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# Responding to Disasters

Policies and Procedures  
for National Service Programs  
Working with FEMA

NATIONAL SERVICE  
RESOURCE CENTER  
ETR Associates  
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Scotts Valley, CA 95066

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CORPORATION

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FOR NATIONAL

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Created in 1993, the Corporation for National Service gives more than a million Americans opportunities to improve communities through service. The Corporation supports service at the national, state, and local levels, overseeing three main initiatives:

- AmeriCorps, whose members serve with local and national organizations to meet community needs and earn education awards to help finance college or training;
- Learn and Serve America, which helps link service and education for students from kindergarten through college; and
- the National Senior Service Corps, through which Americans fifty-five and older contribute their skills and experience.

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## Introduction

In August 1995, the Corporation for National Service signed a Memorandum of Understanding with the Federal Emergency Management Agency (FEMA). Through this partnership, programs may be officially requested, or "mission assigned" to aid in emergency management efforts during presidentially declared disasters. Under a mission assignment, FEMA reimburses Corporation programs for their costs incurred during disaster response. This reimbursement varies, but it may cover tools, equipment, lodging, meals, transportation, and miscellaneous items related to the activities being performed. Reimbursement does not cover costs already in the program budget, such as member living allowance and staff salaries. When FEMA requests and authorizes a mission assignment, qualified programs can respond to the affected area.

This manual describes the process that Corporation programs should follow when they respond to presidentially declared disasters. It applies only to federally declared response initiatives. Programs may also respond to local or regional disasters, but funds are not available from FEMA to cover costs. This manual:

- identifies the steps necessary to deploy members and/or volunteers to assist when a disaster occurs;
- describes the procedures in the deployment process;
- identifies key individuals and their roles and responsibilities in disaster response; and
- provides information on restrictions and eligibility to participate.

FEMA and state and local emergency management personnel classify emergency management in four different phases: immediate response, recovery, preparedness and mitigation. The **immediate response** phase is a short, specific time period when initial effective measures are taken to respond to a disaster. This first phase includes response strategies and coordination with a focus on saving lives, property, and community resources. The **recovery** phase begins during the response phase, but involves longer-term human service assistance to individuals and community assistance to reconstruct or repair its infrastructure. **Mitigation** reduces hazardous conditions before they become problems. Ideally, mitigation occurs before a disaster, but in many cases, measures are introduced after a disaster to better prepare the community for future disasters, such as elevating homes or moving them from the flood plain, and placing retainer bars on bookshelves in earthquake-prone areas. Finally, **preparedness** involves educating and acquainting the community with preparedness measures, such as disseminating information, developing plans and exercises, and procuring supplies and equipment.

The Corporation for National Service encourages its programs to assist in emergency management. Many Corporation programs already assist through partnerships they have developed with their state and local emergency management agencies or voluntary organizations. Most emergency management activities are not national in scope and are managed at the state and local level. Frequently, programs have a formal agreement

with those local agencies that describes the role of the program in emergency activities and specifies the training and skills members and volunteers need.

When a disaster strikes, the state or locality usually handles the damage through its own resources. When the damage is greater than state resources can address, the governor requests a federal disaster declaration from the President. If the President declares a federal disaster, the state receives assistance and funds from federal resources. FEMA only becomes involved in disaster response when a governor requests federal assistance. Corporation programs that qualify can be mission assigned to perform specific tasks in the federal disaster relief effort and have their costs covered by FEMA.

In federally declared disasters, 28 federal agencies and the American Red Cross are mobilized by the federal government through the **Federal Response Plan**. Through this plan, federal resources provide state and local governments with personnel, technical expertise, equipment, and other resources.

When the President declares a disaster, the Director of FEMA identifies a qualified FEMA staff member to serve as the **Federal Coordinating Officer (FCO)**. The FCO is responsible for coordinating the overall disaster recovery effort, including local, state, and federal resources. FEMA sets up a **Disaster Field Office (DFO)** near the affected area. At the DFO, the 28 agencies and the American Red Cross work together and coordinate their response with the **State Coordinating Officer (SCO)** -- who has similar roles and responsibilities as the FCO except at the state level -- and state and local resources of the affected area.

If Corporation programs assist through a mission assignment, a Corporation coordinator for Corporation programs would be placed at the DFO where response and recovery plans are organized and implemented.

## **Responsibilities of Designated Disaster Response Personnel**

It is important to be ready to respond to mission assignments immediately, to be able to coordinate programs effectively during response and recovery efforts and report readily to Corporation headquarters on the activity and progress of the project. In order to do so, roles and responsibilities of involved Corporation personnel must be clear and an effective communication system must be in place. The Corporation has adopted a system of Points of Contact at each level of the emergency management effort: project, state, and national. Designated personnel are:

- Corporation Headquarters Emergency Management Coordinator
- Corporation State Point of Contact
- Federal Coordinating Officer
- State Coordinating Officer

Appendix A includes complete descriptions of the Corporation State Point of Contact and the Headquarters Emergency Management Coordinator.

**CORPORATION STATE POINT OF CONTACT :** The Corporation State Point of Contact (POC) is the liaison between Corporation programs, state emergency management personnel and Corporation headquarters. This person is either located at the state commission or the Corporation state office. The State Point of Contact is considered *essential personnel*. During a presidentially declared disaster, this person is expected to be available and reachable at all times by phone, fax, cellular phone, or pager. The Corporation State Point of Contact has two major responsibilities. He or she **participates in state emergency management planning and coordination activities**, including maintaining a list of programs available and prepared for disaster response, and the activities in which they are qualified to participate. He or she also **conducts on-site coordination during disaster response and mission assignments**. This is the most important function at the state level during a mission assignment. In most cases, the state Point of Contact serves as the On-site Coordinator responsible for planning, implementing, and providing on-going oversight of the members and volunteers from Corporation programs who have been mission assigned by FEMA. When this is not possible, the state Point of Contact designates someone to fill that role. During the Presidentially-declared disaster, the POC works closely and maintains frequent contact with the Corporation headquarters Emergency Management Coordinator to report on the status of assignments.

**CORPORATION HEADQUARTERS EMERGENCY MANAGEMENT COORDINATOR:** The Emergency Management Coordinator (EMC) at Corporation headquarters in Washington, D.C. is the national contact for the Corporation State Point of Contact. This person coordinates all activities at the national level, and provides guidance to state and local efforts. He or she is the primary contact with the Corporation State Point of Contact and FEMA.

**FEDERAL COORDINATING OFFICER:** The Federal Coordinating Officer (FCO) at the Disaster Field Office is responsible for coordinating the overall disaster recovery effort—including local, state, and federal resources to ensure that adequate disaster assistance is provided. The FCO will designate someone to be the primary liaison to the on-site coordinator or Corporation state Point of Contact and other Corporation personnel.

**STATE COORDINATING OFFICER:** The State Coordinating Officer (SCO) is appointed by the Governor and has roles similar to the FCO. The SCO usually works at the Disaster Field Office. He or she coordinates state and local assistance efforts with those at the federal level, and oversees the implementation of the state emergency plan. The State Coordinating Officer, or someone designated by the SCO, is an important resource for identifying needs that Corporation programs can address through FEMA's mission assignment.

## Developing Relationships and Plans

If Corporation programs are to have a role in emergency management, whether under a federal declaration response effort or in an ongoing partnership, they must develop the necessary working relationships and understandings with the state or local emergency management agencies before disasters occur. They need to work with the state emergency response network to identify roles for Corporation programs and develop procedures for activating that assistance. Relationships and plans that can be put in place ahead of time include:

- an agreement with the State Emergency Management Agency that identifies roles Corporation programs can play in the response effort and describes how they will be called into action at the state and local level;
- similar partnerships with the local Red Cross Chapter, other voluntary agencies, and other entities typically involved in disasters;
- a training plan for programs to attend appropriate FEMA and SEMA trainings based on predicted disaster relief activities and specific roles; and
- agreements with program sponsors regarding the absence of members/volunteers from service sites during the mission assignment time period.

## Procedures and Phases

### **A. Preparation for a Mission Assignment: Initial steps to be taken just before or immediately after a disaster occurs**

*When a disaster is imminent or has occurred, the Corporation Headquarters Emergency Management Coordinator will call the designated Corporation State Point of Contact to keep that person up-to-date on if and when the President will declare the disaster and who the FCO and other appropriate contacts (if state contacts have not already been made) are or will be. The State Point of Contact should then initiate contact with local FEMA and state emergency personnel and Corporation programs to plan national service program response. The Point of Contact should also identify programs that are ready to respond and plan the assistance they will provide.*

The Corporation state Point of Contact needs to be proactive and inform FEMA/SEMA of the availability and capacity of available programs. In order to do this, the Corporation State Point of Contact should:

1. Contact the FCO and SCO at the DFO to alert them to the availability of Corporation members and volunteers.
2. Work with FEMA to secure a desk and phone at the DFO for him/herself or the person designated to be the On-site Coordinator.

3. Work with FEMA and state emergency management personnel at the DFO to assess needs in the state resulting from the disaster, and identifies Corporation programs that can respond.
4. Contact Corporation programs and determine their availability and capacity.
5. Work with Corporation program staff and FEMA personnel to develop the scope of the project, including:
  - skills needed for activities
  - number of available volunteers
  - resources and equipment needed
  - estimated travel, lodging, meals, tools and equipment, or training costs
6. Prepare a budget for submission to FEMA with a mission assignment proposal. (This budget must be approved by FEMA officials at the DFO before Corporation programs can begin.)
7. Identify any immediate training and orientation that participants will need, such as:
  - orientation to working with FEMA and the Federal Response Plan network
  - public information awareness (e.g., how to handle the media)
  - orientation to the project and expectations
  - disaster terminology
  - expectations in a disaster climate (i.e., unique disaster and weather conditions, attitudes of affected residents, affect of disaster relief work on mental, physical, and emotional health, stress levels, etc.)

## **B. Preparation for Deployment Phase**

After the scope of the project for the mission assignment has been developed by the State Point of Contact, Corporation headquarters, and FEMA; and an estimated budget has been approved by FEMA, the State Point of Contact or designated On-site Coordinator prepares members/volunteers and program staff for the project. **To do so, the State Point of Contact/On-site Coordinator:**

1. Procures necessary tools and equipment needed for the assignment as provided in the mission assignment approved by FEMA.
2. Arranges transportation and accommodations for members and volunteers as provided in the mission assignment approved by FEMA.
3. Secures health clearance checks.
4. Secures petty cash for members, volunteers, and supervisors.
5. Provides Corporation Headquarters with regular reports.

## **C. Accomplishment of Mission Assignment Phase**

During the mission assignment, the State Point of Contact or On-site Coordinator oversees the service activities of members/volunteers and provides logistical support to them. This may involve direct supervision of the service providers. In most cases, the members/volunteers are supervised at service sites by Corporation program staff or personnel designated by the FCO.

During the mission assignment, regular reporting must occur between the state and federal levels. The State Point of Contact should provide Corporation headquarters with daily reports. Reports should include information such as:

- activities performed;
- number of hours served;
- communities/individuals served;
- any media exposure;
- challenges and concerns; and
- notable highlights.

#### **D. Post-Assignment Phase: Follow-up steps**

When the assignment has been completed, the state Point of Contact should work with the On-site Coordinator, FEMA and SEMA personnel, program staff, members and volunteers, and the headquarters Emergency Management Coordinator to coordinate debriefing, evaluation, and reporting activities.

**Debriefing.** The purpose of a debriefing is to identify the project's successes and weaknesses and to make recommendations to improve the Corporation's emergency management initiative. Debriefings are done with:

- members and volunteers;
- Corporation state and Headquarters personnel;
- FEMA and state emergency management personnel;
- community partners involved; and
- voluntary agencies involved.

One or more debriefings can be held. Arranging two or three debriefings may not include everyone, but will still allow those involved to reflect on the successes and challenges of the project. Debriefing should occur within six weeks of the completion of the mission assignment. A facilitator or neutral party to guide these meetings is encouraged. The results of the debriefings should be included in the state Point of Contact's final report to headquarters.

**Evaluation and Reporting.** The Corporation state Point of Contact is responsible for preparing an "after action" report that describes:

- accomplishments;
- areas for improvement; and
- administrative and programmatic issues that need to be addressed.

**Reimbursement Procedures.** All mission assignments operate on a reimbursement basis unless otherwise specified. Since FEMA officially tasks the Corporation for National Service, programs should not pursue reimbursements independently. They submit all paperwork and receipts to Corporation headquarters. For reimbursement to occur, the state Point of Contact forwards receipts from participating programs to the Emergency Management Coordinator at Corporation headquarters. The Emergency Management Coordinator forwards the receipts to FEMA with a formal reimbursement request. FEMA will then review the request and if approved, send a

check to the Corporation. The Corporation will then provide programs with their appropriate amount.

## **Logistical and Support Requirements**

### **A. Liability and Health Insurance**

All participants involved in disaster relief efforts must be covered by a liability insurance policy, worker's compensation, and/or an occupational accident insurance. The coverage level must be comparable to the types of activities participants will perform.

In cases when participant insurance is insufficient (possibly when working out of state) or inadequate for the additional hazards of disaster response and recovery work, programs must provide additional coverage in order to participate.

### **B. Health Training and Guidance**

In some immediate response assignments, members or volunteers may need to have a certain level of physical fitness. The state Point of Contact must identify any health or physical requirements necessary before recruitment of members and volunteers for an assignment begins. By no means does this preclude the participation of people with disabilities in immediate response efforts.

### **C. Cash Advance**

If members or volunteers are away from their home areas, the mission assignment will cover their expenses for lodging and meals. However, since mission assignments are on a **reimbursement basis**, the program must be able to cover costs up front, including providing cash advances to participants. Programs must have mechanisms in place in advance to secure cash within a 24- to 48-hour period.

### **D. Communicating with the Media**

All programs involved in disaster relief should ensure that the state Point of Contact has complete and relevant information to provide to the Corporation and the media, such as how many members/volunteers are involved, what specific kinds of relief work is done, where they are serving, and what city or town members and volunteers are from. (If you have biographies of team members on file, you can send press releases to members' and volunteers' hometowns describing their involvement in emergency response.)

One media interview can provide an opportunity for several Corporation programs to receive great coverage. Media communicators should emphasize exactly how the

members or volunteers are helping local and national organizations during the disaster and how many people their service is impacting.

Ideally, *all* members and volunteers should be prepared to address the media and provide public information. If this is not always possible, each team deployed should have a designated media relations contact. This person is responsible for having up-to-date information on members/volunteers and their activities. Although this person is the primary spokesperson *for the members* in the field, whenever possible, s/he should refer reporters to the state Point of Contact and/or On-site Coordinator.

The state Point of Contact and programs should have information available at all times so valuable time is not wasted compiling information sheets, talking points, lists of members or volunteers, etc. The Office of Public Affairs at Corporation headquarters can help media communicators compile this information. This office can be reached through the Emergency Management Coordinator.

As always, all articles should be forwarded to the state Point of Contact and the Office of Public Affairs at Corporation headquarters.

**Please note: Programs that have independent partnerships with the American National Red Cross to respond to disasters will follow Red Cross protocol for tasking those disaster assignments. However, if these programs plan to work with FEMA through a mission assignment, they must follow the protocol stated in this document.**

***APPENDIX A:  
Roles and Responsibilities of the State Point of Contact  
and the Headquarters Emergency Management  
Coordinator***



## **Roles and Responsibilities of the State Point of Contact and Headquarters Emergency Management Coordinator**

**CORPORATION STATE POINT OF CONTACT:** The Corporation State Point of Contact (POC) is the liaison between Corporation programs, state emergency management personnel and Corporation headquarters. This person is either located at the state commission or the Corporation state office. The State Point of Contact is considered *essential personnel*. During a Presidentially-declared disaster, this person is expected to be available and reachable at all times by phone, fax, cellular phone, or pager. **The Corporation State Point of Contact has two major responsibilities:**

### **On-going State Emergency Management Coordination:**

#### **The State Point of Contact:**

1. participates in state emergency management planning and coordination activities;
2. maintains a partnership with the state emergency management personnel;
3. maintains a list of available programs and the activities in which they are qualified to participate;
4. develops a plan to select members and supervisors before or during a disaster;
5. works with programs to ensure that members/volunteers and supervisors have the appropriate training;
6. sets up a communication network between key people;
7. resolves health insurance and liability coverage issues that would affect capacity to respond;
8. arranges orientation and training of staff on FEMA and SEMA processes and service availability;
9. ensures that staff understand the role of volunteer agencies involved in disasters and how to coordinate involvement with them;
10. maintains frequent contact with the Corporation headquarters Emergency Management Coordinator with reports on the status of the assignments; and
11. provides media with information on the relief effort being conducted. (In order to do so, the state Point of Contact must have up-to-date information on all programs assisting in the state, including programs deployed from other parts of the country, such as AmeriCorps\*NCCC. The state Point of Contact should get this information from the Emergency Management Coordinator at headquarters.)

