

# COMMONWEALTH OF VIRGINIA

## Emergency Operations Plan



### **SUPPORT ANNEX #2 STATEWIDE RECOVERY**

**January 2019**

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## Table of Contents

|  |           |
|--|-----------|
| <b>SUPPORT ANNEX #2.....</b>                                     | <b>0</b>  |
| <b>STATEWIDE RECOVERY.....</b>                                   | <b>0</b>  |
| <b>RECORD OF CHANGES.....</b>                                    | <b>6</b>  |
| <b>LEAD AGENCY .....</b>   | <b>7</b>  |
| <b>SUPPORT AGENCIES AND ORGANIZATIONS .....</b>                  | <b>7</b>  |
| <b>PURPOSE.....</b>  | <b>7</b>  |
| <b>SCOPE AND APPLICABILITY .....</b>                             | <b>7</b>  |
| <b>SITUATION .....</b>   | <b>7</b>  |
| <b>PLANNING ASSUMPTIONS .....</b>                                | <b>7</b>  |
| <b>POLICIES .....</b>  | <b>8</b>  |
| <b>ORGANIZATIONAL STRUCTURE .....</b>                            | <b>8</b>  |
| <b>CONCEPT OF OPERATIONS .....</b>                               | <b>9</b>  |
| GENERAL.....   | 9         |
| RECOVERY PHASES .....  | 9         |
| <b>ROLES AND RESPONSIBILITIES.....</b>                           | <b>11</b> |
| STATE DISASTER RECOVERY COORDINATOR .....                        | 11        |
| VIRGINIA DEPARTMENT OF EMERGENCY MANAGEMENT .....                | 11        |
| VDEM CHIEF REGIONAL COORDINATORS .....                           | 12        |
| STATE AGENCIES .....   | 12        |
| LOCAL AND TRIBAL GOVERNMENTS .....                               | 12        |
| LOCAL OR TRIBAL DISASTER RECOVERY COORDINATORS .....             | 12        |
| NON-GOVERNMENTAL ORGANIZATIONS.....                              | 12        |
| RSF PRIMARY AND SUPPORT AGENCIES AND OTHER ORGANIZATIONS .....   | 12        |
| <b>NOTIFICATION AND ACTIVATION.....</b>                          | <b>12</b> |
| <b>MULTI-JURISDICTIONAL INCIDENTS.....</b>                       | <b>13</b> |
| <b>DIRECTION, CONTROL AND COORDINATION .....</b>                 | <b>13</b> |
| RESOURCE COORDINATION.....                                       | 13        |
| RESOURCE REQUESTS .....  | 13        |
| COORDINATION WITH VDEM REGIONAL OFFICES.....                     | 13        |
| COORDINATION WITH STATE AGENCIES .....                           | 13        |
| COORDINATION WITH NONPROFITS .....                               | 14        |
| COORDINATION WITH FEDERAL AGENCIES .....                         | 14        |
| <b>INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION .....</b> | <b>14</b> |
| INFORMATION COLLECTION AND ANALYSIS .....                        | 14        |
| COMMUNICATIONS AND INFORMATION DISSEMINATION .....               | 14        |
| <b>ADMINISTRATION, FINANCE, AND LOGISTICS .....</b>              | <b>14</b> |
| <b>AUTHORITIES &amp; REFERENCES .....</b>                        | <b>14</b> |
| AUTHORITIES .....  | 14        |

|   |           |
|---|-----------|
| REFERENCES .....  | 15        |
| <b>ATTACHMENT 1 – JFO ORGANIZATION STRUCTURE .....</b>  | <b>16</b> |
| <b>ATTACHMENT 2 –PRIMARY AND SUPPORT AGENCIES .....</b> | <b>17</b> |
| <b>BEHAVIORAL HEALTH .....</b>                          | <b>20</b> |
| LEAD AGENCY .....                                       | 20        |
| SUPPORT AGENCIES .....                                  | 20        |
| PURPOSE.....  | 20        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....                 | 20        |
| RECOVERY PRIORITIES.....                                | 20        |
| RECOVERY ACTIVITIES .....                               | 21        |
| ROLES AND RESPONSIBILITIES .....                        | 21        |
| <b>CONSUMER PROTECTION .....</b>                        | <b>23</b> |
| LEAD AGENCY .....                                       | 23        |
| SUPPORT AGENCIES .....                                  | 23        |
| PURPOSE.....  | 23        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....                 | 23        |
| RECOVERY PRIORITIES.....                                | 23        |
| RECOVERY ACTIVITIES .....                               | 23        |
| ROLES AND RESPONSIBILITIES .....                        | 23        |
| <b>DEBRIS MANAGEMENT .....</b>                          | <b>33</b> |
| LEAD AGENCIES .....                                     | 33        |
| SUPPORT AGENCIES .....                                  | 33        |
| PURPOSE.....  | 33        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....                 | 33        |
| RECOVERY PRIORITIES.....                                | 33        |
| RECOVERY ACTIVITIES .....                               | 33        |
| ROLES AND RESPONSIBILITIES .....                        | 34        |
| <b>ECONOMIC AND COMMUNITY BUILDING.....</b>             | <b>37</b> |
| LEAD AGENCY .....                                       | 37        |
| SUPPORT AGENCIES .....                                  | 37        |
| PURPOSE.....  | 37        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....                 | 37        |
| RECOVERY PRIORITIES.....                                | 37        |
| RECOVERY ACTIVITIES .....                               | 38        |
| ROLES AND RESPONSIBILITIES .....                        | 38        |
| <b>ENVIRONMENTAL MANAGEMENT .....</b>                   | <b>42</b> |
| LEAD AGENCY .....                                       | 42        |
| SUPPORT AGENCIES .....                                  | 42        |
| PURPOSE.....  | 42        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....                 | 42        |
| RECOVERY PRIORITIES.....                                | 42        |
| RECOVERY ACTIVITIES .....                               | 42        |
| ROLES & RESPONSIBILITIES .....                          | 43        |
| <b>HAZARD MITIGATION .....</b>                          | <b>46</b> |
| LEAD AGENCY .....                                       | 46        |
| SUPPORT AGENCIES .....                                  | 46        |
| PURPOSE.....  | 46        |

|   |           |
|---|-----------|
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....         | 46        |
| RECOVERY PRIORITIES.....                        | 46        |
| RECOVERY ACTIVITIES .....                       | 46        |
| ROLES AND RESPONSIBILITIES.....                 | 47        |
| <b>HISTORIC AND CULTURAL RESOURCES .....</b>    | <b>51</b> |
| LEAD AGENCY .....                               | 51        |
| SUPPORT AGENCIES .....                          | 51        |
| PURPOSE.....                                    | 51        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....         | 51        |
| RECOVERY PRIORITIES.....                        | 51        |
| RECOVERY ACTIVITIES .....                       | 51        |
| ROLES AND RESPONSIBILITIES.....                 | 52        |
| <b>HOUSING.....</b>                             | <b>55</b> |
| LEAD AGENCIES .....                             | 55        |
| SUPPORT AGENCIES .....                          | 55        |
| PURPOSE.....                                    | 55        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....         | 55        |
| RECOVERY PRIORITIES.....                        | 55        |
| RECOVERY ACTIVITIES .....                       | 56        |
| ROLES AND RESPONSIBILITIES.....                 | 57        |
| <b>INDIVIDUALS AND HOUSEHOLDS .....</b>         | <b>60</b> |
| LEAD AGENCY .....                               | 60        |
| SUPPORT AGENCIES .....                          | 60        |
| PURPOSE.....                                    | 60        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS.....          | 60        |
| RECOVERY PRIORITIES.....                        | 60        |
| RECOVERY ACTIVITIES .....                       | 60        |
| ROLES AND RESPONSIBILITIES.....                 | 61        |
| <b>INFRASTRUCTURE SYSTEMS.....</b>              | <b>64</b> |
| LEAD AGENCY .....                               | 64        |
| SUPPORT AGENCIES .....                          | 64        |
| PURPOSE.....                                    | 64        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....         | 64        |
| RECOVERY PRIORITIES.....                        | 64        |
| RECOVERY ACTIVITIES .....                       | 65        |
| ROLES AND RESPONSIBILITIES.....                 | 65        |
| <b>PUBLIC HEALTH .....</b>                      | <b>71</b> |
| LEAD AGENCY .....                               | 71        |
| SUPPORT AGENCIES .....                          | 71        |
| PURPOSE.....                                    | 71        |
| RSF-SPECIFIC PLANNING ASSUMPTIONS .....         | 71        |
| RECOVERY PRIORITIES.....                        | 71        |
| RECOVERY ACTIVITIES .....                       | 71        |
| ROLES AND RESPONSIBILITIES.....                 | 72        |
| <b>VOLUNTEER AND DONATIONS MANAGEMENT .....</b> | <b>75</b> |
| LEAD AGENCY .....                               | 75        |
| SUPPORT AGENCIES .....                          | 75        |
| PURPOSE.....                                    | 75        |

|   |    |
|---|----|
| RSF-SPECIFIC PLANNING ASSUMPTIONS ..... | 75 |
| RECOVERY PRIORITIES.....                | 75 |
| ORGANIZATIONAL STRUCTURE.....           | 75 |
| RECOVERY ACTIVITIES .....               | 75 |
| ROLES AND RESPONSIBILITIES .....        | 76 |

## RECORD OF CHANGES

- 1
- 2
- 3

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**Lead Agency**

- Virginia Department of Emergency Management (VDEM)

**Support Agencies and Organizations**

- See Recovery Support Function (RSF) Appendices

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**Purpose**

This Annex (“Annex” and “Plan” will be used interchangeably) establishes the COV’s recovery plan and policies for coordinating recovery activities in any event or incident requiring activation of this plan. The overarching purpose of recovery is to restore communities to a pre-disaster or better condition, when reasonable, feasible, and possible. To accomplish this purpose, this plan defines the roles and responsibilities of the Commonwealth of Virginia (COV) and its partners in recovery following a disaster, large-scale emergency, or event in the Commonwealth and is intended to ensure flexibility, scalability, and adaptability to the unique and changing conditions of disaster recovery. This plan addresses the mission of the short-term, intermediate, and long-term recovery operations including staffing, roles and responsibilities of primary and support agencies, communications, information flow, and logistical requirements. This Annex also establishes the coordinating structures for delivering recovery support to impacted jurisdictions.

This Annex provides a framework for the development and implementation of an efficient, integrated, and comprehensive recovery strategy that includes a timely and seamless transition from response to recovery operations; prompt and effective disaster assistance to affected individuals, localities, businesses, and public agencies; long-term reconstruction activities to support and fulfill the recovery vision and strategy; and the incorporation of mitigation considerations throughout the process to make the community safer from, stronger against, and more resilient to any human-caused or natural disaster.

**Scope and Applicability**

This plan is applicable to human-caused and natural disasters, acts of terrorism, other large-scale emergencies, and special events that involve the obligation of resources, incurrence of costs, and the delivery of disaster assistance to support all components of the recovery process.

This plan applies to all State agencies and departments identified as recovery partners or that are tasked with conducting recovery assistance; any nongovernmental organization (NGO) designated in an RSF Appendix to this Plan; and any private sector partners who assist in recovery.

**Situation**

The Commonwealth’s situation is addressed in the COVEOP Appendix E.

**Planning Assumptions**

- All disasters are local. Incidents are managed at the lowest possible jurisdictional level.



- The recovery process will involve the coordination of and collaboration with local, state, tribal, and federal governments; regional entities; private sector partners; and voluntary, faith-based, and community organizations.
- The private sector, as owners of a significant portion of a community's critical infrastructure, will play a major role in the recovery process.
- The Commonwealth's recovery programs and services will be universally accessible and comply with all non-discrimination laws including integration of access and functional needs into all recovery plans, programs, services, and communications.
- Not all functions outlined in this Annex may be necessary for each recovery operation.
- Recovery operations may take place with or without a Presidential declaration.
- Incidents may involve single or multiple geographic areas simultaneously.
- Incidents may involve multiple threats or hazards.
- Initial response actions/inactions will have a direct impact upon recovery.
- Local, regional, and state resources will be used to the maximum extent possible to support and enhance the overall recovery process.
- State agencies have Continuity Plans (COOPs) that support and sustain short and long-term recovery operations within the organization.
- Some short-term recovery activities may begin during the response phase and will be initiated by the Virginia Emergency Support Team (VEST).
- Short-term recovery activities not completed under the response phase will be completed by the Recovery Section during recovery.
- Recovery activities will blur across short-term, intermediate, and long-term activities.

## Policies

- All agencies assigned responsibilities within this Annex will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts necessary to successfully accomplish their tasks.
- Recovery will be accomplished in a manner that is safe and secure; reduces or eliminates future risk from hazards; increases resilience; complies with all applicable local, state, and federal laws, regulations, and policies; is cost effective and reasonable; and is timely in the context of the impacts sustained.
- All recovery programs, services, and communications will be universally accessible and will comply with state and federal non-discrimination laws.

## Organizational Structure

The VEST Recovery Section will oversee recovery activities in the Commonwealth and will provide the core management and administrative activities of the functional areas in support of the Virginia recovery organization. The Recovery Section will be scalable depending on the level of support needed from the impacted jurisdiction(s) or to support the Commonwealth's recovery operations.

The VDEM Finance Division will lead the VEST Recovery Section and coordinate the recovery operations statewide. VDEM Chief Regional Coordinators or their designees will disseminate information regarding recovery efforts at the local level. The Virginia recovery organization will serve as a clearinghouse of information gathered from the RSFs and the regional offices.

## Concept of Operations

### GENERAL

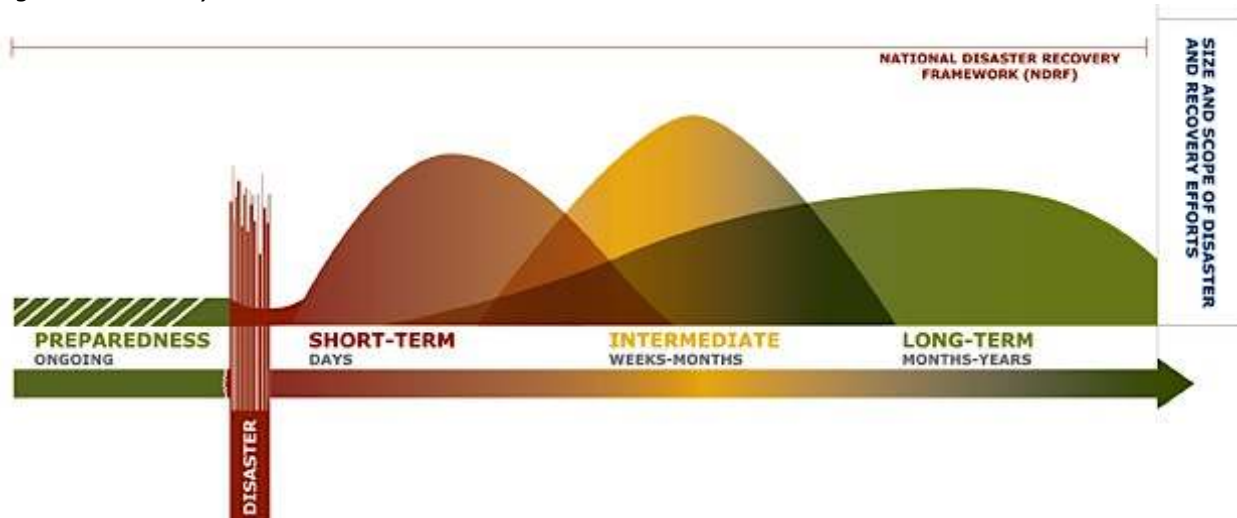
In general, recovery will be managed at the lowest level possible. When local jurisdictions are overwhelmed, they may request assistance from their VDEM Chief Regional Coordinator for possible escalation to the state level for resolution. Response and recovery operations will be coordinated by the VEST at the direction of the Virginia Emergency Support Team (VEST) Coordinator.

