEM, upon receipt of appropriate claims and supporting documentation. In addition, the FDEM will provide office space and furniture, telephone service, facsimile equipment, computers, and office materials, to the extent they are available, for Volunteer Florida staff assigned to lead Volunteer Florida disaster assistance efforts at the State Emergency Operations Center and Federal Emergency Management Agency/State Joint Field Office and for Volunteer Florida staff and volunteers assigned to work at various disaster assistance offices.

Voluntary agencies should maintain logs and journals documenting all expenses incurred in any disaster relief activities. They should also maintain all documentation of their Memoranda of Understanding with State or local government to provide disaster services; event-specific requests for their services; mission numbers; and copies of all subsequent updates to missions tasked to their organizations.

Emergency Support Function 15 and State Public Assistance staff will provide timely and complete information on the public assistance reimbursement process to nongovernmental organizations that have notified State Emergency Support Function 15 of their disaster-related work and reported on their organizations' accomplishments.

4.2 Authorities and References

- Chapter 252, Florida Statutes.
- Part IV, Chapter 110, F.S.
- Chapter 14.29, F.S.

Section 5: ESF 15 Capabilities Matrix

The Emergency Support Function 15 Capabilities Matrix provides a quick reference to the services and capabilities each ESF 15 Support Agency may provide during a disaster.

Capabilities Matrix ESF 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donations Management	Food Distribution	Food Preparation	Incident Management Team	Information & Referral	Long Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution (POD) Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donations Management	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance
211 Brevard, Inc.										X													X	
211 Tampa Bay Cares, Inc.										X													X	X
Affordable Homeownership Foundation, Inc.			X							X											X	X		X
Alabama-West Florida Conference of the United Methodist Church				X	X																X	X		X
All Hands and Hearts Smart Response, Inc.	X			X	X												X						X	
American National Red Cross			X				X	X		X	X	X					X	X			X		X	X
AMkids Panama City Marine Institute					X		X	X																
Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.)	X			X	X	X					X													
Be Ready Alliance Coordinating for Emergencies (BRACE)															X					X	X	X		
Billy Graham Rapid Response Team			X																					
Branches, Inc.										X													X	X
Brothers to Brothers																								
Catholic Charities of Florida, Inc.			X																			X		X
Catholic Charities of Northwest Florida, Inc.				X	X		X	X								X								X

Capabilities Matrix ESF 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donations Management	Food Distribution	Food Preparation	Incident Management Team	Information & Referral	Long Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution (POD) Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donations Management	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance
	Catholic Charities of the Archdiocese of Miami, Inc.			X			X																X	
Centro Campesino Farmworker Center, Inc.			X			X									X									
CERT of The Villages										X													X	
Charlotte Community Foundation										X	X												X	
Charlotte County Long Term Recovery Task Force																								
Christ is Relief, Inc.				X	X		X	X								X					X			
Christian Disaster Response				X	X		X	X								X								
Church World Service										X	X													X
City of Cape Coral Fire Department																				X	X			
City of Sunrise Fire Rescue							X	X							X									
Coalition of Florida Farmworker Organizations																								X
Collier Community Foundation			X							X	X													X
Community Foundation of the Florida Keys										X	X									X	X			
Disaster Services Corporation Society of St. Vincent De Paul USA										X	X											X		X
Doorways of NWFL										X														X
Federal Alliance for Safe Homes, Inc. (FLASH)										X	X						X					X		

Appendix XVI: Emergency Support Function 16 – Law Enforcement and Security

Primary Agency	Florida Department of Law Enforcement
Support Agencies	Department of Agriculture and Consumer Services, (Office of Agricultural Law Enforcement), Department of Business and Professional Regulation (Division of Alcoholic Beverages and Tobacco), Department of Corrections, Department of Financial Services (Division of Investigations & Forensic Services), Florida Sheriff’s Task Force, Florida Police Chiefs’ Association, Department of Highway Safety and Motor Vehicles, (Division of Florida Highway Patrol and Bureau of Motor Carrier Compliance), Department of Lottery (Division of Security), Department of Military Affairs (Florida National Guard), Florida Fish and Wildlife Conservation Commission (Division of Law Enforcement), Department of Juvenile Justice, State University Police Group, Florida State Guard.

Section 1: Introduction

The purpose of Emergency Support Function 16 (ESF 16) is to establish procedures for the command, control, and coordination of all state and local law enforcement personnel and equipment to support impacted local law enforcement agencies. ESF 16 also establishes procedures for the use of the Florida National Guard (ESF 13) in public safety and security missions requested by local law enforcement agencies.

1.1 Direction and Control

1. Control

Pursuant to Chapter 23, F.S., the Florida Department of Law Enforcement is given the responsibility for command, and coordination of state law enforcement planning, operations, and mutual aid. In the State of State Comprehensive Emergency Management Plan, FDLE is given the responsibility of lead (Primary) agency for ESF 16.

2. Mission Assignments

When possible, ESF 16 Support Agency assignments are determined by the basic responsibilities assigned to each member agency as described in this appendix.

3. Assignment procedures follow established guidelines within the State Emergency Operations Center (SEOC) for all emergency support functions. Assignments come from several sources, such as the State Coordinating Officer, State Emergency Operations Center Message Center, County Liaison, other Emergency Support Functions, and telephone calls from local and state law enforcement agencies in the impacted area. All assignments are entered into the emergency management tracking system (WebEOC), given a mission number, logged by FDLE, and then given to the appropriate ESF 16 support agency for action. FDLE also enters into the emergency management tracking system any mission updates and results.

4. Mutual Aid

In the event of a Level II activation/disaster, the Florida Sheriffs' Task Force and the Florida Police Chiefs' Association will dispatch representatives to ESF 16 at the State Emergency Operations Center to coordinate response. The coordination of assignments of those responding Sheriffs' Task Force resources or police personnel is done through ESF-16.

5. Regional Law Enforcement Coordination Team (RLECT)

The Florida Department of Law Enforcement establishes a RLECT as soon as possible in the impacted region. The RLECT will facilitate and support in-place and deployed state law enforcement and mutual aid resources to assist local law enforcement. If a State All-Hazard Incident Management Team (AHIMT) is deployed to manage appropriate state response, the Florida Department of Law Enforcement will assign a liaison representative to the team.

6. Federal Resources

The National Response Framework developed by the Department of Homeland Security designates ESF 13 as the counterpart federal law enforcement Emergency Support Function to ESF 16 in the state Comprehensive Emergency Management Plan. Under the National Response Framework, any request for federal law enforcement personnel and support during emergencies must be made by the Governor to the US Attorney General who must review and approve the request pursuant to the Emergency Federal Law Enforcement Assistance Act. Federal agencies that respond will coordinate closely with ESF 16, and provide liaison personnel in the State Emergency Operations Center, as well as any regional law enforcement coordination team in the impacted area. Should the Florida Division of Emergency Management (FDEM) establish an AHIMT, a federal liaison will be assigned at that location.

7. Radiological Emergencies (Nuclear Power Plant)

8. In the event of a Radiological Emergency, FDLE and ESF 16 Support Agencies will assist local law enforcement agencies in the impacted area through efforts that may include, but are not limited to, the following:
- a. Conduct warnings and evacuation for all waterways in coordination with the United States Coast Guard, state parks and recreational areas, and assist local law enforcement in evacuations and checkpoints around affected nuclear power plants.
 - b. Supply supporting agency watercraft to the Department of Health (DOH) as needed in the collection of samples.
 - c. Provide assistance in the rapid transport of samples for analysis as necessary.
 - d. Establish checkpoints to prevent entry into the impacted or contaminated area and to prevent the distribution of radiological contaminated foodstuffs.

Section 2: Roles and Responsibilities

2.1 Organization

1. ESF 16 consists of one Primary Agency, the Florida Department of Law Enforcement (FDLE), with all other Support Agencies aligned along a horizontal plane. Each agency has specific basic responsibilities, which are discussed in Section III (Responsibilities) of this Appendix.
2. During an emergency incident or event, the Primary and Support Agencies of ESF 16 will respond directly to the Emergency Services Branch Director who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agency – Florida Department of Law Enforcement (FDLE)

Lead agency is responsible for overall command and coordination of ESF 16, and the deployment of state law enforcement assets to affected local agencies.

1. FDLE is responsible for staffing the State Emergency Operations Center, any regional law enforcement coordination team, county government Emergency Operations Centers, and maintaining liaison with affected Sheriffs and Police Chiefs.
2. FDLE is also responsible for collecting statistics such as manpower, and disaster-related deaths, etc., in accordance with the Florida Mutual Aid Plan for Law Enforcement, and will participate in investigations/task forces related to the disaster, as necessary, and gather intelligence and evidence.
3. FDLE also receives and responds to requests for the Florida National Guard to augment law enforcement public safety and security missions.

2.2.2 Support Agencies

Agency	Responsibilities
<p>1. Dept. of Highway Safety and Motor Vehicles, Florida Highway Patrol (FHP), and Bureau of Motor Carrier Compliance</p>	<ol style="list-style-type: none"> a. The Florida Highway Patrol (FHP) will assume the role as ESF 16’s Primary Agency for activities pertaining to the established FDOT plan for state highway evacuations and coordinate all requests for law enforcement services through FDLE. FHP is also responsible for providing law enforcement support for traffic control, road status closure information, high visibility patrol, communications issues, and escorts. b. Provide assistance with other assignments as required. c. In case of nuclear power plant emergencies, FHP will assist in the transportation of samples for analysis, when immediate analysis is necessary. d. Will be responsible for assisting in coordinating modifications to commercial vehicle restrictions regarding size, weight, registration requirements, and other commercial vehicle rules

	<p>and regulations, as they pertain to the movement of relief supplies and recovery equipment.</p> <ul style="list-style-type: none"> e. Establish fixed post assignments associated with Florida’s transportation infrastructure; f. Coordinate ESF16 missions with ESFs 1 & 3.
<p>2. Florida Fish and Wildlife Conservation Commission, Division of Law Enforcement</p>	<ul style="list-style-type: none"> a. Will be responsible for conducting waterborne zone enforcement/security evacuations, search and rescue, waterborne law enforcement, and patrol of rural natural areas. b. Will assist FDLE with communications issues, US&R, and assist in missions requiring four-wheel drive, all-terrain vehicles, vessels or aircraft. c. Provide assistance in other assignments as required. d. Will provide assistance to local law enforcement and county humane societies in animal issues regarding abandoned, escaped, or captive wildlife and exotics. e. In case of nuclear power plant emergencies, FWC will coordinate with the Department of Health in the collection of isotope samples. f. Will assume the role of ESF 16’s Primary Agency for coordination of all activities regarding Search and Rescue. FWC will participate and assist in the development of search and rescue plan(s) for the area of impact and coordinate with ESF 4&9 and other ESFs in the implementation of the Search and Rescue Plan.
<p>3. Department of Business and Professional Regulation, Division of Alcoholic Beverages and Tobacco</p>	<ul style="list-style-type: none"> a. Will be responsible for assisting FDLE in staffing and coordination of assignments, and conducting assessments of all assignments staffed by ESF 16. Further, provide assistance in other assignments as required.
<p>4. Department of Agriculture and Consumer Services, Office of Agricultural Law Enforcement</p>	<ul style="list-style-type: none"> a. Will be responsible for assisting FDLE in the coordination of logistics (i.e., fuel, meals, generators, cots, etc), in support of law enforcement. b. Assist in patrol assignments and search and rescue, requiring four-wheel drive vehicles. c. Provide assistance in other assignments as required. d. In case of nuclear power plant emergencies, the Department of Agriculture and Consumer Services in concert with the Department of Health will assist in obtaining samples of animal food and water sources for radiological testing. e. When necessary, the Office of Agriculture Law Enforcement will also coordinate with the Department of Health in the establishment of quarantine zones.
<p>5. Department of Lottery, Division of Security</p>	<ul style="list-style-type: none"> f. Will be available for limited logistical transport assistance to state law enforcement, as required. g. Provide other law enforcement services consistent with agency capabilities and responsibilities.

