

V. DOCUMENTATION BRANCH

A. MISSION AND RESPONSIBILITIES

The mission of the Documentation Branch is to produce and maintain documentation to support ERT activities and requirements. Primary responsibilities include, but are not limited to, the following:

1. Production of recurring documents (e.g., Situation Reports and SITREP Updates, Situation Briefings, chronologies).
2. Production of ad hoc documents (e.g., talking points, position papers, special briefings, briefing books).
3. Maintenance of an up-to-date records management system.

**Figure V-1
Documentation
Branch**



B. ORGANIZATION

The Documentation Branch consists of five designated functional positions, led by a branch chief. Staffing of individual positions will be determined by the magnitude and scope of the disaster and evolving requirements of the Information and Planning Section and ERT. The five branch positions are depicted in the organizational chart at left. Individual position descriptions are outlined in Appendix G.

C. INFORMATION DISSEMINATION

Information within the ERT must flow in four directions: *up* to higher headquarters, *down* to field elements, and *laterally to* and *from* other ERT components. Although ERT operational elements are expected to provide timely information about their individual operations, activities, assessments, and accomplishments, it is equally important that they receive quality and timely information in return. For effective planning, information must be shared among all elements of the ERT and the overall Federal response effort. Assuring such a timely and productive flow of information is a primary responsibility of the Information and Planning Section.

1. The two primary methods of sharing information are the *Situation Briefing (SITBRIEF)* and the *Situation Report (SITREP)*, both of which are prepared by the Documentation Branch. Each method of dissemination is targeted to a particular audience. The Situation Report is primarily a summary of activity occurring over the most recent operational period (OPeriod), as well as an outline of

planned activity during the next OPeriod. The SITREP is specifically targeted to elements outside the ERT, notably national-level decision-makers. Conversely, the Situation Briefing (SITBRIEF) is used to brief and update key ERT and State leaders on the status of the response effort, as well as synchronize ERT staff activities. Other methods of dissemination include one-time and recurrent reports and fact sheets, regional reports, after-action reports, and numerous situational and ad hoc documents. It is important that the Section Chief and Documentation Branch Chief understand the purpose behind each product and method of dissemination.

2. The Section also maintains historical files and records, to include a chronology of key events and policy decisions. These records are used to develop special reports as directed by the FCO or Information and Planning Section Chief. For example, the Section might be asked to prepare a briefing for a visiting congressional delegation that highlights key activities in the first two weeks of operation. Alternatively, the FEMA Director may request information on activities for a specific jurisdiction prior to meeting with elected officials from that jurisdiction. Consequently, the Section must maintain accurate documentation of disaster activity and be able to rapidly retrieve and disseminate information contained in those records.

D. BRIEFINGS

The Section is responsible for developing and providing formal and informal briefings, as directed by the FCO. Informal briefings are normally provided to key leaders in the Situation Room by the Situation Status Branch. Formal briefings are prepared by the Documentation Branch based on information provided by other branches. Actual briefings may be given by the Information and Planning Section Chief, by the FCO, or by a designated staff member. Regardless of who gives the briefings, the Documentation Branch is responsible for developing suitable briefing documents and providing technical support to the briefer.

1. *The Situation Briefing (SITBRIEF)*

a. The Situation Briefing consists of a series of slides that summarize the status of response and recovery operations. The preparation of these slides requires detailed analysis of the data collected by the Section for the period covered by the briefing. Slides depicting program data (such as Individual Assistance Program applications or Public Assistance Program statistics), should be coordinated with the appropriate staff section to ensure accuracy and appropriateness. This coordination should occur prior to the distribution of any new or significantly modified slide.

b. Figure V-2 below outlines a list of topics that should be considered for inclusion in a Situation Briefing. The exact slides and topics used in a briefing will vary over time as the operational emphasis shifts from response to recovery. Regardless, the briefing must be tailored to the specific needs of the ERT leadership. The Section Chief should regularly poll senior leaders and key staff members for feedback, and adjust the content of the Situation Briefing accordingly to ensure that the briefing remains a useful management tool.