Upon recommendation of the VEST Coordinator, the Governor, State Coordinating Officer (SCO), or their designee will activate the Plan and Recovery Section including all necessary RSFs to support the Commonwealth's recovery objectives.

### RECOVERY PHASES

There is not a specific dividing line between response and recovery operations; response and recovery operations may be occurring concurrently. Response operations, such as lifesaving, life sustaining, and property protection directly influence recovery activities. Consequently, the recovery process is a sequence of interdependent and often concurrent activities (*See Figure 1: Recovery Continuum*).

Figure 1: Recovery Continuum



Short-term recovery activities are those activities taking place during the initial days and weeks. Intermediate recovery activities occur during the weeks and months following the incident and long-term recovery occurs during the months and years following the disaster. The phases of recovery overlap and recovery activities may span across multiple phases of the recovery continuum.

The Commonwealth will conduct the following activities during recovery operations:

#### Short-term Activities

##### General

- Activate the Recovery Section.

- 122       ▪ Develop an incident-specific recovery plan.
- 123       ▪ Ensure that the incident-specific recovery plan, programs, and services address the needs of
- 124       individuals with disabilities and others with access and functional needs.
- 125       ▪ Activate applicable RSFs to support recovery operations.
- 126       ▪ Assess and develop a strategy to address post-disaster short-, intermediate, and long-term
- 127       disaster recovery damages, impacts, and needs of affected communities.
- 128       ▪ Assess impacts on key sectors of the community's economic base.
- 129       ▪ Identify, coordinate, and leverage the delivery of financial, technical and logistical resources to
- 130       support the recovery process.
- 131       ▪ Request federal assistance if the situation warrants.
- 132       ▪ Identify and establish a JFO and other field facilities to support recovery operations (e.g.,
- 133       Disaster Recovery Centers (DRCs)).
- 134       ▪ Update potential Joint Field Office (JFO) and temporary housing sites in coordination with the
- 135       appropriate RSFs.
- 136       ▪ Assess need to activate the Economic Crisis Strike Force (ECSF).
- 137       ▪ Monitor and communicate recovery operations to ensure compliance with all applicable laws,
- 138       regulations, policies, and programmatic requirements.
- 139       ▪ Begin or continue Disability Partner Conference Calls.

#### 140   Damage Assessment

- 141       ▪ Begin assembling Preliminary Damage Assessment (PDA) teams.
- 142       ▪ Gather and analyze data from the field and Initial Damage Assessment (IDAs).

#### 143   Housing

- 144       ▪ Assess impacts on the housing sector; and
- 145       ▪ Estimate the projected number of displaced persons on an interim and long-term basis.

#### 146   Infrastructure

- 147       ▪ Assess the severity and scope of damage to infrastructure and resulting major service and
- 148       economic disruptions that impact the overall response and recovery operations.

### 149   Intermediate Activities

#### 150   General

- 151       ▪ Establish and staff DRCs, ensuring all DRCs are located in accessible facilities.
- 152       ▪ Establish and staff the JFO.
- 153       ▪ Identify and address any potential or actual unmet needs in collaboration with public and
- 154       private sector partners.
- 155       ▪ Provide behavioral and mental health services to survivors and responders.
- 156       ▪ Work with the local community to identify their vision for recovery.
- 157       ▪ Identify possible mitigation activities and resilience-building opportunities.

158

#### 159   Housing

- 160       ▪ Begin identifying transitional housing solutions and permanent housing solutions.

**Economic**

- Administer Small Business Administration (SBA), Community Development Block Grants (CDBG), and agricultural loans and programs.
- Support the re-establishment of local businesses.
- Track, document, and package costs to maximize and expedite the delivery of assistance.
- Coordinate reimbursement from available and applicable funding resources.

**Long-Term Activities****General**

- Coordinate with affected communities to provide support through Long-Term Recovery Groups (LTRGs).
- Coordinate with the appropriate federal, state, private sector, and nongovernmental organizations to implement local, regional, and state recovery strategies.
- Identify lessons learned and areas for improvement to improve future recovery operations.

**Economic**

- Assess the economic impact of the event on the local community.

## **Roles and Responsibilities**

**STATE DISASTER RECOVERY COORDINATOR**

- Oversee the recovery of the Commonwealth of Virginia.
- Liaise with federal counterparts throughout the recovery.
- Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

**VIRGINIA DEPARTMENT OF EMERGENCY MANAGEMENT**

- Staff the VEST Recovery Section when notified.
- Identify requirements based on incident characteristics and potential or actual recovery needs identified.
- Maintain situational awareness, common operating picture, and cascading impacts.
- Issue guidance regarding the tracking and documentation of all costs associated with recovery operations.
- Evaluate Initial Damage Assessments submitted and follow-up with localities to clarify and validate information provided or request additional information.
- Assess the need to request a Joint PDA based upon the impacts identified through the IDAs.
- Coordinate PDA activities with affected localities, American Red Cross, Small Business Administration, and FEMA to promote an efficient and timely assessment process.
- Receive, analyze, and summarize PDA data from affected communities against local and state resource capabilities to determine if Public Assistance (PA) thresholds and Individual Assistance (IA) criteria have been met.
- Coordinate with state or federal agencies to develop a socio-economic profile of affected localities.
- In coordination with FEMA, prepare a Federal Declaration of Emergency request for localities where damages meet PA thresholds and IA criteria. Forward the request to the Secretary of Public Safety and Homeland Security and the Governor's Office for approval through the SCO.
- If a federal declaration is received, coordinate with affected localities and FEMA identify potential accessible locations for fixed and mobile DRCs.

- Coordinate DRC activities with supporting agencies and organizations.

#### **VDEM CHIEF REGIONAL COORDINATORS**

- Serve as a liaison between the impacted localities, the Commonwealth, and FEMA.

#### **STATE AGENCIES**

- Support applicable RSFs. *(See Attachment 2: Primary and Support Agency Matrix)*
- Provide subject matter expertise on programs and initiatives that can support recovery.
- Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### **LOCAL AND TRIBAL GOVERNMENTS**

- Assess and identify recovery needs.
- Deliver services and programs that support the community's recovery.
- Provide information to the community about available recovery programs.
- Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### **LOCAL OR TRIBAL DISASTER RECOVERY COORDINATORS**

- Serve as the lead recovery agent for the impacted jurisdiction.
- Interface with state, private sector, and nonprofit organizations to facilitate the timely recovery of the impacted jurisdiction.
- Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### **NON-GOVERNMENTAL ORGANIZATIONS**

- Support the unmet needs of the community through partnerships with other NGOs and private sector partners.
- Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### **RSF PRIMARY AND SUPPORT AGENCIES AND OTHER ORGANIZATIONS**

- See RSF Appendices

## **Notification and Activation**

When the VEST is activated and recovery operations are anticipated, the Recovery Section will be activated. The Recovery Section is responsible for projecting which recovery activities may be necessary and determining if activation of the Statewide Recovery Plan is necessary. If the situation requires recovery operations, the Recovery Section will make a recommendation to the SCO or their designee to activate the Statewide Recovery Plan.

This Annex may be activated to address recovery issues to including, but not limited to:

- Supporting the incident cost reimbursement process;
- Reviewing and assessing initial damage assessments;
- Recommending, arranging, and supporting preliminary damage assessments;

- Supporting the development of the federal declaration request and associated documentation; and
- Establishing a JFO in coordination with FEMA if a federal declaration request is approved.

Based on the initial assessment of long-term recovery needs and resource requirements and following consultation with the appropriate state officials and support agencies, the VEST Recovery Section will begin developing the necessary plans, priorities, initiatives, and assistance to address the long-term recovery issues identified. The information gathered from the VEST Plans Section will assist in determining which RSFs should be activated to support recovery operations.

## **Multi-Jurisdictional Incidents**

Large-scale incidents may affect multiple local jurisdictions at the same time. In instances when multi-jurisdictions are impacted at once, the Commonwealth may provide the following support:

- VDEM Chief Regional Coordinators may deploy resources to coordinate communications between the Commonwealth and the local jurisdiction.
- Technical assistance to requesting jurisdictions may be provided through state agency staff.
- Localities may have activated Statewide Mutual Aid to provide support.
- Emergency contracts may be activated to support recovery operations.

## **Direction, Control and Coordination**

### **RESOURCE COORDINATION**

The coordination of resources is addressed in the COVEOP Base Plan in § ESF #7 and the VDEM Logistics Plan.

### **RESOURCE REQUESTS**

Requests for recovery assistance will be managed in the same manner as requests for response assistance. Localities will request resources using the established resource request process. State and private sector assets will be deployed, tracked, and managed consistent with established ESF #7 procedures.

### **COORDINATION WITH VDEM REGIONAL OFFICES**

VDEM has seven regional offices throughout the Commonwealth, each overseen by a CRC. VDEM CRCs serve as the information conduit between the local community and the VEST. After localities have had adequate time evaluate the situation, CRCs will contact their localities to identify immediate resource support needs and support opportunities. If taskforces are necessary to accomplish short-term tasks for specific recovery issues such as housing, CRCs will assist localities in developing those taskforces. All pertinent information will be relayed to the Recovery Section and the VEST Planning Section for assessment and identification of needs.

### **COORDINATION WITH STATE AGENCIES**

State agencies with a role in recovery are assigned roles and responsibilities in the RSF annexes. The VEST Recovery Section will coordinate with RSF agencies and the VDEM Regional Offices for delivery of the Commonwealth's programs, services, and supports. Activated ESFs and RSFs will provide to the VEST Recovery Section as necessary and when requested.

#### **COORDINATION WITH NONPROFITS**

ESF #17 will coordinate with NGOs during response; during recovery operations the Volunteers and Donations Management RSF will assume this role.

#### **COORDINATION WITH FEDERAL AGENCIES**

State agencies may also coordinate directly with specific federal partners in the absence of a federal declaration for certain programs. If a federal disaster declaration is received, state and federal agencies will coordinate through the JFO which serves as the central coordination point for federal, state, local, and voluntary organizations. The Recovery Section and activated RSFs will integrate into the JFO to coordinate state agency activities under the control of the SCO (*See Attachment 1 – JFO Organization Structure*).

## **Information Collection, Analysis, and Dissemination**

#### **INFORMATION COLLECTION AND ANALYSIS**

The VEST will receive information from the Regional Offices or directly from the local government that will be used to identify needs and deploy the requested number of resources, if able. Resources unavailable in the Commonwealth will be fulfilled through mutual aid, the voluntary or private sectors, or contracts.

#### **COMMUNICATIONS AND INFORMATION DISSEMINATION**

Information dissemination will follow the established VEST Joint Information Center (JIC) processes and procedures when the VEST is activated. When the VEST and the JIC demobilize, recovery communications will continue through information sharing platforms and a virtual Joint Information System (JIS). Regional Coordination Centers will serve as the information conduit between local and tribal governments and the VEST Recovery Section in the event of non-declared disasters.

## **Administration, Finance, and Logistics**

Maintaining accurate records of costs incurred during recovery is essential for potential reimbursement. Administration and finance procedures are highlighted in the COVEOP and the VDEM Finance Division processes and procedures.

## **Authorities & References**

#### **AUTHORITIES**

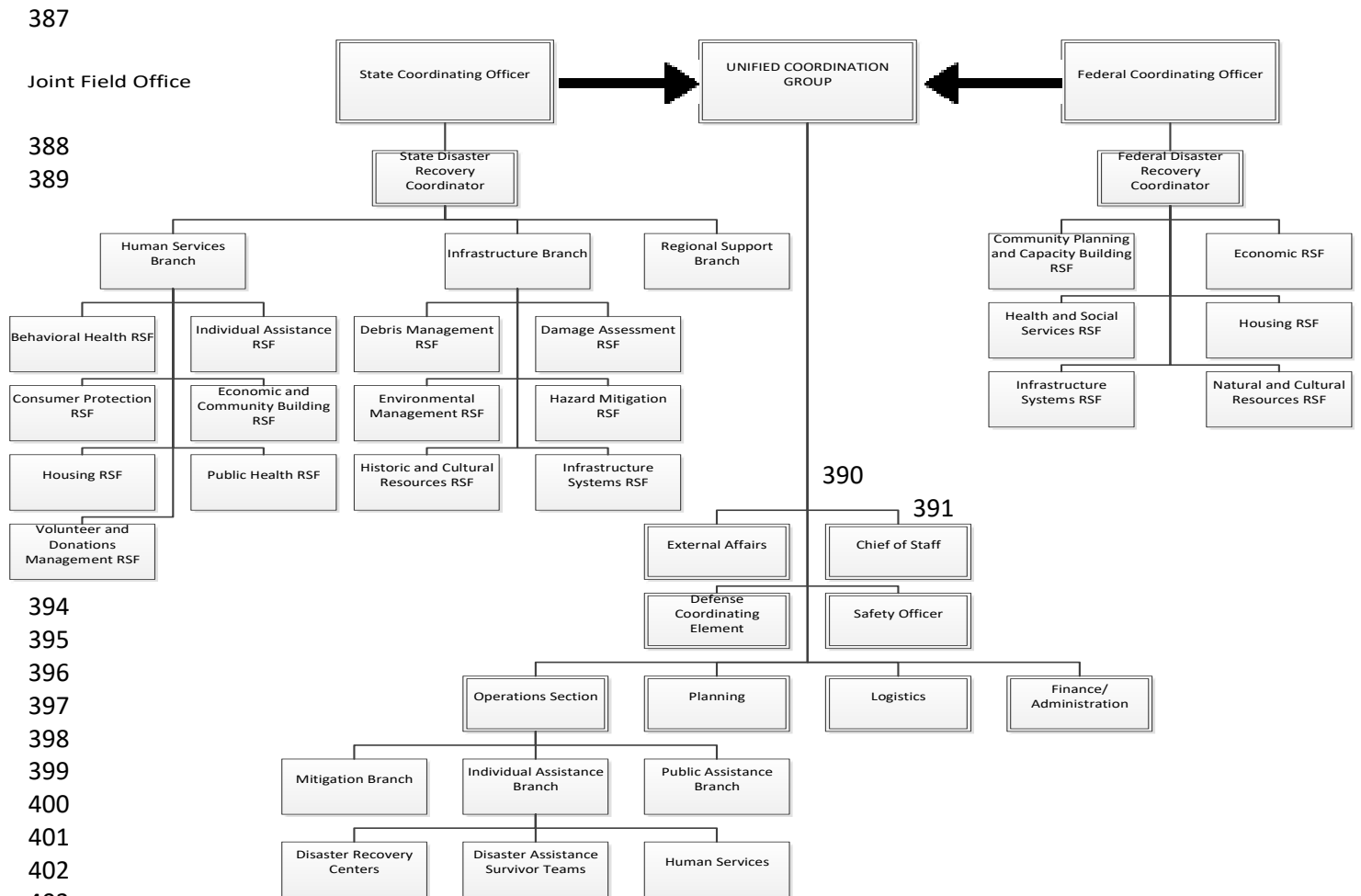
- Americans with Disabilities Act (ADA)
- Section 504 Rehabilitation Act of 1973, as amended

- Virginia Emergency Services and Disaster Laws
- Disaster Response & Recovery Act
- Administration of Government, Code of Virginia § 2.2-517
- Economic Crisis Strike Force, Code of Virginia § 2.2-205.1
- Motor Vehicles, Code of Virginia §§ 46.2-1500 through 46.2-1582
- Virginia Consumer Protection Act, Code of Virginia §§ 59.1-196 through 59.1-207
- Virginia Emergency Services and Disaster Laws
- Virginia Home Solicitation Sales Act, Code of Virginia §§ 59.1-21.1 through 59.1-21.7:1
- Virginia Post-Disaster Anti-Price Gouging Act, Code of Virginia §§ 59.1-525 through 59.1-529.1
- 2 CFR 200 – Contracting Requirements
- 4VAC20. Marine Resources Commission
- State Water Control Law and regulations promulgated there under
- Virginia Public Water Supply Law
- Virginia Emergency Services and Disaster Laws
- Virginia Waste Management Act and regulation promulgated there under
- Virginia Administrative Code for Waterworks Regulations
- 44 CFR Part 201
- National Flood Insurance Act of 1968
- Robert T. Stafford Disaster Relief and Emergency Assistance Act
- Sandy Recovery Improvement Act of 2013
- Art and Architecture Review Board, Code of Virginia § 2.2-2402
- Cave Protection Act, Code of Virginia § 10.1-1000
- Economic Crisis Strike Force, Code of Virginia § 2.2-205.1
- Sale or Lease of Surplus State Property, Code of Virginia § 2.2-1156
- Underwater Archaeology Permits, Code of Virginia § 10.1-2214
- Virginia Antiquities Act, Code of Virginia § 10.1-2300
- Virginia Environmental Impacts Report Act, Code of Virginia § 2.2-2402
- National Historic Preservation Act of 1966, as amended
- Virginia Appropriations Act
- Code of Virginia §33.2-356. Funding for Extraordinary Repairs
- Code of Virginia § 44-146.18:1. Virginia Disaster Response Funds disbursements; reimbursements.
- Code of Virginia § 44-146.22. Development of measures to prevent or reduce harmful consequences of disasters; disclosure of information.