<p>6. Department of Corrections</p>	<p>a. Will be responsible for state prison evacuations, assistance FDLE in county jail evacuation, debris removal, and as a source on inmate labor (on public property) consistent with agency capabilities and responsibilities.</p>
<p>7. Department of Military Affairs, Florida National Guard</p>	<p>a. Will assist FDLE in providing manpower for augmenting state and local law enforcement on public safety and security assignments to include, but not limited to fixed post, security patrol, assisting the Department of Agriculture and Consumer Services in logistical transport, and other assignments as required, particularly involving specialized equipment such as helicopters, humvees, and trucks.</p> <p>b. All law enforcement requests for the Florida National Guard (FLNG) (ESF 13) assistance must be forwarded to and approved by FDLE.</p> <p>c. FLNG may assist the Florida Highway Patrol during Emergency Shoulder Use (ESU) evacuations.</p>
<p>8. Florida Sheriffs' Task Force</p>	<p>a. Will ensure that a representative is dispatched to the State Emergency Operations Center to assist FDLE in coordinating the response from other Sheriff's Offices in the state.</p> <p>b. Provide general law enforcement services to the impacted Sheriff(s) and Chief(s).</p> <p>c. Provide equipment as required to fulfill their assignments.</p>
<p>9. Florida Police Chiefs' Association</p>	<p>a. Will ensure that a representative from the Florida Police Chiefs' Association is dispatched to the State Emergency Operations Center to assist FDLE in coordinating the response from other police departments in the state.</p> <p>b. Provide general law enforcement services to the impacted sheriff(s) and chief(s), and will provide equipment as required to fulfill their assignments.</p> <p>c. Serve as the representative for the State University Police Group and coordinate university police activities</p>
<p>10. Florida Dept, of Financial Services, Division of Investigative & Forensic Services</p>	<p>a. Provide general and specialized law enforcement personnel and equipment to assist FDLE in providing a force multiplier to augment state and local law enforcement resources. Assignments may include investigative support, static and mobile security, or other related law enforcement functions.</p> <p>b. Provide specialized equipment and law enforcement support for Urban Search and Rescue (USAR - ESF 4 and 9) assignments which may include providing law enforcement security and presence, path-finding access to disaster areas, establishing command post areas, EOD related incidents, and other related law enforcement functions.</p> <p>c. Provide post-disaster task forces and investigative efforts relating to unlicensed adjusters, fraudulent insurance claims, and any other insurance related crime.</p>

<p>11. Department of Juvenile Justice</p>	<ul style="list-style-type: none"> a. When possible, assist the Florida Department of Law Enforcement in coordinating activities and services, which may include but are not limited to: <ul style="list-style-type: none"> i. Transport survivors and/or supplies to disaster relief sites, ii. Provide temporary housing, iii. Prepare supplies for dissemination to disaster relief sites, iv. Assist with the relocation of displaced citizens, v. Assist with food support services, vi. Provide limited, temporary manpower for restoration and cleanup, vii. Provide clerical/administrative support for command/communications centers. b. Responsible for the evacuation of juvenile offender facilities in the state. c. Provide the services of sworn youth custody officers. d. Provide staff for the dissemination of information both written and electronic as needed.
<p>12. State University Police Group</p>	<ul style="list-style-type: none"> a. Ensure that regional evacuation planning recognizes the impact/needs of campus populations. b. Provide for the identification and coordination for use of campus areas which may serve as command and/or logistical staging areas in support of ESF 16 c. Provide law enforcement services consistent with agency capabilities and responsibilities in support of ESF 16
<p>13. Federal ESF 13 Law Enforcement</p>	<ul style="list-style-type: none"> a. The National Response Framework (NRF) developed by the Department of Homeland Security designates Federal ESF 13 as the counterpart federal law enforcement Emergency Support Function to the State of Florida’s ESF 16 in the state Comprehensive Emergency Management Plan. Under the NRF, any request for federal law enforcement personnel and support during emergencies must be made by the Governor to the US Attorney General who must review and approve the request pursuant to the Emergency Federal Law Enforcement Assistance Act. b. The State of Florida’s ESF 16 Federal Support Agency will coordinate closely with FDLE and provide liaison personnel in the State Emergency Operations Center, as well as any regional law enforcement coordination team. c. Should the Florida Division of Emergency Management establish a SMT, a federal liaison will be assigned at that location.

Section 3: Concept of Operations

3.1 General

When an emergency situation is anticipated or occurs, the Florida Department of Law Enforcement (FDLE) will dispatch sworn officer(s) from the nearest FDLE facility to the affected local Emergency Operation Center(s) to establish state mutual aid liaisons and monitor the situation. These officers will coordinate all requests for additional state law enforcement resources from within the affected region of the state and make regional resources immediately available to local law enforcement. The Special Agent in Charge, or a designee from the nearest FDLE office, will accomplish coordination of state resources supporting local law enforcement executives. Should a situation escalate or require at the onset additional state law enforcement resources from outside the affected region, such resources will be deployed in coordination with other state law enforcement agencies listed in this Appendix by the FDLE Emergency Coordinating Officer (ECO) or designee.

3.2 Notification

1. The Florida Department of Law Enforcement (FDLE) and the Florida Division of Emergency Management routinely monitor incidents throughout the state that may require state law enforcement involvement and/or have the potential for the involvement of state law enforcement. When local law enforcement responds to an incident and requires state law enforcement assistance, Sheriffs and Police Chiefs may call directly on the regional command of any agency to request assistance. Those state agencies notify the nearest FDLE office of their involvement. FDLE actively monitors activities for potential escalation and expansion beyond the capabilities of regional state law enforcement resources, and the Emergency Coordination Officer (ECO) or designee notifies other ESF 16 Support Agencies and the Florida Division of Emergency Management.
2. If it appears that state law enforcement resources will be required beyond those in the affected region, the FDLE may request an activation of the State Emergency Operations Center including those ESF 16 Support Agencies that are necessary for the response. The Support Agencies activated will be notified by the FDLE ECO or designee to report to the State Emergency Operations Center. Each activated Support Agency's Emergency Coordination Officer will notify their agency's regional offices of the need for additional resources, and prepare for response. The Florida Division of Emergency Management will determine which other ESFs are needed based on the incident, and ensure similar notifications and response to the State Emergency Operations Center.
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3. The FDLE Public Information Officer will assist the ESF 14 Public Information Officer (PIO) in the preparation and dissemination of information released to the media and other interested parties, and provide any other operations support as needed.

3.3 Operational Objectives

3.3.1 Preparedness

FDLE provides law enforcement focused emergency response training to state and local law enforcement. Training offered includes, but is not limited to the understanding the role of the Florida Mutual Aid Plan (under Chapter 23, F.S., the Florida Mutual Aid Act) and the State Comprehensive Emergency Management Plan (under Chapter 252, F.S., the State Emergency Management Act).

Particular emphasis is given to the coordinative roles of Emergency Support Functions, particularly ESF 16.

ESF 16 agencies also participate in training and exercises conducted by the Florida Division of Emergency Management in the State Emergency Operations Center.

3.3.2 Response

- a. Evacuation: As needed, ESF 16 agencies will participate in local, regional, and/or highway evacuations to ensure a safe and smooth population egress from potentially impacted areas.
- b. The Florida Highway Patrol will assume the role as ESF 16's Primary Agency for activities pertaining to the established FDOT plan for state highway evacuations and coordinate all requests for law enforcement services through the Florida Department of Law Enforcement.
- c. Pre-positioning: ESF 16 will identify the number of law enforcement personnel and equipment which may be available to respond anywhere in the state. ESF 16 may pre-position resources as conditions allow and for forecast incidents (i.e., hurricanes) and such events as high profile dignitary visits, trials, or public venues.
- d. Resource Coordination: The Florida Department of Law Enforcement may activate a Regional Law Enforcement Coordination Team (RLECT) to support resource deployments and select locations in the impacted area for establishing law enforcement command posts to fulfill assignments requested by local law enforcement. This information is provided to all ESF 16 agencies that may begin response and pre-positioning preparations, as required.
- e. Search and Rescue: The Florida Fish and Wildlife Conservation Commission (FWC), Florida Division of Law Enforcement, will assume the role of ESF 16's Primary Agency for the coordination of all activities regarding Search and Rescue. FWC will participate and assist in the development of search and rescue plan(s) for the area of impact and coordinate with ESF 4&9 and other ESFs in the implementation of the Search and Rescue Plan.
- f. Initial Assessments: Contact with affected Sheriffs and Police Chiefs will be made quickly to determine their law enforcement resource needs for the particular incident or event. That information is collected and transmitted to the affected FDLE Regional Operations Center, FDLE Command Staff, and the FDLE ECO.
- g. Physical Deployment: Each ESF 16 Support Agency Emergency Coordination Officers at the State Emergency Operations Center will coordinate with FDLE for deployment of their resources. All state law enforcement resources typically respond in numbers and types of equipment based on initial assessments made with local law enforcement, and State agency operations requiring law enforcement support. Upon arrival in the area of impact, each ESF 16 Support Agency coordinates with FDLE and their agency representative within the RLECT.
- h. Force Reductions (Demobilization): ESF 16 will continually assess all law enforcement support mission assignments and will demobilize as required. These assessments, which are done in conjunction with the respective Sheriff(s) and Police Chief(s), help determine the level of resources required and the duration expected. As assignments are taken over by local law enforcement, or are no longer necessary, reductions in the number of out-of-region sheriff deputies and police officers,

state law enforcement and Florida National Guard (ESF 13) personnel are taken into consideration. Unless other assignments require support, the first agency to begin withdrawal will be the Florida National Guard (ESF 13), followed by out-of-region sheriff deputies and police officers, then out-of-region state law enforcement.