Figure V-2 - Example Situation Briefing Format

SLIDE	TOPIC / SUBJECT AREA
1	TITLE
2	SITUATION – BACKGROUND
3	SITUATION – CURRENT
4-5	MATERIAL IMPACT STATUS (CASUALTIES, DAMAGES)
6-7	KEY RESPONSE & RECOVERY MISSIONS/ACTIVITIES
8-10	PROGRAM STATUS (HS, PA, HM)
11-12	KEY PROBLEMS/ISSUES

c. The Situation Briefing can be formally presented using an overhead projector or computer/CCTV interface, or may be presented more informally. In some cases, the FCO will not require presentation of the Situation Briefing at all, but instead may simply want to distribute paper copies of the briefing. Because the Situation Briefing serves as an executive summary of activities and is often used by other critical functional areas (such as Community Relations), it should be prepared even when there is no explicit requirement for a formal briefing.

2. Operational Objective Status Briefing

The Operational Objective Status Briefing characterizes the status of current or previous Operational Objectives for the FCO and senior ERT staff. This briefing is presented prior to or during the FCO Staff Meeting, and is designed to facilitate the FCO's determination of priorities for the *next* OPeriod. The Planning Support Branch is responsible for both the content and delivery of this briefing; the Documentation Branch may be asked to assist in development.

3. Executive Briefing

a. In addition to the normal Situation Briefings provided by the Section, the Documentation Branch may be required to support the development of executive briefings. Examples of "executive briefings" include White House or Presidential Task Force conference calls, press briefings, or testimony before congressional committees. The Documentation Branch, when requested, supports these briefings by preparing talking points for the executive involved. Talking points are bullet statements that summarize the key elements of a disaster operation or area of interest. Talking points may also reflect consolidated statistics, and are usually prepared in large, bold type, for easy reading and quick reference. They should always be as brief as possible while still covering the topic.

b. Executive briefings are usually developed in close coordination with the Congressional and Legislative Affairs, Intergovernmental Affairs, and Public Affairs staffs. It is not unusual for one of these staff sections to be given the lead responsibility for an executive briefing, with the Information and Planning Section providing support. In addition, the preparation of an executive briefing will usually require a coordinated information collection effort involving many other staff or elements of the ERT.

4. Special Briefing

Groups of VIPs frequently visit the DFO, and the Information and Planning Section may be asked to support such visits with briefing materials. Generally, the regular Status Briefing will suffice. However, if the visit is for a specific purpose (e.g., the General Accounting Office studying response operations), a special briefing (providing the specific information needed by the group) may be required. Determine the briefing particulars from the individual or office requesting the briefing.

5. Briefing Books

The Section will maintain an up-to-date briefing book for use by high-level visitors or the FCO, or as a ready reference for their personal use during meetings or briefings. This book (or books, if multiple copies are prepared) will normally be a three-ring binder containing current copies of all important information products. Briefing books will be updated daily with (as a minimum) the most current:

- a. Disaster Fact Sheet
- b. Situation Briefing
- c. Situation Report
- d. Situation Update(s)
- e. Daily Intelligence Summary
- f. Jurisdictional Profile(s)
- g. Action Plan
- h. ERT Strategic Plan
- i. Relevant maps, charts, or GIS products
- j. Reference data (e.g., demographic information, summary reports, disaster declaration correspondence, etc.)

E. REPORTING

1. Initial Operating Report

Upon activation of the DFO, the Information and Planning Section is required to submit an Initial Operating Report (IOR). This report announces that the DFO is operational, and provides relevant contact and status information. The IOR is a one-time report sent to the FOC no later than three hours following the DFO achieving operational status. Method of transmission is cc:Mail (primary) or FAX (secondary). The IOR format is depicted in the following figure.

Figure V-3 - Initial Operating Report Format

Disaster: FEMA XXXX-DR-XX		
Date of Declaration:		
Date of Report:		
1. Disaster Field Office: <i>(Provide complete mailing address)</i>		
a. Date Opened:		
b. Hours of Operation:		
c. Communications:	Primary	Alternate
DFO Switchboard:		
DFO Switchboard FAX:		
Information & Planning Section:		
Operations Section:		
Logistics Section:		
Administration Section:		
Teleregistration:		
Helpline:		
d. After Hours Contacts:		
2. Key Personnel: <i>(Identify key ERT and State personnel, by name and position.)</i>		
3. Status of FEMA/State Agreement: <i>(Report most current information)</i>		
4. SITREP Reporting Time(s): <i>(No-Later-Than time(s) the ERT SITREP will be disseminated)</i>		

2. Disaster Fact Sheet

The Disaster Fact Sheet is designed to provide a very abbreviated, non-narrative organizational and statistical reference pertaining to the response effort. It is updated and redistributed as significant changes occur. The Fact Sheet is designed to support the information needs of the ERT and DFO customers; it need not be transmitted externally unless requested. The Disaster Fact Sheet format is depicted in Figure V-4. This format may be expanded to include additional information.