## **On Site Coordination During Disaster Response and Mission Assignment**

The most important function at the state level for a mission assignment is on-site coordination. In most cases, the state Point of Contact serves as the On-site Coordinator responsible for planning, implementing, and providing on-going oversight of the members and volunteers from Corporation programs who have been mission assigned by FEMA. When this is not possible, the state Point of Contact designates someone to fill that role. The state Point of Contact may work with the Corporation Emergency Management Coordinator at Headquarters to assign the right person. If no local candidates are available, Headquarters can choose from a pool of consultants who are on call for the job. The On-site Coordinator works in the Disaster Field Office and will arrive before members and volunteers. S/he also remains after the assignment is over to conduct post-assignment duties. **The On-site Coordinator:**

1. designs the scope of project for mission assignment with FEMA, the corporation, the State Point of Contact, and state emergency management personnel based on needs identified by the state and FEMA;
2. develops and secures FEMA approval of a budget of estimated costs for the mission assignment covering necessary travel, lodging, and meals, on-site training (if necessary), or tools and equipment;
3. ensures that programs considered for mission assignment are only deployed after FEMA's approval of project and proposed budget;
4. provides day-to-day supervision of members and volunteers;
5. coordinates activities of members/volunteers with FEMA personnel;
6. coordinates activities of members/volunteers with community contacts and other agencies;
7. maintains daily contact with the Corporation State Office, the State Commission, and Corporation headquarters;
8. identifies and arranges procurement of necessary equipment and safety gear for response to specific types (for example: floods, fires) of disasters; and
9. if on-site coordination is conducted by someone other than the state Point of Contact, maintains frequent contact with the Corporation state Point of Contact with reports on the status of the assignments.

In states that already have a role in emergency response, the state POC has already been identified. In states that are not already involved, the Emergency Management Coordinator at headquarters will work with the state commission and the Corporation State Office to identify someone to serve as the POC when a national disaster occurs.

### **CORPORATION HEADQUARTERS EMERGENCY MANAGEMENT**

**COORDINATOR:** The Emergency Management Coordinator (EMC) at Corporation headquarters in Washington, D.C. is the national contact for the Corporation state Point

of Contact. This person coordinates all activities at the national level. **The Emergency Management Coordinator:**

1. provides essential information to State Points of Contact, such as names of contacts at the Disaster Field Offices, including the Federal Coordinating Officer, status on the disaster declaration and information regarding potential hazards related to disaster response and recovery efforts;
2. coordinates media coverage on the national level;
3. acts as a liaison with FEMA headquarters;
4. provides reports to headquarters and the field on the progress and activities of the assignment;
5. manages the reimbursement process; and
6. works from the Disaster Field Office to coordinate Corporation program assistance, when necessary.



***APPENDIX B:***  
***Definitions***



## Emergency Management Terminology

***Corporation for National Service:*** a wholly-owned government corporation within the federal government created by the National and Community Service Trust Act of 1993. Its purpose is to engage Americans of all ages and backgrounds in community-based services through public-private partnerships. The Corporation administers three national service initiatives--AmeriCorps\* (including Vista and NCCC), the National Senior Service Corps, (including Senior Corps, Foster Grandparent Program, Retired Senior Volunteer Program) and Learn and Serve America. Each of these programs provides opportunities for thousands of Americans to serve their communities and country.

AmeriCorps members serving in national service programs must meet education, public safety, human, or environmental needs in the communities served, and provide a direct and demonstrable benefit that is valued by the community. In all cases, service activities must result in a specific identifiable contribution or improvement that otherwise would not be provided with existing funds or volunteers, and that does not displace paid employees or duplicate the routine functions of workers. The Corporation's wide range of national and community service programs offer participants many opportunities to serve full-time and part-time, with or without pay, as individuals or as part of a team.

***Corporation State Director:*** The Corporation State Director is a federal employee of the Corporation responsible for administering the VISTA and Senior Corps programs in the state. S/he serves as an ex-officio member of his/her respective State Commission, and with staff, maintains a cooperative working relationship with State Commissions.

***Corporation State Office:*** The Corporation State Office serves as a primary point of contact and center for information on Corporation programs within the state. The State Office develops, manages, and oversees AmeriCorps\* VISTA and National Senior Service Corps programs, and provides them with training and technical assistance. Finally, the State Office supports and assists special Corporation program initiatives.

***Corporation State Point of Contact (POC):*** The person designated by the Corporation, from either the Commission or the Corporation State office, who is the primary state coordinator of Corporation program activity in all phases of emergency management with SEMA and FEMA. This person is also the primary contact for the Corporation regarding disaster relief efforts in the state.

***Disaster Field Office:*** The office where federal (and often state) disaster relief and recovery efforts are coordinated, which is staffed by representatives of responding agencies.

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**Disaster Working Group (DWG):** The group that sets guidelines for Corporation program activities in emergency response and recovery, and assists states in the development of their individual state response plans. It is made up of representatives from each program area (AmeriCorps--State and National, VISTA, NCCC,--National Senior Service Corps, and Learn and Serve America), as well as representatives from Grants and Legal Counsel.

**Emergency:** Defined as any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Management Pilot State.** One of five states designated by the Corporation in 1996 -- California, Louisiana, Florida, Missouri, or Texas -- to serve as pilots to develop response capacities and partnerships with state emergency management entities. Corporation Emergency management pilot states also serve as test subjects for "best practices" before the Corporation expands its emergency management expectations to other states.

**Federal Coordinating Officer:** The person designated by the FEMA Director to coordinate assistance in a federally declared disaster.

**Federal Involvement in Disaster:** When a disaster threatens or occurs, local authorities take immediate steps to warn and evacuate citizens, alleviate suffering, and protect life and property. If additional help is needed, the Governor may direct execution of the State's emergency plan, use State Police or the National Guard, or commit other State resources as the situation demands. Federal establishments, particularly military installations which are located in or near the disaster area, may provide immediate lifesaving assistance, and voluntary organizations and other Federal agencies, operating under their own statutory authorities, may be able to provide assistance. However, if the situation is beyond the capabilities of local and State forces, supplemented by limited assistance of Federal forces on the scene, the Governor may request that the President declare a "major disaster" or an "emergency" provided that the request satisfies the provisions of the Stafford Act.

**Federal Response Plan:** The plan that goes into effect when a disaster is federally declared. Resources are provided by 28 partners: 27 federal agencies and the American Red Cross. Some partners include: *The Departments of Energy, Defense, Transportation, and Agriculture; the U.S. Army Corps of Engineers, the U.S. Forest Service, the Department of Health and Human Services, the Environmental Protection Agency, the General Services Administration, and FEMA.*

**FEMA:** An independent agency of the federal government, reporting to the President. Since its founding in 1979, FEMA's mission has been to reduce loss of life and property and protect our nation's infrastructure from all types of hazards, through a

comprehensive, risk-based emergency management program of mitigation, preparedness, response and recovery. FEMA's 2600 full-time employees are dedicated to building and supporting this emergency management system in order to help individuals, families and communities through all phases of disaster. FEMA's employees are located in Washington, D.C. headquarters, regional offices and other facilities around the country. FEMA works in partnership with government and private organizations, including State and local emergency management agencies, fire departments, Federal agencies, the American Red Cross, and other volunteer organizations.

Most disasters are handled at the local or state level. However, when local and States governments do not have adequate capabilities and resources to respond to these disasters, the states turn to the Federal government to help. FEMA monitors developing disaster occurrences. Before, during and after a disaster, the FEMA Regional Director is in close contact with the Governor's office and the State agency responsible for disaster assistance activities. Once the President has declared a major disaster, FEMA coordinates the Federal Government's response in conjunction with State resources to provide recovery assistance

***Four Phases of Emergency Management:***

**Response:** This first phase of emergency management is a usually a short, specific time period where first responders, fire and Emergency Medical Services personnel, Urban Search and Rescue and other public safety officials focus on saving lives, protecting public health, safety and property.

**Recovery:** The second phase of emergency response begins while response is still on-going and focuses on providing longer term human services assistance (food, clothing, shelter, medical needs). Recovery also is the stage where repairs are made to personal property and essential infrastructure. Recovery can extend for many months after a disaster occurs.

**Mitigation:** The third phase of emergency management describes measures designed to abate hazardous conditions. Mitigation occurs at all times and requires a strong understanding of local natural and urban environments and a vigilant approach to altering potential hazards. Some examples of mitigation include elevating homes, moving houses from the flood plain, reinforcing buildings and bridges.

**Preparedness:** The fourth phase of emergency management, preparedness also takes place continually and is an important part of any family's or community's educational system. These measures to educate communities about disasters include teaching CPR, First Aid, swimming and other life-saving and first responder skills, developing community disaster drills and exercises, and creating a public safety plan for handling major disasters or emergency situations.

***Joint Preliminary Damage Assessment (Joint PDA):*** Considered the preliminary step taken in the federal declaration process, at the request of the Governor, FEMA and state

and local officials conduct and assessment of the impacted area to determine severity and potential loss.

**Major Disaster:** Any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mud slide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Memorandum of Understanding (MOU):** The agreement signed between the Corporation and FEMA to form a partnership where Corporation programs can be assigned to assist FEMA during Presidentially-declared disasters.

**Mission Assignment (MA):** A work order (also referred to as a Request for Federal Assistance, or RFA) issued to a Federal agency by the FEMA Regional Director, the FEMA Associate Director for Response and Recovery, or the FEMA Director, directing completion of a specific task and providing funding, other managerial controls, and guidance for that task. Mission assignments are issued by FEMA in anticipation of, or in response to, a Presidential declaration of major disaster or emergency. The scope of mission assignments does not include grants, purchases from vendors, cooperative agreements, or other financial vehicles.

**NVOAD:** The National Voluntary Organizations Active in Disaster is a consortium of state Voluntary Organizations Active in Disaster (VOADs) that meet on a regular basis to share their respective activities, concerns, and frustrations in accomplishing the task of responding to disaster victims and communities. Some traditional **VOAD** members include, but are not limited to: *The American Radio Relay League, The American Red Cross, The Church of the Brethren, Mennonite Disaster Services, The Salvation Army, The Seventh Day Adventists Community Services, and The Southern Baptists Disaster Relief Program.*

**Preliminary Damage Assessment (PDA):** The joint local, state, and Federal analysis of damage which occurs as a result of a disaster and which might result in a Federal declaration. The PDA is documented through surveys, photographs, and other written information and can help determine what services are needed to respond to the disaster effectively.

**Protocol:** The process by which Corporation programs are efficiently and effectively deployed, locally, statewide, or nationally, to assist FEMA and state emergency management efforts in immediate response disaster relief.

***Request for Federal Assistance (RFA):*** When FEMA tasks another Federal agency to assist in disaster response during a presidentially-declared disaster through mission assignment, that mission assignment is officially referred to as a Request for Federal Assistance.

***State Commission for National and Community Service:*** The State Commission is an independent, bipartisan entity appointed by the Governor to implement service programs in the state. Each state commission receives funding from the Corporation and is staffed, at minimum, by an executive director. The state commission's duties include administration of a statewide competition for AmeriCorps\* State funds, developing a state plan, and overseeing funded AmeriCorps programs.

***State Coordinating Officer:*** The individual appointed by the Governor to act in cooperation with the Federal Coordinating Officer to administer disaster recovery efforts.

***State Emergency Management Agency (SEMA):*** A state agency established by the governor to direct and coordinate state resources committed to diminishing the loss of life and property from all types of hazards through a comprehensive emergency management system for mitigation, preparedness, response, and recovery from disasters. The SEMA carries out its functions through a network of local emergency managers and agencies. In a Presidentially declared disaster, FEMA and the Federal agencies and departments of the Federal Response Plan become partners with the SEMA in support of its disaster response.

***State Emergency Plan (Emergency Operations Plan):*** The state plan establishes policy for State government response to emergencies and disasters. It assigns responsibilities, tasks and actions that the State, departments, agencies, and offices shall take to provide for the safety and welfare of its citizens against the threat of natural, technological, and national security emergencies and disasters. It addresses the need for mitigation, preparedness, response, and recovery activities that will enhance the State's overall capability to cope with potential hazards.

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***APPENDIX C:***  
***Highlights: Corporation Programs***  
***Active In Disaster***



*Corporation for National Service  
Volunteer Activities in Disasters  
Highlights: 1994-1999  
Updated February 1999*

The Corporation for National Service was established in 1993 to engage Americans of all ages and backgrounds in community-based service. It supports a range of national and community service programs, providing opportunities for participants to serve full-time and part-time, with or without pay, as individuals or as a part of a team. Learn and Serve America integrates service into the academic life of over 800,000 students in all fifty states. The National Senior Service Corps utilizes the skills, talents, and experiences of nearly 500,000 older Americans to help make communities stronger, safer, healthier and smarter. AmeriCorps engages thousands of young Americans on a full or part-time basis to help communities address their toughest challenges while earning support for college, graduate school or job training.

In 1995, the Corporation signed a Memorandum of Understanding with FEMA to enable Corporation programs to assist FEMA in all four phases of emergency management. In the past four years, Corporation programs have responded to disasters in over 35 states, participated in 11 mission assignments through FEMA, created partnerships with approximately 10 state emergency management networks, participated in FEMA's pilot "Project Impact" in five states, and numerous programs have created individual partnerships with the American Red Cross and local emergency management entities.

### MAJOR DISASTER RELIEF EFFORTS

*Arkansas Tornadoes, January 1999.* 35 AmeriCorps\*NCCC members from the Charleston campus responded to the fastest NCCC call up yet (less than eight hours) when they arrived in **Little Rock** to assist the Red Cross with damage assessment and mass care after approximately thirty (30) tornadoes decimated the state. Also rapidly on the scene was the American Youth foundation St. Louis Safety Corps. 14 corps members responded in six hours to assist the city of Beebe. 98 homes were assisted, 52 unaffiliated volunteers generated and 576 volunteer hours contributed. Collectively, teams served for approximately three weeks and were honored by the President and the Governor upon their completion of service.

*Texas and Kansas Floods, October 1998.* 70 AmeriCorps\*NCCC responded to floods in **Texas** where they worked with the Red Cross in mass care, damage assessments and family services. 12 NCCC members provided similar activities in **Wichita, KS.**

*Hurricane Georges, October, 1998.* 208 AmeriCorps★NCCC members responded from four campuses to the devastation in **Puerto Rico.** This was the largest single disaster

response effort by the NCCC. Members worked with the American Red Cross with damage assessments, mass care, and family services. 90% of local AmeriCorps and AmeriCorps\*VISTA members, an estimated 380 people, also assisted. Some of their activities included clean up efforts, data collection, reforestation, and care for abandoned and battered children. 30 NCCC members assisted the Red Cross with similar services on the **Gulf Coast**. Members of the St. Louis Safety Corps worked with the Red Cross in **Stone County, MS** where they removed 45 downed trees allowing residents to return safely to their homes. The 14 member crew also traveled to **Pascagoula** to provide logistical and family services support. Nine members of the American Red Cross National Rapid Response Corps spent three weeks assisting local affected families in **Mississippi**. Five members managed shelters in Baton Rouge, and AmeriCorps members manned Emergency Operations Centers and provided shelter management in **Florida**.

*Ohio Floods, July 1998.* A total of 31 Corps Members from the Capital Region AmeriCorps★NCCC Campus assisted FEMA and the Ohio Department of Aging in helping senior citizens in the communities of **Cambridge** and **Marietta** to clean up their homes after severe floods.

*West Virginia Floods, July 1998.* A team of 11 Members from the Capital Region Campus of the AmeriCorps★NCCC diverted from their regular service project to assist flood victims in various communities in **southwestern West Virginia**. The Members helped prepare and serve meals to affected families and National Guardsmen who were also providing assistance. The team also helped FEMA with damage assessments and mass care in several communities in **southeast WV**.

*Florida Wildfires, June - July 1998.* In one of the largest responses to a disaster call up, a total of 67 AmeriCorps★NCCC Members from the Northeast, Capital, Southeast, and Central Region Campuses helped fight the devastating fires near **Daytona** and **Tallahassee**. The Members served on the fire lines, helped with mop up operations, provided logistical support at base camps, and assisted the American Red Cross in mass care efforts..

*Alabama and Georgia Storms and Tornadoes, April 1998.* 14 members of the Rapid Response Corps assisted the Red Cross with debris clean up in **Atlanta**; and approximately 20 RSVP volunteers and one Rapid Response Corps member assisted in **Birmingham** with donations and shelter management after severe storms devastated the states. Also, a team of (12) AmeriCorps★NCCC members were deployed through the Southern Baptist Disaster Relief Services to do debris clean up and removal in Birmingham for one month.

*Minnesota Tornado, April 1998.* Approximately 65 members and volunteers from the Minnesota Conservation Corps, Youthworks AmeriCorps, AmeriCorps★NCCC and AmeriCorps\*VISTA programs responded immediately after a tornado touched down in

**St. Peter, MN.** Members and volunteers performed damage assessments, conducted debris clean up, staffed deployment centers, and managed shelters.