3.3.3 Recovery

Law enforcement support from ESF 16 may continue to be required by affected local law enforcement into the recovery phase of an incident. Normally, by this time the majority of responder assignments has been returned to local law enforcement or is no longer required. The same requirement may continue to exist for state operations remaining active and requiring law enforcement support, but typically are similar to local law enforcement needs, as described. FDLE will continue to conduct assessments of all assignment requirements with the requesting agencies and will respond accordingly.

3.3.4 Mitigation

Consideration is given after each incident to identify problems that need to be addressed within the Emergency Support Function in order to better enhance future emergency response.

Section 4: Finance and Administration

4.1 Financial Management

The Florida Department of Law Enforcement uses the following procedures in accounting for disaster related costs.

Each law enforcement agency participating in ESF 16 response activities should follow generally similar procedures in accounting for their mission related costs in seeking reimbursement for their agency.

4.1.1 General Guidelines to Account for Disaster Related Costs

- A. A specific tracking number shall be assigned for each disaster. The tracking number is used to account for expenses for use of vehicles in response to the disaster, other expenses incurred as a result of the response and to account for the hours worked in response to the event by each member.
- B. Each member will document their hours worked in their appropriate records management system.
- C. The Office of Finance and Accounting assigns the following accounting codes to account for encumbrances and expenditures, such as overtime, travel and other costs, related to the case; Organization Code, Expansion Object Code and Other Cost Accumulator Code. The accounting system is known as the Florida Accounting Information Resource. The Office of Finance and Accounting also assigns a 'charge object' for members to record overtime hours worked for a disaster. Using several sources of information including appropriate records management systems, the mission assignment system used by ESF16, the Office of Finance and Accounting provides estimated cost data to the Florida Division of Emergency Management and to the department's Budget Office to obtain budget authority for use in documenting reimbursements related to a disaster.
- D. The Office of Finance and Accounting obtains Florida Accounting Information Resource accounting reports monthly or as needed to document costs for the case. The reports most frequently used are

the Schedule of Allotment Balances and the Detail Journal by Other Cost Accumulator within Fund. These reports provide detailed information including the voucher number, vendor name, purchase order number, amount paid or encumbered, etc.

- E. At the end of each pay cycle, members record their event hours and any attendance and leave in the appropriate records management system and submit the documentation to their supervisor for approval.
- F. The accounting office obtains appropriate information from the records management system as support documentation for vehicle use on the event and for comparison purposes of other costs in the system with Florida Accounting Information Resource and other systems as appropriate.
- G. Using Florida Accounting Information Resource reports, records management system reports and other expenditure supporting documentation, automated Excel spreadsheets are prepared by the Office of Finance and Accounting for overtime (including benefits) vehicle use, travel expenses, and other operating expenses. If a presidential declaration is received, the spreadsheets and all supporting documentation are forwarded via the Florida Public Assistance internet website to the Florida Division of Emergency Management and the Federal Emergency Management Agency for reimbursement of costs.
- H. Upon receipt of reimbursement from the Federal Emergency Management Agency, the Florida Accounting Information Resource accounting records are adjusted to reimburse the appropriate operating budgets.

4.2 Authorities and References

Florida Mutual Aid Act (Chapter 23, Part I, Florida Statutes)

The Florida Mutual Aid Plan for Law Enforcement; Guidelines for Emergency Response

Mass Immigration Emergency Plan

Appendix XVII: Emergency Support Function 17 – Animal and Agricultural Issues

Primary Agency	Florida Department of Agriculture and Consumer Services
Support Agencies	Florida State Agricultural Response Team (SART): University of Florida/Institute of Food and Agricultural Sciences, University of Florida/College of Veterinary Medicine, United States Department of Agriculture (USDA)/Farm Service Agency, USDA/Animal and Plant Health Inspection Services (APHIS)/Veterinary Services, USDA/APHIS/Wildlife Services, USDA/APHIS/Animal Care, Extension Disaster Education Network, Florida Department of Health, Florida Fish and Wildlife Conservation Commission, Florida Farm Bureau Federation, Florida Veterinary Medical Association, Florida Veterinary Technician Association, Florida Animal Control Association, Florida Aquaculture Association, Florida Nursery Growers and Landscape Association, Humane Society of the United States, The American Society for the Prevention of Cruelty to Animals, Southeast Milk, Inc., Florida Cattlemen's Association, Florida Association of Kennel Clubs, Florida Fertilizer and Agrichemical Association, Florida Wildlife Rehabilitators Association, Florida Fruit and Vegetable Association, Florida State Animal Response Coalition, Florida Association of Zoos and Aquariums.

Section 1: Introduction

The purpose of Emergency Support Function 17 (ESF 17) is to coordinate the state’s response for animal, agricultural, food safety, and vector control issues in case of an emergency or disaster situation. To accomplish this goal, ESF 17 oversees the emergency management functions of preparedness, recovery, mitigation, and response with all agencies and organizations involved in the state’s response activities.

1.1 Direction and Control

1. The direct chain of command for ESF 17 is as follows: Governor, State Emergency Coordinating Officer, State Emergency Response Team Chief, Operations Chief, Human Services Branch Chief, ESF 17 Emergency Coordinating Officer(s), ESF 17 Incident Management Teams Incident Commanders.
2. Also providing supervision and guidance to ESF 17 is the leadership of the Florida Department of Agriculture and Consumer Services and its Divisions of Animal Industry, Agricultural Environmental Services, and Food Safety.
3. The ESF 17 Emergency Coordination Officer(s) activates Incident Management Teams that set up and operate from Incident Command Posts, which coordinate response activities in the impacted area(s).

Section 2: Roles and Responsibilities

2.1 Organization

1. ESF 17 is responsible for animal, agricultural, food safety, and vector control issues.
2. The Florida Department of Agriculture and Consumer Services is the lead agency for ESF 17 and Florida SART, pursuant to Chapter 252, F.S.
3. The Florida Department of Agriculture and Consumer Services, Division of Animal Industry, is responsible for providing sufficient personnel to staff the ESF 17, 24 hours per day, seven days per week while operational or as requested by the Division of Emergency Management.
4. A person, or persons, from the Florida Department of Agriculture and Consumer Services', Division of Animal Industry will be designated as the Emergency Coordinating Officer(s) for ESF 17.
5. The Emergency Coordination Officer(s) will provide oversight for ESF 17 and duties include, but are not limited to: activating and coordinating ESF 17 Incident Management Teams and Florida SART during an activation; assigning requests for assistance, and ensuring that requests for assistance are prioritized, met, and documented; assigning staff for support at the State Emergency Operations Center (SEOC), and; liaison with other Emergency Support Functions at the State Emergency Operations Center.
6. ESF 17 Incident Management Teams include an Incident Management Team for animal and agricultural issues, led by the Florida Department of Agriculture and Consumer Services, Division of Animal Industry, an Incident Management Team for vector control issues led by the Florida Department of Agriculture and Consumer Services, Division of Agricultural Environmental Services, and an Incident Management Team for food safety issues led by the Florida Department of Agriculture and Consumer Services, Division of Food Safety.
7. Other Divisions and Offices from the Florida Department of Agriculture and Consumer Services provide direct support of ESF 17. These include the Division of Agricultural Environmental Services, Division of Aquaculture, Division of Food Safety, Division of Plant Industry, Florida Forest Service, Office of Agricultural Water Policy, Office of Agricultural Technology Services, and the Office of Agricultural Law Enforcement. Depending upon the disaster or emergency, these Divisions and Offices will assist the Florida Department of Agriculture and Consumer Services as the lead agency for ESF 17.
8. The Emergency Coordination Officer(s) and the Florida Department of Agriculture and Consumer Services', Division of Animal Industry provide leadership and administrative support for ESF 17 and its Incident Management Teams.

2.2 Responsibilities

2.2.1 Primary Agency – Florida Department of Agriculture and Consumer Services

1. Provide leadership in directing, coordinating, and integrating overall State efforts related to animal and agricultural issues during a disaster or emergency.
2. Coordinate and direct the activation and deployment of support agencies and resources.

3. Identify and train sufficient personnel to adequately support ESF 17 at the State Emergency Operations Center during an activation.
4. Coordinate activities with other Emergency Support Functions.
5. Provide leadership and be actively engaged in Emergency Support Function 17.
6. Assist counties with identifying strategies for ESF 17 preparedness, response, mitigation, and recovery.

2.2.2 Support Agencies

Emergency Support 17 is supported by 25 Florida SART partner agencies including, but not limited to:

Agency	Responsibilities
1. Florida Department of Health	<ol style="list-style-type: none"> a. Assist in the diagnosis, prevention, and control of zoonotic diseases of public health significance. b. Provide guidance in the proper techniques and procedures to adequately protect ESF 17 responders from contagious and infectious human and zoonotic diseases. c. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.
2. Florida Fish and Wildlife Conservation Commission	<ol style="list-style-type: none"> a. Assist in the evacuation of wildlife and exotic animals kept in major exhibits, circus facilities, markets, and with wildlife dealers, as needed. b. Conduct damage assessments of permitted facilities housing wildlife or exotic animals. c. Use specialized personnel and equipment and coordinate the capture of potentially dangerous or hazardous wildlife or exotic animals. d. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.
3. University of Florida, College of Veterinary Medicine	<ol style="list-style-type: none"> a. Provide veterinary medical assistance for animals during a disaster or emergency. b. Coordinate with the Florida Veterinary Medical Association response activities involving Florida’s veterinary practitioners. c. Provide expertise in the area of animal disease control and eradication. d. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.
4. University of Florida, Institute of Food and Agricultural Sciences, Cooperative Extension and Research Service	<ol style="list-style-type: none"> a. Identify and educate commercial and noncommercial animal and agricultural producers in pertinent emergency management issues. b. Provide expertise in the area of production agriculture as it relates to ESF 17 response activities.

	<ul style="list-style-type: none"> c. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.
<p>5. United States Department of Agriculture (USDA) Animal and Plant Health Inspection Service</p>	<ul style="list-style-type: none"> a. Assist in the diagnosis, prevention, and control of animal and plant diseases that threaten the animal and agricultural industries of Florida. b. Assist in ESF 17 response activities related to wildlife issues. c. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.
<p>6. United States Department of Agriculture Farm Service Agency</p>	<ul style="list-style-type: none"> a. Assist in damage assessment activities related to animal and agricultural industries. b. Provide information and assistance to impacted animal and agricultural producers about USDA-sponsored damage assistance programs. c. Assist in ESF 17 response activities with the utilization of personnel, equipment, and facilities.