Figure V-4 - Disaster Fact Sheet Format

DISASTER FACT SHEET # _____								
DATE PREPARED: _____								
1. Disaster Number: FEMA XXXX-DR-XX								
2. State/Commonwealth/Territory:								
3. Type of Disaster:								
4. Date of Declaration:								
5. Incident Period: From: _____ To: _____								
6. Designated Counties/Jurisdictions: <i>(Use matrix format:)</i>								
COUNTY (CITY)	INDIVIDUAL ASSISTANCE	DECLARATION DATES						
		PUBLIC ASSISTANCE CATEGORIES						
		A	B	C	D	E	F	G
7. DFO Location and Telephone Numbers: <i>(Include FAX numbers.)</i>								
Federal Coordinating Officer (FCO):					<i>(Name and DFO Phone Number)</i>			
State Coordinating Officer (SCO):					<i>(Name and DFO Phone Number)</i>			
(Other Key ERT and State Positions):					<i>(Names and DFO Phone Numbers)</i>			
8. Activated Emergency Support Functions:								
9. Mobilization Center Location, Address, and Telephone Numbers:								
10. Satellite DFO Location, Address, and Telephone Numbers:								
11. Disaster Recovery Centers (DRCs): <i>(Locations, hours of operation, facility managers)</i>								
12. Red Cross Facilities: <i>(Type of facility, location, hours of operation)</i>								
13. Small Business Administration Workshops: <i>(Locations, hours of operation)</i>								

3. Situation Report (SITREP)

The SITREP is used to provide FEMA and other Federal decision-makers at national and regional levels a regular, comprehensive, accurate overview of significant interagency operations, activities, actions, plans, and issues relative to a disaster or emergency. Because SITREP information will routinely be used in briefings and reports to the White House, Congress, and other high-level government agencies (and may provide a basis for responding to media queries), it is essential the SITREPs be comprehensive and accurate.

a. Submission Guidelines:

(1) Prior to the establishment of an operational DFO, the responsible FEMA Region is responsible for the compilation, preparation, and distribution of SITREPs.

(2) Following establishment of an operational DFO, the Information and Planning Section of the ERT is responsible for compiling, coordinating, preparing, and distributing the SITREP. However, individual ERT elements are responsible for providing (and ensuring the accuracy of) information relative to their respective functional area(s).

(3) Method of transmission is e-mail (primary) or FAX (secondary) to the FEMA Operations Center (FOC). The FOC will post e-mailed SITREP files to the FEMA Intranet Bulletin Board (under "Situation Reports"), as well as distribute facsimile copies (regardless of method of receipt) to select national-level addressees. Include "Action Officer" as an addressee on all SITREPs. Other e-mail addressing requirements may be imposed by Regions and Headquarters, as required.

b. Submission Timing/Frequency:

(1) Situation reporting will commence:

(a) Upon a presidential declaration of a disaster or emergency.

(b) Upon a decision to activate any FRP emergency response organization (e.g., ERT, ERT-A, ROC, EST) for a threat or event.

(c) When directed by the FOC.

(2) One SITREP will be submitted during each OPeriod. The due time will be established by the ERT Information and Planning Section Chief (in consultation with the EST Information and Planning Section or FEMA Headquarters ICU) and announced on the Initial Operating Report.

(3) If the ERT Information and Planning Section is operating 24 hours a day (and the OPeriod is 24 hours), submit a SITREP Update 12 hours after each SITREP.

(4) Continue submitting SITREPs until the DFO closes.

(5) Do not delay the reporting of significant situational information merely for the sake of inclusion in the SITREP. Situational disaster information that merits the *immediate* attention of FEMA Headquarters or national interagency interests should be immediately forwarded to the FOC via a SITREP Update.

c. Special Instructions:

(1) Use *italics* to distinguish new information from previously reported information.

(2) When reporting times, use a 24-hour clock and identify the local time zone (e.g., 4:30 p.m. Mountain Standard Time would be reported as "1630 MST").

(3) Do not use entries such as "same as previous report" or "no change." Instead, repeat (or, if excessively long, briefly recap) the previous entry.

(4) Do not omit entry categories even if there is no information to report. Instead, indicate "not available," "not activated," or "deactivated on (date)."