## REFERENCES

- Commonwealth of Virginia Emergency Operations Plan
- National Disaster Recovery Framework (NDRF)



**Attachment 1 – JFO Organization Structure**

406

**Attachment 2 –Primary and Support Agencies**

| NAME   | Individuals and Households RSF | Volunteer and Donations Management RSF | Environmental Management RSF | Public Health RSF | Economic and Community Building RSF | Debris Management RSF | Behavioral Health RSF | Housing RSF | Hazard Mitigation RSF | Consumer Protection RSF | Historic and Cultural Resources RSF | Infrastructure Systems RSF |
|--|--------------------------------|--|------------------------------|-------------------|-------------------------------------|-----------------------|-----------------------|-------------|-----------------------|-------------------------|-------------------------------------|----------------------------|
| 2-1-1 Virginia                                       |                                | S                                      |                              |                   |                                     |                       |                       |             |                       |                         |                                     |                            |
| Adventist Community Services                         |                                | S                                      |                              |                   |                                     |                       |                       |             |                       |                         |                                     |                            |
| Aging and Rehabilitative Services, Department for    | S                              |  |                              | S                 |                                     |                       | S                     | S           |                       |                         |                                     |                            |
| Agriculture and Consumer Services, Department of     |                                |  | S                            | S                 | S                                   | S                     |                       |             |                       | S                       | S                                   | S                          |
| Aviation, Department of                              |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Behavioral and Developmental Services, Department of | S                              |  |                              | S                 |                                     |                       | P                     |             |                       |                         |                                     |                            |
| Blind and Vision Impaired, Department for the        | S                              |  |                              | S                 |                                     |                       |                       |             |                       |                         |                                     |                            |
| Conservation and Recreations, Department of          | S                              |  | S                            |                   | S                                   | S                     |                       | S           | S                     |                         | S                                   | S                          |
| Corrections, Department of                           |                                |  |                              |                   |                                     |                       |                       | S           |                       |                         |                                     |                            |
| Criminal Justice Services, Department of             |                                |  |                              |                   |                                     |                       | S                     |             |                       |                         |                                     |                            |
| Deaf and Hard of Hearing, Department for the         | S                              |  |                              | S                 |                                     |                       | S                     |             |                       |                         |                                     |                            |
| Education, Department of                             |                                |  |                              | S                 | S                                   |                       | S                     | S           |                       |                         |                                     | S                          |
| Environmental Quality, Department of                 |                                |  | P                            | S                 | S                                   | P                     |                       | S           | S                     |                         |                                     | S                          |
| Emergency Management, Department of                  | P                              | P                                      |                              |                   | P                                   | P                     | S                     | P           | P                     |                         |                                     | P                          |
| Fire Programs, Department of                         |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Forestry, Department of                              |                                |  | S                            |                   |                                     | S                     |                       |             | S                     |                         | S                                   |                            |
| Game and Inland Fisheries, Department of             |                                |  | S                            | S                 |                                     |                       |                       |             |                       |                         |                                     |                            |

| NAME  | Individuals and Households RSF | Volunteer and Donations Management RSF | Environmental Management RSF | Public Health RSF | Economic and Community Building RSF | Debris Management RSF | Behavioral Health RSF | Housing RSF | Hazard Mitigation RSF | Consumer Protection RSF | Historic and Cultural Resources RSF | Infrastructure Systems RSF |
|---|--------------------------------|--|------------------------------|-------------------|-------------------------------------|-----------------------|-----------------------|-------------|-----------------------|-------------------------|-------------------------------------|----------------------------|
| General Services, Department of                         |                                |  | S                            |                   |                                     |                       |                       | S           | S                     |                         | S                                   | S                          |
| Health, Department of                                   | S                              | S                                      | S                            | P                 |                                     |                       | S                     | S           | S                     |                         |                                     | S                          |
| Health Professions, Department of                       |                                |  |                              | S                 |                                     |                       |                       |             |                       |                         |                                     |                            |
| Historic Resources, Department of                       |                                |  |                              |                   |                                     |                       |                       | S           | S                     |                         | P                                   |                            |
| Housing and Community Development, Department of        | S                              |  |                              |                   | S                                   |                       |                       | P           | S                     |                         |                                     |                            |
| Labor and Industry, Department of                       |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     | S                          |
| Library of Virginia                                     |                                |  |                              |                   |                                     |                       |                       |             |                       |                         | S                                   |                            |
| Medical Assistance Services, Department of              |                                |  |                              | S                 |                                     |                       |                       |             |                       |                         |                                     |                            |
| Mines, Minerals and Energy, Department of               |                                |  |                              |                   |                                     |                       |                       |             | S                     |                         |                                     | S                          |
| Motor Vehicle Dealer Board                              |                                |  |                              |                   |                                     |                       |                       |             |                       | S                       |                                     |                            |
| Motor Vehicles, Department of                           | S                              |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Office of the Attorney General                          |                                |  |                              |                   |                                     |                       |                       |             |                       | P                       |                                     |                            |
| Professional and Occupational Regulation, Department of |                                |  |                              |                   |                                     |                       |                       | S           |                       | S                       |                                     | S                          |
| Rail and Public Transportation, Department of           |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Small Business and Supplier Diversity, Department of    |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Social Services, Department of                          | S                              | S                                      |                              | S                 | S                                   |                       | S                     | S           |                       |                         |                                     |                            |
| State Corporate Commission                              | S                              |  |                              |                   |                                     |                       |                       |             | S                     | S                       |                                     | S                          |
| Taxation, Department of                                 |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Transportation, Department of                           |                                |  |                              |                   |                                     | S                     |                       |             | S                     |                         | S                                   | S                          |

| NAME  | Individuals and Households RSF | Volunteer and Donations Management RSF | Environmental Management RSF | Public Health RSF | Economic and Community Building RSF | Debris Management RSF | Behavioral Health RSF | Housing RSF | Hazard Mitigation RSF | Consumer Protection RSF | Historic and Cultural Resources RSF | Infrastructure Systems RSF |
|---|--------------------------------|--|------------------------------|-------------------|-------------------------------------|-----------------------|-----------------------|-------------|-----------------------|-------------------------|-------------------------------------|----------------------------|
| Treasury, Department of                             |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     |                            |
| Veterans Services, Department of                    | S                              |  |                              |                   |                                     |                       | S                     | S           |                       |                         |                                     |                            |
| Virginia Community College System                   |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia Cooperative Extension                      |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia Employment Commission                      | S                              |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia Housing Development Authority              |                                |  |                              |                   | S                                   |                       |                       | S           |                       |                         |                                     |                            |
| Virginia Information Technologies Agency            |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Virginia Marine Resources Commission                |                                |  | S                            |                   | S                                   | S                     |                       |             |                       |                         | S                                   |                            |
| Virginia's Office of Public-Private Partnerships    |                                |  |                              |                   |                                     |                       |                       |             |                       |                         |                                     | S                          |
| Virginia Port Authority                             |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     | S                          |
| Virginia Resources Authority                        |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia Small Business Financing Authority         |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia State Bar                                  | S                              |  |                              |                   |                                     |                       |                       |             |                       | S                       |                                     |                            |
| Virginia State Police                               |                                |  |                              |                   |                                     | S                     |                       |             |                       |                         |                                     | S                          |
| Virginia Tourism Corporation                        |                                |  |                              |                   | S                                   |                       |                       |             |                       |                         |                                     |                            |
| Virginia Voluntary Organizations Active in Disaster |                                | S                                      |                              |                   |                                     |                       | S                     |             |                       |                         |                                     |                            |
| Virginia Worker's Compensation Commission           |                                |  |                              |                   |                                     |                       | S                     |             |                       |                         |                                     |                            |

407

408

## **BEHAVIORAL HEALTH**

### **LEAD AGENCY**

- Virginia Department of Behavioral Health and Developmental Services (DBHDS)

### **SUPPORT AGENCIES**

- Virginia Department for Aging and Rehabilitative Services (DARS)
- Virginia Department of the Blind and Visually Impaired (DBVI)
- Virginia Department of Criminal Justice Services (DCJS)
- Virginia Department for the Deaf and Hard of Hearing (VDDHH)
- Virginia Department of Education (VDE)
- Virginia Department of Emergency Management (VDEM)
- Virginia Department of Health (VDH)
- Virginia Department of Social Services (VDSS)
- Virginia Department of Veterans Services (DVS)
- Virginia Voluntary Organizations Active in Disaster (VOAD)
- Virginia Worker's Compensation Commission (VWC)

### **PURPOSE**

Provide assistance to locally-led disaster behavioral health service networks to promote the emotional healing, mental resilience, behavioral health, and well-being of affected individuals and communities.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- Individuals will have their safety concerns and basic needs addressed.
- Relationships with community providers are key to recovery.
- All disasters will create a need for behavioral health services.
- Lower income individuals and families will likely require additional assistance.
- The level of services that individuals need will vary.
- Early intervention of behavioral health services post-disaster may decrease and/or prevent long-term need of services.

### **RECOVERY PRIORITIES**

1. Augment Community Service Boards' (CSBs) and Behavioral Health Authorities' (BHAs) tools and resources needed to support communities with the ongoing behavioral health challenges.
2. Provide incident-specific resources and/or evidence-based practices to support behavioral health recovery efforts.
3. Support the identification and treatment of behavioral health needs exacerbated by or resulting from the disaster.
4. Maintain the availability of medications for individuals receiving treatment for substance abuse or mental or behavioral health disorders.
5. Provide public information regarding behavioral health services.
6. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

## **RECOVERY ACTIVITIES**

### **Pre-Disaster Activities**

- Identify evidence-based practices for behavioral health incident recovery.
- Review and revise the Disaster Behavioral Health Plan.
- Maintain communication with local CSBs and BHAs about disaster planning.

### **Short-term Activities**

- Provide service support at state shelters.
- Support state-managed Family Assistance Centers (FACs).
- Conduct outreach to local and tribal governments to ensure they are aware of resources and support available from the state.
- Support outreach efforts to and through providers.
- Manage the acquisition and implementation of Substance Abuse and Mental Health Services (SAMHSA) grants.
- Provide information on the National Suicide Hotline.

### **Intermediate Activities**

- Provide outreach to providers if there are referral surges at local CSBs and BHAs.
- Provide information to 2-1-1 Virginia addressing available disaster behavioral health services.

### **Long-Term Activities**

- Support local and tribal governments with long-term needs including planning for memorials and anniversaries.

## **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### **Virginia Department of Behavioral Health and Developmental Services**

- Coordinate with and provide support to CSBs and BHAs to ensure adequate behavioral health services are available to meet the needs of those impacted or affected by an event within the community.
- Conduct outreach to licensed private behavioral health providers.

### **Virginia Department for Aging and Rehabilitative Services**

- Provide guidance and resources to support behavioral health outreach to elderly individuals.
- Coordinate with the Area Agencies on Aging to support behavioral needs of elderly individuals.

### **Virginia Department of the Blind and Visually Impaired**

- Provide guidance and resources to support behavioral health outreach to the blind and visually impaired.

### **Virginia Department of Criminal Justice Services**

- Provide funding for victim advocacy services.

### **Virginia Department for the Deaf and Hard of Hearing**

- Provide guidance and resources to support behavioral health outreach to deaf and hard of hearing populations.

### **Virginia Department of Education**

- Provide VDEM a listing of languages spoken in impacted communities.
- Provide counseling services within school systems.

Virginia Department of Emergency Management

- Coordinate public information about behavioral health services.
- Advance the decision with DBHDS to apply for a Presidential declaration with Individual Assistance to include the SAMHSA Immediate Services Program (ISP) and Regular Services Program (RSP).

Virginia Department of Health

- Work with hospitals to develop their preparedness plans.
- Provide behavioral health volunteers to support behavioral health activities through the Virginia Medical Reserve Corps.
- Maintain the availability of medications for individuals receiving treatment for substance abuse or mental or behavioral health disorders.

Virginia Department of Social Services

- Work within state shelters to identify populations that may need behavioral, developmental, and/or substance abuse assistance.
- Provide guidance and resources to support behavioral health outreach to individuals receiving social services.
- Augment 2-1-1 Virginia to support behavioral health messaging.

Virginia Department of Veterans Services

- Provide crisis counseling services to veterans impacted by the disaster.

Virginia VOAD

- Provide stress and psychological trauma support through emotional and spiritual care.

Virginia Worker's Compensation Commission

- Implement the Virginia Victims Fund.

Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Behavioral Health RSF, these include:

- Central Virginia Trauma Response Network
- Healthcare Regional Alliances
- Trauma Informed Care Networks
- Virginia Association of Community Psychiatric Nurses
- Virginia Board for People with Disabilities
- Virginia Hospital and Healthcare Association
- Virginia Sexual and Domestic Violence Action Alliance

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## CONSUMER PROTECTION

### LEAD AGENCY

- Office of the Attorney General (OAG)

### SUPPORT AGENCIES

- Motor Vehicle Dealer Board (MVDB)
- State Corporation Commission (SCC)
- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Professional and Occupational Regulation (DPOR)
- Virginia State Bar

### PURPOSE

Coordinate and disseminate information and resources to prevent unfair or deceptive acts or practices in commerce against consumers in the Commonwealth.

### RSF-SPECIFIC PLANNING ASSUMPTIONS

- A state emergency declaration determines some services as outlined in the Virginia Post-Disaster Anti-Price Gouging Act.
- There are some consumer protections in place that are not reliant on a state disaster declaration.

### RECOVERY PRIORITIES

1. Provide consumer education about price gouging and other disaster-related consumer scams.
2. Investigate consumer complaints.
3. Determine if there are instances of price gouging or other statutory violations.
4. Bring actions against violators.
5. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### RECOVERY ACTIVITIES

#### Short-term Activities

- Notify stakeholder groups of price gouging, unfair or deceptive practices, and consumer protection needs.

#### Intermediate Activities

- Receive price-gouging complaints and disaster-related consumer complaints.
- Investigate any reported or filed complaints of price gouging, unfair, or deceptive practices against consumers.
- File enforcement actions against violators.