Section 3: Concept of Operations

3.1 General

1. Chapter 252, Florida Statutes (F.S.), of the State Emergency Management Act, mandates the development of the State Comprehensive Emergency Management Plan (the Plan), which establishes a framework through which the State of Florida prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of disasters that could adversely affect the health, safety and/or general welfare of the residents of the state.
2. The Plan describes the basic strategies, assumptions, operational goals, objectives and mechanisms through which the State will mobilize resources and conduct response activities.
3. To facilitate effective operations, the Plan adopts a functional approach that groups the types of assistance to be provided into 20 Emergency Support Functions. Each Emergency Support Function has a lead or primary agency or organization, which has been selected based on its authorities, resources, and capabilities in that functional area.
4. The primary agency appoints an Emergency Coordinating Officer(s) to manage that function at the State Emergency Operations Center.
5. The Emergency Coordination Officers and staff of the Florida Division of Emergency Management (FDEM) form the State Emergency Response Team (SERT). The State Emergency Response Team serves as the primary operational mechanism through which state assistance to local governments is managed.
6. State assistance will be provided to impacted counties under the authority of the State Coordinating Officer, on behalf of the Governor, as head of the State Emergency Response Team.

3.2 Notification

1. The State Watch Office will notify the Emergency Coordinating Officer(s) for ESF 17 when an area of Florida is threatened or has been impacted by an emergency or disaster event.
2. The ESF 17 Emergency Coordinating Officer(s) will notify all respective ESF 17 personnel and support agencies of the activation.

3.3 Operational Objectives

3.3.1 Preparedness

- a. Train personnel to staff ESF 17 at the State Emergency Operations Center during an emergency activation.
- b. Prepare ESF 17 by coordinating preparedness activities and training through meetings, conferences and exercises for its support agencies.
- c. Prepare ESF 17 Incident Management Teams through training, drills and exercises.

3.3.2 Response

- a. Staff ESF 17 at the State Emergency Operations Center.
- b. Support the actions of the State Emergency Response Team.
- c. Activate ESF 17 support agencies to set incident priorities, to coordinate and integrate the communications and information flow, and to provide resources for ESF 17 and its Incident Management Teams.
- d. Activate the ESF 17 Incident Management Team(s).
- e. Respond to resource requests from local governments in need.
- f. Coordinate response activities with local government emergency management agencies and local ESF 17 cooperators.
- g. Support the activities of other Emergency Support Functions as needed.

3.3.3 Recovery

- a. Provide support to the Joint Field Office, as needed, after the State Emergency Operations Center is deactivated.
- b. Support the State Emergency Response Team until the local system is self-sustaining.
- c. Initiate the financial reimbursement process for these activities when such support is available.

3.3.4 Mitigation

- a. Identify locations of animal and agricultural critical infrastructure and assist with mitigation activities as needed.
- b. Identify and seek funds for disaster-proofing critical animal and agricultural infrastructure as needed.

- c. Compile Geographical Information Systems data related to animal and agricultural emergency management issues, in cooperation with the Florida Division of Emergency Management and the Florida Department of Agriculture and Consumer Services.

Section 4: Finance and Administration

4.1 Financial Management

- A. ESF 17, with assistance from the Florida Department of Agriculture and Consumer Services, will be responsible for managing financial matters related to resources that are procured during an incident.
- B. The Florida Department of Agriculture and Consumer Services will provide an organizational code for the existing incident. All expenditures by ESF 17 shall reference this organizational code for cost recovery subsequent to the incident period.
- C. In a federally declared disaster, a reimbursement formula is established by the Federal Emergency Management Agency. When the reimbursement is less than 100 percent, the Governor's Office, together with legislative leadership, may reimburse agencies/departments for the difference. In some instances, the agencies/departments may be required to assume this financial responsibility from their regular budgets.

4.2 Authorities and References

- A. Florida Statutes, Emergency Management, Chapter 252.
- B. State of State Comprehensive Emergency Management Plan.
- C. Florida Field Operations Guide (FFOG).

Appendix XVII: Emergency Support Function 18 – Business, Industry, and Economic Stabilization

Primary Agency	Florida Department of Commerce
Support Agencies	Florida Division of Emergency Management Florida Department of Agriculture and Consumer Services Florida Department of Business and Professional Regulation Florida Department of Financial Services Florida Department of Management Services Florida Department of Revenue
Primary Industry Organizations	Florida Restaurant & Lodging Association Florida Retail Federation VISIT FLORIDA
Supporting Industry Organizations	Associated Industries of Florida CareerSource Florida Florida Bankers Association Florida Chamber of Commerce Florida Economic Development Council Florida First Capital Finance Corporation Florida Housing Finance Corporation Florida Small Business Development Centers Network Florida Regional Councils Association FloridaMakes Space Florida Volunteer Florida

Section 1: Introduction

The purpose of Emergency Support Function (ESF) 18: Business, Industry and Economic Stabilization (ESF 18) is to support the private sector in preparing for, responding to, and recovering from disasters. Preparedness assistance may include assessing the financial, workforce, technical, and community resources that affect a community’s ability to restore business operations and to resume focus on short and long-term business strategies. ESF 18 will assist businesses during the response and recovery phases by providing for situational awareness and resource coordination. The systematic implementation of these activities increases the probability that private sector businesses will resume their operations in a more timely and effective manner.

Establishing Public-Private Partnerships (PPP) prior to a disaster enables ESF 18 to identify resources available from the private sector, by either donation or compensation, and the needs of the private sector to aid in the response and with recovery following a disaster. Participating agencies and organizations will determine the most efficient and effective ways to coordinate the delivery of needed services at the local, regional, state, and interstate levels.

ESF 18 will provide information to the private sector on short-term assistance for economic stabilization and to support initiatives that focus on long-term economic recovery of affected communities. Coordination of local, state, and federal business-related assistance is accomplished through networks of local and regional economic, tourism and workforce development partners, as well as other business support organizations.

This appendix provides a general overview of the ESF 18 operations. A detailed ESF 18 Standard Operating Guidelines (SOG) has been developed that more specifically identifies the roles and responsibilities of ESF 18 staff, establishes the critical actions that must be completed within each mission area of emergency management (prevention, protection, mitigation, response and recovery), and provides information on how the private sector and emergency management officials can best communicate and coordinate plans and activities. The SOG is intended to be a working document that can be adjusted to include new technology, requirements, needs or restrictions as identified through implementation. The SOG may be used by local and state emergency management agencies, business organizations, economic development associations, tourism boards, and members of the private sector with a role in emergency management. The SOG will be reviewed on an annual basis unless significant changes in the process are determined, which will dictate additional updates. The ESF 18 Emergency Coordinating Officer (ECO) shall be responsible for the dissemination and maintenance of this document, assisted by other ESF 18 agencies and partners.

1.1 Direction and Control

1.1.1 ESF 18 Policies

- a. Immediately implement requests or directives of State Emergency Response Team (SERT) leadership in an efficient and effective manner.
- b. Provide support, as required, to State Emergency Operations Center (SEOC) and Joint Field Office (JFO) operations.
- c. The ESF 18 Standard Operating Guidelines outlines the background, organizational structure, purpose, roles and responsibilities, and operational objectives for preparedness, response, recovery and mitigation. ESF 18 personnel will reference the Standard Operating Guide (SOG) for further guidance.

1.1.2 Decision-Making Authority

- a. The ESF 18 ECO has the authority to assign personnel, allocate resources, and expend funds to meet the responsibilities outlined for ESF 18 or to complete missions assigned to ESF 18.
- b. The ESF 18 ECO has the authority to designate ESF 18 section leaders and reassign ESF 18 personnel within the section as necessary.

1.1.3 Coordination

- a. ESF 18 response activities will be guided by and coordinated with the SERT Chief, mobilized Area Command or Incident Management Team representatives, and impacted county disaster officials.
- b. As operation activities expand outside of the SEOC, information will continue to be reported to the SEOC, with ESF 18 Information Section collecting and reporting the information.
- c. Simultaneous coordination of vital information and protective actions will be accomplished by conference calls and/or other communications systems.

- d. When possible, ESF 18 personnel will co-locate with Federal and local personnel to better coordinate and unify planning and reporting efforts. Even if physical co-location is not possible, the ESF 18 will work jointly with FEMA and local personnel deployed to the SEOC.

Section 2: Roles and Responsibilities

2.1 Organization

The ESF 18 team plays a critical role in responding to disasters and supporting the recovery of a community. Building a resilient business community starts with assisting the private sector in preparing for all types of disasters, providing linkages to resources during the response, and supplying tools to aid in the recovery. Establishing PPPs prior to a disaster will reduce the need of the government to provide assistance during the response.

The Florida Department of Commerce (DOC) is the primary agency for ESF 18 and will designate the ECO and Alternate ECO for ESF 18.

The ESF 18 team includes members of workforce development boards, tourism and convention boards, industry associations, designated business support organizations, and private sector partners that will support local and state emergency operations centers, provide information sharing to the private sector, and collect information on economic impacts during and after a disaster.

2.2 Responsibilities

2.2.1 Primary Agency – Florida Department of Commerce

2.2.2 Support Agencies

Agency	Responsibilities
<p>Department of Commerce</p>	<ul style="list-style-type: none"> a. Designate an ECO and Alternate to oversee ESF 18 operations at the SEOC and JFO. b. Provide staff support for ESF 18 at the SEOC and JFO. c. Ensure all WebEOC missions are assigned and completed. d. Ensure disaster information is updated in a timely manner and communicated to the public. e. Execute contract(s) with administrative entity(s). f. Coordinate with partners to identify the needs of the private sector. g. Facilitate conference calls with ESF 18 partners and private sector. h. Provide labor market information and census data. i. Mobilize one-stop mobile units. j. Initiate the Disaster Unemployment Assistance program, if deemed appropriate. k. Initiate contract and budget amendment preparation for the Florida Small Business Emergency Bridge Loan Program implementation if needed. l. Operate the National Dislocated Worker Grant program, if deemed appropriate.