(5) When the ERT assumes SITREP responsibility from the Region, preserve the SITREP numbering sequence. Example: the Region publishes SITREP #3, then transfers reporting responsibility to the ERT. The first ERT-generated SITREP will be numbered SITREP #4.

(6) Use the following format for the SUBJECT line of all e-mailed SITREPs:
SITREP (##) FEMA-####-DR-(State Abbreviation)

Example: Subject: SITREP 07, FEMA-1274-DR-TX

(7) Avoid using names and telephone numbers in the SITREP, other than as specifically required by the SITREP format. Exception: the names of elected officials may be used without restriction.

(8) The inclusion of Federal and State seals and logos is encouraged, as they contribute to the SITREP appearance and visually reinforce the Federal/State partnership. However, to reduce computer memory usage, you may need to remove these (and other high-bytag, non-functional) graphics from the electronic file version prior to e-mail transmission.

(9) The development of the SITREP involves a coordinated effort between the Documentation Branch and Situation Status Branch. The Situation Status Branch is responsible for gathering and correlating information and requesting necessary clarification. Information and intelligence that *may* be relevant to the SITREP is forwarded to the Documentation Branch, where it is reviewed by a Reports Specialist. After extracting any information deemed appropriate for the SITREP, the Reports Specialist will advise the Situation Status Branch of any remaining information or clarification requirements.

(10) Do not submit combined SITREPs for declared disasters/emergencies. An ERT (or Region) responsible for handling multiple disasters/emergencies must submit a separate SITREP for each declaration. (NOTE: Regions may consolidate SITREPs for threats and non-declared events. However, once a declaration is issued, begin issuing separate SITREPs, beginning with number 1.

(11) The information required by and collected in the FEMA SITREP is often sensitive; as a result, SITREPs should not be disseminated outside official channels. This means that joint FEMA/State SITREPs are discouraged unless a State agrees to limit distribution to official government or response organizations. Such an agreement must include a prohibition against posting joint SITREPs on the internet.

(12) The Information and Planning Section Chief must review and approve a SITREP prior to distribution.

(13) The SITREP format is depicted in the following figure (Figure V-5). Note that this figure continues over several pages (pages V-10 through V-15).

Figure V-5 - Situation Report (SITREP) Format

SITREP/Declaration ID:	<i>Example: SITREP #, FEMA-1157-DR-ND</i>
Operational Period:	<i>Example: 1800 May 3 to 1800 May 4, 2001 CST</i>
1. SITUATION:	
A. Background:	<i>Brief overview of original disaster emergency situation.</i>
B. Current:	<i>Brief characterization of current operational situation.</i>
C. Casualties:	
(1) Dead:	<i>Number of confirmed disaster-related deaths.</i>
(2) Injured:	<i>Number of confirmed injuries requiring hospitalization.</i>
(3) Missing:	<i>Number of individuals who have not been located or whose status remains unresolved.</i>
2. PLANNING:	
A. FCO/SCO Priorities:	<i>Identify the current response and/or recovery priorities of the FCO and SCO.</i>
B. Operational Objectives for the last operational period:	<i>List each ERT Operational Objective for the last OPeriod and report the progress of actions to meet those objectives.</i>
C. Operational Objectives for the next operational period:	<i>List each ERT Operational Objective for the upcoming OPeriod. If the objective requires Region or EST support, identify that requirement. (Or, attach ERT Action Plan for next OPeriod and state "Action Plan attached.")</i>
3. WEATHER FORECAST:	
A. Next Operational Period:	<i>Weather forecast for disaster area/response area.</i>
B. Operational Impact:	<i>Response activities likely to be impacted by forecast weather.</i>
4. SEVERITY OF IMPACT ON LOCAL JURISDICTIONS:	
A. Jurisdictions Affected:	<i>Identify counties or other substate political jurisdictions impacted by the event (regardless of declaration status).</i>
B. Impact On Individuals:	<i>Identify the numbers of people evacuated, sheltered, and/or geographically isolated by the event. Other impacts include unemployment and community trauma.</i>
C. Impact On Businesses:	<i>Provide business and economic impacts. Identify if critical commercial enterprises (gas stations, grocery stores, banks, etc.) are operating.</i>
D. Utilities:	<i>In each category below identify damages, assess impacts (to include numbers of customers affected), and projected restoration times.</i>