**California Floods, February 1998.** More than **212** members from the AmeriCorps★NCCC, AmeriCorps Rapid Response Corps, and numerous AmeriCorps\*State programs responded to flooding in **Central, Coastal, and Northern California**. Members were deployed before a Federal declaration was issued and continued to assist after immediate responders had left. Their activities include information dissemination, sand bagging, door-to-door warning to residents in flood-prone areas; mass care, damage assessment, and shelter management through the Red Cross; home clean up of mud and debris, and setting up kennels for animal care.

**Florida Floods and Tornadoes, February 1998.** **42** members from the AmeriCorps★NCCC, Florida State Parks AmeriCorps, and the AmeriCorps\*Elder Serve programs assisted FEMA through a mission assignment. Members conducted heavy debris cleanup in tornado and flood affected areas of the state, and in particular, **Osceola and Seminole counties**. Also in those counties, RSVP volunteers assisted with damage assessments and worked in conjunction with FEMA, the sheriff's office, and the state emergency management office. An AmeriCorps\*VISTA in **Tallahassee** worked with the Red Cross conducting community outreach, mass care and shelter management activities. Finally, **14** AmeriCorps members from the AmeriCorps Rapid Response Corps Miami site served as Mass Care technicians at two shelters and worked on mobile food units in **Carol City, Hialeah, and Opa Lockca**.

**Northeast Ice Storms, January 1998.** Approximately **70** Members and Volunteers from AmeriCorps, RSVP, and AmeriCorps\*VISTA assisted in **Maine, New York, New Hampshire, and Vermont** after a severe ice storm paralyzed Northeastern states. Local members/volunteers and members deployed from the St. Louis Safety Corps in Missouri and the Rapid Response Corps (Phoenix, Atlanta, and Los Angeles sites) assisted FEMA, state emergency management, and the Red Cross in shelter management, volunteer and donations management, community outreach, and heavy debris and tree removal of obstructed roadways and rural parks.

**Minnesota, North and South Dakota, April 1997.** More than **70** members and volunteers from the AmeriCorps★NCCC, AmeriCorps\* VISTA, Rapid Response Corps, St. Louis Partners AmeriCorps, and the Minnesota Conservation Corps worked with the American Red Cross **throughout Minnesota, North and South Dakota**. Corps members provided emergency family assistance, mass care, conducted damage assessments, sand bagging and emergency rescue. AmeriCorps★NCCC members continued their recovery efforts for one year after the disaster occurred.

**Midwest Floods, March 1997.** AmeriCorps\*VISTAs, Seniors, and members from the AmeriCorps Rapid Response Corps and the AmeriCorps★NCCC assisted in three states, **Ohio, West Virginia, and Kentucky**, where flooding caused immense damage. They worked with FEMA through a mission assignment, the American Red Cross, and local

initiatives to assess damage, provide community outreach to flood victims, and provide recovery assistance.

***Northwest Floods, January 1997.*** More than **550** members and volunteers from all of the Corporation's programs assisted in **California, Nevada, and Washington** after the floods. Activities that members/volunteers were involved in include: assisting at Red Cross shelters, conducting traffic control and river watches for the sheriff's office, providing donations management, interviewing disaster victims, and conducting damage assessments.

***New England Floods, October 1996.*** After severe flooding occurred in Boston and five counties in Massachusetts, **10** AmeriCorps★NCCC members from Charleston worked with FEMA's Community Relations cadre to disseminate flood assistance information to affected communities, assist at Recovery Centers, and clean up debris. They collaborated with approximately **15** members from City Year, AmeriCorps\*ROCA and other local AmeriCorps programs in Massachusetts and New Hampshire.

***North Carolina, September 1996.*** **14** AmeriCorps members from two programs in Missouri were deployed to North Carolina to assist in relief efforts after Hurricane Fran. They assisted FEMA with donations coordination and dispersal of supplies, materials, food, and miscellaneous items. They also cleared roads and houses of heavy debris such as fallen trees. AmeriCorps\*VISTA and RSVP volunteers provided meals, attended phones, and cleaned up debris in **Fayetteville, Lillington, and Bladen and Harnett counties.**

***South Carolina, September 1996.*** **7** AmeriCorps★NCCC members were deployed to assist the Red Cross **Lowcountry** Chapter after Hurricane Fran. Members were involved in setting up, running, and dismantling **6** evacuation shelters.

***Puerto Rico, September 1996.*** After Hurricane Hortense hit Puerto Rico, the Bronx Health Plan AmeriCorps\*VISTA project assisted **two** VISTA projects in Puerto Rico to disseminate supplies to small towns that were not able to access FEMA assistance readily.

***Pennsylvania Floods, January 1996.*** Five separate disaster relief initiatives were conducted **throughout Pennsylvania**, including a mission assignment through FEMA. More than **200** Corporation program participants from AmeriCorps\*State and National, AmeriCorps\*VISTA, Senior Corps, and AmeriCorps★NCCC assisted in shelters, cleaned up debris, provided flood assistance information, conducted damage assessments, delivered food, and distributed "clean-up kits."

***Virgin Islands, September 1995.*** An AmeriCorps USDA team, on a five-week tour of service, assisted local recovery efforts after Hurricane Marilyn devastated the island of **St. Thomas**. A team of **19** members, working in coordination with FEMA, installed tarp on the roofs of elderly and disabled victims; repaired cisterns, removed debris; assisted

with food and food stamp distribution; erected tents, and addressed health and sanitation issues. They completed 101 projects in intense heat and worked in areas of steep terrain infested with tarantulas, scorpions and infectious diseases.

***Florida and Alabama, September 1995.*** After Hurricane Opal, Seniors in **Alabama** conducted telephone calls to homebound elderly to coordinate evacuation arrangements. They also monitored the elderly's medical needs, and assisted with clean up, mass care, serving food and conducting damage assessments. In **Florida, 35-40** Retired Senior Volunteer Program (RSVP) volunteers, trained by the Red Cross, transported evacuees without transportation to shelter.

***Texas Floods, November 1994.*** 23 Serve Houston AmeriCorps members and 17 AmeriCorps★NCCC Corps members assisted approximately 7,200 victims of the Texas floods, serving over 4,607 hours towards the establishment of normalcy after the flood. Working in mobile mass care units, Corps members distributed food, health and hygiene kits and blankets, set up temporary shelters and helped flood victims assess damage. Corps members completed 230 household damage assessments for flood victims, assisted 47 home owners in clean-up, and worked 1,360 hours assisting victims.

## **INITIATIVES AND PROGRAMS FOCUSED ON EMERGENCY MANAGEMENT**

Although national service participants from all walks of life have responded to disasters, the following programs and initiatives prioritize emergency management as a primary goal, and often provide extensive training to prepare members and volunteers to respond.

◆ ***American Youth Foundation: St. Louis Safety Corps.*** In 1995, the American Youth Foundation, St. Louis Safety Corps deployed first responders to the **Oklahoma City bombing**. Since then, this AmeriCorps\*State program has partnered with FEMA, the Red Cross, the US Forest Service, National Park Service, Missouri Department of Conservation, and state emergency management agencies to create a network of highly trained AmeriCorps members in Missouri who can be deployed throughout the state and country. This program has been involved in a number of disaster relief efforts demanding highly skilled responders including wildfires in Florida, Ice Storms in the Northeast, hurricane relief in Mississippi, and tornado response in Arkansas. They have provided training and guidance to other AmeriCorps programs interested in creating emergency management partnerships and developing an emergency management capacity.

◆ ***AmeriCorps American Red Cross National Rapid Response Corps.*** The AmeriCorps American Red Cross National Rapid Response Corps consists of more than **90** highly skilled AmeriCorps Members at six sites across the country: **Miami, Los Angeles, Phoenix, Hawaii, Dallas, and Atlanta**. These members are annually trained in mass care, family services, disaster communication, computer operations, and mental health in emergency response and recovery. They can be deployed anywhere in the nation, or its

territories, when a disaster occurs and most members speak more than one language. With this AmeriCorps program, the Red Cross is able to deploy experienced and skilled teams of AmeriCorps Members who work together and have developed an efficient and effective approach to disaster management.

In its third program year, the Rapid Response Corps has responded to more than **12 national disasters**, including flooding in **West Virginia, Washington, Ohio, Kentucky, and Northern and Central California**, tornadoes in **Arkansas and Florida**, typhoons in **Hawaii**, hurricanes in the **U.S. Virgin Islands and on the Gulf Coast**, and ice storms in the **Northeastern states**. When not responding to disasters across the country, AmeriCorps Members work throughout their local areas, providing assistance during individual and single home disasters and conducting disaster preparedness training to underserved populations.

◆ **AMERICORPS★NCCC: National Civilian Community Corps.** Considered primary responders with the ability to deploy anywhere in the United States, AmeriCorps★NCCC have been involved in numerous disaster relief efforts across the country, including:

***Idaho Fire Fighting, September 1994.*** 50 Corps members joined 533 trained firefighters in containing 90% of a blaze that engulfed 21,000 acres. Corps members logged in 6,684 service hours fighting the fires, restoring fire-ravaged areas; building and maintaining fire lines, performing mop-up and rehabilitation of burned areas, and protecting salmon fisheries and the historic Wapiti ranch.

***Northern California Floods, January 1995.*** AmeriCorps★NCCC staffed two mass care shelters; provided 5,644 hours of service; served 2,400 families; staffed two Red Cross Warehouses; served 6,170 meals; assisted case workers (including working as Spanish translators) in opening 2,230 cases, and distributed food, medical supplies and other emergency materials.

***Gulf Coast, Louisiana, May 1995.*** All four campuses deployed a total of **98 Corps Members** to provide disaster relief services with the American Red Cross in **flood-damaged areas of the Gulf Coast**. Corps Members worked 12 to 16 hour days, seven days per week performing damage assessment, delivering mass care, packaging and distributing food, providing counseling and comfort at shelters, preparing safety kits and coordinating logistics in conjunction with the ARC. The AmeriCorps★NCCC Corps Members represented the largest service corps contingent serving victims of the flood.

***Maine Food Shelter Repair, February 1998.*** On very short notice, a team from the Northeast Region campus responded to a call for assistance from a food bank in Bangor, which provided support for many of the residents of central ME affected by the severe winter weather. The roof of the building housing the food bank was

severely damaged by the latest storm, and prompt repairs were essential in order to enable the food bank to continue to function.

◆ ***AmeriCorps\*VISTA American Red Cross California Disaster Revitalization Project, 1999.*** This is a collaborative project between the American Red Cross, Corporation State Office, and the California Commission on Improving Life Through Service to assist Red Cross chapters in high poverty, disaster-prone areas to become sustainable. Through this project, AmeriCorps\*VISTAs will work to recruit, retain, and recognize volunteers in low-income areas throughout California; and establish and improve relationships with national service partners to strengthen disaster prevention and mitigation efforts throughout the state.

◆ ***ERVN: Earthquake Response Volunteer Network, 1994.*** With a supplemental appropriation from Congress, the Corporation for National Service funded thirteen, existing service programs to join in a coordinated disaster relief effort after the Northridge earthquake devastated the Los Angeles area in 1994. More than **350** volunteers from the National Senior Service Corps (NSSC), VISTA, and various conservation corps (including the California Conservation Corps and the Los Angeles Conservation Corps) removed debris, met immediate needs for food, water and shelter; provided bilingual assistance, conducted minor repairs; coordinated volunteer programs and training, and presented preparedness workshops.

◆ ***Minnesota Conservation Corps.*** Working through the Minnesota Department of Natural Resources and the Forestry Division, the Minnesota Conservation Corps regularly deploys their 150 AmeriCorps members to disasters throughout the state. These members are trained in Red Cross as well as Forestry disaster training, including damage assessment, shelter management, mass care, and the use of chain saws, flooding pumps, communication equipment and law enforcement practices. In the past two years, response efforts have included responding to tornadoes, floods, fires, and wind storms.

## **LOCAL INITIATIVES**

Along with our major disaster relief efforts, numerous local members and volunteers assist in **local disasters** on an ongoing basis. Example include:

***New York, January 1996.*** During the Northeast floods, **29** AmeriCorps members assisted with comparable relief services, serving 27 residents over four days, totaling 188 hours of service.

***Washington and Oregon, February 1996.*** Local AmeriCorps programs coordinated by the Washington Conservation Corps assisted at shelters, sandbagged, and conducted damage assessments totaling over 2,500 hours of service after severe flooding in the Northwest.

*For more information regarding Corporation programs involved in emergency management, contact Vassilisa Johri at 202/606-5000, ext. 155.*

***APPENDIX D:***  
***AmeriCorps\*NCCC:***  
***Capabilities and Activities***



## AmeriCorps★National Civilian Community Corps Disaster Response and Relief

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*AmeriCorps★National Civilian Community Corps (NCCC) members and staff are part of the American Red Cross (ARC) National Disaster Response Network, and are trained and certified for CPR, First Aid, mass care, damage assessment, and family assistance. Corps members are also trained and certified (Red-carded) by the U.S. Forest Service for forest fire fighting.*

*The Corporation for National Service has a Memorandum of Understanding with the Federal Emergency Management Agency (FEMA). A similar verbal agreement also exists between AmeriCorps★NCCC and the ARC. Both agreements allow for AmeriCorps★NCCC to provide support to communities during times of national disaster, with either FEMA or the ARC providing transportation, lodging, and meal support for the corps members. (This funding support does not always occur for responses to local emergencies.)*

*AmeriCorps★NCCC has responded to 42 disasters since it was established a little over four years ago. The majority of the responses have been for flood relief. Below is a brief summary of AmeriCorps★NCCC disaster relief responses.*

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***Arkansas Tornadoes, January – February 1999*** At President Clinton's request, three Southeast Region teams deployed to Arkansas to support the American Red Cross and FEMA in the wake of over 20 tornadoes that touched down around Little Rock. Two teams (23 members) were already in AR, serving on regularly scheduled projects, and responded to an initial ARC call for assistance. A third team (12 members) responded to a later FEMA call up. Members conducted damage assessments, and provided assistance and mass care to families and individuals who were displaced by the tornadoes. At the conclusion of their deployment, members were honored by the Governor's office at the capitol building in Little Rock.

***Virginia and Maryland Fires, November 1998*** Eight members from the Capital Region campus assisted the National Park Service in containing stubborn fires in western Virginia and Maryland.

***Puerto Rico Hurricane Damage, September - December 1998*** In the largest single disaster relief effort in the history of AmeriCorps, members from 4 regional campuses responded to an American Red Cross call up following Hurricane Georges. Seven members from the Capital Region, 17 from the Central Region, and 16 from the Southeast Region campuses traveled to San Juan in September to provide initial mass care and family assistance. The NCCC support expanded substantially in late October, with approximately 150 members from the Northeast, Southeast, Capital, and Central Regions deploying to Puerto Rico. They provided support in the 4 disaster assistance regions designated by the Red Cross. When the corps members returned to their respective campuses in mid November, 63 members from the Western Region campus in San Diego traveled to Puerto Rico to continue the disaster response efforts.

***Alabama and Florida Hurricane Relief, September 1998*** AmeriCorps★NCCC members from the Central Region also responded to calls for assistance after Hurricane Georges struck the US

## **AmeriCorps★National Civilian Community Corps Disaster Response Summary**

mainland. Six members helped with mass care and damage assessment in Mobile, Alabama and another 3 members served in the Pensacola, Florida region.

***Texas Floods, October - November 1998*** While AmeriCorps★NCCC was responding to Hurricane Georges, approximately 70 members assisted the Red Cross with damage assessment and family assistance efforts in flooded communities in central Texas. A team of 10 members also assisted the residents of Del Rio, Texas (on the banks of the Rio Grande) with long term recovery efforts following a flood that struck this community in August 1998.

***Maryland Fire Response, November 1998*** A team of 10 AmeriCorps★NCCC members from the Capital Region campus helped the National Park Service fight a large brush fire near the historic C & O Canal.

***Kansas Floods, October 1998*** A team of 12 AmeriCorps★NCCC members diverted from their regularly scheduled service project in Wichita, Kansas to assist the community residents in their response to a flood caused by a severe storm.

***Ohio Floods, July 1998*** A total of 31 corps members from the Capital Region campus assisted FEMA and the Ohio Department of Aging in helping senior citizens in the communities of Cambridge and Marietta to clean up their homes after severe floods.

***West Virginia Floods, July 1998*** A team of 11 members from the Capital Region campus diverted from their regular service project to assist flood victims in various communities in southwestern West Virginia. The members helped prepare and serve meals to affected families and National Guardsmen who were also providing assistance. The team also helped FEMA in damage assessment and mass care in several communities in southeast West Virginia.

***Florida Wildfires, June - July 1998*** In one of the largest responses to a disaster call up, a total of 67 AmeriCorps★NCCC members from the Northeast, Capital, Southeast, and Central Regions helped fight the devastating fires near Daytona and Tallahassee. The members served on the fire lines, helped with mop up operations, provided logistical support at base camps, and assisted the American Red Cross in mass care efforts.