	<ul style="list-style-type: none"> m. Assist in labor exchange activities – matching workers with employers. n. Participate in post disaster economic recovery workshops. o. Coordinate the delivery of intermediate and long term economic impact assessment (subject to resource availability). p. Coordinate, in conjunction with CareerSource Florida, the Rapid Response Training Program and the Incumbent Worker Training Program.
Division of Emergency Management	<ul style="list-style-type: none"> a. Manage preparedness activities for the private sector during steady state including public education and outreach campaigns, business continuity planning tools, and information sharing. b. Provide staff support for ESF 18 at the SEOC and JFO. c. Coordinate with the Primary Industry Organizations, State of Florida Agencies, and Industry Organizations to identify the needs of the private sector. d. Participate in conference calls with ESF 18 partners and private sector. e. Disseminate critical information to the private sector through established communication tools.
Department of Agriculture and Consumer Services	<ul style="list-style-type: none"> a. Provide economic updates on the agriculture industry. b. Provide staff support for ESF 18 at the SEOC and JFO based on identified need aligned with the knowledge and skills of the deployed staff commensurate with the task or mission assigned.
Department of Business and Professional Regulation	<ul style="list-style-type: none"> a. Provide assistance to the business community. b. Provide staff support for ESF 18 at the SEOC and JFO based on identified need aligned with the knowledge and skills of the deployed staff commensurate with the task or mission assigned.
Department of Financial Services	<ul style="list-style-type: none"> a. Provide economic updates on the financial and insurance industry. b. Provide staff support for ESF 18 at the SEOC and JFO based on identified need aligned with the knowledge and skills of the deployed staff commensurate with the task or mission assigned.
Department of Management Services	<ul style="list-style-type: none"> a. Identify registered suppliers and vendors for emergency goods and services; identify state-owned facilities and assets. b. Provide staff support for ESF 18 at the SEOC and JFO based on identified need aligned with the knowledge and skills of the deployed staff commensurate with the task or mission assigned.
Department of Revenue	<ul style="list-style-type: none"> a. Provide technical assistance related to property tax, general tax, and child support. b. Provide staff support for ESF 18 at the SEOC and JFO based on identified need aligned with the knowledge and skills of the deployed staff commensurate with the task or mission assigned.

2.2.3 Primary Industry Organizations

Organization	Responsibilities
Florida Restaurant & Lodging Association	<ul style="list-style-type: none"> a. The primary industry organizations will collect information on economic impact, provide updates to the ESF 18 operation, and provide updates to their membership on response actions by the SERT.

	<ul style="list-style-type: none"> b. Provide support staff to the ESF 18 operations for response and recovery. c. Collect information on the economic impact to the hospitality industry, provide updates to the ESF 18 operation, and communicate response/recovery updates to members.
Florida Retail Federation	<ul style="list-style-type: none"> a. The primary industry organizations will collect information on economic impact, provide updates to the ESF 18 operation, and provide updates to their membership on response actions by the SERT. b. Provide support staff to the ESF 18 operations for response and recovery. c. Collect information on the economic impact of the retail industry, provide updates to the ESF 18 operation, and communicate response/recovery updates to members.
VISIT FLORIDA	<ul style="list-style-type: none"> a. The primary industry organizations will collect information on economic impact, provide updates to the ESF 18 operation, and provide updates to their membership on response actions by the SERT. b. Provide support staff to the ESF 18 operations for response and recovery. c. Collect information on the economic impact to the tourism industry, provide updates to the ESF 18 operation, and communicate response/recovery updates to members.

2.2.4 Supporting Industry Organizations

Organization	Responsibilities
Associated Industries of Florida	<ul style="list-style-type: none"> a. Facilitate public-private sector exchange of information regarding needs and capabilities. b. Support the ability of the state and local governments to recover from disasters by connecting them with appropriate business affiliates. c. Assist state and local officials in identifying where private sector support is available or needed to restore business operations in affected areas. d. Engage affiliated organizations and businesses who can bring resources, capabilities, and expertise during the disaster response and recovery period. e. Improve situational awareness with the private sector across the affected area. f. Provide staffing support as needed and as is available to the SEOC and JFO.
Career Source Florida	
Florida Bankers Association	
Florida Chamber of Commerce	
FloridaMakes	
Florida Economic Development Council	
Florida First Capital Finance Corporation	
Florida Housing Finance Corporation	
Florida Small Business Development Center Network	
Florida Regional Councils Association	
Manufactures Association of Florida	
National Federation of Independent Businesses	
Space Florida	

Section 3: Concept of Operations

3.1 Notification

The State Watch Office will notify the ESF 18 ECO of an activation of the SEOC. The ESF 18 ECO will notify ESF 18 staff of all activations requiring the involvement of ESF 18 agencies and partners.

3.2 Operational Objectives

Establishing operational objectives for ESF 18 based on the mission areas of emergency management will create a consistent operating picture for those agencies and industry organizations that support the operation. Operational objectives will be assigned by the ESF 18 ECO or Alternate based on supporting agency mission and expertise as related to the task. Operational objectives will be maintained in the ESF 18 SOG and assigned using the ESF 18 Event Checklist.

Businesses that prepare are more likely to reopen to the community after a disaster. Preparedness campaigns developed for the private sector aid in business continuity planning and information sharing to employees on personal preparedness. Florida Division of Emergency Management (FDEM) will be the lead coordinating agency on private sector preparedness objectives that include building PPPs between the business community and emergency management during steady state by engaging in outreach, developing business preparedness campaigns, promoting family and individual preparedness, supporting ESF 18 at the local level, and representing FDEM and ESF 18 at private sector events.

A coordinated response to a disaster will provide resources to support the private sector and will allow the private sector to support the response by emergency management. Operational objectives will be determined for specific types of disasters. Florida agencies and industry support organizations will be identified to support the disaster.

The recovery objectives will begin once the initial response phase concludes at the direction of the State Coordinating Officer (SCO) or when command and control is transferred to the Joint Field Office (JFO). In the event Florida receives a Major Disaster Declaration, the recovery operation is transferred to the JFO and will include local, state, and federal support.

3.2.1 Preparedness

Pre-disaster, ESF 18's primary objectives are to build public-private partnerships, identify resources available to the emergency management community, identify needs of the private sector, and provide business continuity information and preparedness information for the business community to share with employees, stakeholders, and customers.

3.2.2 Response

In the event a disaster occurs, ESF 18's primary objectives are to provide pertinent and timely information to the State Emergency Response Team and private sector through established communication tools, connect to those with resources available from the private sector either through donation or compensation, connect the private sector to resources to aid in the response to the disaster, and coordinate staffing within the State Emergency Operations Center in support of the private sector. Objectives established by the State Coordinating Officer or other Command Staff may take precedence over ESF 18 objectives.

3.2.3 Recovery

After a disaster occurs, ESF 18's primary objectives are to conduct economic assessments of impacted communities, provide pertinent and timely information to the State Emergency Response Team and private sector on the recovery process, connect those with resources available from the private sector either through donation or compensation to those that need the available resources, connect the private sector to resources to aid in the recovery of the community, and coordinate staffing at the JFO in support of the private sector. Objectives established by the State Disaster Recovery Coordinator or other Command Staff may take precedence over ESF 18 objectives.

3.2.4 Mitigation

After a disaster occurs, ESF 18's objective is to support the recovery of a community through resilience and mitigation programs. As a community recovers from a disaster, it is important to identify steps that can be taken to mitigate future economic and physical impacts. ESF 18 will work with the private sector and emergency management to provide information about programs that may assist the affected community.

Section 4: Finance and Administration

4.1 Financial Management

- A. ESF18 will coordinate approval of all expenditures with the SERT Chief and the Finance and Administration Section.
- B. Staff will maintain employee time logs to reflect hours worked. The ESF 18 ECO will maintain staffing scheduling documentation.
- C. Each agency – primary and supporting – will be responsible for tracking its own costs.
- D. All missions conducted will be entered into an approved management information system for documentation and tracking purposes.

4.2 Authorities and References

- A. Public Law 93-288, as amended, 42 U.S.C. 5121, et seq, the Robert T. Stafford Disaster Relief and emergency Assistance Act.
- B. Public Law 106-390, Disaster Mitigation Act of 2000.
- C. Powers of Political Subdivisions, Chapter 252.36, Florida Statutes, Emergency Management Powers of the Governor Chapter 288, Florida Statutes, Commercial Development and Capital Improvements.

Appendix XIX: Emergency Support Function

19 – Fuels

Primary Agency	Florida Division of Emergency Management (FDEM)
Support Agencies	Florida Department of Agriculture and Consumer Services, Florida Department of Environmental Protection, Florida Department of Health, Florida Department of Management Services, Florida Department of Transportation, Florida National Guard, American Petroleum Institute, Florida Petroleum Marketers Association, Florida Propane Association, Florida Trucking Association, and Industry Trade Groups and Associations

Section 1: Introduction

Emergency Support Function 19 (ESF-19) has been established to coordinate State Emergency Response Team (SERT) responses with Florida’s private sector providers of transportation fuels. These fuels include propane, fuel oil, diesel, aviation fuel, marine fuel, DEF fluid and gasoline. The Florida Division of Emergency Management (FDEM) will have primary responsibility to monitor and communicate with the suppliers and distributors of such fuels and ensure that adequate amounts are delivered to support emergency response activity as well as normal community function.

1.1 Direction and Control

In the wake of a disaster, many of the local resources will be unavailable due to damage, inaccessibility or insufficient supply. FDEM representatives in ESF-19 will coordinate a response to non-utility sector energy and transportation fuel related requests with assistance from the other ESF-19 support agencies and organizations as well as with assistance from other ESFs. When the State Emergency Operations Center (SEOC) has been activated, FDEM will staff the ESF work stations in the SEOC, identify which support agencies for ESF-19 are needed, and take necessary steps to assure that these agencies are activated, or at least placed on alert status, as appropriate.

Section 2: Roles and Responsibilities

2.1 Organization

1. FDEM is the lead agency for ESF-19. Other agencies and entities supporting ESF-19 are:
 - Florida Department of Agriculture and Consumer Services
 - Florida Department of Environmental Protection
 - Florida Department of Health
 - Florida Department of Management Services
 - Florida Department of Transportation
 - Florida National Guard
 - American Petroleum Institute
 - Florida Petroleum Marketers Association
 - Florida Propane Association
 - Industry Trade Groups and Associations

- 2. During an emergency or disaster, the primary and support agencies of ESF- 19 will assign personnel to the State Emergency Operations Center (SEOC). ESF-19 will respond directly to the Infrastructure Branch Director, who reports to the Operations Section Chief.

2.2 Responsibilities

2.2.1 Primary Agency – Division of Emergency Management

- a. Will monitor and/or address situations affecting the supply of non-utility sector energy resources and transportation of fuels.
- b. Will monitor fuel concerns upon activation of the State Emergency Operations Center.
- c. Will maintain communications with all stakeholders of ESF 19 in responding to and recovering from emergencies regarding shortages and disruptions in the supply of other private sector transportation fuels affecting the public.
- d. Will communicate and coordinate with local, state, and federal agencies and organizations in responding to fuel emergencies and fuel restoration.
- e. Will direct efforts to obtain needed fuel supplies in case of a shortage of automotive transportation fuels or non-utility fuels needed for lifesaving, life sustain and public safety purposes.
- f. Will coordinate with the industry trade groups and associations in the effort of response and recovery from emergencies regarding shortages and disruptions in the supply of transportation fuels for other residential, commercial, or industry.
- g. Will coordinate with Emergency Support Function 14 on State and local news issues to keep them apprised of fuel shortfalls.