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(1) Water Treatment Plants	<i>Primary information source: ESF#3</i>
(2) Electric Power Generation And Distribution Systems	<i>Primary information sources: ESF#3 and ESF#12</i>
(3) Gas Pipelines	<i>Primary information source: ESF#1</i>
(4) Telephone And Telecommunications Facilities/Service	<i>Primary information source: ESF#2</i>
(5) Sewage Treatment Plants	<i>Primary information source: ESF#3</i>
(6) Other	<i>Primary information source(s): As appropriate</i>
E. Road/Transportation Status:	<i>ESF#1 is the primary source of information for the following categorical information:</i>
(1) Airports	<i>Identify closed airports and projected restoration time(s). Note any unusual landing or takeoff restrictions, as well as reductions in operating hours.</i>
(2) Railways	<i>Identify interruptions in rail service and projected restoration time(s). Identify operational impacts.</i>
(3) Interstate Highways	<i>Identify road closures and projected restoration times, as well as operational impacts.</i>
(4) Bridges	<i>Identify all bridges rendered or judged unfit for travel by the event. Provide projected restoration time(s).</i>
(5) Other	<i>Identify significant impacts to other transportation systems, e.g., Intrastate roadways, intracoastal waterways, etc.</i>
F. Housing Status:	<i>Provide overall housing (for single and multifamily dwellings, both private and public) damage assessment.</i>
G. Other Critical Facilities:	<i>In each category below identify damages, assess impacts (to include numbers of customers affected), and projected restoration times. The primary source(s) of information for each category is/are indicated.</i>
(1) Hospitals	<i>Primary information source: ESF#8</i>
(2) Schools	<i>Primary information sources: ESF#5 and STATE</i>
(3) Hazardous Material Production/ Storage Facilities	<i>Primary information sources: ESF#10 and ESF#12</i>
(4) Other	<i>Primary information sources: As appropriate</i>

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5. STATUS OF DECLARATION:

- A. Declaration Data:** *Provide Presidential declaration ID number, effective date, and incident period (if still open, so state).*
- B. Jurisdictions Declared:** *Identify which political jurisdictions have been declared, for which program(s), and declaration date(s). When five or more counties are declared, use the following matrix:*

JURISDICTION	DECLARATION DATES							
	INDIVIDUAL ASSISTANCE	PUBLIC ASSISTANCE CATEGORIES						
		A	B	C	D	E	F	G

- C. Jurisdictions Requested:** *List any jurisdiction for which a declaration request has been received but not yet adjudicated.*
- D. PDA Status:** *Identify ongoing or scheduled PDAs by jurisdiction and focus (i.e., IA, PA, HM, or combination thereof).*
- E. Disaster Field Office:** *List DFO location, mailing address, and main switchboard phone and FAX numbers.*
- F. Federal Coordinating Officer:** *Identify the FCO and deputy by name and Region of origin. Do NOT list FCO phone or FAX number.*
- G. State Coordinating Officer:** *Identify the SCO and deputy by name. Include phone and FAX numbers if not collocated in the DFO.*
- H. Defense Coordinating Officer:** *Identify the DCO by name. Include phone and FAX numbers if not collocated in the DFO.*

6. STATUS OF FEDERAL OPERATIONS:

- A. Information and Planning Section:** *Overview of section activities, initiatives, accomplishments, and problems.*
- B. Logistics Section:** *Overview of section activities, initiatives, accomplishments, and problems.*
- C. Administration Section:** *Overview of section activities, initiatives, accomplishments, and problems.*
- D. Operations Section:** *Brief overview of section activities, initiatives, accomplishments, and problems. Provide more expansive and detailed information in the appropriate categories below.*
 - (1) Defense Coordinating Element** *Overview of DoD actions, activities, and missions in support of response operations. Include Guard activity.*
 - (2) Operations Support Branch**
 - (a) ESF#1 Transportation** *Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.*