#### Long-Term Activities

- Litigate and/or resolve enforcement actions.

### ROLES AND RESPONSIBILITIES



All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

Office of the Attorney General

- Conduct investigations into price gouging and other consumer protection violations.
- Issue a news release that the Governor has implemented a price gouging notification and inform the public where complaints can be filed.
- Staff the 1-800 number (Consumer Protection Hotline) for consumers to call in and report consumer fraud.
- Issue notice of violation letters.

Motor Vehicle Dealer Board

- Investigate automobile consumer complaints regarding fraudulent practices, title and registration issues, and state safety inspection issues.
- Notify dealers and auction houses in both the Commonwealth and neighboring states of potential disaster damaged property entering the marketplace.
- Administer the Transaction Recovery Fund.

State Corporation Commission

- Regulate energy and utility companies.
- Regulate property and casualty insurance companies.
- Provide consumer education information and outreach services.
- Handle consumer complaints against insurance companies involving property and automobile claims.
- Monitor toll free numbers for people to report consumer protection issues.
- License public insurance adjusters who represent consumers.

Virginia Department of Agriculture and Consumer Services

- When a declaration is anticipated, send out price gouging information to inspectors.
- Conduct investigations on motor fuel price gouging complaints.
- Oversee the motor fuel price gouging consumer complaint central clearinghouse.
- Send reminders to general staff on price gouging awareness and investigative techniques.

Virginia Department of Professional and Occupational Regulation

- Maintain a listing of credentialed contractors.
- Process complaints about individuals or businesses regulated by DPOR.

Virginia State Bar

- Provide legal support to citizens with complaints.
- Oversee the 1-800 State Bar number for people to report consumer protection issues (*Note: This number is not the same as the AG's Consumer Protection Hotline*).

**Attachment 1 – Complaint Forms (Price Gouging)**  
**OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA CONSUMER PROTECTION**  
**SECTION**

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**CONSUMER COMPLAINT FORM**

**Important information – Please read first**

- The Consumer Protection Section of the Office of the Attorney General of Virginia provides protection to consumers from fraud, deception, and illegal practices in the marketplace.
- Our telephone counselors are available to assist you with consumer questions. Please call the Consumer Protection Hotline at (800) 552-9963 if calling from Virginia, or (804) 786-2042 if calling from the Richmond area or from outside Virginia. Our business hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.
- We are authorized to handle complaints related to the advertisement, sale, or lease of goods and services that are intended for personal, family or home use.
- We do not have jurisdiction over complaints related to transactions between private individuals where no business or merchant is involved, or transactions involving products or services that are intended for business or commercial use.
- We are not authorized to offer legal advice, provide legal representation, or pursue matters in court on behalf of individual complainants.
- We will not handle complaints that are scheduled to be heard or have already been heard in a court of law. Likewise, we will not handle complaints that are under investigation or have already been handled by the agency or entity with proper jurisdiction.
- Before you fill out our complaint form, please ensure that we are the proper office to assist you. Certain complaints might be within the jurisdiction of other local, state, or federal offices. Our telephone counselors can help you make this determination, or you can check by yourself by reviewing the "*Where to File A Complaint*" portion of our website at <http://ag.virginia.gov/consumer-protection/index.php/file-a-complaint>.
- If you are going to submit a complaint form to us, please make sure to include **COPIES** of any supporting documents such as contracts, invoices, receipts, etc. Do **NOT** send originals. Also, we do **NOT** need your Social Security Number or any other personal financial information not related to your complaint. Please mark out such information from any documents that you wish to send us.
- Our contact information is as follows:

Office of the Attorney General  
of Virginia 202 North Ninth  
Street  
Richmond, VA 23219  
Consumer Protection Hotline: (800) 552-9963 or (804) 786-2042  
Fax: (804) 225-4378  
Website: [www.ag.virginia.gov](http://www.ag.virginia.gov)

#### **Local office of consumer affairs**

- **Fairfax County** has its own locally operated office of consumer affairs. If your complaint resulted from a transaction in that locality, please contact the office directly.

Fairfax County Department of Cable and Consumer Services  
Consumer Affairs Branch  
12000 Government Center Parkway, Suite 433, Fairfax, VA 22035.  
Phone: (703) 222-8435 Website: [www.fairfaxcounty.gov/consumer](http://www.fairfaxcounty.gov/consumer)

#### **What happens to your complaint once we receive it?**

- We will review your complaint and assign a number to it. We will notify you of our initial course of action or recommendation. Your complaint may be assigned to one of our staff members or it may be referred to the local, state, or federal office that has proper jurisdiction. In some instances, if a negotiated settlement cannot be achieved, we may advise you to consider pursuing your case through the courts.
- If you need to contact us about a complaint that you filed with our office, please have available your case number, the name of the staff member handling your complaint, and any new relevant information you may have.

#### **The courts system**

- The resolution of certain complaints may only be pursued through the courts. You should consider seeking legal advice before you pursue matters through the courts. If you do not have an attorney, you may contact one through the Virginia Lawyer Referral Service at (800) 552-7977 or (804) 775-0808. You may also wish to contact your local legal aid society.

#### **Disclaimers**

- By signing the Consumer Complaint Form, you authorize those agencies to which we may refer your complaint to evaluate your case on the basis of the information provided in the form, to contact you, and to take whatever lawful actions those agencies deem appropriate to attempt to resolve your complaint.
- Closed complaints will stay in our files until destroyed in accordance with established

**Instructions - Page 26 - Retain for your**

procedures for destroying public records.

- Closed complaints are subject to public disclosure under the provisions of the Virginia Freedom of Information Act, Virginia Code Section 2.2-3700 et seq. For this reason, we ask that you do not provide us with your Social Security Number or with any other personal financial information not related to this complaint.
- You have the option to request that your personal contact information not be included with any copy of your complaint that is provided in response to a FOIA request. If you do not make this request, your contact information will be included.
- The information requested on the official Consumer Complaint Form, and all subsequent requests by this Office for additional information, are subject to the Government Data Collection and Dissemination Practices Act, Virginia Code Section 2.2-3800 et seq.

OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA - CONSUMER PROTECTION SECTION  
OFFICIAL CONSUMER COMPLAINT FORM

➤ **SECTION 1 – Your Information**

|   |   |   |                      |
|---|---|---|----------------------|
| Mr. Mrs. Ms.  | Last name                               | First name                                  | Mid. Initial         |
| Mailing address   |   |   | Apt. or suite number |
| City  | State                                   | Zip code                                    | Country, if not U.S. |
| Home number, including area code<br>( )                   | Work number, including area code<br>( ) | Fax number, including area code<br>( )      |                      |
| City or county of residence                               | Your e-mail address                     |   |                      |
| Do you prefer to be contacted at home, work or by e-mail? |   | Best time to reach you between 8AM and 5PM? |                      |

➤ **SECTION 2 – Name of Company Against Which You Are Complaining**

|  |  |  |                        |
|--|--|--|------------------------|
| Full name of company                     |  |  |                        |
| Mailing address                          |  |  | Office or suite number |
| City                                     | State                                  | Zip code   | Country, if not U.S.   |
| Company's Internet address (URL)         |  |  |                        |
| Telephone number, incl. area code<br>( ) | Fax number, including area code<br>( ) | Other contact number, including area code<br>( ) |                        |

➤ **SECTION 3 – Complaint Information**

|   |  |  |
|---|--|--|
| Type of product, item, or service involved (For motor vehicles, please specify if automobile, boat, motorcycle, etc.)               |  |  |
| Manufacturer, make or brand   | Model  | Year   |
| Serial number, Vehicle Identification Number (VIN)  |  |  |
| Date of purchase or lease   | Was this a new or used item?   |  |
| Did you sign a contract or a lease? Yes [ ] or No [ ]   | If yes, please indicate the following  | Starting date:<br>Expiration date:               |
| Total amount paid   | Total amount in dispute  | How was payment made? (cash, credit card, check) |
| Did you buy an extended service contract? Yes [ ] or No [ ]   | If yes, name of company responsible for extended service contract or extended warranty |  |
| For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.) |  |  |
| Before any work was performed, did you ask for and receive a written copy of the cost estimate?                                     |  | Yes [ ] or No [ ]                                |
| Did you authorize any changes to the original estimate?   | Yes [ ] or No [ ]  | If yes, provide details on the next page         |
| Were the completed repairs different from what you had authorized? Yes [ ] or No [ ] If yes, provide details on the next page       |  |  |

➤ **SECTION 4 – Resolution Attempts You Have Made**

|   |  |  |
|---|--|--|
| Have you contacted the company? Yes [ ] or No [ ]   | If yes, name of person most recently contacted | Their phone number, incl. area code<br>( ) |
| What resolution are you seeking?  |  |  |
| List any other organizations you have contacted (i.e., other consumer protection offices, Better Business Bureau, etc.) |  |  |
| Do you have an attorney in this case? Yes [ ] or No [ ]   | If yes, name of your attorney                  | Attorney's number, incl. area code<br>( )  |
| Has your complaint been heard or is it scheduled to be heard in court? Yes [ ] or No [ ] If yes, where and when?        |  |  |

(Use additional sheets if necessary.)

- The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Governmental Information Collection and Dissemination Practices Act, Va. Code Section 2.2-6022 et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act (FOIA), Va. Code Section 2.2-4014 et seq., except in the case of ongoing investigations. If and when complete will be released will vary are designed in accordance with established procedures for destroyable records.
- Two fees are options to request that your personal contact information not be included with any copy of your consent that is provided in response to a FOIA request. If you do not make this request, your contact information will be included.
- By signing this form, you authorize the Office at the Attorney General and any other local, state or federal agencies to which we may refer your complaint, to evaluate your complaint, to contact you and to take whatever legal actions are deemed appropriate with regard to your complaint.
- By signing this form, you certify that the statements made herein are to the best of your knowledge, information and belief.

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## Attachment 2 – Motor Fuel Forms

### MOTOR FUELS PRICE GOUGING COMPLAINT FORM

Please use this form to report complaints of price gouging involving gasoline, diesel and other motor fuels ONLY.

For price gouging complaints involving other consumer goods or services, e.g. water, ice, food, generators, batteries, home repair materials and services, and tree removal services, please contact the Consumer Protection Section in the Office of the Attorney General at (800) 552-9963 or (804) 786-2042, or visit [www.oag.state.va.us](http://www.oag.state.va.us) and select “Consumer Protection.”

#### The Virginia Post-Disaster Anti-Price Gouging Act

The Anti-Price Gouging Act (Act) prohibits a “supplier” from charging unconscionable prices for “necessary goods and services” within the affected area during the thirty (30) day period following a declared state of emergency. Motor fuels, including gasoline and diesel, are considered necessary goods.

The basic test for determining if a price is unconscionable is whether the post-disaster price charged by a “supplier” for a motor fuel grossly exceeds the price charged for the same motor fuel either by the same supplier, or within the same trade area, during the ten (10) days immediately prior to the disaster.

#### Important information

Please make sure to include COPIES of supporting documents such as receipts, etc. Do NOT include originals.

We do NOT need your Social Security Number or any other personal financial information not specifically related to your complaint. Please mark out/delete checking or credit card numbers from any documents that you wish to attach to this form.

#### Notice of confidentiality

Pursuant to Section 59.1-528, Code of Virginia, this complaint form and all related attachments, notes and information are exempt from public disclosure and shall remain confidential. Closed complaints will stay in our files for three years from the date of closure and will then be destroyed.

**MOTOR FUELS PRICE GOUGING COMPLAINT FORM (Rev. 07/12)**

**SECTION 1 – Your Information**

|                                       |   |   |                      |
|---------------------------------------|---|---|----------------------|
| Mr. Mrs. Ms.                          | Last name                               | First name                                  | Mid. Initial         |
| Mailing address                       |   |   | Apt. or suite number |
| City                                  |   | State                                       | Zip code             |
| Primary phone number, incl. area code | Alternate phone number, incl. area code | Best time to reach you between 9AM and 5PM? |                      |
| Your e-mail address                   |   |   |                      |

**SECTION 2 – Gas Station or Motor Fuels Company Against Which You Are Complaining**

|  |  |                        |
|--|--|------------------------|
| Name of gas station or motor fuels company |  |                        |
| Gas station or motor fuels company address |  | Office or suite number |
| City                                       | State  | Zip code               |
| Telephone number incl. area code           | Station or company's website or Internet address (URL) |                        |

**SECTION 3 – Complaint Information**

|   |             |  |
|---|-------------|--|
| Type of motor fuel (Gasoline, diesel, kerosene, etc.) |             |  |
| Brand name of motor fuel                              |             | Grade (Regular, medium, premium, etc.)           |
| Date of purchase                                      | Amount paid | How was payment made? (cash, credit card, check) |
| Purchased at station or home delivery?                |             | Pump number                                      |

**SECTION 4 – Resolution Attempts You Have Made**

|   |  |   |
|---|--|---|
| Did you speak with a station or company representative? | If yes, name of person most recently contacted | Their phone number, incl. area code ( ) |
| Outcome of resolution attempts                          |  |   |

USE OTHER SIDE FOR ADDITIONAL INFORMATION



[illegible]

- The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.
- By signing this form, you authorize the Office of Weights and Measures in the Virginia Department of Agriculture and Consumer Services, and any other local, state or federal agencies with which we may work on this matter, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate with regard to your complaint.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

Date \_\_\_\_\_

32 of 77

## DEBRIS MANAGEMENT

### LEAD AGENCIES

- Virginia Department of Emergency Management (VDEM)
- Virginia Department of Environmental Quality (DEQ)

### SUPPORT AGENCIES

- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Forestry (DOF)
- Virginia Department of General Services (DGS)
- Virginia Department of Transportation (VDOT)
- Virginia Marine Resources Commission (VMRC)
- Virginia State Police (VSP)

### PURPOSE

Support the management of debris through the coordination of resources, technical and regulatory assistance, recommendations, and/or guidance to other entities with regard to debris operations, including public health, environmental, and historic preservation issues.

### RSF-SPECIFIC PLANNING ASSUMPTIONS

- Debris management is the responsibility of the local or tribal government with the exception of state-maintained right-of-ways and state property.
- Most local and tribal governments will require contractor support.
- Debris management is an essential part of local and tribal emergency operations plans.
- Most local and tribal governments will require support to approve temporary debris staging/reduction sites.

### RECOVERY PRIORITIES

1. Support local and tribal governments with planning for debris management by including the use of local businesses that conduct debris management activities.
2. Assist local and tribal governments with compliance to regulations and requirements for debris removal and disposal, to include cost recovery as allowable.
3. Identify and coordinate resources to support local and tribal governments with debris management when local capacity is overwhelmed.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### RECOVERY ACTIVITIES

#### Pre-Disaster Activities

- Review and update the *ESF#3 Public Works & Engineering, Attachment 3 – Debris Management Plan*.
- Identify private contractors to fulfill the mission of debris removal, collection, and disposal.

### Short-term Activities

- Clear state-maintained rights-of-way of debris to ensure access to critical facilities.
- Support local and tribal governments with damage assessment, debris clearance, and debris removal.
- Implement debris removal operations in a prompt and efficient manner to protect public health and safety.
- Identify temporary debris staging locations.
- Support local and tribal governments with the identification, permitting (if required), and compliance requirements for temporary debris storage sites.
- Activate emergency contracts for debris clearance and removal.
- Establish and manage cost recovery processes and procedures for debris management.

### Intermediate Activities

- Obtain approval for temporary debris staging/reduction locations.
- Coordinate with landfill operators and other disposal locations.
- Conduct debris monitoring of all contractor operations.
- Provide the public information about safety and health hazards related to debris removal.
- Consider engagement with volunteer agencies to assist residents in getting debris to the curbside for removal.
- Identify public messaging needs regarding debris management activities.
- Develop situational awareness of impacts to private property and vulnerable residents.