***Mississippi Tornadoes, June 1998*** In response to a call-up from the American Red Cross, six corps members from the Southeast Region assisted storm victims in the vicinity of Jackson. The members helped with family assistance, damage assessment, and logistical support efforts.

***South Carolina Tornadoes, May 1998*** Twenty corps members from the Southeast Region campus assisted the American Red Cross in the Sangaree area of South Carolina in helping residents respond to a tornado. The members helped set up emergency shelters, conducted damage assessment, distributed food, and assisted victims in obtaining help from other support agencies.

***Alabama Tornadoes, April - May 1998*** In response to the F-5 tornado, the NCCC Southeast Region campus in Charleston sent a team of 12 members to Birmingham, Alabama from April 18 to May 1. The members assisted the victims with damage assessment and recovery of personal belongings.

## **AmeriCorps★National Civilian Community Corps Disaster Response Summary**

***Minnesota Storm Response, April 1998*** A team of 12 AmeriCorps★NCCC members from the Central Region campus assisted the residents of St. Peter, Minnesota in recovering from the devastation caused by tornadoes. The members performed damage assessment and assisted at mass facilities for those who lost their homes.

***Florida Tornado Response, April 1998*** A team of 12 members from the Southeast Region campus assisted the residents in Kissimmee in the recovery from a recent tornado. They helped with home clean-up and repairs, served as case managers, and assisted in community outreach efforts to ensure all affected residents are aware of the resources available to them.

***Note:*** In the middle of this deployment to Kissimmee, four members of the team diverted from the storm recovery activities and traveled to Deerfield Beach, Florida (near Palm Beach) to participate in "Project Spring Break". This service is part of the FEMA-supported **PROJECT IMPACT**, in which residents in communities across the US help to make their homes and businesses more resistant to storm damage. (Other AmeriCorps★NCCC teams participated in "Project Spring Break" activities in Wilmington, North Carolina and Oakland, California.)

***Alabama Flood Relief, March 1998*** Responding to a call from the American Red Cross, 11 corps members from the Northeast Region campus deployed to southern Alabama and western Florida. The members assisted those residents affected by the floods, and conducted damage assessment, served in mass care shelters, and provided logistical and communications support.

***Maine Food Shelter Repair, February 1998*** On very short notice, a team from the Northeast Region campus responded to a call for assistance from a food bank in Bangor, which provided support for many of the residents of central ME affected by the severe winter weather. The roof of the building housing the food bank was severely damaged by the latest storm, and prompt repairs were essential in order to enable the food bank to continue to function.

***California Floods, February - March, 1998*** Twenty-nine AmeriCorps★NCCC members from the Western Region campus assisted the American Red Cross in flood relief efforts in central California. The members served in mass care facilities, assisted families in obtaining help from various relief agencies, and provided logistical and communications support. Several corps members were bilingual and were able to aid immigrant families.

***North Carolina and Tennessee Flood Relief, January - February 1998*** Responding to a request from the Blue Ridge Conservation District (USDA), a team of corps members from the Southeast Region campus assisted residents in western North Carolina as they recovered from flood damages caused by the severe winter storms. A second team assisted in eastern Tennessee.

***Nebraska Snow and Ice Storm, November 1997*** In response to an ARC request, two teams from the Central Region campus in Denver assisted the residents of Lincoln, Nebraska which experienced considerable damage by an unexpected November blizzard. The AmeriCorps members service included sawing and unloading trees which were destroyed in the storm, preparing meals with the Emergency Response Vehicles, and assisting the Red Cross with mass care and family assistance efforts. After completing their service, the two teams proceeded to their previously scheduled project; ongoing flood recovery efforts in Grand Forks, North Dakota.

## **AmeriCorps★National Civilian Community Corps Disaster Response Summary**

***North Dakota Floods, April - June 1998*** A major response effort by AmeriCorps★NCCC began with 15 corps members from Denver responding to an ARC call-up between April 12 and May 5. They were supported by 10 corps members from Perry Point on April 28. The corps members helped displaced families, coordinated food supplies for emergency response vehicles, and assisted at mass care facilities. A more sustained AmeriCorps★NCCC presence began on May 19, with the arrival of two full Denver teams in North Dakota, and a third team in Minnesota on May 27. A team from San Diego also arrived on May 19. The last Denver corps members departed the region on June 20, relieved by 2 teams from Charleston, who continued to help in the flood clean up efforts until the corps members returned to campus on July 18 for graduation from AmeriCorps★NCCC. Long term recovery efforts have continued since November, when two teams from Denver returned to Grand Forks. (These were the same teams that assisted in Lincoln, NE.) Subsequent teams have continued to assist throughout the spring of 1998.

***Baltimore Flood, May, 1997*** Two teams from Perry Point responded rapidly to a Red Cross call for assistance in Baltimore, when a burst water main released over 2.4 million gallons of water in 40 minutes. This sudden deluge destroyed 17 homes and severely damaged 40 to 50 others.

***South Carolina Forest Fire, April 1997*** Ten corps members from Charleston fought a fire that destroyed 2,500 acres in the Francis Marion National Forest. The corps members helped contain the fire, cooled off lingering hot spots, and did other mop-up work. This request for assistance came from the local office of the National Forest Service.

***South Carolina Wildfire, March 1997*** The Forest Service made a local call for assistance to contain one of the largest wildfires in recent history in the South Carolina Lowcountry. Ten corps members cut fire lines, cooled off hot spots, and assisted victims who lost their homes.

***Ohio River Valley Floods, March 1997*** This was another major disaster relief effort, occurring at the same time as the Arkansas tornadoes. A team from the Denver campus was in Indianapolis for a regularly scheduled project, and the corps members responded promptly to a FEMA call-up in both Indiana and Kentucky. At the same time, 10 corps members from Perry Point worked with the Red Cross in West Virginia and Ohio. A Charleston team that was already in West Virginia also provided four corps members to assist the Red Cross in that state. All the corps members were involved in various aspects of relief, including damage assessment, mass care, and logistical support.

***Arkansas Tornadoes, March 1997*** Two teams from the Southeast Region campus provided assistance to the Red Cross, working with victims of severe tornadoes. The corps members were able to respond very quickly to this call-up because they were already in Arkansas for regularly scheduled service projects.

***Northern California Floods, January - February 1997*** This was the largest disaster for AmeriCorps★NCCC to date. In responding to this call from FEMA, seven teams (96 corps members) from San Diego assisted flood victims throughout northern California by helping with damage assessment, mass care, and family assistance efforts. FEMA further deployed some corps members from the base of operations in Sacramento to assist in Oregon and Washington. The Denver campus also provided two teams of corps members, one of which worked in California, the second in Nevada.

**AmeriCorps★National Civilian Community Corps  
Disaster Response Summary**

***Boston Floods, November 1996*** Ten corps members from Charleston responded to a major inner city flood in Boston. They helped inform flood victims of the services available through FEMA and other relief agencies by facilitating information meetings, distributing flyers, and making personal contact with victims by door to door canvassing. Corps members also helped clean up a nursing home.

***Denver Apartment Fire, October 1996*** A team of Denver corps members responded to a local Red Cross request to assist the residents of a large apartment building who were forced from their homes by a major fire.

***Southern California Fires, October 1996*** Two teams from San Diego worked with the local Red Cross chapter to assist people who had lost their homes to a major brush fire.

***Puerto Rico Hurricane Assistance, October 1996*** Seven corps members from Charleston traveled to PR to help in damage assessment and victim support following Hurricane Fran.

***South Carolina and Georgia Floods, September 1996*** Before the corps members arrived on campus, eight team leaders from Charleston helped the American Red Cross in responding to the areas along the eastern coast that were flooded as a result of Hurricane Fran. The corps members set up and staffed mass care shelters, and helped feed and support residents who had been forced from their homes.

***New Mexico Fires, May 1996*** Thirty-eight red-carded corps members were deployed from the Denver and San Diego campuses to Lama, New Mexico, where they helped families comb through the debris and participate in clean-up activities. In Lama alone, thirty-four homes were devastated by fires.

***Oregon Floods, February 1996*** AmeriCorps★NCCC deployed 67 corps members from the Charleston, Perry Point, and San Diego campuses to assist with flood relief efforts. Many of the corps members deployed were requested due to their earlier efforts in Western Maryland. Corps members were instrumental in scouting out warehouse facilities for storage, laying telephone wires and lines, helping prepare new emergency shelters and food kitchens, and making preliminary damage assessments.

***Pennsylvania/West Virginia Floods, January 1996*** Fifty-five corps members were called out by the American Red Cross to provide mass care and family assistance support to families and individuals in communities in Pennsylvania and West Virginia. Corps members supported Red Cross efforts to set up shelters, provide health care to flood victims, and conduct damage assessment for homeowners.

***Gulf Coast, Louisiana, May 1995*** All four campuses deployed a total of 98 corps members to provide disaster relief services with the American Red Cross in flood-damaged areas of the Gulf Coast. Corps members worked 12 to 16 hour days, seven days per week performing damage assessment, delivering mass care, packaging and distributing food, providing counseling and comfort at shelters, preparing safety kits and coordinating logistics in conjunction with the ARC.

## **AmeriCorps★National Civilian Community Corps Disaster Response Summary**

The AmeriCorps★NCCC members represented the largest service corps contingent serving victims of the flood.

***Southern California Floods, January 1995*** AmeriCorps★NCCC provided mass shelter to 204 families, served 530 meals, conducted damage assessment of 75 destroyed homes and trailers.

***Northern California Floods, January 1995*** AmeriCorps★NCCC supported two mass care shelters; provided 5644 hours of service; served 2,400 families; served at two Red Cross Warehouses; served 6,170 meals; assisted case workers (including working as Spanish translators) opening 2,230 cases, and distributing food, medical supplies and other emergency materials. The sponsor estimated corps members service value to be approximately \$80,000.

***Colorado Floods, November 1994*** In partnership with the Colorado Office of Emergency Management and American Red Cross, corps members cleared flood debris in 15 homes in Lyons, CO. They installed glass bricks and flood damage resistant structures in homes of low-income residents in flood prone areas; constructed flood walls and berms and altered slopes to decrease flooding. The sponsor estimated corps members service value to be approximately \$11,000.

***Texas Floods, November 1994*** In collaboration with ServHouston (an AmeriCorps★State program), 17 corps members from Aberdeen campus assisted approximately 7,200 victims of the Texas floods, serving over 4,607 hours towards the establishment of normalcy after the flood. Working in mobile mass care units, corps members distributed food, health and hygiene kits and blankets, set up temporary shelters and helped flood victims assess damage. Corps members completed 230 household damage assessments for flood victims, assisted 47 home owners in clean-up, and worked 1,360 hours assisting victims.

***Baltimore Wind Damage, October 1994*** Twenty corps members from the Aberdeen Campus responded to a call from the American Red Cross to provide assistance in the wake of heavy wind and tornado damage in Baltimore MD. Corps members worked with the ARC and other Maryland disaster response agencies in assessing the level of structural damage to buildings and supporting mass care efforts.

***Idaho Fires, September 1994*** Fifty corps members from Aberdeen and Charleston joined over 500 other firefighters in containing 90% of a blaze that engulfed 21,000 acres. Corps members logged in 6,684 service hours fighting the fires and restoring fire-ravaged areas; built and maintained firelines; performed mop-up and rehab of burned areas; and protected salmon fisheries and the historic Wapiti ranch.

***APPENDIX E:***  
***FEMA/Corporation for National Service***  
***Memorandum of Understanding***  
***Amended March 1999***



**MEMORANDUM OF UNDERSTANDING**  
*BETWEEN*  
**FEDERAL EMERGENCY MANAGEMENT AGENCY**  
*AND*  
**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

**I. PURPOSE**

This memorandum of understanding between the Federal Emergency Management Agency (FEMA) and the Corporation for National and Community Service (the Corporation) describes the major responsibilities of each organization in disaster preparedness, response, recovery and mitigation operations in the event of a natural, man-made, or technological disaster or emergency.

**II. AUTHORITY**

FEMA and the Corporation have entered into this agreement pursuant to the authority provided by the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended; Executive Order 12148, as amended; 44 CFR Part 206; and the National and Community Service Act of 1990, Public Law 101-610, as amended (42 U.S.C. 12501 - 12681).

**III. RESPONSIBILITIES OF THE CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

It is hereby agreed that the Corporation will provide the following services in support of the purposes of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288 (Stafford Act), as amended:

- A. Make AmeriCorps members, Learn and Serve America students, and National Senior Service Corps participants available to provide assistance in disaster preparedness, response, recovery, and/or mitigation activities by
  - 1. incorporating provisions into existing and future agreements with grantees and project sponsors specifying
    - a. that AmeriCorps members in the AmeriCorps\*State, AmeriCorps\*National and AmeriCorps\*VISTA (Volunteers in Service to America) Programs, Learn and Serve America students (Higher Education and K-12), and Senior Corps Participants (Foster Grandparents, Senior Companions, and RSVP Volunteers) are subject to being assigned by the Corporation to provide assistance in disaster

preparedness, response, recovery, and/or mitigation activities for a temporary period, and

- b. that while assigned to provide services under this memorandum of understanding, the AmeriCorps members, Learn and Serve America students, and Senior Corps participants must be covered by either their program's or sponsor's worker's compensation or occupational accident insurance and their program's or sponsor's liability insurance; and

2. assigning AmeriCorps members in AmeriCorps\*NCCC (National Civilian Community Corps) to provide assistance in disaster preparedness, response, recovery, and/or mitigation activities for a temporary period.

The Corporation's resources, within 48 hours of identification of need by FEMA, should be negotiated as part of a mission assignment, depending upon specific needs and availability, and result in FEMA issuing a formal letter of mission assignment that requests Federal assistance. The Corporation will then identify the AmeriCorps\*NCCC teams it has available to provide assistance under this memorandum of understanding, as well as other AmeriCorps, Learn and Serve America, and Senior Corps programs and projects which could be called upon to assist in the affected areas.

- B. Arrange for training, with the assistance of FEMA as needed, of Corporation state office staff, AmeriCorps members, Learn and Serve America students, and Senior Corps participants selected to provide assistance under this memorandum of understanding. This training shall include: basic disaster preparedness, response, recovery, and mitigation; roles of state and local governments and community relief agencies in disaster preparedness, response, recovery, mitigation; and coordination of such assistance activities. Provide or arrange for training, with the assistance of FEMA as needed, of AmeriCorps members, Learn and Serve America students, and Senior Corps participants at the site of the disaster on those specific tasks they are assigned to perform.
- C. Assign AmeriCorps members, Learn and Serve America students, and Senior Corps participants to work under the direction of the Federal Coordinating Officer appointed by the President and the State Coordinating Officer appointed by the state governor in coordination with state and local government agencies to organize and assist such disaster preparedness, response, recovery, and mitigation activities as described below.
  1. preparation/distribution of meals to disaster assistance workers and the affected population;
  2. debris removal and clean up of residential facilities of the affected disabled and senior population;

3. compilation and distribution of information to the affected population;
  4. coordination of transportation needs of affected persons for acceptable health and safety purposes as defined by FEMA and State emergency management officials;
  5. coordination and outreach service activities with other relief agencies, with particular emphasis on the disabled, elderly, children, recent immigrants, and those with poor access to services;
  6. arranging for shelter or alternate housing for the affected population;
  7. coordination of work activities of unaffiliated volunteers;
  8. providing support at disaster recovery centers to address the needs of disaster survivors with special emphasis on the elderly, children, and disabled;
  9. canvassing community organizations and homes as directed in affected areas to identify survivors with special needs, assist servicing of those needs, and monitoring quality of services rendered and survivor satisfaction;
  10. reporting on outreach activities to state agencies, local programs or sponsors supplying AmeriCorps members, Learn and Serve America students, or Senior Corps participants, the Corporation, and FEMA;
  11. assisting local and state emergency management agencies, community organizations, religious groups, local school systems, and the media to promote disaster preparedness and fire prevention among families, children, and the public by organizing the distribution of printed and video-taped materials, attracting the public to observe and participate in interactive video conferences, and undertaking other activities to educate the public in these areas; and
  12. other activities as mutually agreed upon at the time of the mission assignment.
- D. Coordinate closely with local and state government disaster agencies, state commissions on national and community service, American Red Cross, other relief organizations, and FEMA.
- E. Coordinate public information activities with local AmeriCorps, Learn and Serve America, and Senior Corps programs, state agencies, and FEMA.

- F. Report on disaster assistance of the various AmeriCorps, Learn and Serve America, and Senior Corps programs to state commissions on national and community service and FEMA.
- G. Secure in advance FEMA approval of estimated travel, lodging, and meal expenses incurred by AmeriCorps members, Learn and Serve students, and Senior Corps participants providing disaster assistance under this memorandum of understanding, maintain appropriate financial records and supporting documents in accordance with 44 CFR 206.3, Subpart a, and submit final reimbursement claims to FEMA within 60 days of receiving the FEMA request for assistance and letter of mission assignment.
- H. Provide on a quarterly basis to FEMA, an updated listing of state commissions on national and community service, and Corporation state offices, the number of AmeriCorps members, Learn and Serve America students, and Senior Corps participants and the names and addresses of their local community organization programs or sponsors. This information should be aggregated by state.
- I. Meet annually with representatives of FEMA to evaluate progress in the implementation of this agreement and to make revisions to the agreement as deemed necessary.