2.2.2 Support Agencies

Agency	Responsibilities
<p>1. Florida Department of Agriculture and Consumer Services</p>	<ul style="list-style-type: none"> a. Monitor and report the status of State fleet fuel supplies b. Assist with the provision of fuel regulation waivers during an emergency response c. Monitor legislative policy changes and stakeholder concerns through the Office of Energy d. Respond to staffing support requests for ESF-19 during SEOC activations e. Coordinate with the SERT to address fuel supply needs at the State, county, tribal, and municipal levels f. Coordinate with Industry Stakeholders to identify additional fuel sources, including out of State, for large-scale fuel supply disruption g. Coordinate with partner agencies to establish priority facilities for state refueling operations

	<ul style="list-style-type: none"> h. Based on the recommendations from partner agencies, provide fueling designations to SERT Chief
<p>2. Florida Department of Environmental Protection</p>	<ul style="list-style-type: none"> a. Monitor and report the status of State fleet fuel supplies b. Coordinate with the SERT to address fuel supply needs at the State, county, tribal, and municipal levels c. Assist with the provision of fuel storage regulation waivers during an emergency response d. Respond to staffing support requests for ESF-19 during SEOC activations e. Coordinate with partner agencies to establish priority facilities for state refueling operations f. Based on the recommendations from partner agencies, provide fueling designations to SERT Chief
<p>3. Florida Department of Health</p>	<ul style="list-style-type: none"> a. Coordinate with partner agencies to report damaged critical infrastructure/facilities b. Coordinate with the SERT to address fuel supply needs at the State, county, tribal, and municipal levels c. Coordinate with Industry Stakeholders to identify additional fuel sources, including out of State, for large-scale fuel supply disruption
<p>4. Florida Department of Management Services</p>	<ul style="list-style-type: none"> a. Monitor and report the status of State fleet fuel supplies b. Assist ESF-19 with retail vendor fuel contracts
<p>5. Florida Department of Transportation</p>	<ul style="list-style-type: none"> a. Monitor and report the status of State fleet fuel supplies b. Report roadway closures due to damages that would hinder fueling operations c. Report status of ports and terminals d. Coordinate with the SERT to address fuel supply needs at the State, county, tribal, and municipal levels e. Coordinate with Industry Stakeholders to identify additional fuel sources, including out of State, for large-scale fuel supply disruption f. Coordinate with partner agencies to establish priority facilities for state refueling operations g. Coordinate with ESF-19 and enable fuel resupply to follow cut and toss teams
<p>6. Florida National Guard</p>	<ul style="list-style-type: none"> a. Monitor and report the status of FLNG fleet fuel supplies b. Respond to staffing support requests for ESF-19 during SEOC activations c. Provide reconnaissance to aid ESF-19 in determining extent of damage to retail fuel stations, ports, terminals d. Assist ESF-19 with subject matter expertise during relevant air operations
<p>7. Fuel Industry Trade Groups and Affiliates including: American Petroleum Institute, Florida Petroleum</p>	<ul style="list-style-type: none"> a. Provide industry representatives and liaisons to the SEOC during an activation b. Routinely update and provide training to the SERT on current fuel industry regulations and laws

<p>Marketers Association, Florida Propane Association, Florida Trucking Association, National Association of Truck Stop Operators, Kinder Morgan Pipeline, Colonial Pipeline, and others.</p>	<ul style="list-style-type: none"> c. Assist with reporting the status of retail fuel stations, ports, terminals d. Disseminate relevant information to industry members regarding emergency fuel regulation waivers or changes e. Relay road closure information to private sector partners and industry members f. Assist with the coordination of fuel movement during an evacuation
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Section 3: Concept of Operations

3.1 General

ESF-19 coordinates response to and recovery from shortages and disruptions in the supply and delivery of transportation fuels, propane, and other forms of fuels that impact or threaten Florida’s citizens and visitors. Shortages and disruptions in the supply of fuel may be caused by such events as unusually cold or hot weather, severe storms or flooding, fuel supply chain issues, electric transmission, and distribution disruptions.

When the state’s regular supply of transportation or energy fuels is disrupted or threatened, an appraisal of the situation is made by the designated authorities or personnel, and necessary action is taken in accordance with this by ESF-19 Fuels. Emergency organization personnel are notified and mobilized to direct and coordinate relief efforts, to communicate with the public and appropriate governmental agencies, and to restore normal service when the emergency is over. These response actions are carried out to maintain energy system integrity and to minimize the impact on Florida citizens and visitors to the degree possible.

3.2 Operational Objectives

3.2.1 Preparedness

- a. FDEM and other support agency personnel designated to serve in ESF-19 as SEOC representatives shall be given an initial familiarization training, which shall include a review of the Standard Operating Guide (SOG) and a physical tour of the SEOC.
- b. Training and exercises should take place after the January update of the guide, and prior to the end of May before the start of hurricane season.
- c. All staff responsible for interacting with the SEOC will complete a review of the Comprehensive Emergency Management Plan (CEMP) each year to ensure their familiarization with any changes to procedures and/or data.
- d. In preparation for an emergency/disaster situation, ESF-19 will coordinate support agencies and organizations in an attempt to:
 - 1) Maintain overall awareness of the fuel industry to determine response and recovery needs

- 2) Maintain communication with major fuel and other energy providers to determine response and recovery needs
- 3) Assist State Emergency Response Team (SERT) and local emergency operations centers to identify potential emergency fuel needs

3.2.2 Response

- a. ESF-19's SOG will be implemented when notified by FDEM. FDEM and other ESF support agencies and organizations will cooperate with local, state, and federal agencies and public or private entities in achieving the purposes or activities of ESF-19.
- b. The assets available to ESF-19 will be used to assist county emergency operations agencies and other ESFs with their life saving emergency efforts to provide fuel and other resources as necessary. In response to an emergency, ESF-19 will coordinate with support agencies and organizations in an attempt to:
 - 1) Provide sufficient fuel supplies to state agencies, emergency response organizations, and areas along evacuation routes
 - 2) Provide, to the extent possible, resources for the support of emergency activities being conducted by local emergency operations centers or State ESFs as requested through the SERT
 - 3) Bridge communication between government authorities and major fuel providers to enhance overall situational awareness
 - 4) Provide accurate and current fuel shortage and supply information to the SEOC
 - 5) Assist local governments and agencies with identifying fuel providers
- c. Agencies of ESF-19 may serve the SERT in various areas of Field Operations (i.e., the Forward State Emergency Response Team, Impact Assessment Teams, Rapid Response Team, Preliminary Damage Assessment Team, Joint Field Operations, Disaster Recovery Centers operation, intrastate and/or interstate mutual aid assistance, etc.)
- d. Develop strategies for meeting local and state fuel needs
- e. Receive and assess requests for assistance from local, state and federal agencies, fuel offices, fuel suppliers and distributors
- f. Work with the State Coordinating Officer (SCO) and other state and local emergency agencies to assess and coordinate accelerated fuel restoration for unique situations that may arise during an individual emergency
- g. Keep accurate logs and other records of emergency response activities and their costs for ESF-19 Fuels

3.2.3 Recovery

Continue to keep accurate logs and other records of emergency response activities and their costs.

3.2.4 Mitigation

ESF-19 will work cooperatively with other ESFs to mitigate the effects of any emergency. Objectives to support this goal include:

- a. Reviewing past events and AARs to reduce the response time and felt effects of a no-notice event
- b. Facilitating SERT personnel being trained and familiar with current industry regulations and laws

Section 4: Finance and Administration

4.1 Financial Management

4.2 Authorities and References

Appendix XX: Emergency Support Function

20 – Cybersecurity

Primary Agencies	Florida Digital Services (FL[DS]) – Department of Management Services (Lead), Cyber Crime Office & Office of Statewide Intelligence – Florida Department of Law Enforcement (FDLE), Florida Division of Emergency Management (FDEM)
Support Agencies and Entities	Florida Department of Military Affairs, Florida Department of Economic Opportunity, Florida State Guard.
Federal Partners	Cybersecurity and Infrastructure Security Agency, Department of Homeland Security, Multi-State Sharing and Analysis Center, Federal Bureau of Investigation, National Cybersecurity and Communications Integration Center

Section 1: Introduction

1.1 Purpose

Emergency Support Function 20 (ESF-20) – Cybersecurity is established for FL[DS] to provide consultation and support to State Emergency Response Team (SERT) and the State Emergency Operations Center (SEOC) for cybersecurity incident monitoring and response during SEOC activation. Events requiring FL[DS] consultation and support includes, but is not limited to:

- A cybersecurity incident or an event caused by a cybersecurity incident.
- An event creates the potential for cybersecurity incidents.

ESF-20 will integrate cybersecurity personnel from support agencies and entities to provide awareness and technical expertise to the SERT during SEOC activations. SEOC activation is determined in accordance with the State Comprehensive Management Plan, incorporated by Rule 27P-2.002, F.A.C. The following definitions apply to the ESF 20 – Cybersecurity Annex.

Florida Statute defines cybersecurity to mean the protection afforded to an automated information system in order to attain the applicable objectives of preserving the confidentiality, integrity, and availability of data, information, and information technology resources s. (282.0041(8), F.S.).

An incident is defined as an occurrence that (1) actually or imminently jeopardizes, without lawful authority, the integrity, confidentiality, or availability of information or an information system; or (2) constitutes a violation or imminent threat of violation of law, security policies, security procedures, or acceptable use policies. (See 44 U.S.C. § 3552(b)(2).) For purposes of this annex, a cybersecurity incident may include but is not limited to a vulnerability in an information system, system security procedures, internal controls, or implementation that could be exploited by a threat source.

1.2 Scope

The scope of this functional annex is to establish ESF-20 – Cybersecurity as an operational emergency support function within the SEOC. This annex assigns roles and responsibilities among primary and

support agencies, describes the operational priorities of the ESF, and sets policies and procedures for the coordination of state, federal, and private entities as it relates to a cybersecurity incident. Nothing in this annex supersedes the procedures established in the main body of the State Comprehensive Emergency Management Plan unless the supersession is specifically stated in this annex.