### Long-Term Activities

- Consider needs for supporting removal of debris from private property and/or private property demolitions.
- Ensure compliance with all federal, state, and local regulations pertaining to site remediation at temporary debris staging/reduction locations.
- Support local and tribal governments with closing temporary disposal sites and return them to pre-disaster conditions.
- Close out cost recovery for debris management.

## **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### Virginia Department of Emergency Management

- Liaise with local emergency management regarding debris management planning, operations, and support requirements.
- Coordinate state debris management activities in accordance with *ESF#3 Public Works & Engineering, Attachment 3 – Debris Management Plan*.
- Execute state debris management contracts.
- Administer the Public Assistance (PA) Program.

### Virginia Department of Environmental Quality

- Enforce solid waste management regulations, including management of debris.

- Outline requirements for waste management and debris facilities.
- Perform inspections on temporary debris management sites.
- Provide regulatory and technical expertise on debris management processes.
- Issue permits if a facility needs to stockpile non-vegetative debris.

Virginia Department of Agriculture and Consumer Services

- Perform removal of animal carcasses.

Virginia Department of Conservation and Recreation

- Conduct debris reduction activities, road clearing, and remove debris from DCR-maintained properties and waterways.

Virginia Department of Forestry

- Conduct debris reduction activities, road clearing, and remove debris from DOF-maintained property.
- Augment clearance activities upon request.

Virginia Department of General Services

- Develop model contracts and generic scopes of work to assist state agencies and local and tribal governments in the development and implementation of their debris removal contracts.
- Provide the list of contractors who can provide debris removal, collection, reduction, and disposal services to requesting parties.
- Assist state agencies and local and tribal governments in developing cooperative agreements for debris removal.

Virginia Department of Transportation

- Pre-stage personnel and equipment for notice events.
- Work directly with local VDOT offices to ensure needs are being met.
- Implement emergency quick clearance and provide traffic flow management.
- Deploy Tiger Teams.
- Utilize traffic systems to monitor events and information.
- Conduct debris reduction activities, road clearing, and remove debris from state-maintained public rights-of-way.
- Support local and tribal governments with running debris disposal sites as requested.
- Work with VDEM to provide technical advice.
- Support cost recovery efforts for debris management operations.

Virginia Marine Resources Commission

- Locate large or partially floating debris and contact the U.S. Coast Guard to put a notice to mariners over the marine channels.
- Attach visible buoys to debris.

Virginia State Police

- Enforce regulations of debris operators and ensure they have the appropriate licensing.

*Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Debris Management RSF, these include:*

- American Public Works Association Mid-Atlantic Chapter
- National Solid Waste Association of Virginia
- Virginia Department of Military Affairs
- Virginia Voluntary Organizations Active in Disaster
- U.S. Army Corps of Engineers

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## **ECONOMIC AND COMMUNITY BUILDING**

### **LEAD AGENCY**

- Virginia Department of Emergency Management (VDEM)

### **SUPPORT AGENCIES**

- Virginia Community College System (VCCS)
- Virginia Cooperative Extension (VCE)
- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Education (VDOE)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of Housing and Community Development (DHCD)
- Virginia Department of Labor and Industry (DOLI)
- Virginia Department of Small Business and Supplier Diversity (SBSD)
- Virginia Department of Social Services (VDSS)
- Virginia Department of Taxation (TAX)
- Virginia Employment Commission (VEC)
- Virginia Housing Development Authority (VHDA)
- Virginia Marine Resource Commission (VMRC)
- Virginia Port Authority (VPA)
- Virginia Resources Authority (VRA)
- Virginia Small Business Financing Authority (VSBFA)
- Virginia Tourism Corporation (VTC)
- Economic Crisis Strike Force (ECSF)

### **PURPOSE**

Coordinate the departments, agencies, and nongovernmental partners that support the restoration, rebuilding, and economic sustainment of communities and businesses following an incident through coordination with local and tribal governments to return impacted communities to their new normal, rebuild the local economy, foster future growth, and identify opportunities to build more resilient communities.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- State agencies have reached out and collaborated with local and tribal governments to identify potential future needs post-event.
- Localities may not have recovery plans.

### **RECOVERY PRIORITIES**

1. Establish a clear framework to guide recovery operations.
2. Coordinate and assist in the restoration of the economic infrastructure and provision of social programs and services.

3. Identify conduits for information flow and coordinate outreach efforts across the Commonwealth to educate local and tribal governments, communities, the private sector, and the public.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

## **RECOVERY ACTIVITIES**

### *Pre-Disaster Activities*

- Encourage local and tribal governments to plan for, train to, and exercise recovery operations.

### *Short-Term Recovery Activities*

- Assist impacted communities with damage assessments and provide technical assistance.
- Estimate the economic impact based on damage assessment data.
- Provide additional staff to local and tribal governments to support initial actions.
- Return state government offices to operational capacity to support impacted communities and individuals.

### *Intermediate Recovery Activities*

- Engage with communities to identify needs and priorities for community rebuilding.
- Coordinate state and federal funding efforts and projects in impacted communities.
- Conduct outreach to communities and businesses on programs and opportunities.

### *Long-Term Recovery Activities*

- Support local and tribal governments with monitoring and executing economic development and business rebuilding projects.
- Support local and tribal governments with rebuilding communities in a resilient manner.
- Assist with reopening businesses and attracting new business to the impacted area.

## **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### *Virginia Department of Emergency Management*

- Manage the Economic and Community Building RSF in coordination with the Secretary of Public Safety and the Secretary of Commerce and Trade.
- Prepare the request for a federal disaster declaration.
- Coordinate Small Business Administration loans following a disaster declaration and communicate information on the program to impacted localities and affected businesses.
- Conduct outreach to the voluntary sector and identify networks within communities that can support local recovery operations.
- Coordinate with Virginia Voluntary Organizations Active in Disaster (VOAD) member organizations on activities within impacted communities to meet the needs of survivors.
- Support local and tribal governments and small businesses with continuity of operations planning.

- Assess the economic impact of damage assessment data collected.

*Economic Crisis Strike Force*

- Immediately provide a single point of contact for citizens in affected communities to assist with accessing available government and private sector services and resources.
- Assist localities in developing short-term and long-term strategies for addressing the economic crisis.
- Identify opportunities for workforce retraining, job creation, and new investment.

*Virginia Cooperative Extension*

- Facilitate needs of the agriculture and rural communities through focus groups, surveys, and table-top exercises.
- Provide appropriate workshops to build more resilient communities and information on current status.

*Virginia Community College System*

- Provide workforce development support for workers in impacted areas.

*Virginia Department of Agriculture and Consumer Services*

- Support the return or expansion of agricultural businesses in the impacted area.

*Virginia Department of Conservation and Recreation*

- Work with local and tribal governments to ensure property owners to comply with floodplain management regulations.
- Conduct outreach to the public regarding the status of state parks.
- Restore state park facilities to operational status.

*Virginia Department of Education*

- Coordinate with local and tribal governments for the reopening of schools to include support for planning, expanding capacity, and waivers.

*Virginia Department of Environmental Quality*

- Modify permits or provide temporary waivers to support continuity of businesses in impacted areas.

*Virginia Department of Housing and Community Development*

- In the event of a disaster declaration, support local and tribal governments with the implementation of Community Development Block Grants (CDBG); availability of assistance will vary based on locality, income requirements, and other program-specific factors.
- Provide technical assistance on eligibility for funding.
- Support rebuilding activities within impacted communities.

*Virginia Department of Labor and Industry*

- Support workforce development for businesses in impacted areas.



Virginia Department of Social Services

- Enact continuity of operations plans to reestablish functions of VDSS offices to ensure provision of social services programs.
- Provide supervision and guidance to assist local DSS offices in administering social services programs to the public.
- Provide support to licensees in coordination with local and tribal governments to expedite the inspection of licensed/regulated day care, Child Welfare Agencies, adult care, and assisted living facilities so they can reopen quicker.
- Reassess benefit program eligibility for individuals served and expand program support to meet the needs of new individuals.

Virginia Department of Taxation

- Provide extensions and penalty waivers to impacted individuals and businesses who are unable to meet their filing and payment obligations.

Virginia Employment Commission

- Coordinate unemployment insurance policies for eligible displaced individuals.

Virginia Housing Development Authority

- Provide housing counselors to impacted individuals and families.
- Coordinate housing and social service organizations and resources to support local and tribal governments.
- Support local and tribal governments with planning for community rebuilding.
- Identify financing options and opportunities that can help communities rebuild.

Virginia Marine Resource Commission

- Determine any changes to “maximum catch” numbers following an incident.

Virginia Port Authority

- Support the return or expansion of maritime-related businesses in impacted areas.

Virginia Resources Authority

- Provide infrastructure financing for brownfield remediation, wastewater, stormwater drainage, solid waste, public safety, and airports.

Virginia Small Business Financing Authority/ Virginia Department of Small Business and Supplier Diversity

- Administer small business financing support for disaster-impacted businesses.

Virginia Tourism Corporation

- Support the recovery of consumer visitation to the Commonwealth for vacations, meetings, and conferences through consumer outreach via VTC-owned promotional channels and local destination marketing organization networks.
- Work with local destination marketing organizations to recover any lost tourism product/assets.

*Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. Organizations that may support the Economic and Community Building RSF include:*

- Association of Continuity Planners
- Center for Innovative Technology
- Central Virginia Emergency Management Alliance
- Institute for Advanced Learning and Research
- Virginia Association of Planning District Commissions
- Virginia Chamber of Commerce
- Virginia Economic Development Partnership
- Virginia Small Business Development Center Network
- Virginia Trucking Association
- Virginia VOAD
- Virginia Workforce Connection

## ENVIRONMENTAL MANAGEMENT

### LEAD AGENCY

- Virginia Department of Environmental Quality (DEQ)

### SUPPORT AGENCIES

- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Forestry (VDOF)
- Virginia Department of Game and Inland Fisheries (DGIF)
- Virginia Department of General Services (DGS)
- Virginia Department of Health (VDH)
- Virginia Marine Resources Commission (VMRC)

### PURPOSE

Facilitate the integration of the capabilities of the state government to conduct restoration and rehabilitation while reducing future risk, provide technical assistance, recommendations, and/or guidance to other entities with regard to environmental management operations, and deal with public health related environmental issues.

### RSF-SPECIFIC PLANNING ASSUMPTIONS

- The state government, not the local or tribal government, will serve in the primary recovery role for some environmental management issues.
- Water utilities will issue advisories and maintain contact with local health departments.
- Water utilities are locally/regionally owned and operated.

### RECOVERY PRIORITIES

1. Protect public health from the effects of environmental impacts.
2. Assist with restoration of impacted environments to pre-disaster conditions.
3. Support sustainable wildlife populations following an incident.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### RECOVERY ACTIVITIES

#### Short-Term Recovery Activities

- Monitor drinking water utilities sampling and water quality based on state and United States Environmental Protection Agency regulations.
- Monitor air, water, and land quality for impacts following an incident.
- Coordinate with the Debris Management RSF to monitor for contaminated debris.
- Conduct closures on impacted critical environmental areas prior to testing.
- Test food supplies to ensure they meet applicable standards.
- Conduct public outreach to impacted communities on environmental impacts.

Intermediate Recovery Activities

- Conduct sampling of impacted critical environmental areas, such as seafood harvest areas, and reopen if found safe.
- Assess impacts to affected ecosystems.
- Establish access to public waterways, wildlife management areas, and public boat ramps.

Long-Term Recovery Activities

- Recover habitats within impacted areas.
- Maintain sustainable wildlife populations within impacted areas.
- Monitor restoration/repair status of damaged water and wastewater treatment plants.
- Educate the public on the long-term impacts of the incident on the environment and public health.

**ROLES & RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

Virginia Department of Environmental Quality

- Assist with water quality assessment of impacted waters.
- Assist with the assessment of environmental impacts.
- Support the removal of debris from state waterways.
- Monitor the restoration/repair of damaged wastewater treatment plants.
- Monitor status of and provide regulatory support to permitted waste facilities taking disaster debris.
- Provide technical and regulatory support related to waste/debris management and oil spill response and remediation.

Virginia Department of Agriculture and Consumer Services

- Conduct testing of samples from agricultural sources.
- Close food providers until inspections identify facilities as safe.

Virginia Department of Conservation and Recreation

- Conduct assessments of dams in impacted areas.
- Support dam owners and operators with monitoring and repairs.

Virginia Department of Forestry

- Complete initial forest damage assessment and mapping of impact area(s).
- Install erosion control measures to limit off site impacts.
- Provide forest owners with management options for damaged timber stands.
- Deploy Urban Forest Strike Teams to complete hazard tree identification in critical areas.
- Facilitate the salvage harvesting of impacted forest products.
- Facilitate the reforestation of damaged areas.
- Facilitate increased wildfire suppression capacity in storm damaged areas.
- Implement wildfire prevention messaging to educate the public of the increased threat from wildfire in storm damaged areas.

Virginia Department of Game and Inland Fisheries

- Support assessment, monitoring, and restoration of impacted ecosystems.
- Provide boats to support waterway assessments and recovery efforts.
- Develop and implement plans to ensure sustainable populations of wildlife species in the impacted areas.

Virginia Department of General Services

- Conduct testing of samples for contamination provided by state other agencies.
- Provide guidance to state agencies on how to conduct sampling.

Virginia Department of Health

- Conduct sampling for health inspections of impacted facilities.
- Assess health and safety of licensed health facilities to include access to clean water, power, and sewage treatment.
- Assess and document impacts from contamination events affecting coastal waters including recreational sites, fish, and shellfish harvesting waters.
- Conduct and analyze water and/or shellfish meat samples from impacted harvest areas.
- Issue regulatory orders and public health advisories regarding risks related to foods and environmental exposures.
- Issue immediate closures of impacted shellfish harvest areas.
- Provide public information regarding water quality and food safety.
- Provide guidance to local health departments on drinking water restoration in impacted areas.
- Provide technical assistance and regulatory oversight to local and tribal governments and regional offices on onsite sewage systems, water utilities, food safety, marina infrastructure, and shellfish utilization.
- Monitor the restoration and repairs of drinking water treatment plants in impacted areas.
- Monitor drinking water sampling in impacted areas.
- Maintain pollution response alerting and communication network.
- Provide education to local and tribal governments and regulated entities regarding environmental hazards and risk mitigation.

Virginia Marine Resources Commission

- Enforce closures of shellfish harvesting areas.
- Restore shellfish populations.

Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Environmental Management RSF, these include:

- Chesapeake Bay Commission
- Chesapeake Bay Foundation
- Potomac River Association
- The Nature Conservancy
- Virginia Institute of Marine Sciences
- Virginia Outdoors Foundation
- Virginia Restaurant and Travel Association
- Virginia Shellfish Association

- Virginia Water/Wastewater Agency Response Network

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## **HAZARD MITIGATION**

### **LEAD AGENCY**

- Virginia Department of Emergency Management (VDEM)

### **SUPPORT AGENCIES**

- State Corporation Commission (SCC)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of Forestry (VDOF)
- Virginia Department of General Services (DGS)
- Virginia Department of Health (VDH)
- Virginia Department of Historic Resources (DHR)
- Virginia Department of Housing and Community Development (DHCD)
- Virginia Department of Mines, Minerals and Energy (DMME)
- Virginia Department of Transportation (VDOT)

### **PURPOSE**

Coordinate and support the sharing of information, planning, planning assistance, funding, and hazard mitigation projects that support the Commonwealth. Identify opportunities and resources within the Commonwealth that are used to reduce or eliminate short- and long-term risk within local and tribal communities.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- Local and tribal governments and state agencies may not be aware of hazard mitigation funding opportunities.
- Local and tribal governments may lack the staff and/or resources necessary to manage large-scale hazard mitigation projects.
- Local and tribal governments maintain the responsibility for enforcement of compliance with building codes, floodplain ordinances, regulatory, or other requirements with regard to reducing risk and may require additional technical support for those efforts.