#### **IV. RESPONSIBILITIES OF THE FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**

##### General Responsibilities of FEMA

FEMA has responsibility within the Federal government for various emergency management activities. It establishes and maintains a comprehensive and coordinated emergency management capability to support state and local governments in preparing for, responding to, and recovering from the effects of emergencies and disasters of all types. In carrying out this responsibility FEMA may:

- A. Assist State and local governments with preparedness and mitigation planning to develop capability to respond to, recover from, and mitigate the consequences of, emergencies and disasters.
- B. Assess the seriousness of a disaster for which Federal assistance is requested by a governor of a state and recommend to the President whether it warrants being declared a disaster under the Stafford Act.
- C. Issue mission assignment letters to selected Federal agencies to provide support to State and local agencies to meet the needs of the affected population. Reimburse Federal agencies for expenses incurred in executing those functions.

- D. Establish and equip disaster field offices for the use of local, state, and Federal agencies and for relief and voluntary organizations responding to disaster and recovery needs.
- E. Coordinate Federal agencies' disaster preparedness, response, recovery, and mitigation activities with those of local and State governments and of private relief organizations.

Specific Responsibilities of FEMA

FEMA agrees to:

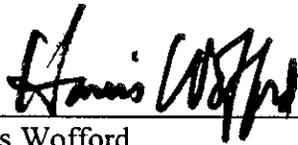
- A. Provide or (with FEMA's advance approval) reimburse the Corporation for providing or arranging training of AmeriCorps members, Learn and Serve America students, and Senior Corps participants assigned to disaster assistance in basic preparedness, response, recovery, mitigation functions, and how to work productively with state and local government and private relief agencies.
- B. Provide or (with FEMA's advance approval) reimburse the Corporation for providing or arranging training of AmeriCorps members, Learn and Serve America students, and Senior Corps participants at the site of disasters in the specific skills and information they will need to perform tasks assigned.
- C. Provide (to the extent they are available) adequate office space and furniture, telephone service, facsimile equipment, computers, and office materials for Corporation staff assigned to lead Corporation disaster assistance efforts at the FEMA/State Disaster Field Office and for AmeriCorps members, Learn and Serve America students, and Senior Corps participants assigned to work at various disaster assistance offices.
- D. Provide the necessary tools and equipment to AmeriCorps members, Learn and Serve America students, and Senior Corps participants to perform functions assigned to them.
- E. Coordinate or arrange for coordination of the assignments given to AmeriCorps members, Learn and Serve America students, and Senior Corps participants, taking into consideration the functions and priorities of the state and local government agencies and the American Red Cross and other relief agencies.
- F. Ensure appropriate coordination of public information releases regarding Corporation disaster assistance.
- G. Reimburse the Corporation for travel, lodging and meal expenses approved in advance by FEMA for AmeriCorps members, Learn and Serve America students, and Senior Corps participants providing disaster assistance in accordance with 44

CFR 206.8, Subpart a, upon receipt of appropriate claims and supporting documentation.

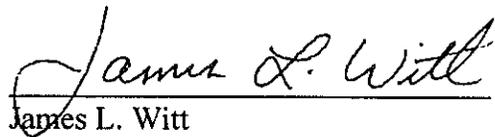
- H. Assess annually FEMA's need for additional reservists and the availability of funding to determine how many AmeriCorps members, Learn and Serve America students, and Senior Corps participants who have proven themselves to possess the appropriate training, skills, and experience in disaster response and recovery assistance might be appointed annually upon completion of their term of service to thereafter serve when needed as FEMA reservists in future disaster efforts. These reservists may be appointed as disaster assistance employees as set forth in FEMA Instruction 8600.1 and paid on a when-actually-employed basis for the hours they work when activated for specific activities.
- I. Provide camera ready copy of appropriate printed materials and masters of videotaped materials to Corporation staff and selected AmeriCorps members, Learn and Serve America students, and Senior Corps participants for their use in educating families, children, and the general public about disaster preparedness and fire prevention.
- J. Meet annually with representatives of the Corporation, including leaders of AmeriCorps, Learn and Serve America, and Senior Corps programs to evaluate disaster related activities implemented under this agreement, and to revise the agreement as deemed necessary.

## V. PERIOD OF AGREEMENT

This agreement shall be effective from the date it has been signed by representatives of both organizations. Either party may terminate this agreement upon provision of 90 days written notice to the other party. This agreement may be amended at any time upon mutual agreement of the two parties.



Harris Wofford  
*Chief Executive Officer*  
Corporation for National and  
Community Service



James L. Witt  
*Director*  
Federal Emergency Management Agency

Dated: March 4, '99

Dated: 3/19/99

## ***APPENDIX F: Samples of Actual Mission Assignments***

***Because necessary FEMA paperwork might vary slightly depending on each individual disaster and the staff working at the Disaster Field Office, we have included two mission assignments samples, including:***

- 1. Proposed activities and budget (to be completed by the Corporation State Point of Contact), and***
- 2. Official paperwork for the mission assignment (sometimes referred to as a Request for Federal Assistance to be completed by FEMA officials at the Disaster Field Office)***



# SAMPLE MISSION ASSIGNMENT 1

January 29, 19[REDACTED]

Barbara [REDACTED]  
FEMA/Community Relations

CORPORATION  
FOR NATIONAL

Dear Ms. [REDACTED]:

Listed is the estimated budget required to support 30 AmeriCorps members assigned to assist with flood relief efforts in Pennsylvania as part of a FEMA team engaged in Community Relations. ESS INVOICE

## I. PER DIEM:

Lodging: Based on government rates, lodging in Pennsylvania ranges from a low of \$42.00 to a high of \$89.00. The figures below are based on an average of \$65.00, for double occupancy.

15 rooms x \$65.00 per night	\$ 975
Total for 28 nights x \$975.00	\$ 27,300

M&IE Government M&IE rates in Pennsylvania range from \$26.00 to \$38.00. Most locales are subject to the \$30.00 rate.

30 members x \$30.00 per day	\$ 900
Total for 28 days x \$900.00	\$ 25,200
<b>TOTAL PER DIEM FOR 30 MEMBERS</b>	<b>\$ 52,500</b>

## II. TRANSPORTATION: Average for two full week car rentals.

4 Rental Cars at cost of 250.00/wk.

4 cars x \$250 x 2 weeks	\$ 2,000
Estimated mileage 3000 miles @.27/m	\$ 810
<b>Total Transportation Costs</b>	<b>\$ 2,810</b>

<b>TOTAL ESTIMATED BUDGET</b>	<b>\$55,310</b>
-------------------------------	-----------------

Please call if you have any questions. We look forward to working with you.

Sincerely, [REDACTED]

[REDACTED]





## Federal Emergency Management Agency

FEMA-DR-1093  
Disaster Field Office  
3400 Varten Way  
Harrisburg, PA 17110

Ms. [REDACTED]  
Pennsylvania State Director  
Corporation for National Service  
Gateway Building, Room 2460  
3535 Market Street  
Philadelphia, PA 19104

Disaster #: FEMA-1093-DR-PA  
Mission Assignment #: CNCS-01  
Date: January 30, 1996

Dear Ms. [REDACTED]:

On January 21, 1996, President Clinton declared a major disaster to exist in the Commonwealth of Pennsylvania as a result of severe and widespread damage caused by flooding that occurred beginning January 19, 1996.

Pursuant to the Public Law 93-288, as amended by PL 100-707; Executive Order 12148; and Title 44, Code of Federal Regulations (CFR) Subpart 206 (Federal Disaster Assistance); and the Federal Response Plan, your agency is hereby mission assigned to receive taskings and provide the following assistance outlined on the enclosed Request for Federal Resource Assistance Form (RFA).

Reimbursement for expenses incurred in complying with this request shall be in accordance with the provisions of 44 CFR 206.8, Subpart A, Reimbursement of Other Federal Agencies, and shall not exceed the amount indicated for each tasking identified. Expenses incurred for activities not expressly requested or above the stated limitation will not be eligible for reimbursement unless approved by the Federal Emergency Management Agency (FEMA) Regional Director through the Disaster Recovery Manager by amendment to this letter and enclosed RFA. In order to receive additional obligating authority above the cited limitation, your agency must, prior to the time the limitation is reached, submit a request to the Disaster Recovery Manager, for revision of that limitation to include:

- 1) An accounting of actual costs incurred to date under the cited limitation and any amendment thereto;
- 2) An estimate of the revised total cost of the project; and,
- 3) Any specific information necessary to support this request.

Additional funding may then be authorized for that specific tasking and/or tasking category by amendment to this letter.

Requests for reimbursement (SF 1080, SF 1081, and On-Line Payments and Collection process) must be submitted in accordance with Section 206.8 of the previously cited regulations and contain sufficient detailed information on which to base an approval. The request for reimbursement will be accompanied by documentation which specifically details personnel services, travel, equipment, and all other expenses by object class, as specified in Office of Management and Budget (OMB) Circular A-12, and by any sub-

object classification used in the agency's accounting system. All reimbursement requests should cite the specific letter of activation, tasking number, and funding limitation under which the tasking was performed.

Any single item for materials, equipment, or supplies costing \$1,000.00 or more must be specifically identified and referenced to a material requisition number, purchase order number, canceled check, or voucher number. Prior to final billing, non-expendable materials, equipment, and supplies purchased in accomplishment of this mission will be properly accounted for and either turned over to FEMA, or retained by your office with an appropriate reduction indicated in the request for reimbursement.

The final billing for each line item tasking against this assignment should be received in accordance with specified requirements. This bill should be clearly identified as a final bill to facilitate closing of the tasking once final payment has been forwarded to your agency.

All financial records, supporting documents, statistical records, and other documents pertinent to the assignment shall be retained and shall be accessible to duly authorized representatives of FEMA and the U.S. Comptroller General for a period of three years, starting from the date of submission of the final billing.

In accordance with the provisions of Title 44, CFR, Section 206.11, you shall assure that the activities authorized to be performed by this letter and attachments are accomplished in an equitable and impartial manner without discrimination on the grounds of race, color, religion, nationality, sex, age, or economic status.

All reimbursement requests and other communications related to this assignment must cite the specific tasking number under which the work was performed, the funding limitation, and the major disaster or emergency declaration number.

The following reporting requirements are established:

Names/locations and time records of agency staff providing technical assistance throughout the activation phase, and accounting of man-hours charged as management support to technical assistance by agencies by name and location, need to be reported every two weeks.

Agency work activities including current and projected dollar expenditures against a tasking must be reported at a minimum every two weeks.

Items/equipment (non-expendable) purchased to support a tasking under specific line items of a Mission Assignment need to be reported when purchased and an inventory accounting and retrieval system established and an update report submitted every three weeks.

For contracts (and amendments) which have been awarded, a copy must be provided for inclusion in the file set within 24 hours of the award.

For sub-taskings to other agencies that will be funded through the primary agency, a copy of the tasking must be provided for inclusion in the file set within 12 hours of issuance.

JAN. 30. 1996 5:22PM

Please forward all bills for payment to: FEMA Disaster Finance Center, P.O. Box 800, Berryville, Virginia 22611; ALC: 5801-0020.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack [redacted]". The signature is written in a cursive style. To the left of the signature is a small handwritten mark that looks like "p".  
Jack [redacted]  
Disaster Recovery Manager/  
Federal Coordinating Officer

Enclosure



# REQUEST FOR FEDERAL ASSISTANCE FORM (RFA)

Location

Tracking Information (FEMA Use Only)

State: PA  
 Disaster # 1093

Request/Log #: 003  
 Date/Time Rec'd: 1/29/96 4:00p

**I. Assistance Requested**

Internal Reference #	Assistance Requested	Qty	Date/Time Needed	Deliver to: Name/Address/Phone
			<i>N/A</i>	
			<input type="checkbox"/> See Attached	

Requestor/Phone #: \_\_\_\_\_  
 State Approving Official (if applicable) \_\_\_\_\_

**II. Description**

Assigned Agency: Americorps - Corp for Nat'l Services  
 Statement of Work:  
Support community relations in  
outreach of disaster relief efforts  
budget + MOU attached  
approx 30 people for 20 days  
 Projected completion date: 2/1/96  
 Total Cost Estimate: \$ 56,000  See Attached  
 OFA POC Name and Phone #: Tomica Ahmed

**III. Coordination (FEMA Use Only)**

Type:  Direct Federal Assistance     Technical Assistance     Federal Operations Support  
 State Cost Share (%/0) \_\_\_\_\_ Fund Citation 96-6-1093-2501-2-9034  
 FEMA Project Officer/POC Barbara Kanbouris 717-671-7254  
 Certifying Officer (funds availability) \_\_\_\_\_

**IV. Approval**

State Approving Official N/A  
 Federal Approving Official John Ogburn *[Signature]*

**V. FEMA Use Only**

Mission Assignment No.: <u>CNCS-01</u>	Amt This Action: \$ <u>56,000</u>	Date Obligated
Amendment Number: <u>initial</u>	Cumulative Amt: \$ <u>56,000</u>	Initials



## **SAMPLE MISSION ASSIGNMENT 2**

### **PROPOSAL OF ACTIVITIES MISSION ASSIGNMENT DISASTER: FEMA-1142-DR**

If approved, FEMA will issue a mission assignment to the Corporation for National Service to administer its programs (AmeriCorps, National Senior Service Corps, or Learn and Serve America) to assist in relief efforts for disaster: FEMA-1142-DR

**PROPOSED ACTIVITIES:** One (1) initial organizer, One (1) on-site coordinator and 15 AmeriCorps Members will assist FEMA with assistance information dissemination and individual assistance. Specific activities include:

- Assist in outreach activities to inform flood impacted residents and businesses to apply for FEMA and state assistance
- Communicate issues, problems, and needs through the Emergency Management personnel from FEMA and participating agencies at the DFO
- Assist at disaster assistance and recovery centers
- Provide individual assistance to residents of flood damaged homes, including debris cleanup and environmental waste removal.

**DURATION OF ASSIGNMENT:** 10 Members (AmeriCorps\*NCCC): 2 weeks  
5 Members (local AmeriCorps Members): 4-6 weeks

Start Date: October 28, 1996  
End Date: December 9, 1996

**PROPOSED BUDGET TOTAL (detailed budget attached): \$30,115.50**

**PROPOSED BUDGET: Corporation For National Service (AmeriCorps)**

Estimated costs:

	<u>PER DAY</u>	<u>TOTAL</u>
<b>Initial organizer (Andy ██████████)</b>		
7 nights		
airline ticket.....	\$370.00.....	\$370.00
lodging .....	\$116.00.....	\$812.00
per diem.....	\$38.00.....	\$266.00
miscellaneous.....	\$12.50.....	\$87.50
 <b>On-site coordinator</b>		
up to five weeks		
airline ticket.....	\$450.00.....	\$450.00
lodging.....	\$116.00.....	\$4060.00
per diem.....	\$38.00.....	\$1330.00
miscellaneous.....	\$30.00.....	\$1050.00
 <b>10 AmeriCorps Members (NCCC)</b>		
2 weeks		
airline ticket.....	\$369.00.....	\$3690.00
lodging (2 per room).....	\$58.00.....	\$6960.00
per diem.....	\$38.00.....	\$4940.00
miscellaneous.....	6.00.....	\$780.00
 <b>5 local AmeriCorps Members</b>		
2-4 weeks		
per diem.....	\$38.00.....	\$5320.00
 <b>TOTAL.....</b>		 <b>\$30,115.50</b>

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE	OF PAGES
2. AMENDMENT/MODIFICATION NO. M001	3. EFFECTIVE DATE 11/18/96	4. REQUISITION/PURCHASE REQ. NO. B279357	5. PROJECT NO. (if applicable)	
ISSUED BY FEDERAL EMERGENCY MANAGEMENT AGENCY REGION I ATTN: OSD-AQ, ROOM 537 J W MCCORMACK POCH BOSTON MA 02109-4595	CODE	7. ADMINISTERED BY (if other than Item 6)		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(X)	9A. AMENDMENT OF SOLICITATION NO.	
AMERICORPS NATIONAL CIVILIAN COMMUNITY CORPS SE CAMPUS 2231 SOUTH HOBSON AVE CHARLESTON NC 29405-2411			9B. DATED (SEE ITEM 11)	
CODE		FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. Order# EMB-97-SA-0413	
		X	10B. DATED (SEE ITEM 13) 10/25/96	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment of each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required) 1997-06-1142-9014-2580-D NET INCREASE \$3,115.50

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 48.102(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