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<p>(b) ESF#2 Communications</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(c) ESF#7 Resource Support</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(3) Infrastructure Support Branch</p>	
<p>(a) ESF#3 Public Works & Engineering</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(b) ESF#12 Energy</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(c) Public Assistance</p>	<p><i>Overview of PA activities. Ensure public assistance matrices at attachment are updated.</i></p>
<p>(4) Human Services Branch</p>	
<p>(a) ESF#6 Mass Care</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(b) ESF#11 Food</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(c) Voluntary Agencies</p>	<p><i>Overview of VOLAG activities. Identify supporting VOLAGs.</i></p>
<p>(d) Donations</p>	<p><i>Overview of Donations activities.</i></p>
<p>(e) Individual Assistance</p>	<p><i>Overview of HS activities. Ensure individual assistance matrices at attachment are updated.</i></p>
<p>(4) Emergency Services Branch</p>	
<p>(a) ESF#4 FireFighting</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(b) ESF#8 Health & Medical</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(c) ESF#9 Urban Search & Rescue</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>(d) ESF#10 Hazardous Materials</p>	<p><i>Overview of ESF activities, initiatives, accomplishments, and problems. Identify any new mission assignments.</i></p>
<p>E. Mitigation:</p>	<p><i>Overview of mitigation activities, initiatives, accomplishments, and problems.</i></p>
<p>F. Finance/Comptroller:</p>	<p><i>Overview of financial activities, initiatives, accomplishments, and problems.</i></p>
<p>G. Congressional and Legislative Liaison:</p>	<p><i>Overview of CLL activities, initiatives, accomplishments, and problems. Identify any upcoming visits to response area by VIPs or DVs.</i></p>
<p>H. Public Affairs:</p>	<p><i>Overview of Public Affairs activities, initiatives, accomplishments, and problems.</i></p>

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I. Community Relations:	<i>Overview of CR activities, initiatives, accomplishments, and problems.</i>
J. Small Business Administration:	<i>Overview of SBA activities, initiatives, accomplishments, and problems. Ensure SBA Activity matrix at attachment is updated.</i>
Attachments:	
Recovery Programs Summary Charts/Matrices	
<ul style="list-style-type: none"> Mass Care Activity Registrations and Contacts Disaster Unemployment Assistance Disaster Housing Program (Registrations, Inspections, and Assistance Checks) Individual And Family Grant Program Small Business Administration Activity Requests for Public Assistance (RPAs) Received Project Worksheet Summary Project Status Reports Infrastructure Support Summary 	

ATTACHMENTS - RECOVERY PROGRAM SUMMARY CHART TEMPLATES

HUMAN SERVICES MATRICES

MASS CARE ACTIVITY			AS OF:	
Meals served since last report	0	Meals served to date	0	
Shelters open as of report time	0	Total shelters open to date	0	
Persons sheltered as of report time	0	Total persons sheltered to date	0	
Service centers open as of report time	0	Total service center activations to date	0	
Cases open	0	Total mental health contacts to date	0	

OPR: OPS SECTION/HUMAN SERVICES BRANCH

REGISTRATIONS & CONTACTS			AS OF:	
	Since Last Report	Designated Counties	Undesignated Counties	Cumulative
Teleregistrations				
HELPLINE Calls				

OPR: OPS SECTION/HUMAN SERVICES BRANCH

DISASTER UNEMPLOYMENT ASSISTANCE		AS OF:	
CLAIMS	SINCE LAST REPORT	TOTAL	
Claims filed	0	0	
Claims approved	0	0	
Claims denied	0	0	
Claims paid	0	0	
Dollars disbursed	\$ 0.00	\$ 0.00	

OPR: OPS SECTION/HUMAN SERVICES BRANCH

HUMAN SERVICES MATRICES - CONTINUED

DISASTER HOUSING PROGRAM		AS OF:	
REGISTRATIONS	SINCE LAST REPORT	TOTAL	
Registrations received	0	0	
Registrations approved	0	0	
Registrations ineligible	0	0	
Registrations withdrawn	0	0	
Registrations pending	0	0	
Approved eligible amount	\$ 0.00	\$ 0.00	
INSPECTIONS			
Issued for Inspection	0	0	
Inspections completed	0	0	
Inspections outstanding	0	0	
ASSISTANCE CHECKS			
Number recommended for issuance	0	0	
Dollar amount of above	\$ 0.00	\$ 0.00	

OPR: OPS SECTION/HUMAN SERVICES BRANCH

INDIVIDUAL AND FAMILY GRANT PROGRAM		AS OF:	
REGISTRATIONS	SINCE LAST REPORT	TOTAL	
Registrations received	0	0	
Registrations received by the State	0	0	
Registrations pending decision	0	0	
Registrations eligible	0	0	
Approved eligible amount	\$ 0.00	\$ 0.00	
Registrations ineligible	0	0	
Registrations withdrawn	0	0	
Number of registrations disbursed	0	0	
Total disbursed amount	\$ 0.00	\$ 0.00	