1.3 Objectives

The standing objectives of ESF-20 – Cybersecurity are to:

1. Provide support to SERT for monitoring and coordinating cybersecurity incident response for state, federal, and private sector partners impacted or potentially impacted by a cybersecurity incident that requires the activation of the SEOC.
2. Provide support and coordinate cybersecurity incident response with SERT Command in the event the SEOC is compromised by a cybersecurity incident.
3. Support and coordinate situational awareness and information sharing among primary and support agencies identified within this annex relating to cybersecurity incidents.
4. Advise SERT on potential impacts to cybersecurity infrastructure in the event of a non-cyber specific event.

1.4 Command and Control

ESF-20 adopts the core command and control structure as described in the Base Plan of the CEMP. Specifically, ESF-20 reports directly to the SERT Chief or his/her designee. The State Chief Information Officer (housed within FL[DS]), or their designee, will serve as ESF-20 Lead. The ESF-20 Lead will appoint an alternate to serve as a deputy for ESF-20 functions. This ESF-20 Alternate Lead will be a staff member of FL[DS].

FL[DS], FDEM, and FDLE will appoint one or more designated staff to serve as liaisons within ESF-20. The individuals appointed are expected to be located physically in the SEOC to attend all meetings and to coordinate with the ESF-20 Lead and the SERT, as well as provide information to and from the FDEM emergency coordination officer (ECO) or designee.

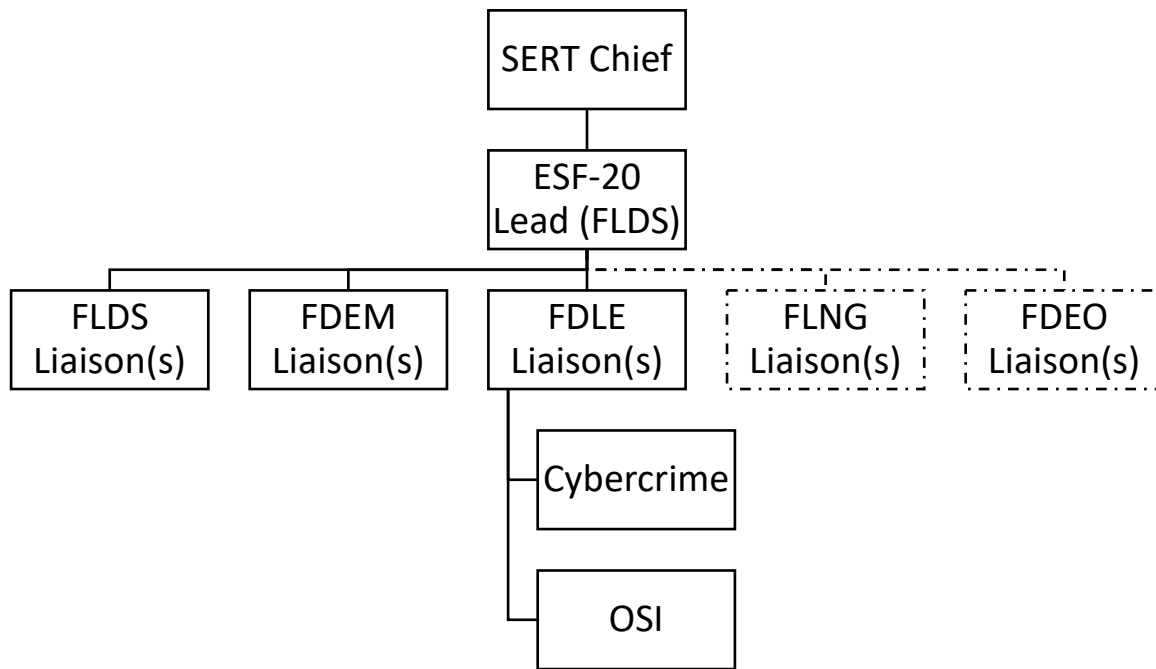
As part of the command-and-control structure, ESF-20 will coordinate with the Florida National Guard (FLNG), and FL Department of Economic Opportunity Emergency Coordinating Officer (FDEO ECO) or their designee to provide situational awareness as appropriate.

Section 2: Roles and Responsibilities

2.1 Organization

ESF-20 is a partnership of multiple state agencies and offices with the support and guidance from federal partners. The primary entities are those that are responsible for maintaining the ESF, establishing performance goals in coordination with the SERT Chief, and coordinating with support entities needed for ESF staffing for cybersecurity incident response.

Organizational Chart



2.1.1 Primary Agencies

1. Florida Digital Service, within the Florida Department of Management Services. The Florida Digital Service will serve as the ESF lead.
2. Cyber Crime Office, an office within the Florida Department of Law Enforcement.
3. Office of Statewide Intelligence, an office within the Florida Department of Law Enforcement
4. Florida Division of Emergency Management, an agency within the Executive Office of the Governor.

2.1.2 Support Agencies and Entities

The following agencies are considered support entities. They will be included in situational awareness and coordination activities:

1. Florida Department of Military Affairs
2. Florida Department of Economic Opportunity

In the event of a cybersecurity incident, ESF-20 may request assistance from other state agencies for cybersecurity and information technology resources. If a state of emergency has been declared and a State Coordinating Officer (SCO) appointed, the SCO may mission tasks agencies to provide resource support.

Requesting State Agency Support

In the event of a cybersecurity incident, ESF-20 may request assistance from other state agencies for cybersecurity and information technology resources. In addition, the ESF Lead has authority to request staff augmentation for ESF-20 from all State agencies that have cybersecurity staff. In the event that

additional staffing is required but cannot be sourced from state agencies, the ESF-20 Lead should elevate the need to the SERT Chief to consider mission tasking state agencies to provide support, or to explore the use of contracting staff. If a state of emergency has been declared and a State Coordinating Officer (SCO) appointed, the SCO may mission tasks agencies to provide resource support.

2.1.3 Federal Partners

The following federal entities are considered partners of ESF-20. ESF-20 will coordinate to provide and receive situational awareness, best practices, and be made aware of coordination opportunities with other states.

1. US Cybersecurity and Infrastructure Security Agency
2. Department of Homeland Security
3. Multi-State Sharing and Analysis Center
4. Federal Bureau of Investigation
5. National Cybersecurity and Communications Integration Center

In the event the SEOC is activated in response to a cybersecurity incident, ESF-20, through the SERT Chief, may request a liaison from the above and other federal entities to provide representation at the SEOC.

2.2 Responsibilities

2.2.1 Primary Agencies

Agency	Responsibilities
Florida Digital Services	<ul style="list-style-type: none"> • Serve as ESF-20 Lead within the SEOC. • Coordinate overall response and recovery of a cybersecurity incident. • Manage requests for resources required to address impacts of a cybersecurity incident. • Coordinate activities and information between the SERT and other ESF-20 partners. • Coordinate with FDLE to assess of the vulnerability of computer networks, telecommunications systems, radio, and internet services used for routine and emergency operations during a cybersecurity incident. • Provide stand-by contractor support for response to a cybersecurity incident. • Oversee ESF development and training in coordination with FDEM.
Florida Division of Emergency Management	<ul style="list-style-type: none"> • Provide at least one liaison to staff ESF-20. • Coordinate with FDEM Bureaus for emergency management trainings and exercises.

	<ul style="list-style-type: none"> • Ensure situational awareness from the SEOC is provided to ESF-20 in event ESF-20 is not activated. • Provide subject matter expertise on FDEM managed systems, including WebEOC, AlertFlorida, Salesforce, and other applicable systems.
Florida Department of Law Enforcement	<ul style="list-style-type: none"> • Provide at least one liaison to staff ESF-20. • Coordinate sharing of law enforcement sensitive information to and from ESF-16 and the Florida Fusion Center. • Ensure ESF-20 staff and SERT Command Staff are provided appropriate briefings on cybersecurity incidents that are or may impact emergency management functions.
FDLE Office of Statewide Intelligence	<ul style="list-style-type: none"> • Coordinate and prepare information for dissemination to government and/or critical infrastructure partners as required and/or appropriate with ESF-20 partners. • Collect and analyze law enforcement information following the incident's conclusion. • Coordinate notification process and information flow to response partners and NCCIC.
FDLE Cybercrime Office	<ul style="list-style-type: none"> • Serve as lead point of contact for ESF-20 on law enforcement sensitive information.

2.2.2 Support Agencies

Agency	Responsibilities
Florida Department of Military Affairs	<ul style="list-style-type: none"> • Integrate into ESF-20's information sharing structure. • Provide a liaison to ESF-20 if requested by the ESF-20 lead or SERT Chief. • Collect, analyze, and share cybersecurity threat and vulnerability information with appropriate agencies/entities on affected state, local, and private sector critical infrastructures if available and appropriate. • Provide awareness on available FLNG incident response and recovery resources such as information assurance, applications, and network operations personnel, for affected state, local, and private sector partners.
Florida Department of Economic Opportunity	<ul style="list-style-type: none"> • Integrate into ESF-20's information sharing structure.

	<ul style="list-style-type: none"> • Provide a liaison to ESF-20 if requested by the ESF-20 lead or SERT Chief. • Collect, analyze, and share cybersecurity threat and vulnerability information with appropriate agencies/entities on affected state, local, and private sector critical infrastructures if available and appropriate. • Provide awareness on available FLNG incident response and recovery resources such as information assurance, applications, and network operations personnel, for affected state, local, and private sector partners. • Coordinate with ESF-20 to determine approved information sharing guidelines for the Virtual Business EOC.
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Section 3: Concept of Operations

3.1 Preparedness Activities

ESF-20 does not supplant the roles and responsibilities of any existing cybersecurity preparedness entities at the local, state, or federal level. Rather, the preparedness goal of ESF-20 is to ensure there is coordination and advocacy for cybersecurity as it relates to emergency management and consequence identification.

3.1.1 Information Sharing and Situational Awareness

The primary preparedness function of ESF-20 is to establish and enforce a cybersecurity information sharing protocol between the FL[DS], FDLE, and FDEM. This ensures that the primary cybersecurity partners are able to monitor ongoing threats that could cascade into requiring either a state response or enhanced monitoring of the SEOC. Nothing in this annex should be considered to override existing rules as it relates to cybersecurity and law enforcement sensitive information sharing. This annex also does not change the federal reporting requirements of any state agency.

Information on cybersecurity incidents received by ESF-20 will be shared with both the Florida Fusion Center and the State Watch Office. If the incident involves a disruption at a critical infrastructure facility that impacts its ability to perform mission critical functions, the State Watch Office will provide situational awareness to the appropriate ESF and county partners.

Information on cybersecurity incidents received by either the State Watch Office or the Florida Fusion Center will be shared with each other, as well as with ESF-20. While some information will be considered law enforcement sensitive and exempt from sharing, at minimum, the following information should be shared:

1. Facility / Entity Name and Address

2. Mission Critical Functions of Facility
3. Extent of Disruption
4. Estimated Restoration
5. Extent of State Involvement in Response if any

3.1.2 Training and Exercises

Annually, ESF-20 will assess the current capabilities of the ESF and SEOC as it relates to an emergency management response to a cybersecurity incident in line with FDEM's Integrated Preparedness Plan. As part of this assessment, ESF-20 shall identify gaps and recommend potential trainings and exercises to the SERT Chief and FDEM's State Training Officer.