### **RECOVERY PRIORITIES**

1. Review local, tribal, and state hazard mitigation plans for applicability to the incident and project proposals.
2. Identify potential hazard mitigation opportunities within the affected area through utilization of damage assessment data.
3. Provide guidance and technical assistance to local and tribal governments and state agencies regarding hazard mitigation.
4. Communicate with local and tribal governments and state agencies to coordinate the flow of information regarding hazard mitigation funding and opportunities.
5. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### **RECOVERY ACTIVITIES**

#### Pre-Disaster Activities

- Support local and tribal governments with developing hazard mitigation plans.
- Provide training and education in risk reduction and project management processes.
- Educate the public on current conditions and suggested individual actions to reduce risks to their property.
- Coordinate with private entities that own or operate critical infrastructure to identify how state, local, and tribal governments can support hardening of critical infrastructure systems through hazard mitigation projects.

#### Short-Term Recovery Activities

- Identify and prioritize potential opportunities for hazard mitigation efforts based on information from damage assessments.
- Help local and tribal governments and state agencies understand and follow appropriate procedures for all federally funded risk reduction opportunities.
- Coordinate information and technical assistance to support the conduct of immediate rehabilitation and recovery actions in a manner that reduces future risk.
- Coordinate information sharing with other RSFs to develop potential hazard mitigation project lists.

#### Intermediate Recovery Activities

- Identify opportunities to prevent or reduce impacts from future incidents.
- Conduct outreach to local and tribal governments, state agencies, and the public regarding hazards and measures taken to reduce risk.
- Support local and tribal governments and state agencies with scoping mitigation projects to meet federal criteria and eligibility requirements.
- Support local and tribal governments and state agencies throughout the implementation and completion of hazard mitigation projects.
- Provide guidance in the rebuilding and improving of facilities and systems owned by the Commonwealth.

#### Long-Term Recovery Activities

- Assist with updating hazard mitigation plans, floodplain ordinances, floodplain maps, and supporting studies.
- Support local and tribal governments and state agencies with long-term redevelopment and capacity building to improve community resilience.
- Examine the effectiveness of risk reduction activities.

### **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### Virginia Department of Emergency Management

- Assess and document threats, hazards, risks, and vulnerabilities across the Commonwealth.



- Provide training and outreach to local and tribal governments on hazard mitigation processes and funding streams.
- Support the revision and update of state and regional hazard mitigation plans.
- Review and prioritize hazard mitigation grant proposals.
- Coordinate mitigation funding grant programs.
- Document, monitor, and closeout hazard mitigation projects.
- Coordinate with local and tribal governments on contracts such as generator installation or quick connections.
- Coordinate with the Virginia Department of Treasury on insurance coverage of state-owned facilities.

State Corporation Commission

- Coordinate with private entities that own or operate critical utilities.
- Regulate property and casualty insurance companies.
- Provide consumer education information and outreach services.
- Handle consumer complaints against insurance companies involving property/automobile claims.
- Manage toll free numbers for consumers call (*National #: 1-877-310-6560 or In-State Only #: 1-800-552-7945*).
- License public adjusters who represent consumers.

Virginia Department of Conservation and Recreation

- Serve as a liaison between FEMA, local and tribal governments, and state agencies regarding floodplain mapping, floodplain ordinances, and supporting studies.
- Conduct outreach and education to dam owners regarding dam safety.
- Make recommendations and outline considerations to local and tribal governments regarding land use decisions.

Virginia Department of Environmental Quality

- Conduct environmental permitting activities for projects in wetlands and other sensitive areas.
- Regulate underground fuel storage and aboveground tanks.
- Provide guidance to local and tribal governments on coastal land use.
- Coordinate information flow to wastewater facilities about hazard mitigation.

Virginia Department of Forestry

- Coordinate a comprehensive wildfire prevention program for the Commonwealth.
- Assess and document threats, hazards, risks, and vulnerabilities related to wildfire across the Commonwealth.
- Facilitate, review, and prioritize wildfire hazard mitigation projects in the Commonwealth's highest risk woodland home communities.
- Provide administrative oversight of the Southern Wildfire Risk Assessment Portal for Virginia.
- Facilitate the completion of Community Wildfire Protection Plans for Virginia's highest risk communities and counties.
- Coordinate federal wildfire hazard mitigation funding programs for the Commonwealth.
- Coordinate rehabilitation and recovery efforts following wildfires.

Virginia Department of General Services

- Oversee and maintain all state-owned buildings, facilities, and properties.

Virginia Department of Health

- Coordinate support for healthcare systems within the Commonwealth.
- Assess the needs of health districts and health systems.
- Provide and/or continue surveillance and investigation activities.
- Coordinate information regarding hazard mitigation projects with public and private drinking water utilities.
- Provide technical support to hospitals and healthcare coalitions with planning for risk reduction to healthcare systems within the Commonwealth.
- Develop and disseminate consistent public messaging and risk communications.

Virginia Department of Historic Resources

- Maintain statewide inventory of historic buildings, structures, districts, objects, and archaeological sites.
- Provide technical assistance to local and tribal governments, state agencies, and private historic property owners on the rehabilitation of historic buildings, protection of archaeological sites, and conservation of artifacts.
- Review and comment on how proposed hazard mitigation activities will affect historic properties listed in or eligible for listing in the Virginia Landmarks Register and the National Register of Historic Places pursuant to applicable state and federal historic preservation laws and regulations.

Virginia Department of Housing and Community Development

- Continue support and training to local and tribal governments on the use of construction and rehabilitation codes to increase resiliency and safety in new and existing buildings.

Virginia Department of Mines, Minerals and Energy

- Identify the areas at greatest risk for geologic hazards and provide location-based information to stakeholders in order to develop hazard mitigation approaches.
- Develop and maintain an inventory of inactive and reclaimed quarries that are suitable for use as alternate water supplies.
- Ensure the integrity of mining-related infrastructure following a disaster.
- Enforce mine impoundment safety requirements.
- Create and maintain databases and maps that provide information about geologic hazards, active mines, and mine-related impoundments.
- Support local and tribal governments and state agencies with improving and updating hazard mitigation plans.
- Support federal, state, local, and tribal authorities that manage and utilize offshore sand resources for coastal restoration.

Virginia Department of Transportation

- Assess current capital improvement project initiatives for infrastructure for risk reduction opportunities.
- Comply with local floodplain ordinances.

*Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Hazard Mitigation RSF, these include:*

- American Society of Civil Engineers
- American Water Resources Association
- Association of Floodplain Managers
- Hampton Roads Sanitation District
- Home Builders Association of Virginia
- Institutions of Higher Education
- National Society of Professional Engineers
- Virginia Association of Counties
- Virginia Association of Planning District Commissions
- Virginia Association of Realtors
- Virginia Association of Surveyors
- Virginia Building & Code Officials Association
- Virginia Community and Homeowners' Associations
- Virginia Municipal League
- Virginia Outdoors Conservation
- Virginia Volunteer Organizations Active in Disasters
- Wetlands Watch

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## **HISTORIC AND CULTURAL RESOURCES**

### **LEAD AGENCY**

- Virginia Department of Historic Resources (DHR)

### **SUPPORT AGENCIES**

- Library of Virginia
- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of Forestry (VDOF)
- Virginia Department of General Services (DGS)
- Virginia Department of Transportation (VDOT)
- Virginia Marine Resources Commission (VRMC)

### **PURPOSE**

Preserve, rehabilitate, and restore cultural resources and historic properties consistent with post-disaster community priorities by providing information, technical assistance, recommendations, and/or guidance.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- State agencies identified in this RSF reach out to local and tribal governments and state agencies to anticipate potential future needs post-event.
- Not all historical properties can be restored to their pre-disaster condition.

### **RECOVERY PRIORITIES**

1. Assess impacts of the disaster on cultural resources and historic properties within the Commonwealth.
2. Support local and tribal governments, state agencies, nongovernmental organizations, and private entities with restoration of cultural resources and historic properties to pre-disaster conditions.
3. Secure, stabilize, and restore artifacts of cultural and/or historic significance.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### **RECOVERY ACTIVITIES**

#### **Pre-Disaster Activities**

- Maintain awareness of historic properties and cultural resources within state agency inventories.
- Support local assessments to identify and evaluate cultural resources and historic properties.
- Conduct surveys of aboveground and archaeological properties to document for pre-disaster condition.
- Maintain National Register of Historic Places and Virginia Landmarks Register documentation, photographs, and architectural drawings of historic properties.

Short-Term Recovery Activities

- Assess damages and impacts on cultural resources and historic properties.
- Identify capabilities and expertise to support restoration of cultural resources and historic properties, including archaeological sites, artifacts, documents, buildings, etc.
- Provide technical assistance on debris removal from historic properties, including aboveground and archaeological sites.
- Provide technical assistance and guidance to historic property owners.

Intermediate Recovery Activities

- Conduct repair, reconstruction, or demolition and address issues affecting state-owned historic properties.
- Review and provide guidance for state and federal projects for restoration or rehabilitation of historic and cultural resources

Long-Term Recovery Activities

- Educate historic property owners on state and federal guidelines and requirements related to restoration of historic buildings.
- Support local and tribal governments, state agencies, nongovernmental organizations, and private entities with restoring historic buildings, archaeological sites, artifacts, and historical documents to pre-disaster conditions.

**ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

Virginia Department of Historic Resources

- Review plans for state and federal projects for historic properties pursuant to existing state and federal laws and regulations.
- Maintain statewide inventory historic buildings, structures, districts, objects, and archaeological sites.
- Provide technical expertise and support regarding the repair and treatment of historic properties, including aboveground or archaeological sites.
- Support the preservation and restoration of artifacts of cultural and historical significance with the support of the DHR Curation Laboratory.
- Provide archival services for artifacts of cultural and historical significance.
- Assess and maintain historic property easements through windshield surveys and site inspections by DHR Easement and regional office staff.
- Provide technical assistance to local and tribal governments, state agencies, nongovernmental organizations, and private entities.

Library of Virginia

- Maintain a hardened facility for the storage of archival documents and records important to the Commonwealth.

- Provide technical expertise and support for the preservation or restoration of archival documents and records important to the Commonwealth.

Virginia Department of Agriculture and Consumer Services

- Maintain a list of century farms.

Virginia Department of Conservation and Recreation

- Provide technical assistance and guidance with regards to cultural resources and historic properties located in floodplains.

Virginia Department of Environmental Quality

- Coordinate with DHR regarding historic resources as impacted or threatened by pollution response activities.
- Provide regulatory and technical assistance for issues under DEQ's jurisdiction.

Virginia Department of Forestry

- Assist with debris removal on state-owned historic properties.

Virginia Department of General Services

- Conduct building safety inspections of state-owned historic properties.
- Identify resources to support repair of state-owned historic properties.
- Repair or reconstruct damaged DGS-owned historic properties when possible.
- Coordinate building code requirements between the DHR and the Bureau of Capital Outlay Management regarding state-owned historic properties.
- Coordinate with the DHR related to the demolition, rehabilitation, or new construction of DGS-owned historic properties.

Virginia Department of Transportation

- Monitor and maintain historic bridges.

Virginia Marine Resources Commission

- Monitor all underwater archeological sites to ensure that they are not disturbed without the proper permitting.

Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. Organizations that may support the Historic and Cultural Resources RSF include:

- American Institute for Architects
- Art and Architecture Review Board
- Capital Square Preservation Council
- Chesapeake Bay Commission
- National Fund for Sacred Places
- Preservation Virginia
- Virginia Historical Society
- Virginia Museum of Fine Arts
- Virginia Museum of Natural History
- Virginia Outdoors Foundation

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## HOUSING

### LEAD AGENCIES

- Virginia Department of Emergency Management (VDEM)
- Virginia Department of Housing and Community Development (DHCD)

### SUPPORT AGENCIES

- Virginia Department for Aging and Rehabilitative Services (DARS)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Corrections (VADOC)
- Virginia Department of Education (DOE)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of General Services (DGS)
- Virginia Department of Health (VDH)
- Virginia Department of Historic Resources (DHR)
- Virginia Department of Professional and Occupational Regulation (DPOR)
- Virginia Department of Social Services (VDSS)
- Virginia Department of Veterans Services (DVS)
- Virginia Housing Development Authority (VHDA)

### PURPOSE

Coordinate and facilitate the delivery of resources to implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

### RSF-SPECIFIC PLANNING ASSUMPTIONS

- State agencies have reached out and collaborated with local and tribal governments to identify potential future needs post-event.
- Housing must be adequate, affordable, and accessible to make a difference for the whole community.
- Local building officials will enforce statewide and local building codes at the local level.
- Local and tribal governments select interim housing sites.
- Shelters will close as quickly as possible to allow the facilities to return to their normal use and return communities to normalcy.
- State shelters will work with residents to assist them in finding alternative housing options.
- Not-for-profit organizations will be utilized throughout the recovery process to assist in addressing housing needs.
- Some residents will choose to remain at home, resulting in the need to provide support to ensure homes are safe, sanitary, and secure.

### RECOVERY PRIORITIES

1. Support local and tribal governments with pre-planning and capabilities assessments.
2. Transition individuals and families from congregate care facilities to interim housing in a timely manner.
3. Ensure a coordinated, integrated, and collaborative approach between the short, interim, and long-term phases of the housing recovery process.



4. Ensure the supporting wrap-around services are in place to effectively implement and support the various housing options.
5. Support impacted localities with long-term housing recovery efforts and housing solutions.
6. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

## **RECOVERY ACTIVITIES**

### *Pre-Disaster Activities*

- Assist communities with identifying areas that might be impacted through the use of the local hazard and risk assessment processes.
- Support impacted local and tribal governments with the development of post-disaster housing plans and with the selection of appropriate sites for interim housing units.
- Document pre-existing condition of sites selected.
- Identify strategies and options that provide solutions to a broad range of disaster housing issues such as those dealing with planning, zoning, design, production, logistics, codes, historic preservation, and financing.
- Build accessible, resilient, and sustainable mitigation measures into identified housing recovery strategies.

### *Short-Term Recovery Activities*

- Coordinate housing recovery operations with local and tribal governments.
- Utilize data from damage assessments to identify housing and rebuilding needs.
- Identify programs and resources that could support housing needs in impacted communities, including identification of available rental units.
- Engage private sector to identify available housing stock (e.g., real estate or apartment management companies, Airbnb, etc.).
- Begin the transition of displaced populations from shelters to temporary housing solutions.
- Request and apply for applicable programs that support housing recovery.
- Review building, construction, and housing codes to determine the need to apply waivers or other temporary provisions to aid in housing recovery.
- Coordinate with the Joint Information Center to develop public information messaging to displaced populations regarding recovery housing activities.
- Integrate friends, families, and community- and faith-based networks to support displaced individuals and families.

### *Intermediate Recovery Activities*

- Prioritize and provide resources to impacted individuals and families, including those impacted individuals with accessibility requirements.
- Partner with impacted local and tribal governments and key stakeholders to prioritize housing recovery needs and, as possible, link available resources (e.g., rehabilitation specialists or housing counselors) to address those needs.
- Facilitate the process between FEMA and the locality to identify the location for placement of interim housing units.
- Coordinate with FEMA to determine interim housing options as a function of the expected length of occupancy.
- Establish temporary housing for displaced individuals.

- Support local and tribal governments in returning families and individuals to their communities.

#### Long-Term Recovery Activities

- Manage funding streams for mitigation activities and rebuilding.
- Rebuild homes and communities in a stronger, more resilient manner.