**3. IMPORTANT:** Contractor  is not,  is required to sign this document and return 1 copies to the issuing office.

4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 Modification Number M001 issued to provide additional funds per negotiation with AMERICORPS as reflected in the Scope of Work in the original simplified acquisition order.  
 All other terms and conditions remain unchanged and in full force and effect.  
 As a result of Modification Number M001 this order is hereby increased by \$3,115.50 from \$27,000.00 to \$30,115.50.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

5A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Contracting Officer AQ-RI-5197
5B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	15B. UNITED STATES OF AMERICA
	BY <i>Elizabeth L. Goggin</i> (Signature of Contracting Officer)
	15C. DATE SIGNED 11/22/96



FAC 90-29 JULY 3, 1995

PART 53-FORMS

53-302-347

ORDER FOR SUPPLIES OR SERVICES		PAGE	OF	PAGES		
		1		2		
IMPORTANT: Mark all packages and papers with contract and/or order numbers.						
1. DATE OF ORDER 10/25/96	2. CONTRACT NO. (if any)	6. NAME OF CONSIGNEE Federal Emergency Management Agency Disaster Field Office				
3. ORDER NO. EM 307 SA 0413	4. REQUISITION/REFERENCE NO. B279357	7. STREET ADDRESS 4 Copley Place, Suite 410B				
5. ISSUING OFFICE Address correspondence to Federal Emergency Management Agency, Region I, J W McCracken P.O. Box 800, Berryville, MA 02109-4575		8. CITY Boston	9. STATE MA	10. ZIP CODE 02106		
11. NAME OF CONTRACTOR AMERICORPS		12. TYPE OF ORDER <input checked="" type="checkbox"/> a. PURCHASE REFERENCE YOUR: Quote Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated. <input type="checkbox"/> b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.				
13. COMPANY NAME AMERICORPS National Civilian Community Corps		14. NAME OF CONTRACTOR Bert Method				
15. STREET ADDRESS SE Campus 2231 South Hobson Ave. Charleston		16. STATE SC				
17. ACCOUNTING AND APPROPRIATION DATA 1977-06-1142DR-9014-2580-D		18. REQUISITIONING OFFICE OSD				
19. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED						
20. F.O.B. POINT Destination		21. GOVERNMENT B/L NO. N/A		22. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 01/25/97		
23. PLACE OF a. INSPECTION Boston, MA		24. ACCEPTANCE Boston, MA		25. DISCOUNT TERMS Net 10 Days		
17. SCHEDULE (See reverse for Rejections)						
ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	Assist in outreach activities to inform flood impacted residents and businesses to apply for FEMA and state assistance			NOT TO EXCEED	\$ 27,000.00	
0002	Communicate issue, problems, and needs through the Emergency Management personnel from FEMA and participating agencies at the DFO.					
26. SHIPPING POINT		27. GROSS SHIPPING WEIGHT		28. INVOICE NO.		17(D) TOT. (Cost paid)
29. NAME Federal Emergency Management Agency Disaster Field Office		30. MAIL INVOICE TO:		31. STREET ADDRESS (for P.O. Box) ATTN: Vendor Payment 1142DR-MA P.O. Box 800		
32. CITY Berryville		33. STATE VA		34. ZIP CODE 22611		17(D) GRAND TOTAL 27,000.00
22. UNITED STATES OF AMERICA BY (Signature) [Signature]		35. NAME (Typed) [Name]		TITLE: CONTRACTING/ORDERING OFFICER		

Handwritten notes: 100A Hunt, 40-542-5608

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OPTIONAL FORM 347 (REV. 6/85) Prescribed by GSA/FAR 48 CFR 53.213(a)

PART 53—FORMS

53.302-348

ORDER FOR SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION

PAGE NO.

2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER

10/25/96

CONTRACT NO.

ORDER NO.

EM16-97-SH-0413

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
0603	Assist at disaster assistance and recovery centers					
0604	Provide individual assistance to residents of flood damaged homes, including debris cleanup and environmental waste removal					
	Duration of assignment: 10 Members (Americorps *NCCC) 2 weeks 5 Members (local Americorps members) 4-6 weeks  Airline Tickets, lodging, per diem, miscellaneous are cost-reimbursable (Receipts are to be provided with invoice).					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

***APPENDIX G:***  
***Corporation for National Service***  
***Existing Points of Contact***  
***For Disaster Activity***  
***April 1999***



**CORPORATION FOR NATIONAL SERVICE  
EMERGENCY MANAGEMENT INITIATIVE  
EXISTING POINTS OF CONTACT**

**Although, there are designated points of contact at either the state commission or state office in many states, please be sure to contact whomever is not the state point of contact to keep them informed. (Please note: although individual staff assigned to point of contact positions may change, the organization designated to house the point of contact does not readily change)**

**CORPORATION HEADQUARTERS**

**POC: Vassilisa Johri, Emergency Management** (202) 606-5000  
Coordinator (888) 998-6655 (pager)

**PILOT STATES**

Since most emergency management is administered at the state and local level, the Corporation designated five states to serve as pilots to develop an emergency management capacity, including relationships with state and local emergency management agencies.

**California**

**POC: Eddie Aguero, California State Commission** (916) 327-1081  
(Eaguero@cilts.gov)  
**Amy Dailey, Corporation State Office** (310) 235-7421  
(adailey@cns.gov)

Other contacts in the state:

**Rapid Response Corps, Los Angeles site**

**Rapid Response Corps, San Diego site**

(for contact, consult the AmeriCorps\*National Web Page or  
call Adin Miller at Corporation headquarters: (202) 606-5000, ext. 428)

**Florida**

**POC: James Brower, Corporation State Office** (407) 648-6117  
(jbrower@cns.gov)  
**TBA (Interim: Jill Canono), Florida State Commission** (850) 921-5172  
(jcanono@fcs.gov)

Other contacts in the state:

**Rapid Response Corps, Miami site** (for contact, consult the  
AmeriCorps\*National web page, or call Adin Miller)

NOTE: Florida has entered into a partnership with emergency management personnel in the state. Although Jim Brower is our Corporation Point of Contact in the state, the state commission has taken the lead emergency management coordination role. Both offices will be involved in any coordination you do with them.

**Louisiana**

**POC: Shawn Wilson**, Louisiana State Commission (225) 342-2038  
Willard LaBrie, Corporation State Office (225) 389-0471  
(wlabrie@cns.gov)

Other contacts in the state:

**Rapid Response Corps, Baton Rouge site** (for contact, consult the AmeriCorps\*National web page or call Adin Miller)

**Missouri**

**POC: Curtis Hendricks**, Missouri State Commission (573) 751-7488  
(Chendric@mail.state.mo.us)  
John McDonald, Corporation State Office (816) 374-6303  
(jmcdonal@cns.gov)

Other contacts in the state:

**Bruce Bailey, American Youth Foundation** (314) 772-9002, x168  
(ayf@anet-stl.com)

**Texas**

**POC: Ray Szempruch**, Corporation State Office (214) 880-7075  
(Rszempru@cns.gov)  
Robert Hickerson, Texas State Commission (512) 463-1814  
(Rhickerson@serve.state.tx.us) (800) 489-2627

Other contacts in the state:

**Martin Cominsky, Serve Houston** (713) 666-8600  
**Rapid Response Corps, Dallas site** (for contact, consult the AmeriCorps\*National web page or call Adin Miller)

## NON-PILOT STATES

These states identified points of contact during a disaster, and some have continued to build their emergency management network in order to better prepare for future disasters. We have since continued to use these points of contact. You should contact both the State Commission and Corporation State Office in all cases.

### Alabama

POC: **TBD**, Corporation State Office (205) 731-0028  
(jtimmons@cns.gov)  
Patricia Henderson, Alabama State Commission (334) 242-7110  
(Path@adeca.state.al.us)

### Alaska

POC: **Michelle Anderson**, Alaska State Commission (907) 269-4637  
(Manderson@comregaf.state.ak.us)  
Billy Joe Caldwell, Corporation State Office (206) 220-7736  
(Bcaldwel@cns.gov)

### Arkansas

POC: **Opal Sims**, Corporation State Office (501) 324-5235  
(Osims@cns.gov)  
Albert Schneider, Arkansas State Commission (501) 682-6717  
(betty.hicks@mail.state.ar.us)

### Georgia

POC: **TBD**, Corporation State Office (404) 331-4646  
Jim Marshall, Georgia State Commission (404) 327-6844  
(jmarshall@dca.state.ga.us)

Other contacts in the state:

**Rapid Response Corps, Atlanta site** (for contact, consult AmeriCorps\*National Web page or call Adin Miller)

### Indiana

POC: **Carter Wolf**, Indiana State Commission (317) 233-0900  
Thomas Haskett, Corporation State Office (317) 226-6724  
(thaskett@cns.gov)

Other contacts in the state:

Jenni Barone, **Elkhart EnviroCorps** (219) 293-2572  
(AmeriCorps\*State program)

### Kentucky

**POC: Betsy Wells, Corporation State Office** (502) 582-6384  
(bwells@cns.gov)  
**Dwen Chester, Kentucky State Commission** (502) 573-5195  
(Dwen.chester@mail.state.ky.us)

### Maine

**POC: Maryalice Crofton, Maine State Commission** (207) 287-5300  
(mccs@state.me.us)  
**Janice Lopilato, Corporation State Office** (603) 225-1451  
(jlopilat@cns.gov)

### Maryland

**POC: Kathryn Shulman, MD State Commission** (410) 767-1216  
(KS194@umail.umd.edu)  
**Jerry Yates, Corporation State Office** (410) 962-7794  
(jyates@cns.gov)

### Massachusetts

**POC: Mal Coles, Corporation State Office** (617) 565-7001  
(Mcoles@cns.gov)  
**Maureen Curley, Massachusetts State Commission** (617) 542-2544

### Michigan

**Kyle Caldwell, Michigan State Commission** (517) 335-4295  
(caldwellk@state.mi.us)  
**Mary Pfeiler, Corporation State Office** (313) 226-7848  
(Mpfeiler@cns.gov)

**NOTE: No Point of Contact has yet been designated in this state**

Other contacts in the state:

**Rapid Response Corps, Detroit site** (for contact, consult the  
AmeriCorps\*National Web Page or call Adin Miller)

### Minnesota

**POC: Sam Schuth, Corporation State Office** (612) 334-4083  
(Sschuth@cns.gov)  
**Larry Fonnest, Minnesota State Commission** (651) 582-8351

(Larry.fonnest@state.mn.us)

Other contacts in the state:

Peg Sveum, **Minnesota Conservation Corps** (612) 296-6195  
(peg.sveum@dnr.state.mn.us)

### Mississippi

**POC: Marsha Meeks Kelly**, MS State Commission (601) 982-6779  
(marsha@mcvs.org)  
Roktabija Abdul-Azeez, Corporation State Office (601) 965-5664  
(rabdulaz@cns.gov)

### New Hampshire

**POC: Mal Coles**, Corporation State Office (617) 565-7001  
(mcoles@cns.gov)  
**Janice Lopilato**, Corporation State Office (603) 225-1451  
(Jlopilat@cns.gov)  
Tim Dupre, New Hampshire State Commission (603) 229-3406  
(tdupre@nhjtc.org)

### New Jersey

**POC: Rowena Madden**, New Jersey State Commission (609) 633-9627  
(MarkValli11@aol.com)  
Stanley Gorland, Corporation State Office (609) 989-0474  
(sgorland@cns.gov)

### New York

**POC: Nikki Smith**, New York State Commission (518) 473-8882  
(bdsmitn@budget.state.ny.us)  
Donna Smith, Corporation State Office (518) 431-4150  
(dmsmith@cns.gov)  
CNS Satellite office (212) 637-5010

### North Carolina

**POC: Will Lindsay**, NC State Commission (919) 715-3470  
(wlindsay@gov.state.nc.us)  
Bob Winston, Corporation State Office (919) 856-4731  
(bwinston@cns.gov)

### North and South Dakota

**POC: John Pohlman**, Corporation State Office. (605) 224-5996  
(jpohlman@cns.gov)  
No State Commission

### Ohio

**POC: Paul Schrader**, Corporation State Office (614) 469-5335  
(Pschrade@cns.gov)  
**John Poole**, Ohio State Commission (614) 728-2916  
(john.poole@gcsc.state.oh.us)

### Oklahoma

**POC: Zeke Rodriguez**, Corporation State Office (405) 231-5201  
(Zrodrigu@cns.gov)  
**Nancy Deaver-Sharrock**, Oklahoma State Commission (405) 235-7278  
(OKCOMM@aol.com)

### Oregon

**POC: Kathleen Joy**, Oregon State Commission (503) 725-5903  
(joyk@psu.edu)  
**Robin Sutherland**, Corporation State Office (503) 231-2103  
(rsuther1@cns.gov)

### Pennsylvania

**POC: Jorina Ahmed**, Corporation State Office (215) 597-2834  
(jahmed@cns.gov)  
**Karen Fleisher**, Pennsylvania State Commission (717) 787-1971  
(kfleisher@dli.state.pa.us)

Other contacts in the state:

**Rapid Response Corps, Philadelphia site** (for contact, consult the  
AmeriCorps\*National Web Page, or call Adin Miller)

### Puerto Rico

**POC: Alberta Benson**, Puerto Rico State Commission (787) 759-2000  
(americpr@coqui.net)  
**Loretta de Cordova**, Corporation State Office (787) 766-5314  
(Lcordova@cns.gov)

## Tennessee

**POC: Jerry Herman**, Corporation State Office (615) 736-5561  
(Jherman@cns.gov)  
**Carol White**, Tennessee State Commission (615) 532-9250  
(Cwhite@mail.state.tn.us)

## Utah

**POC: Michael Call**, Utah State Commission (801) 764-0704  
(mcall@slkc.uswest.net)  
**Rick Crawford**, Corporation State Office (801) 524-5411  
(rcrawfor@cns.gov)

## Vermont

**POC: Jane Williams**, Vermont State Commission (802) 828-4982  
(jwilliams@aot.state.vt.us)  
**Mal Coles**, Corporation State Office (617) 565-7001  
(mcoles@cns.gov)

## Virginia

**POC: B.J. Northington**, Virginia State Commission (804) 692-1952  
(bjn@dss.state.va.us)  
**Tom Harmon**, Corporation State Office (804) 771-2197  
(tharmon@cns.gov)

## Washington

**POC: Bill Basl**, Washington State Commission (360) 902-0663  
(Bill.basl@ofm.wa.gov)  
**John Miller**, Corporation State Office (206) 220-7745  
(jmiller@cns.gov)

Other contacts in the state:

**Rapid Response Corps, Seattle site** (for contact, consult the  
AmeriCorps\*National Web Page or call Adin Miller)  
**Rob Spath, Washington Conservation Corps** (360) 407-6936

## West Virginia

**POC: Pam Holt**, WV State Commission (304) 340-3627  
(Pholt@wvwise.org)  
**Judith Russell**, Corporation State Office (304) 347-5246  
(jrussell@cns.gov)

**AmeriCorps\*NCCC Campuses and Contacts**

***National Office, Washington, DC***

**POC: Wayne Verry**, Asst. National Projects Coordinator, (202) 606-5000, ext. 108  
(Wverry@cns.gov)  
Fred Peters, Deputy Director (202) 606-5000, ext. 102  
(fpeters@cns.gov)

***Capital Region campus, Washington, D.C***

*(serving Ohio, Pennsylvania, Virginia, West Virginia, and Washington, DC)*

**POC: Kate Becker**, Campus Director (202) 561-1091  
(kbecker@cns.gov)

***Central Region campus, Denver, CO***

*(serving Colorado, Iowa, Illinois, Indiana, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Wisconsin, and Wyoming)*

**POC: Gerri Harris**, Project Staff (303) 340-7339  
(Gharris@cns.gov)  
Jules Hampton, Campus Director (303) 340-7301  
(Jhampton@cns.gov)

***Northeast Region campus, Perry Point, MD***

*(serving Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont)*

**POC: Ken Bixler**, Campus Director (410) 642-2411, Ext. 6851  
(kbixler@cns.gov)

***Southeast Region campus, Charleston, SC***

*(serving Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Puerto Rico, and the US Virgin Islands)*

**POC: Jim McClurg**, Deputy Director (843) 743-8602  
(jmclurg@cns.gov)

***Western Region campus, San Diego, CA***

*(serving Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Utah, Washington, and the Pacific Territories)*

**POC: Julie Downing**, Deputy Director (619) 524-0392  
(Jdowning@cns.gov)  
Lew Witherspoon, Campus Director (619) 524-0390  
(Lwithers@cns.gov)

***APPENDIX H:***  
***Disaster-Related Web Sites***  
***April 1999***



## *Disaster-Related Web Sites*

✱ **Air Force Reserve Command Fire**

<http://www.afres.af.mil/~fire/pages/firehome.htm>

*This site contains information regarding fire department training, including FEMA/NFA training products. It also contains information about IFSTA certification and provides many resources to help in certification.*