OPR: OPS SECTION/HUMAN SERVICES BRANCH

SMALL BUSINESS ADMINISTRATION ACTIVITY			AS OF:	
LOAN APPLICATIONS	HOME	BUSINESS	ECONOMIC INJURY (EIDL)	TOTAL
Number issued	0	0	0	0
Number accepted	0	0	0	0
Number declined	0	0	0	0
Number withdrawn	0	0	0	0
Number approved	0	0	0	0
Dollars approved	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Number pending	0	0	0	0

OPR: SMALL BUSINESS ADMINISTRATION

INFRASTRUCTURE SUPPORT MATRICES

REQUESTS FOR PUBLIC ASSISTANCE (RPAs) RECEIVED	AS OF:
From local governments	0
From the state	0
From special districts/jurisdictions	0
From private nonprofit organizations	0
From other sources	0
TOTAL	0

OPR: OPS SECTION/INFRASTRUCTURE SUPPORT BRANCH

PROJECT WORKSHEET SUMMARY	AS OF:	
PROJECT WORKSHEETS	SINCE LAST REPORT	TOTAL
Number projected		0
Number entered		
Number obligated		
Number unobligated		
Number suspended		

OPR: OPS SECTION/INFRASTRUCTURE SUPPORT BRANCH

PROJECT STATUS REPORTS	AS OF:
Number of applicants	
Number of applicants/PAC	
Number of applicants formulating Small Projects	
Number of Small Projects - Projected	
Number of Small Projects - Received	
Number of Small Projects - Obligated	
Number of Small Projects - Validated	
% Variance among validated Small Projects (1 st sample)	
% Variance among validated Small Projects (2 nd sample)	
Number of Large Projects - Projected	
Number of Large Projects - Formulated	
Number of Large Projects - Obligated	
Number of applicants receiving 406 Hazard Mitigation funds	
Number of 406 Hazard Mitigation Projects	
Total obligated for 406 Hazard Mitigation Projects	\$ 0.00
Number of applicants with insurance	
Number of Projects with insurance	
Amount of anticipated insurance recovery	\$ 0.00
Percent of applications closed	
Projected date for 100% closure of applications	

OPR: OPS SECTION/INFRASTRUCTURE SUPPORT BRANCH

INFRASTRUCTURE SUPPORT MATRICES - CONTINUED

INFRASTRUCTURE SUPPORT SUMMARY					AS OF:	
CATEGORY	INITIAL \$\$\$ ESTIMATE	CURRENT \$\$\$ ESTIMATE	ELIGIBLE PROJECT WORKSHEETS TOTAL \$\$\$	\$\$\$ OBLIGATED FOR FEDERAL SHARE	\$\$\$ PENDING APPROVAL	\$\$\$ SUSPENDED
A -DEBRIS REMOVAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
B -PROTECTIVE MEASURES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
C -ROADS AND BRIDGES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
D -WATER CONTROL FACILITIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
E -PUBLIC BUILDINGS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
F -PUBLIC UTILITIES	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
G -RECREATIONAL OR OTHER	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
TOTAL OF ABOVE	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
GRANTEE ADMINISTRATIVE COSTS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
SUB-GRANTEE ADMINISTRATIVE COSTS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
STATE MANAGEMENT COSTS	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
GRAND TOTAL	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

OPR: OPS SECTION/INFRASTRUCTURE SUPPORT BRANCH

4. SITREP Update

The SITREP Update is used to provide a brief, situational update of response activities between scheduled SITREP submissions. Often, the Information and Planning Section of an ERT will be asked to submit a SITREP Update to provide current operational information to the EST to support preparations for briefings or multi-agency video or phone conferences. However, as a rule, SITREP Updates should be prepared and submitted whenever (and as soon as) the ERT becomes aware of significant information that may merit immediate national interest.

a. Submission Guidelines:

(1) Method of transmission is e-mail (primary) or FAX (secondary). The FOC will post e-mailed SITREP files to the FEMA Internet Bulletin Board (under "Situation Reports"). Include "Action Officer" as an addressee on all SITREPs.

(2) Use the following format for the SUBJECT line of all e-mailed SITREP Updates: *SITREP UPDATE (##-#) FEMA-####-DR-(State Abbreviation)*

Example: Subject: SITREP UPDATE 07-A, FEMA-1274-DR-TX

(3) Do not italicize SITREP Update entries, since all information in the report should be new.

b. Submission Timing/Frequency. Submit SITREP Updates at times designated by the EST Information and Planning Section or the FEMA Headquarters ICU, or whenever the ERT becomes aware of significant information that merits the immediate attention of the Region, FEMA Headquarters, or other national interests.