#### **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

#### Virginia Department of Emergency Management

- Collect and disseminate housing impacts based on local damage assessments to applicable state partners.
- Coordinate with Long-Term Recovery Groups and Virginia Voluntary Organizations Active in Disaster (VOAD) to support unmet housing needs.
- In coordination with other government departments or agencies and nongovernmental organizations, identify alternate housing resources to support the transition from the sheltering phase.
- Request assistance from the federal government if the situation is beyond state capabilities.
- Serve as a coordinating entity with FEMA for federal housing options in the Commonwealth.
- Serve as the pass-through entity for federal mitigation funds and coordinate mitigation activities related to repairing and rebuilding.
- Manage the Public Assistance process that reimburses eligible private non-profit housing providers, including low-income housing sites.

#### Virginia Department of Housing and Community Development

- Coordinate with VDEM and local and tribal governments to determine the impacts on the housing sector and the projected number of displaced persons on a long-term basis.
- Identify housing resources in coordination with local and tribal governments and other state agencies to support long-term recovery of the housing stock.
- Under the direction of the Secretary of Commerce and Trade, facilitate the long-term recovery of communities impacted by major disasters in the Commonwealth by providing access to available state and federal housing and community development resources.
- Provide technical assistance on building code compliance on housing rebuilds, community planning, and community redevelopment as requested by the local or tribal government.

#### Virginia Department for Aging and Rehabilitative Services

- Support older Virginians in their search for interim housing solutions.
- Connect with Centers for Independent Living for resources and services to support individuals with access and functional needs.
- Assist in the identification of accessible housing or aid in the identification of retrofit needs to create accessible spaces.
- Provide information regarding accessibility resources and services available in the Commonwealth.

Virginia Department of Conservation and Recreation

- Provide information on and access to state-owned campgrounds that could support interim housing.

Virginia Department of Corrections

- Provide information on available properties that could support interim housing.

Virginia Department of Education

- Provide transportation for relocated students to their original school.
- Provide temporary school accommodations.

Virginia Department of Environmental Quality

- Assess locations of interim housing sites to ensure air, water, and land quality standards.

Virginia Department of General Services

- Provide information on state-owned properties that could support interim housing.

Virginia Department of Health

- Maintain listings of all campgrounds and hotels, and their capacities.
- Conduct environmental health assessments of temporary housing locations.
- Support health services and epidemiologic surveillance in congregate housing locations.

Virginia Department of Historic Resources

- Maintain a database on known historic properties and archaeological sites.
- Provide technical assistance and subject matter expertise regarding rebuilding and rehabilitation of historic properties.
- Coordinate with FEMA and VDEM regarding existing federal and state historic preservation laws and regulations.

Virginia Department of Professional and Occupational Regulation

- Provide licenses to contractors performing rebuilding work in impacted areas.
- Provide public information on selection of contractors for rebuilding.

Virginia Department of Social Services

- Notify the VEST Recovery Section and/or the Housing RSF of individuals or families within shelters whose needs may extend beyond the availability of public shelters and do not have access to other non-shelter housing solutions.
- Provide individuals and families in state shelters with damage assessment information and assist them in determining their housing recovery plan.

Virginia Department of Veterans Services

- Assist veterans whose homes were adapted through the Veterans Affairs Specialty Adapted Housing Grant Program.

Virginia Housing Development Authority

- Use [www.VirginiaHousingSearch.com](http://www.VirginiaHousingSearch.com) to determine the existing housing stock and identify housing relief available when disaster hits.
- Activate the call center to assist displaced individuals and households with emergency housing and referrals for critical services.
- Coordinate with DHCD regarding long-term housing options and resources.
- Coordinate with the U.S. Department of Housing and Urban Development-approved housing counseling network to deploy counselors to impacted communities.

Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Housing RSF, these include:

- 2-1-1 Virginia
- Virginia Association of Architects
- Virginia Association of Housing and Community Development Officials
- Virginia Association of Housing Counselors
- Virginia Building and Code Officials Association
- Virginia Economic Development Partnership
- Virginia Manufactured and Modular Housing Association
- Virginia VOAD

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## INDIVIDUALS AND HOUSEHOLDS

### LEAD AGENCY

- Virginia Department of Emergency Management (VDEM)

### SUPPORT AGENCIES

- State Corporation Commission (SCC)
- Virginia Department for Aging and Rehabilitative Services (DARS)
- Virginia Department of Behavioral and Developmental Services (DBHDS)
- Virginia Department for the Blind and Vision Impaired (DBVI)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department for the Deaf and Hard of Hearing (VDDHH)
- Virginia Department of Health (VDH)
- Virginia Department of Housing and Community Development (DHCD)
- Virginia Department of Motor Vehicles (DMV)
- Virginia Department of Social Services (VDSS)
- Virginia Department of Veterans Services (DVS)
- Virginia Employment Commission (VEC)
- Virginia State Bar

### PURPOSE

Support localities in identifying incident-related needs of individuals and households. Coordinate, administer or refer individuals and households to federal and state programs, provide guidance to Long-Term Recovery Groups (LTRGs), make recommendations, and suggest options for service delivery.

### RSF-SPECIFIC PLANNING ASSUMPTIONS

- Impacted local and tribal governments may not be able to handle the extent of the disaster with existing personnel and resources.
- State agencies and departments supporting recovery operations may need increased resources to appropriately provide support.
- People will require assistance after an event.

### RECOVERY PRIORITIES

1. Identify incident-related needs of individuals and families.
2. Support LTRG establishment.
3. Coordinate the delivery of case work and case management for disaster survivors.
4. Communicate information to the public about available disaster recovery programs and application processes.
5. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### RECOVERY ACTIVITIES

### Short-term Activities

- Assess community needs and capabilities following the event.
- Review initial damage assessments from local and tribal governments to plan for potential short-term and long-term unmet needs.
- Provide information to 2-1-1 Virginia regarding available assistance for individuals and families.
- Assess use of local social services for usage/need trends.
- Assess shelter population and capture anticipated needs.
- Monitor 2-1-1 Virginia call topic areas for trends of unmet needs.
- Support the establishment of locally or regionally based LTRGs.
- Support Disaster Recovery Centers (DRCs) in a non-Federal declaration if opened by the impacted jurisdiction(s).

### Intermediate Activities

- Implement the Individual Assistance (IA) Program if the disaster is federally-declared and the IA Program is approved.
- Update the Other Needs Assistance (ONA) Administrative Plan.
- Support the voluntary sector and provide information to them on unmet needs in the community.
- Integrate the voluntary sector into the local community.

### Long-Term Activities

- Monitor the ONA program.
- Begin the process of major repair and rebuilding.
- Seek funding for projects that lack monetary and volunteer support.

## **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### Virginia Department of Emergency Management

- Monitor 2-1-1 Virginia call logs for trends and unmet needs. Contact affected local and tribal governments to determine if state assistance is needed.
- Request approval and oversee implementation of a Presidential disaster declaration for IA.
- Request approval and oversee implementation of a Small Business Administration (SBA) disaster declaration in the event of a denial of a Presidential disaster declaration for IA or for smaller scale events.
- Coordinate with all RSF partners to prepare and disseminate public information through the Joint Information Center (JIC) and 2-1-1 Virginia regarding assistance opportunities for individuals and households affected by the event.
- Support the establishment of LTRGs.
- Serve as a liaison to the voluntary sector to support individuals and household needs.

### State Corporation Commission

- Answer insurance questions for impacted citizens.

Virginia Department for Aging and Rehabilitative Services

- Provide guidance and resources to support recovery outreach to elderly populations.
- Connect with Centers for Independent Living for resources and services to support individuals with access and functional needs.

Virginia Department of Behavioral Health and Developmental Services

- Implement the Crisis Counseling and Assistance Training Program, a component of a Presidential disaster declaration for IA.

Virginia Department for the Blind and Vision Impaired

- Provide guidance and resources to support recovery outreach to blind and vision impaired populations.

Virginia Department of Conservation and Recreation

- Provide information related to mapping of floodplains.
- Assist local officials to ensure rebuilding work is completed in compliance with floodplain regulations.
- Advise local officials, individuals, and households on the requirements of the National Flood Insurance Program (NFIP).
- Review the local floodplain ordinance to determine if it needs to be revised to be in compliance with the requirements in 44 CFR 60.3.

Virginia Department for the Deaf and Hard of Hearing

- Provide guidance and resources to support recovery outreach to deaf and hard of hearing populations.

Virginia Department of Housing and Community Development

- Ensure that local building officials and building inspectors are trained on the current version of the Virginia Uniform Statewide Building Code (USBC).

Virginia Department of Health

- Assist disaster survivors with obtaining copies or replacements of vital records.

Virginia Department of Motor Vehicles

- Assist disaster survivors with obtaining copies or replacements of vehicle titles, vehicle registrations, driver's licenses, and identification cards.

Virginia Department of Social Services

- If criteria are met, request U.S. Department of Agriculture Food and Nutrition Service program approval for implementation of the Disaster – Supplemental Nutrition Assistance Program (D-SNAP) to support disaster survivors.
- Provide oversight and guidance to assist local DSS offices in administering social services programs to the public.
- Expand program support to meet the needs of newly eligible individuals.
- Provide information to individuals and households regarding benefit program eligibility following an incident.

Virginia Department of Veterans Services

- Provide support to veterans impacted by the disaster.

Virginia Employment Commission

- Administer the Disaster Unemployment Assistance Program, a component of a Presidential disaster declaration for IA.

Virginia State Bar

- Administer Disaster Legal Services, a component of a Presidential disaster declaration for IA.

Other organizations will be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Individuals and Households RSF, these include:

- Virginia Board for People with Disabilities
- Virginia Voluntary Organizations Active in Disaster

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.



## **INFRASTRUCTURE SYSTEMS**

### **LEAD AGENCY**

- Virginia Department of Emergency Management (VDEM)

### **SUPPORT AGENCIES**

- State Corporation Commission (SCC)
- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department of Aviation (DOAV)
- Virginia Department of Conservation and Recreation (DCR)
- Virginia Department of Education (DOE)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of Fire Programs
- Virginia Department of General Services (DGS)
- Virginia Department of Health (VDH)
- Virginia Department of Labor and Industry (DOLI)
- Virginia Department of Mines, Minerals and Energy (DMME)
- Virginia Department of Motor Vehicles (DMV)
- Virginia Department of Professional and Occupational Regulation (DPOR)
- Virginia Department of Rail and Public Transportation (DRPT)
- Virginia Department of Transportation (VDOT)
- Virginia Information Technologies Agency (VITA)
- Virginia Office of Public-Private Partnerships (P3)
- Virginia Port Authority (VPA)
- Virginia State Police (VSP)

### **PURPOSE**

Facilitate the integration of the Commonwealth's capabilities in support of local and tribal governments and state agencies in their efforts to achieve recovery goals relating to the Commonwealth's infrastructure systems.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- Local and tribal governments and state agencies have identified critical infrastructure within their sector and conducted risk assessments.
- Interdependencies among infrastructure sectors will have cascading effects.
- Relationships between private industry and government agencies exist.

### **RECOVERY PRIORITIES**

1. Support local and tribal governments and state agencies with restoration and improvements to infrastructure systems.
2. Support the restoration of resilient and sustainable infrastructure across all sectors.
3. Identify programs and funding streams for infrastructure recovery and restoration projects.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

## RECOVERY ACTIVITIES

### Pre-Disaster Activities

- Support local and tribal governments and state agencies in the identification and prioritization of critical infrastructure within their communities.
- Support public and private infrastructure owners and operators with risk assessments and continuity of operations planning.
- Outline regulatory and planning requirements for local and tribal governments.
- Conduct awareness and outreach regarding hazards, vulnerabilities, and consequences to infrastructure systems.
- Support local and tribal governments and state agencies with the identification of dependencies, interdependencies, and supply chain reliance.
- Encourage sustainable communities through pre-disaster planning and resilience of critical infrastructure.

### Short-Term Recovery Activities

- Support damage assessments in the impacted communities.
- Establish a recovery schedule for critical infrastructure in coordination with local and tribal governments, state agencies, and infrastructure owners and operators.
- Reestablish impacted government essential functions.
- Support reestablishing functionality of critical infrastructure through activities to include, but not limited to, clearance of debris to return accessibility and restoration of communications to impacted areas.
- Communicate with infrastructure partners on state agencies' actions.
- Activate re-entry plan to include infrastructure partners at appropriate levels.

### Intermediate Recovery Activities

- Coordinate resources and expertise to support permanent repairs of damaged infrastructure.
- Coordinate with the Hazard Mitigation RSF to identify opportunities to reduce future risk to infrastructure systems.

### Long-Term Recovery Activities

- Develop and implement strategies to harden and expand infrastructure, investing in mitigation efforts when possible.
- Review and update plans with local and tribal governments and state agencies based on information outlined in the disaster improvement plan.

## ROLES AND RESPONSIBILITIES

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### Virginia Department of Emergency Management

- Encourage the concept of regional infrastructure resiliency.
- Include private sector infrastructure owners and operators in planning at all levels.
- Identify and prioritize critical infrastructure systems and assets.

- Identify mitigation opportunities that leverage innovative and green technologies.

State Corporation Commission

- Maintain communications and situational awareness with utilities in impacted areas.

Virginia Department of Agriculture and Consumer Services

- Advise on the restoration and safety of food distribution systems across the Commonwealth.

Virginia Department of Aviation

- Maintain communications and situational awareness with aviation partners.
- Help airport sponsors repair and reopen airports.
- Provide air transportation services to support recovery activities.
- Provide technical assistance for recovery activities.
- Coordinate federal and state funding of long-term repair or maintenance projects for impacted public-use airports.

Virginia Department of Conservation and Recreation

- Maintain the Dam Safety Database and incorporate information into recovery planning.
- Monitor the status and conduct damage assessments of regulated dams in impacted areas.
- Enforce dam safety regulations to ensure the safety and security of citizens, property, and the environment in impacted areas.
- Serve as a liaison between FEMA, local and tribal governments, and state agencies regarding floodplain ordinances, floodplain maps, and supporting studies.

Virginia Department of Education

- Coordinate use of schools and institutions of higher education for staging of Emergency Management Assistance Compact and federal asset staging.
- Support the return of primary schools, secondary schools, and institutions of higher education to normal function.

Virginia Department of Environmental Quality

- Manage the permitting process for restoration of critical infrastructure under DEQ's purview.

Virginia Department of Fire Programs

- Provide financial assistance to the Commonwealth's fire services through the distribution of Aid-to-Localities grant program as well as through various other grant programs.
- Through the State Fire Marshal's Office, enforce the Statewide Fire Prevention Code at state facilities and in localities that do not have a local fire marshal.
- Through the State Fire Marshal's Office, provide technical assistance in restoring the service of facility fire protection features.
- Through the State Fire Marshal's Office, issue permits for use of explosives in emergency blasting operations to clear obstructions on state property and in localities that do not have a local fire marshal.
- Through the State Fire Marshal's Office, inspect fire protection features of state construction projects to support DGS with restoration of state-owned facilities.

- Through the State Fire Marshal's Office, conduct Life Safety Code surveys of hospitals, nursing homes, and other health care facilities on behalf of the Department of Health.
- Conduct post-incident damage assessments.

Virginia Department of General Services

- Return DGS-owned state facilities to safe working order.

Virginia Department of Health

- Serve as the primary agency for drinking water regulation within the Commonwealth.
- Coordinate financial assistance and grant programs for drinking water systems.
- Support local and tribal governments with capacity development to ensure ability to manage water system resources.
- Provide technical experts and inspectors through the Office of Drinking Water field offices.
- Coordinate resources and technical assistance for hospitals and healthcare coalitions to restore operations of healthcare systems within the Commonwealth.