✱ **Alaska Volcano Observatory**

<http://www.avo.alaska.edu/>

*Covers status of volcanoes in Alaska (80+% of active U.S. volcanoes) plus volcanoes in the Northeast Asian area (which may affect Pacific air traffic).*

✱ **American Academy of Veterinary Medicine (USA)**

<http://www.cswnet.com/~mariecvt/disaster.htm>

*Disaster preparedness/response for pets and domesticated animals.*

✱ **American Meteorological Society**

<http://www.atm.geo.nsf.gov/AMS/>

*The American Meteorological Society currently promotes the development and dissemination of information and education on the atmospheric and related oceanic and hydrologic sciences.*

✱ **American National Red Cross**

[www.redcross.org](http://www.redcross.org)

*Information on all Red Cross services and its chapters is available on this site.*

[www.redcross.org/disaster/safety/index/html](http://www.redcross.org/disaster/safety/index/html)

*Disaster specific information regarding the Red Cross is available on this web site.*

[www.disasterrelief.org](http://www.disasterrelief.org)

*The disaster relief web site is a cooperative effort between the American Red Cross, CNN Interactive, and IBM. Its mission is to help disaster victims and the disaster relief community worldwide by facilitating the exchange of information on the Internet.*

***Winter Storms***

[www.redcross.org/disaster/safety/winter.html](http://www.redcross.org/disaster/safety/winter.html)

***Tornadoes***

[www.redcross.org/disaster/safety/tornadoes.html](http://www.redcross.org/disaster/safety/tornadoes.html)

***Floods***

[www.redcross.org/disaster/safety/floods.html](http://www.redcross.org/disaster/safety/floods.html)

***Thunderstorms***

[www.redcross.org/disaster/safety/thunder.html](http://www.redcross.org/disaster/safety/thunder.html)

***Hurricanes***

[www.redcross.org/disaster/safety/hurricane.html](http://www.redcross.org/disaster/safety/hurricane.html)

*Heat Wave*

[www.redcross.org/disaster/safety/heat.html](http://www.redcross.org/disaster/safety/heat.html)

\* **Asian Institute of Technology Disaster Preparedness Index**

<http://www.ait.ac.th/Subject/disaster.html>

*AIT, in Bangkok, Thailand, originated in 1959 to help meet the growing need for advanced engineering education in Asia.*

\* **Caribbean Disaster Emergency Response Agency**

<http://www.cdera.org>

*This site is being developed as a comprehensive source of information on disaster management in the Caribbean and on the activities of CDERA and National Disaster Organizations (NDOs). The site will also provide access to various publications from CDERA, NDOs, and other regional and international agencies.*

\* **Cascadia Region Earthquake Workgroup (CREW)**

<http://www.geophys.washington.edu/CREW/index.html>

*CREW is a public-private coalition working to reduce the risk of Cascadia region earthquake hazards.*

\* **Center for Earth Research and Information**

<http://www.ceri.memphis.edu>

\* **Center for Excellence in Emergency Management**

<http://website.tamc.amedd.army.mil>

\* **Central U.S. Earthquake Consortium**

<http://gandalf.ceri.memphis.edu/~cusec/index.html>

*Central U.S. Earthquake Consortium is a partnership of the federal government and seven states most affected by an earthquake in the New Madrid Seismic zone: Arkansas, Illinois, Indiana, Kentucky, Mississippi, Missouri, and Tennessee*

\* **CERES: California Environmental Resources Evaluation System - USA**

<http://resources.agency.ca.gov>

*An information system developed to facilitate access to a variety of electronic data describing California's rich and diverse resources, such as information about physical environments, living creatures and their habitats, and environmental impact reports.*

\* **Coastal Hazards and Mitigation Project (CHAMP)- Clemson University**

<http://champ.eng.clemson.edu>

*CHAMP's primary focus is on studies of storm damage to low rise buildings, such as houses or commercial buildings of three stories or less. The Wind Load Test Facility houses one of nation's largest boundary layer wind tunnel, BRERWULF, a pneumatic, computer-controlled test rig capable of reproducing the fluctuations of surface pressure caused by wind on buildings and building components developed by BRE, and an air cannon for evaluating wind borne missile impacts.*

\* **Corporation for National Service**

[www.nationalservice.org](http://www.nationalservice.org)

*The Corporation for National Service engages Americans of all ages and backgrounds in community-based service across the country through its programs: AmeriCorps,*

Learn and Serve America, and the National Senior Service Corps. When a disaster strikes, program participants provide assistance through state and local community partnerships or through the Red Cross or FEMA.

\* **Dartmouth Flood Observatory**

<http://www.dartmouth.edu/artsci/geog/floods/>

*The web site is a research tool for mapping, measurement, and analysis of major flood events using remote sensing.*

\* **Department of Agriculture**

<http://www.usda.gov>

*This web site provides information on USDA programs, missions, agencies and programs, USDA's new and current information, a government information locator service, and a topical guide to Agriculture programs.*

\* **Department of Commerce**

<http://www.doc.gov>

*Information concerning the department's role in expanding Us exports, developing innovative technologies, gathering and disseminating statistical data, measuring economical growth, and predicting the weather and monitoring stewardship.*

\* **Department of Energy**

<http://www.doe.gov>

*Technical information as well as scientific and educational programs for technology policy, and institutional leadership relative to achieving efficiency in energy use.*

\* **Department of Transportation**

<http://www.dot.gov/affairs/index.htm>

*The Department of Transportation is the primary agency responsible for civilian and military transportation support when federal resources become involved in disaster relief efforts*

\* **Disaster Communications**

<http://www.law.indiana.edu/law/disaster/>

*The most reliable and cost-effective disaster mitigation involves effective, reliable communication. Such communication is vital to disaster reduction and a critical focus of the International Decade for natural Disaster.*

\* **Disaster Connection**

<http://www.itn.is/~gro/disaster>

*Data on and connections to disaster and disaster management topics.*

\* **Disaster Preparedness and Emergency Response Association, International**

<http://www.disasters.org/deralink.html>

*Disaster Preparedness and Emergency Response Association, International (DERA) was founded in 1962 to assist communities worldwide in disaster preparedness, response, recovery, and to serve as a professional association linking professional, volunteers, and organizations active in all phases of emergency preparedness and management.*

- ✧ **Disaster Research Center - University of Delaware**  
<http://www.udel.edu/DRC/>  
*The Disaster Research Center has supported various projects since 1990, including, Businesses and Disasters, emergency Response and Early Recovery Activities in the Northridge Earthquake, Economic Consequences due to Lifeline Failures: Lessons from the Heartland Floods of 1993 for Earthquake Recovery Planning.*
  
- ✧ **Doctors Without Borders**  
<http://www.dwb.org>  
<http://www.intac.com/PubService/rwanda/fund/dwb.html> (Alternate link)  
*As the world's largest emergency medical aid organization, Medecins sans Frontieres is a private, non-profits, international, whose objective is to provide relief to victims of disaster, conflict and hardship, without discrimination.*
  
- ✧ **DRI International**  
<http://www.dr.org>  
*The purpose of DRI International (formerly the Disaster Recovery Institute) is to create a base of common knowledge for the disaster recovery/business continuity planning filed through education assistance and the development of a resource base; to certify qualified individuals in the discipline; and to promote the credibility and professionalism of certified professionals.*
  
- ✧ **Earthquake Engineering Research Center, University of California at Berkeley**  
<http://www.eerc.berkeley.edu/>
  
- ✧ **Earthquake Information and Prevention Site**  
<http://home1.gte.net/showcase/shake.htm>  
*The Earthquake Information and Disaster Menu allows readers to link to other relevant Earthquake Information sources.*
  
- ✧ **Earthquake Maps and Information - ABAG**  
<http://www.abag.ca.gov/bayarea/eqmaps/eqmaps.html>
  
- ✧ **Earthquake Preparedness Handbook from the Los Angeles City Fire Department**  
<http://www.ci.la.ca.us:80/dept/LAFD/eqindex.htm>  
*The goal for providing this information is to encourage people to prepare for a major earthquake and to maintain that readiness.*
  
- ✧ **Earthquake Research Center, The University of Tokyo**  
<http://www.eri.u-tokyo.ac.jp/>
  
- ✧ **Earthquake Reporting Service**  
<http://quake.wr.usgs.gov>  
*U.S. Geological survey and UC Berkeley service for earthquake reporting*
  
- ✧ **Emergencies and Natural Disasters in Nicaragua in Spanish (Organizacion Panamericana de la Salud – Representacion en Nicaragua – en español)**  
<http://www.ops.ni/desas-ni/index.html>

- ✱ **Emergency Food and Shelter Program**  
<http://www.efsp.unitedway.org>  
*The Emergency Food and Shelter National Board Program works as a public/private partnership to deliver money to your community that is spent according to how your community sees its own needs.*
- ✱ **Emergency Management Australia (EMA)**  
<http://www.ema.gov.au>  
*The mission of Emergency Management Australia is to promote and support comprehensive, integrated, and effective emergency management in Australia and its region of interest.*
- ✱ **Emergency Management Explorer Post 493**  
<http://bcn.boulder.co.us/community/explorer>  
*Emergency Preparedness Information and the unit's activity schedule*
- ✱ **Emergency Management Gold**  
<http://207.221.50.143/emgold/index/htm>  
*Resource guide created by a Certified Emergency Manager (CEM) with useful information for anyone interested in emergency management.*
- ✱ **Emergency Managers Weather Information Network**  
<http://www.nws.noaa.gov/oso/oso1/oso12/document/wintip.htm>  
*Radio broadcast is one method used by the National Weather Service and other public and private agencies for disseminating the EMWIN datastream.*
- ✱ **Emergency Preparedness Canada**  
<http://hoshi.cic.sfu.ca/epc/>  
*Emergency Preparedness Canada is a federal agency that is responsible for coordinating emergency planning for the Government of Canada. This web site includes information materials, fact sheets, Federal Emergency Policy, selected videos, and EPC points of contact.*
- ✱ **Environmental Protection Agency**  
<http://www.epa.gov>  
*Access to EPA documents describing environmental information, as well as a number of links to Information Locators that can be obtained from the EPA and related organizations. Also, EPA's Public Information Center available to provide assistance in accessing environmental information.*
- ✱ **Environmental Refugees**  
<http://pubpages.unh.edu/~leidermn>  
*This site is dedicated to the plight of people fleeing communities and homelands because of a wide range of natural and man-made hazards and disasters, and the urgency for ecological restoration of those areas.*
- ✱ **EOFIND News**  
<http://www.kayser-threde.de/ceo/ceo.htm>  
*Earth Observation For Identification of Natural Disasters*
- ✱ **EPIX - Emergency Preparedness Information eXchange**  
<http://hoshi.cic.sfu.ca/~anderson/index/html>

*The purpose of EPLX is to facilitate the exchange of ideas and information among Canadian and international public and private sector organizations about the prevention of, preparation for, recovery from and/or mitigation of risk associated with natural and socio-technological disasters.*

- \* **Eye on the World - Violent Planet Page**  
<http://www.iwaynet.net/~kwroejr/violent.html>
  
- \* **Federal Emergency Management Agency (FEMA)**  
<http://www.fema.gov>  
*FEMA's award-winning web site provides up-to-date information on current major disasters as well as ongoing projects in mitigation, preparedness, and recovery. The FEMA for Kids web page has been critically acclaimed.*
  
- \* **FIREWISE**  
<http://www.firewise.org>  
*The firewise home page was created for people who live, vacation, or own vacation homes in fire prone areas of North America. The site is co-sponsored by several U.S. federal government and fire-related professional and trade organizations, including, FEMA, U.S. Fire Administration, U.S. Department of Agriculture, U.S. Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, National Fire Protection Association, and the National Association of State Foresters.*
  
- \* **Flood and Drought Mitigation Activities**  
<http://hsp.nws.noaa.gov/hrl/papers/amsbah.htm>  
*Presented at AMS conference on Interactive Information and Processing system (IIPS) for Meteorology, Oceanography, and Hydrology in Atlanta, Georgia, January 28-February 2, 1996.*
  
- \* **Flood Disaster Laboratory, Fluvial and Marine Disaster Research Division, Disaster Prevention Research Institute, Kyoto University (Japan)**  
<http://rdp.dpri.kyoto-u.ac.jp/>
  
- \* **Granite State Critical Incident Stress for Emergency Service Personnel**  
<http://www.geocities.com/SouthBeach/5583/cisd.html>  
*The Granite State CISD Team was established in the spring of 1989 to provide a form of crisis intervention specifically designed to help emergency workers cope with the psychological stresses inherent in their profession. The Granite State Team provides debriefing for particularly stressful events such as multiple causality incidents, the death of a child or co-worker, traumatic incidents involving critical media coverage, failure of rescue efforts, officers involved in shootings and other unusually emotionally stressful situations.*
  
- \* **Home Office (United Kingdom) Emergency Planning Division**  
[http://www.open.gov.uk/home\\_off/epd/](http://www.open.gov.uk/home_off/epd/)  
*The Home Office is responsible for civil protection in England and Wales, and represents the UK in the European and international context. This responsibility involves planning for peacetime emergencies and civil defense. The Home Office Emergency Planning Division is committed to the improvement of community safety and the protection of the public by enabling effective multi-agency arrangements for the management of and response to the full spectrum of disasters.*

\* **Home Page of Volcano World**

<http://volcano.und.nodak.edu/>

*Topics on this web site include Volcano Parks, Volcanoes of the World, Teaching and Learning, Ask a Volcanologist, Kids Door, and Current Eruptions. It has a search engine and accepts comments. Definitely a homework helper.*

\* **Hong Kong Electrical and Mechanical Services Department (EMSD)**

<http://www.info.gov.hk/emsd/index.htm>

*In a modern city like Hong Kong, the ability to handle different emergency situations effectively and efficiently is critical to restoring operation of the economy and normal functioning of the different parts of society. Emergency handling and recovery services provided by EMSD cut across a diverse range of scenarios. On one end of the spectrum, they install and maintain roadside emergency telephones to enable motorists to call for help during emergencies on expressways. On the other end, they are involved in aircraft crash recovery as well as rescue support during natural disasters. At EMSD, they plan and prepare to provide technical back up for almost every imaginable emergency situation.*

\* **Humane Society of the United States**

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

*The Humane Society of the United States is the nation's largest animal protection organization with more than 3.5 million constituents.*

\* **Humanitarian Scenarios**

<http://www.slonet.org/~abenini/>

*Offers papers on computer simulation of humanitarian scenarios, Ebola, and communal violence. Site prepared and maintained by a California Office of Emergency Management Emergency Management Services planning chief and a former international Red Cross delegate.*

\* **Illinois CES Disaster Resources**

<http://www.ag.uiuc.edu/~disaster/disaster.html>

*This web site provides access to information on disaster preparedness and recovery for the state of Illinois and the Internet community.*

\* **Insurance Information Institute**

<http://www.iii.org>

*The III is recognized as a primary source of information, analysis, and referral on property/casualty insurance. The site has information designed for both consumers and reporters.*

\* **Intellicast**

<http://www.intellicast.com/>

*The new design of this web site is a reflection of its continuous commitment to be the world's premier weather information source.*

\* **Internal Revenue Service**

<http://www.irs.ustreas.gov>

*Information on what casualty losses can be deducted on Federal income tax returns for the year of the loss or through immediate amendment to the previous year's return.*

- ✳ **Internet Disaster Information Network - USA**  
<http://www.disaster.org>  
*Provided as a public service by Internet Direct and Telekachina Productions to help distribute news on disaster situations.*
- ✳ **Institute of Emergency Management and Planning**  
<http://www.ias.unt.edu:9510>  
*The Institute of Emergency Management and Planning (EADP) is the only resident degree program in the United States. More than 250 students have graduated from the program.*
- ✳ **Joint Typhoon Warning Center, Yokosuko, Japan**  
<http://www.yoko.npmoc.navy.mil>  
*The Naval Pacific Meteorology and Oceanography Center /Joint Typhoon Warning Center, located in Yokosuko, Japan has taken over the Guam Web Site. NPMOCW / JTWC serves as a center for the production and distribution of Western Pacific and Indian Ocean METOC information.*
- ✳ **The McMaster Emergency First Response Team - Canada**  
<http://www.io.org/~mer/efrthome.htm>  
*This site contains information about the McMaster University (Ontario, Canada) Emergency First Response Team. This team, made up of student volunteers, provides first aid and emergency services to the McMaster University community.*
- ✳ **Massachusetts Institute of Technology - U.S. Weather Map**  
<http://www.mit.edu/usa.html>  
*This is a map of current weather conditions across the United States. To get a forecast for a specific location, click on that location. Please note that not all cities are available on this map. Use the weather city code interface for more detailed queries.*
- ✳ **Mennonite Disaster Services**  
<http://www.mbnet.mb.ca/mcc/mds>  
*Volunteers help clean-up and repair following natural disasters such as floods, fires, hurricanes, and tornadoes. MDS cooperates closely with FEMA and the Red Cross in responding to disasters in North America.*
- ✳ **MITSA - Weather Links**  
<http://acro.harvard.edu/MITSA/mitsa-info.html>  
*Contains all the links to weather information and access to the latest satellite images and weather maps.*
- ✳ **NASA Images Catalog**  
<http://rsd.gsfc.nasa.gov/rsd/images>
- ✳ **National Centers for Environmental Prediction**  
<http://www.ncep.noaa.gov/>  
*The National Centers for Environmental Prediction provide worldwide forecast guidance products.*