ESF-20 should participate in SEOC exercises, as requested, and is encouraged to participate in other exercises to maintain awareness of other ESFs and SEOC functions.

3.2 Alert and Notification

Utilizing the information sharing structures established in the Preparedness phase, ESF-20 will receive information regarding cybersecurity incidents throughout the state. Upon reviewing notifications, ESF-20 will determine the need to advise the SERT Chief and FDEM on the recommendation to increase the SEOC activation level. ESF-20 will utilize the information below to determine the need to recommend further action.

3.2.1 Cybersecurity Incident Severity Schema

The United States Federal Cybersecurity Centers, in coordination with departments and agencies with a cybersecurity or cybersecurity operations mission, adopted a common schema for describing the severity of cybersecurity incidents affecting the homeland, U.S. capabilities, or U.S. interests. The schema establishes a common framework for evaluating and assessing cybersecurity incidents to ensure that all departments and agencies have a common view of the:

- The severity of a given incident;
- The urgency required for responding to a given incident;
- The seniority level necessary for coordinating response efforts; and
- The level of investment required of response efforts.

The table below depicts several key elements of the schema.

General Definition		Observed Actions	Intended Consequence ¹
Level 5 Emergency (Black)	<i>Poses an imminent threat to the provision of wide-scale critical infrastructure services, national gov't stability, or to the lives of U.S. persons.</i>	Effect	Cause physical consequence
Level 4 Severe (Red)	<i>Likely to result in a significant impact to public health or safety, national security, economic security, foreign relations, or civil liberties.</i>		Damage computer and networking hardware
Level 3 High (Orange)	<i>Likely to result in a demonstrable impact to public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.</i>	Presence	Corrupt or destroy data
Level 2 Medium (Yellow)	<i>May impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.</i>		Deny availability to a key system or service
Level 1 Low (Green)	<i>Unlikely to impact public health or safety, national security, economic security, foreign relations, civil liberties, or public confidence.</i>	Engagement	Steal sensitive information
Level 0 Baseline (White)	Unsubstantiated or inconsequential event.		Commit a financial crime
		Preparation	Nuisance DoS or defacement

3.2.2 Community Lifeline Impacts as a Trigger

In conjunction with the Cybersecurity Incident Severity Schema, ESF-20 will utilize impacts to Community Lifelines to determine the need to recommend SEOC action. Utilizing Community Lifelines as a guide will allow ESF-20 to focus on the consequence of the cybersecurity incident. In principle, if a cybersecurity incident inhibits the capabilities of a jurisdiction or entity to the extent that a Community Lifeline is disrupted anywhere in the state, then ESF-20 should elevate the incident to the SEOC and ensure other ESFs are notified.

The table below lists the Community Lifelines, their subcomponents, and what SERT ESFs are involved with those subcomponents. ESF-20 should consult with the applicable Lifeline ESFs to determine the recommendation for SEOC actions.

Community Lifeline	Subcomponent	ESFs Involved
Safety and Security	Law Enforcement	ESF 16
	Fire Service	ESF 4/9
	Search and Rescue	ESF 4/9
	Government Service	ESF 7
	Community Safety	ESF 4/9, 16

Food, Water, Shelter	Food	ESF 6, 11, 15, 18
	Water	ESF 6, 11, 15, 18
	Shelter	ESF 6, 18
	Agriculture	ESF 17
Health and Medical	Medical Care	ESF 8
	Public Health	ESF 8
	Patient Movement	ESF 4/9, 8
	Medical Supply Chain	ESF 7, 8
	Fatality Management	ESF 8, 16
Energy	Power Grid	ESF 12
	Fuel	ESF 19
Communications	Infrastructure	ESF 2
	Response Communications	ESF 2, 4/9, 16
	Alerts and Warning	ESF 2, 5, 14 16
	Finance	ESF 18
	911 and Dispatch	ESF 2, 4/9, 16
Transportation	Highway and Roadways	ESF 1/3
	Mass Transit	ESF 1/3
	Railway	ESF 1/3
	Aviation	ESF 1/3
	Maritime	ESF 1/3, 19
Hazardous Materials	Facilities	ESF 10
	HazMat	ESF 8, 10
	Pollutants	ESF 8, 10
	Contaminants	ESF 8, 10

3.2.3 Alert and Notification for Non-Cybersecurity Events

ESF-20 adheres to the alert and notification procedures as described in the Base Plan of the Comprehensive Emergency Management Plan (CEMP) as it relates to non-cybersecurity specific events. ESF-20 will on occasion receive situational awareness from FDEM on other events and may be asked to activate into the SEOC. This request will come from either the SERT Chief or by an automated message from FDEM’s mass notification system.

3.3 Mobilization

Upon the decision to activate, ESF-20 will be notified either directly by the SERT Chief, or via an automated message from FDEM’s mass notification system. This notice will include a report time. The mobilization time will vary based on the event and can be as short as one hour for a no-notice event.

3.3.1 Physical Staffing of the SEOC

When activated, ESF-20 will be expected to staff at least one ESF-20 member on the SEOC floor at a desk specified by the Operations Section. This staff will serve as the primary point of contact between ESF-20 and the rest of the SERT. During a cybersecurity specific incident, ESF-20 may be required to

provide additional staffing on the SEOC floor, to include 24-hour staffing. During a non-cybersecurity specific event, ESF-20 Lead will work with the SERT Chief to determine a reasonable staffing plan for the ESF.

3.3.2 Virtual Staffing of the SEOC

Recognizing that ESF-20 members have specialized equipment and resources at home agencies, it is anticipated that ESF-20 will have a remote footprint of activated staff. These staff are still required to coordinate with the ESF-20 Lead to ensure there is a unified effort. The SEOC utilizes web conferencing and team collaboration software that can be utilized by ESF-20 to maintain coordination among the team. The SERT Chief retains the right to direct that remote staff relocate physically to the SEOC should the event require it.

The ESF-20 Lead is required to keep a roster of remote staff by day. Remote staff are required to keep track of hours worked for the SEOC and be prepared to provide to the SEOC.

3.4 Execution

3.4.1 Cybersecurity Specific Event

During a cybersecurity specific incident, ESF-20 will have the following standing orders:

1. Staff the SEOC and serve as part of the Unified Command Group providing subject matter expertise on cybersecurity-specific information.
2. Provide technical coordination with impacted entities and provide operational guidance to SEOC based on impacted entity reports.
3. Coordinate with federal and state agencies and entities involved in the cybersecurity law enforcement and response mission and provide relevant updates to the SEOC.
4. Provide regular updates to the SERT Planning Section for publishing in situation reports.

3.4.2 Scope of Activities

Once activated for a cybersecurity specific incident, it is not the mission of ESF-20 to respond directly to the cybersecurity incident, rather it is to assist the SEOC in response. The primary goal of ESF-20 is to assist the SERT Command staff to comprehend the actual, likely, and potential impacts of the cybersecurity incident. Leveraging partnerships both in and out of the SEOC, ESF-20 will attempt to provide the SERT information on the extent of service disruption or data breach, the estimated restoration time, core partners, and potential cascading impacts. This information will allow the SERT to direct its efforts to minimize the negative impact of the incident.

3.4.3 Information Sharing

ESF-20 will be expected to regularly share information with SERT Partners, to include state government, county emergency management, private sector partners, and the general public. The specific details shared with each stakeholder will vary due to the sensitivity of the information, and the SERT expects ESF-20, in coordination with ESF-14 (External Affairs) to determine the level provided to each partner. ESF-20 will also work directly with ESF-14 to assist in creating public messaging and executive talking points for public dissemination. If a Joint Information Center (JIC) is established, ESF-14 may request a

dedicated subject matter expertise in cybersecurity to be embedded with the JIC for public information generation purposes.

3.4.4 Coordination with Federal Partners

ESF-20 shall directly coordinate with the appropriate federal entities as it relates to a cybersecurity incident. In consultation with ESF-20 and the SCO, the SERT Chief will request a liaison from the Cybersecurity and Infrastructure Security Agency (CISA) for any incident that requires a SEOC response. The CISA Liaison will embed with ESF-20 for information sharing and technical expertise.

3.4.5 Non-Cybersecurity Event

ESF-20 will initially activate for non-Cybersecurity events to ensure they are briefed on the current circumstance and to determine if there is a potential for a cascading impact that could result in a cybersecurity incident. Once the assessment is completed, the ESF-20 Lead will discuss with the SERT Chief regarding ongoing staffing needs.

During an SEOC activation that does not involve a cybersecurity incident, ESF-20 may be requested by FDEM to assist with monitoring system security and providing enhanced guidance on cybersecurity practices relevant to the SEOC. In general, it is anticipated that this request will be for a specific and limited timeframe to augment a temporary limitation.

3.5 Demobilization

The ESF-20 Lead shall monitor ongoing staffing needs and coordinate with the SERT Chief on the need for ESF-20 activation. The SERT Chief retains the discretion to demobilize ESF-20 from the SEOC. Once the notice to demobilize is given to the ESF-20 Lead, the lead will notify the other members.

Prior to demobilization, all ESF-20 staff are expected to provide any after-action comments to the Planning Section Chief as designated by the SERT Chief.

3.6 Recovery

After a response shift to the recovery phase, ESF-20 is expected to remain engaged for the purpose of providing subject matter expertise to FDEM Recovery Bureau Staff as they coordinate with federal entities on reimbursement for operational expenses. In the event that a Joint Field Office or other Recovery Office is opened that requires a cybersecurity subject matter expert, ESF-20 will coordinate the staffing of that expert.

ESF-20 will ensure that all time worked, and all operational costs are provided to FDEM Recovery staff upon request.

Section 4: Administration

4.1 Administration

ESF-20 adheres to the administration procedures outlined in the Base Plan of the State CEMP with no variation.

4.2 Authorities and References

- Section 282.0051 Florida Statutes
- Section 282.318 Florida Statutes
- Section 815.06 Florida Statutes
- Presidential Policy Directive 41, United States Cyber Incident Coordination
- National Association of State Chief Information Officers Cyber Disruption Response Planning Guide
- Department of Homeland Security 2020 National Preparedness Report
- Framework for Improving Critical Infrastructure Cybersecurity, 2018
- Presidential Executive Order 13636, Improving Critical Infrastructure Cybersecurity, 2013
- National Cyber Incident Response Plan, 2016
- National Security Strategy, 2017