Virginia Department of Labor and Industry

- Support safety assessments of facilities for compliance to Occupational Safety and Health Administration and Virginia Occupational Safety and Health Compliance Program standards.

Virginia Department of Mines, Minerals and Energy

- Facilitate restoration of gasoline products and distillate delivery through critical pipelines to infrastructure partners, gas stations, etc.

Virginia Department of Motor Vehicles

- Provide identification cards for credentialing of critical infrastructure personnel during re-entry.
- Provide operations waivers for ground transportation to support recovery.

Virginia Department of Professional and Occupational Regulation

- Issue temporary licenses or waivers to regulated professionals to perform recovery work.

Virginia Department of Rail and Public Transportation

- Maintain communications and situational awareness with public and private rail and transportation partners.

Virginia Department of Transportation

- Repair and reopen roadways.
- Plan traffic management and support for re-entry.
- Provide technical assistance for recovery activities.
- Coordinate funding of long-term repair or maintenance projects for state-maintained infrastructure.

Virginia Information Technologies Agency

- Restore connectivity to state information systems to support government essential functions.
- Re-establish or maintain security of information, network systems, and components after an incident.

Virginia's Office of Public-Private Partnerships

- Identify opportunities for public-private partnerships to enhance protection and resilience of infrastructure systems.

Virginia Port Authority

- Coordinate with the U.S. Coast Guard (USCG) to provide support for the Commonwealth's waterways, shipping channels, and port status as it relates to man-made or natural disasters.
- Facilitate activation of the Maritime Incident Response Team for recovery operations to include maritime security, patrol of waterways, and coordination of mitigation activities in response to any known obstructions or impacts on shipping channels.
- Ensure continued operations of the state-owned and operated container facilities within the Commonwealth.
- Report the status of the port and any known damages to the port infrastructure in the disaster area, including military or other federally owned property and/or private owned facilities.
- Provide support to the USCG or any state agency to conduct assessments and provide mitigation strategies related to any maritime incident.

Virginia State Police

- Support and supplement any and all local law enforcement efforts with general security to include protection of property through patrols of affected areas.
- Coordinate efforts between local law enforcement during re-entry.
- Provide security for re-entry operations in impacted localities.
- Vet individuals at security checkpoints.
- Provide specialized resources (e.g., communications equipment) for prolonged deployments.

Other organizations that support infrastructure systems by sector are currently maintained internally at the agency or department level. A listing of lead agencies with a role in infrastructure systems can be found in *Attachment 1: Infrastructure Systems Sector Agency Contacts*.

## Attachment 1: Infrastructure Systems Sector Agency Contacts

| Infrastructure Sector                        | Lead Agency   |
|--|---|
| Chemical Sector                              | Virginia Department of Environmental Quality  |
| Commercial Facilities Sector                 | Virginia Department of Fire Programs  |
| Communications Sector                        | Virginia State Police<br>Virginia Information Technologies Agency   |
| Critical Manufacturing Sector                | Virginia Department of Fire Programs  |
| Dams Sector                                  | Virginia Department of Conservation and Recreation  |
| Defense Industrial Base Sector               | Secretariat of Veteran's and Defense Affairs<br>Virginia Department of Emergency Management                                       |
| Emergency Services Sector                    | Virginia Department of Emergency Management   |
| Energy Sector                                | Virginia Department of Mines, Minerals, and Energy  |
| Financial Services Sector                    | State Corporation Commission  |
| Food and Agricultural Sector                 | Virginia Department of Agriculture and Consumer Services  |
| Government Facilities Sector                 | Virginia Department of General Services   |
| Healthcare and Public Health Sector          | Virginia Department of Health   |
| Information Technology Sector                | Virginia Information Technologies Agency  |
| Nuclear Reactors, Materials and Waste Sector | Virginia Department of Emergency Management   |
| Transportation Systems Sector                | Virginia Department of Aviation<br>Virginia Department of Rail and Public Transportation<br>Virginia Department of Transportation |

|  |  |
|--|--|
|  | Virginia Port Authority                      |
| <b>Water and Wastewater Systems Sector</b> | Virginia Department of Health                |
|  | Virginia Department of Environmental Quality |

## **PUBLIC HEALTH**

### **LEAD AGENCY**

- Virginia Department of Health (VDH)

### **SUPPORT AGENCIES**

- Virginia Department for Aging and Rehabilitative Services (DARS)
- Virginia Department of Agriculture and Consumer Services (VDACS)
- Virginia Department for the Blind and Vision Impaired (VDBVI)
- Virginia Department of Behavioral Health and Developmental Services (DBHDS)
- Virginia Department for the Deaf and Hard of Hearing (VDDHH)
- Virginia Department of Education (VDE)
- Virginia Department of Environmental Quality (DEQ)
- Virginia Department of Game and Inland Fisheries (VDGIF)
- Virginia Department of Health Professions (DHP)
- Virginia Department of Medical Assistance Services (DMAS)
- Virginia Department of Social Services (VDSS)

### **PURPOSE**

Restore systems that impact the health and well-being of affected people and communities with particular attention to children, the elderly, families, people living with disabilities, people with access and functional needs, and underserved populations.

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- Any disaster can have a public health impact. Disaster recovery affects the health of the populations who reside, work, or travel within the Commonwealth.
- All state issued public health messaging will be accessible to all populations.
- Assistance may be requested through the U.S. Department of Health and Human Services (HHS) or other federal resources.

### **RECOVERY PRIORITIES**

1. Gather damage assessment information on healthcare systems in the impacted areas.
2. Determine health impacts within communities.
3. Conduct epidemiologic surveillance and environmental health inspections.
4. Lead mass fatality operations.
5. Ensure licensed healthcare facilities and providers can sustain operations.
6. Provide public messaging on health and safety issues for impacted individuals.
7. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### **RECOVERY ACTIVITIES**

#### *Pre-Disaster Activities*

- Maintain situational awareness and information sharing.



- Encourage healthcare facilities to participate in healthcare coalitions to share resources in a disaster.
- Promote emergency public health planning at the regional and local levels.
- Encourage operational emergency planning at licensed care facilities.
- Establish and maintain communications with state and federal health partners and with the appropriate public, private, and voluntary partners.
- Develop a qualified workforce of employees and volunteers capable of supporting recovery efforts.

#### Short-term Activities

- Provide epidemiologic surveillance and investigation.
- Implement strategies to conduct public health, disease surveillance, environmental health and injury prevention within the impacted community in order to identify and mitigate health problems.
- Identify the number of individuals with access and functional needs requiring services and resources support.
- Assess the safety of the food supply following a disaster.
- Conduct laboratory testing related to public health issues.
- Assess potable water and wastewater systems to mitigate negative environmental health outcomes.
- Assess temporary facilities for accessibility to all populations including access and functional needs populations.
- Complete an assessment of community health and develop a comprehensive recovery timeline.
- Request and deploy additional resources to support public health needs following an incident.
- Support extended medical surge operations.
- Conduct mass fatality operations.
- Identify and mitigate public health threats in shelters.
- Prepare event notification and situation reports.
- Develop and disseminate messaging to the public regarding health and safety issues.

#### Intermediate Activities

- Support the healthcare infrastructure with recovery and restoration (e.g., permitting, code compliance, etc.).
- Identify opportunities to support community health centers through construction/reconstruction in identified areas of needs.
- Promote principles of healthy communities through redevelopment.

#### Long-Term Activities

- Support extended surveillance of potential long-term health impacts to the public and the environment.
- Assess the long-term impacts to availability and capacity of the healthcare infrastructure due to the incident.
- Establish long-term tracking of responder health.

#### **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

Virginia Department of Health

- Coordinate support for healthcare systems within the Commonwealth.
- Lead surveillance and investigation activities.
- Monitor status of hospitals and healthcare facilities.
- Identify and mitigate public health threats in healthcare facilities, shelters, and impacted communities.
- Coordinate with VDACS to assess the impact of the community's food supply networks to ensure food safety.
- Coordinate with the Department of General Services - Division of Consolidated Laboratory Services to provide any necessary laboratory testing or services.
- Based on impacts to the health system, assess the needs of local health districts to support public health recovery operations.
- Request Strategic National Stockpile (SNS) assets.
- Implement and/or support all appropriate mass fatality management plans.
- Provide medical and non-medical volunteers to support public health recovery activities through the Virginia Medical Reserve Corps.
- Provide training and education on public health and healthcare recovery planning.
- Assist with the development and implementation of consistent risk communications and public health messaging for the disaster.

Virginia Department for Aging and Rehabilitative Services

- Coordinate with the Area Agencies on Aging to support the health needs of elderly individuals impacted by the disaster.

Virginia Department of Agriculture and Consumer Services

- Investigate the safety of food supplies in impacted areas.
- Test animal health, water, and food safety samples submitted to the Regional Animal Health Laboratories by owners, veterinarians, and government officials.
- Support investigation, surveillance, and public health activities related to zoonotic diseases, animal health issues, and food safety.
- Support agriculture producers to ensure the availability of the food supply chain.

Virginia Department of Behavioral Health and Developmental Services

- Coordinate behavioral health services for individuals impacted by the disaster.

Virginia Department for the Blind and Vision Impaired

- Provide guidance and resources to support public health outreach to blind and vision impaired populations.

Virginia Department for the Deaf and Hard of Hearing

- Provide guidance and resources to support public health outreach to deaf and hard of hearing populations.

Virginia Department of Education

- Coordinate activities to protect the health and safety of student populations.

Virginia Department of Environmental Quality

- Provide guidance and resources to support public health recovery efforts.

Virginia Department of Game and Inland Fisheries

- Provide guidance and resources to support public health recovery efforts.

Virginia Department of Health Professions

- Support licensing provisions for healthcare providers such as out-of-state providers.

Virginia Department of Medical Assistance Services

- Assist the coordination and delivery of physical and behavioral health care to the affected Medicaid population in impacted areas.
- Assist eligible evacuees with obtaining health care services through the Virginia Medicaid program in accordance with any Medicaid waiver issued by the HHS Secretary authorizing temporary or expanded health care services.
- Provide assistance to Medicaid-enrolled healthcare facilities with billing for covered services provided to Medicaid-eligible residents at an alternate facility or within a public shelter.

Virginia Department of Social Services

- Provide guidance and resources to support public health outreach to the VDSS network of customers, partners, and licensed providers.

Other organizations may be called upon to provide subject matter expertise, technical assistance, or resources by request. For the Public Health RSF, these include:

- Centers for Independent Living
- Hampton Roads Metropolitan Medical Response System
- Leading Age Virginia
- Medical Society of Virginia
- Mid-Atlantic Renal Coalition
- Virginia Board for People with Disabilities
- Virginia Healthcare Association/Virginia Center for Assisted Living
- Virginia Hospital and Healthcare Association

**\*\*Note:** This is not a comprehensive list. State agencies should reach out to other partners as appropriate.

## **VOLUNTEER AND DONATIONS MANAGEMENT**

### **LEAD AGENCY**

- Virginia Department of Emergency Management (VDEM)

### **SUPPORT AGENCIES**

- 2-1-1 Virginia
- Adventist Community Services (ACS)
- Virginia Department of Health (VDH)
- Virginia Department of Social Services (VDSS)
- Virginia Voluntary Organizations Active in Disaster (VA VOAD)

### **PURPOSE**

Coordinate the best use of resources to support affiliated and unaffiliated volunteers and donated goods to support all aspects of recovery for incidents requiring a state response. Facilitate the establishment of and support the long-term operations of Long-Term Recovery Groups (LTRGs).

### **RSF-SPECIFIC PLANNING ASSUMPTIONS**

- Local, tribal, and regional resources may be overwhelmed and cause local and tribal governments to request state support.
- Unaffiliated volunteers will arrive in impacted areas.
- Undesignated donations will arrive in impacted areas.
- Not every locality will have a volunteer and donations management plan and/or a Volunteer Reception Center (VRC) plan.

### **RECOVERY PRIORITIES**

1. Identify community needs and pair appropriate organizations, volunteers, and donated resources to meet those needs.
2. Establish donations management logistics.
3. Establish LTRGs as quickly as possible.
4. Ensure all programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### **ORGANIZATIONAL STRUCTURE**

Emergency Support Function (ESF) #17 will expand into the Volunteer and Donations Management RSF at the direction of the VEST Coordinator. The Volunteer and Donations Management RSF may be broken into taskforces including, but not limited to:

1. Volunteer Management
2. Donations Management
3. Long-Term Recovery Group
4. Emotional and Spiritual Care
5. Repair and Rebuild

### **RECOVERY ACTIVITIES**

### Short-term Activities

- Transition from ESF #17 to Volunteer and Donations Management RSF.
- Support mass care services (e.g., food, shelter, and temporary housing) in impacted communities.
- Conduct grassroots identification of community needs that exist post-incident.
- Identify and activate appropriate taskforces to support recovery operations.
- Provide information to 2-1-1 Virginia about services and/or resources available to support disaster survivors.
- Monitor 2-1-1 Virginia call-in logs to identify trends in unmet needs. Reach out to affected local and tribal governments for verification.
- Review initial damage assessments from local and tribal governments to assess potential short-term and long-term unmet needs that may occur.
- Communicate community needs through voluntary and state channels.
- Encourage local and tribal governments to input requests for voluntary/donation assistance into incident management databases to allow assignment of missions for fulfillment.
- Support the establishment of VRCs for the management of unaffiliated volunteers and tracking of volunteer hours.
- Coordinate with the Joint Information Center (JIC) to issue public messaging encouraging the donation of cash instead of material items.
- Assess donations management logistical needs and, if necessary, identify and contract potential location(s) for multi-agency donations warehouse(s).
- Coordinate volunteer and donations resources to support an efficient and expedited debris cleanup process and operation.
- Work with impacted communities to establish LTRGs.

### Intermediate Activities

- Identify and/or establish safe and stable housing options for affiliated volunteer groups supporting long-term recovery operations.
- Work with impacted communities to establish distribution sites for donated goods.
- Establish a multi-agency donations warehouse to manage undesignated and designated donations.
- Coordinate with VOAD organizations to support the needs of impacted communities and track response and recovery activities.

### Long-Term Activities

- Support LTRGs.
- Transition disaster recovery volunteer and donations management activities to local and tribal governments and community-based volunteer organizations.

## **ROLES AND RESPONSIBILITIES**

All agencies and organizations are responsible for ensuring their programs, services, and communications are accessible to individuals with disabilities, limited English proficiency, and others with access and functional needs.

### Virginia Department of Emergency Management

- Coordinate with Virginia and National VOAD throughout recovery operations to meet the unmet needs of impacted communities.

- Support local and tribal governments with the establishment of VRCs.
- Facilitate the establishment of LTRGs.
- Acquire a multi-agency donations warehouse.
- Serve as a liaison to the voluntary sector to support recovery needs.
- Identify and/or establish safe and stable housing options for affiliated volunteer groups supporting long-term recovery operations.

#### 2-1-1 Virginia

- Prepare and distribute call-in logs.
- Receive and update information from the JIC for dissemination to the public.

#### Adventist Community Services

- Train community-based volunteers on donations management activities.
- Oversee warehouse operations for donations.

#### Virginia Department of Health

- Work with local health departments to identify unmet needs.
- Manage the medical and healthcare volunteers who report to the VRC.
- Oversee the Virginia Medical Reserve Corps volunteers.

#### Virginia Department of Social Services

- Initiate the MOU between 2-1-1 Virginia, VDSS, and VDEM to enhance 2-1-1 Virginia to support disaster needs.
- Coordinate with the Corporation for National and Community Service.

#### Virginia Voluntary Organizations Active in Disaster

- Provide skilled volunteers, funding, and resources to assist survivors in meeting their unmet disaster-caused needs.
- Co-facilitate the establishment of LTRGs.