- ✱ **National Drought Mitigation Center**  
<http://enso.unl.edu/ndmc>  
*Drought data, planning, and history*
- ✱ **National Emergency Management Association**  
<http://www.nemaweb.org>  
*The National Emergency Management Association (NEMA) is a unique partnership among state directors of emergency management. NEMA is an affiliate of the Council of State Governments.*
- ✱ **National Interagency Fire Center**  
<http://www.nifc.doi.gov>  
*Support center for all wildfire information and technology, including fire weather data*
- ✱ **National Oceanic Atmospheric Administration**  
<http://www.noaa.gov>  
*Describing, monitoring, and predicting changes in the Earth's environment in order to ensure and enhance sustainable economic opportunities.*
- Current Weather, Climate and Forecast Maps**  
<http://grads.iges.org/pix/head.html>  
*Contains information about the current weather conditions, forecasts, climate anomalies, and other National Oceanic Atmospheric Administration climate links.*
- NOAA Weather Venues**  
<http://www.nnic.noaa.gov/weather.html>  
*This server is an experimental means for disseminating weather information throughout the Internet to a broad range of users.*
- ✱ **National Severe Storms Laboratory**  
<http://www.nssl.uoknor.edu>  
*This web site includes recent additions to NSSL, the NSSL mission thoughts and writings, some current special projects, NSSL structure employment information, staff announcements, information for New Web Users, Web literacy, WWW net surfing, WWW local interest, and NSS.*
- ✱ **National Voluntary Organization Active in Disasters**  
<http://www.nvoad.org>  
*NVOAD coordinates planning efforts by many voluntary organizations responding to disasters. Member organizations provide more effective and less duplicative efforts in service by getting together before disasters strike. During a disaster, NVOAD or an affiliated state VOAD encourages members and other voluntary agencies to convene on site.*
- ✱ **National Weather Association**  
<http://www.infi.net/~cwt/nwa-page.html>  
*To support and promote excellence in operational meteorology and related activities*
- ✱ **National Weather Service Homepage**  
<http://www.nws.noaa.gov/>  
*Links to all National Weather Services Offices and River Forecast Centers.*

**AWARE Report**

[www.nws.noaa.gov/om/aware397.pdf](http://www.nws.noaa.gov/om/aware397.pdf)

**National Weather Service Office in Boise, Idaho**

<http://moe.boi.noaa.gov/firewx.html>

*Fire weather products and services, including pre-suppression, spot and on-site forecasts*

**National Weather Service Office of Meteorology**

<http://www.nws.noaa.gov/om/omhome/>

*Disaster survey reports, national hazard statistics, and information on significant weather events*

**National Weather Service Pacific Tsunami Warning Center**

<http://www.nws.noaa.gov/pr/os/ptwc.htm>

*Provides tsunami information for Hawaii, Guam, and the Pacific Islands.*

**NWS Publications**

[www.nws.noaa.gov/om/nwspub.htm](http://www.nws.noaa.gov/om/nwspub.htm)

**Disaster Survey Reports**

[www.nws.noaa.gov/om/omdis.htm](http://www.nws.noaa.gov/om/omdis.htm)

**Public Notification Messages (Press Releases)**

[www.nws.noaa.gov/om/notif.htm](http://www.nws.noaa.gov/om/notif.htm)

**Natural Hazard Statistics**

[www.nws.noaa.gov/om/hazstats.htm](http://www.nws.noaa.gov/om/hazstats.htm)

**Significant Weather**

[www.nws.noaa.gov/om/sigwx.htm](http://www.nws.noaa.gov/om/sigwx.htm)

\* **Natural Hazards Center at the University of Colorado**

<http://www.colorado.edu/hazards>

*The Natural Hazards Center at the University of Colorado, located in Boulder, is a national and international clearinghouse for information on natural hazards and human adjustments to hazards and disasters.*

\* **NETCAST**

<http://netcast.noaa.gov/cgi-bin/page?pg=netcast>

*NetCast maintains weather forecast for the United States, its territories and Canada. The forecast information provided to the NIC by the National Weather Service (NWS) should not be relied on in lieu of officially disseminated weather forecasts and warnings. This server is an experimental means for disseminating weather information throughout the Internet to a broad range of users.*

\* **Networks for Disaster Mitigation**

<http://thumb.cprost.sfu.ca>

*Uses the communication and information infrastructures in contemporary societies to mitigate damaging effects of natural and socio-technological hazards in the five stages associated with response to disasters*

\* **Northwest Medical Teams**

<http://www.nwmti.org>

*Volunteers with Northwest Medical Teams International have responded to disasters around the world since 1979. Teams have provided relief to thousands of helpless victims. When disasters strike, NWMTI is on the scene treating serious illnesses, preventing the outbreak of disease, feeding the hungry, and training nationals to meet their ongoing health needs.*

\* **Nuclear Regulatory Commission**

<http://www.nrc.gov>

*The Nuclear Regulatory Commission offers programs to make agency, licensee, and nuclear industry information available to the public. Includes improved standard technical specifications, NRC occupational radiation exposure information, plant information books and public documents.*

\* **Office of Hydrology**

<http://www.nws.noaa.gov/oh/>

*Provides administrative, policy, and technical guidance for hydrological matters.*

**Hydrological Information Center**

[www.nws.noaa.gov/hic/index.html](http://www.nws.noaa.gov/hic/index.html)

**Hydrologic Research**

<http://hsp.nws.noaa.gov/hr/>

**Hydrometeorological Design Studies**

<http://hsp.nws.noaa.gov/oh/hdsc/>

**National Operational Hydrologic Remote**

<http://www.nohrsc.nws.gov>

**Technology Transfer**

<http://www.hsp.nws.noaa.gov/oh/tt/index.shtml>

**IFLOWS**

<http://www.nws.noaa.gov/afws/index.shtml>

\* **Online Guide to Meteorology**

<http://covis1.atmos.uiuc.edu/guide/>

*The "Guide" is a collection of multimedia instructional modules that introduce and explain fundamental concepts in meteorology.*

\* **Operation Fresh Start**

<http://www.sustainable.doe.gov/freshstart/>

*Operation Fresh Start is an initiative designed to help individuals and communities incorporate sustainable principles and technologies into their plans when they recover from a flood, earthquake, or other disaster. Sponsored by the US Department of Energy, Operation Fresh Start is a gateway to information from a variety of federal agencies that deal with disaster recovery.*

\* **OSHA**

<http://www.osha.gov>

*The mission of the Occupational Safety and Health Administration is to save lives, prevent injuries and protect the health of America's workers.*

**OSHA Salt Lake Technical Center**

<http://www.osha-slc.gov>

*This Internet server contains electronic copies of selected OSHA documents and technical information from the OSHA Computerized Information System (OCIS).*

✧ **Oxfam USA**

<http://www.intac.com/PubService/rwanda/fund/oxfam.html>

*Non-profit agency that collaborates occasionally with six other independent Oxfams around the world. Oxfam America funds disaster relief and a variety of self-help development projects.*

✧ **President's Commission on Critical Infrastructure Protection**

<http://www.pccip.gov>

*Disaster mitigation-related materials*

✧ **Public Seismic Network**

<http://gandalf.ceri.memphis.edu/~rond/psn/>

*The Public Seismic Network - Memphis is dedicated to the promotion of awareness and information about earthquakes in general, but particularly, earthquake activity in the New Madrid area*

✧ **Saint Louis Earthquake Research and Information**

[http://www.eas.slu.edu/Earthquake\\_Center/earthquakecenter.html](http://www.eas.slu.edu/Earthquake_Center/earthquakecenter.html)

✧ **The San Francisco Bay Area Governments' Earthquake Hazard Maps**

<http://www.abag.ca.gov/bayarea/eqmaps/eqmaps.html>

*Tells what's new and what's coming, provides answers to frequently asked questions about the report and maps, helps view earthquake hazard maps by city and by scenario.*

✧ **San Mateo Operational Area Office of Emergency Services**

<http://www.co.sanmateo.ca.us/oeshome.htm>

*This agency is operated by 20 cities and the county of San Mateo, California. This web site was created to allow residents to be better prepared in the event of a disaster.*

✧ **Small Business Administration**

[www.sba.gov](http://www.sba.gov)

*The U.S. Small Business Administration serves as the federal disaster bank in the wake of hurricanes, floods, earthquakes, wildfires, tornadoes, and other physical disasters. The SBA offers loans such as Home Disaster loans, Business Physical disaster loans, and Economic Injury Disaster loans.*

✧ **Storm Chaser Homepage**

<http://taiga.geog.niu.edu/chaser/chaser.html>

*The purpose of the Storm Chaser Homepage is two-fold. It is designed for the storm chaser to get the latest weather information from the National Weather Service (NWS), and provide the NWS a place to receive chaser reports, inquiries, and information from chasers. A two way information street which has in the past been either a one way street, or a dead end for both*

- ✱ **Storm Prediction Center**  
<http://www.nssl.ou.edu/~spc/>  
*Convective watches, severe local storm information, and achieved data*
- ✱ **Storm99**  
<http://www.gopbi.com/Weather/storm>  
*Current disaster related topics in the news, preparedness information, special features on lightening, multi-media illustration and interactive games covering natural disaster topics.*
- ✱ **Topical Prediction Center**  
<http://www.nhc.noaa.gov/>  
*The latest analysis, forecast, and warning information for Atlantic and eastern North Pacific cyclones.*
- ✱ **United Methodist Committee on Relief (UMCOR)**  
<http://gbgm-umc.org/units/umcor>  
*This web site has current emergency information and new, and information on UMCOR.*
- ✱ **United State Agency for International Development (USAID)**  
<http://www.usaid.gov>  
*The USAID Agency for International Development Office of Foreign Disaster Assistance serves as the government's official response mechanism overseas.*
- ✱ **United States Army Corps of Engineers**  
[www.usace.army.mil/inet/functions/cw](http://www.usace.army.mil/inet/functions/cw)  
*The US Army Corps of Engineers is the primary agency for Emergency Support Function #3, Public Works and Engineering, of the FEMA coordinated Federal Response Plan. During disaster response and recovery, the Corps of Engineers conducts power generation, provides ice and portable water, emergency repair to buildings, conducts damage assessments, levee repairs and provides sandbags and debris clearance.*
- ✱ **United States Geological Survey**  
<http://www.usgs.gov>  
*The US Geological Survey is the nation's largest earth-science research and information agency. Access to USGS fact sheets, general information and contacts, public issues, education, grant information, and Internet resources can be found on this web site.*

**US Geological Survey Hazards Theme Page**  
<http://www.usgs.gov/themes/hazard.html>  
*This page has various links for information on floods, earthquakes, volcanoes, and other disasters.*

**USGS/ David A. Johnston Cascades Volcano Observatory**  
<http://vulcan.wr.usgs.gov/home.html>  
*The Cascades Volcano Observatory (CVO) of the United States Geological Survey (USGS) strives to serve the public interest by helping people to live knowledgeably and safely with volcanoes and other natural hazards including earthquakes, landslides, and debris flows, in the western United States and*

*elsewhere in the world. Our goal is to provide accurate and timely information pertinent to the assessment, warning, and mitigation of natural hazards.*

- ✳ **University of Minnesota Emergency Management**  
<http://www.tc.umn.edu/nlhome/m435/freed004/.html>  
*Provides University of Minnesota students, staff, faculty, and visitors with information regarding University emergency planning, response, and education.*
- ✳ **University of North Texas**  
<http://www.ias.unt.edu:9510/>  
*The only resident BS degree in Emergency Management in the USA is located in Denton, Texas, also home to FEMA, Region VI and the Teleregistration Center.*
- ✳ **University of Washington Geophysics Program**  
<http://www.geophys.washington.edu/welcome.html>  
*Seismology and earthquake maps and research*
- ✳ **University of Wisconsin - Disaster Management Center**  
<http://epdwww/engr.wisc.edu/dmc/>  
*A unique educational resource, the Disaster Management Center (UW-DMC) offers educational programs on the management of situations created by disasters and emergencies in an international context.*
- ✳ **USA TODAY: Weather Front Page**  
<http://www.usatoday.com/weather/wfront.htm>
- ✳ **Victoria State Emergency Services (Australia)**  
<http://www.ses.vic.gov.au>
- ✳ **Volcano Disaster Assistance Program**  
<http://vulcan.wr.usgs.gov/Vdap/vdap.html>  
*This program is designed to assist foreign governments to mitigate the effects of volcanic unrest and volcanic eruption. The primary goal of the VDAP is to reduce loss of life and economic damage in countries that experience volcanic eruptions.*
- ✳ **The Weather Channel (USA)**  
<http://www.weather.com>  
*Each day The Weather Channel broadcasts local forecasts for more than 4000 National Weather Service zones across the country. However, regional and national forecasts are only part of The Weather Channel's programming. The network also offers special interest forecasts targeted to viewers with specific weather needs including general aviation pilots, business travelers, skiers, frequent flyers, gardeners, private craft sailors and cross country drivers.*
- ✳ **WeatherNex**  
<http://cirrus.sprl.umich.edu/wxnet/>  
*Connecting You To The World Of Weather*
- ✳ **West Coast and Alaska Tsunami Warning Center**  
<http://www.alaska.net/~atwc>  
*Provides tsunami information for the United States West Coast and Alaska.*

**\* Western States Seismic Policy Council**

<http://vishnu.glg.nau.edu/wsspc.html>

*WSSPC is a broad regional forum for earthquake hazard mitigation technology transfer. WSSPC includes a multidisciplinary membership, and enhances emergency management/geoscience partnerships toward earthquake hazard mitigation.*

**\* West Indies Volcanoes (Montserrat)**

<http://www.geo.mtu.edu/volcanoes/west.indies/soufriere/govt/>

*This site by the government of Monserrat and the Monserrat Volcano Observatory contains official releases concerning the Soufriere Hills Volcano, Monserrat, West Indies.*



***APPENDIX I:  
Corporation for National Service  
After Action Reporting Form***

***(To be duplicated, filled out by the State Point of Contact,  
and sent to Corporation headquarters after Corporation  
programs participate in disaster relief activity.)***



**Corporation for National Service**  
**Emergency Management Activity Report**

**The Corporation for National Service encourages programs to be involved in disaster relief efforts, when appropriate. Please fill out the following information so we may better document the stellar activities of those in the field.**

Please return this form to *Vassilisa Johri at the Corporation for National Service, 9<sup>th</sup> Floor, 1201 New York Ave. NW, Washington, DC 20525, or fax it to 202/565-2787, or email it to [vjohri@cns.gov](mailto:vjohri@cns.gov).*

**1. Disaster Name:** \_\_\_\_\_ **Disaster Date:** \_\_\_\_\_

**Disaster Type:**     Flood                                     Fire                                     Ice Storm  
                          Tornado                                     Hurricane                                     Earthquake  
                          Other \_\_\_\_\_

**State(s) where disaster relief activities were performed:** \_\_\_\_\_

**Duration of Activity/Assignment:** \_\_\_\_\_

**2. Program Name:** \_\_\_\_\_

Program Contact: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

FAX: \_\_\_\_\_

- AmeriCorps\*State (incl. N&S Dakota)
- AmeriCorps\*ITT
- AmeriCorps\*National
- AmeriCorps\*VISTA
- Senior Companions
- Foster Grandparents
- RSVP
- L&S Higher Education
- L&S K-12

**Total number of members/participants involved:** \_\_\_\_\_

*(Including, if any, generated non-CNS volunteers)*

- ‡ Number of AmeriCorps members \_\_\_\_\_
- ‡ Number of AmeriCorps\*VISTA members \_\_\_\_\_
- ‡ Number of Learn and Serve volunteers \_\_\_\_\_
- ‡ Number of Senior Corps volunteers : \_\_\_\_\_
- ‡ Number of non-Corporation volunteers: \_\_\_\_\_

**3. Disaster Relief activity in conjunction with:**

FEMA     Red Cross     Other: \_\_\_\_\_

*(for other, please specify name of organization and type, i.e., US Forest Service, Federal Agency)*

**Activity/assignment costs covered by:**

FEMA     Red Cross     Other: \_\_\_\_\_

Jointly funded by: \_\_\_\_\_

Funded by program

**4. Specific activities performed** *(such as debris clean up, mass care, shelter management, data entry etc.):*

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**5. Accomplishments** *(please be specific):*

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**Number of total service hours:** \_\_\_\_\_

**6. Success** *(please be specific):*

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**7. Challenges** *(Please be specific):*

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**8. Additional comments:**

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**Completed by:** \_\_\_\_\_ **Organization:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Date:** \_\_\_\_\_