Figure V-6 - SITREP Update Format

Disaster ID:	<i>Example: FEMA-1157-DR-ND</i>
SITREP Update Number:	<i>Number of last SITREP plus "A" for first update, "B" for second, etc.</i>
A. Casualties:	<i>New or changed casualty information since last SITREP.</i>
B. Severity Of Impact On Local Jurisdictions:	<i>New or changed jurisdictional impact information since last SITREP.</i>
C. Status of Declaration:	<i>New or changed declaration information since last SITREP.</i>
D. Status of Federal Operations:	<i>New or changed federal response activity information since last SITREP.</i>

5. ERT Chronology

The historical documentation of significant disaster activities and key policy decisions is an important mission assigned to the Information and Planning Section, and is accomplished using the ERT Chronology. Among its potential uses, the ERT Chronology supports preparation of the After-Action Report, disaster comparison studies, and any litigation that may result from disaster program activity. The potential high-profile use of such information makes it imperative that the ERT Chronology be complete, comprehensive, and accurate.

a. The ERT Chronology is essentially a running log of important events, activities, and decisions, and is the responsibility of the Information and Planning Section Chief or Deputy. An updated ERT Chronology should be provided for review and comment/correction at each FCO staff meeting.

c. The best and easiest method of capturing and archiving ERT Chronology information is to use the National Log capabilities resident in NEMIS. For information and guidance on NEMIS log capabilities, refer to the NEMIS Incident Activity Management Guide, available through the NEMIS website (www.nemis.fema.gov).

c. The most effective *non*-NEMIS way to maintain a ERT Chronology is using a program that permits the captured information to be sorted and queried. Microsoft Excel, the table function in Microsoft Word, and Microsoft Access all provide this capability. A generic ERT Chronology format is depicted in Figure V-7.

Figure V-7 - Example ERT Chronology Format

Time of Key Event or Decision	Brief Description of Event or Decision
YYMMDD - HH:MM	<i>Example: "FEMA/State Agreement ratified and signed."</i>

6. After-Action Report

The After-Action Report (AAR) identifies and analyzes *critical, national* issues from the current disaster that, if left unresolved, could affect or impede future disaster operations. The report also highlights ideas and approaches that merit national consideration. As an analytical report, the AAR will be restricted to issues that have an important bearing on (or can contribute to) the future success of Federal disaster operations. This report is submitted by the FCO but compiled and prepared by the Information and Planning Section.

The AAR program is managed by the Readiness Coordination Division of the Response and Recovery Directorate. The Readiness Coordination Division will electronically forward critical issues and their recommendations to appropriate program offices for consideration and response. Comments from program offices will be included in the AAR database. Periodic analysis of issues will result in reports to senior leaders throughout FEMA.

Submission Guidance:

a. The AAR will be submitted at or immediately following DFO closure. Use the format and procedures detailed later in this section.

b. Submit the AAR in hard copy and via 3 ½" computer diskette to:

FEMA RR-EAD ATTN: Richard Robuck 500 C Street SW Washington, DC 20472
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Special Instructions:

a. To reduce the requirement for retroactive research, establish an after-action file and begin accumulating and organizing AAR information at the outset of operations.

b. Solicit and consider contributions from organizations most directly involved in the disaster operation, including FEMA elements outside the DFO, other federal agencies, volunteer organizations, and States. Begin soliciting these contributions *during* the response operation, rather than waiting until the operation begins winding down.

(3) The final decision on selection of issues for the report is the responsibility of the FCO.

(4) This report does not preclude nor should it discourage the FCO from submitting issues for consideration to senior staff or program officers at any point in the operation.

(5) While there is no specific limit to the number of critical issues an FCO may identify, it is emphasized that only the most critical issues be included in the AAR. In addition, all critical issues must be prioritized. (Note: issues that are not critical or cross-cutting, but which the FCO wants to the RR-EAD to be aware of, should be included as attachments.)

(6) Under Critical Issues, include those national issues that the FCO believes have important, large-scale implications for future operations, or those that uncover the source of a difficult operational or policy problem. The following list suggests (but does not limit) categories for the FCO to consider in the identification of critical issues:

- (a) Issues that impede delivery of services.
- (b) Issues that affect coordination among FEMA partners.
- (c) Resource deficiency issues.
- (d) Budget impact issues.
- (e) High-visibility issues which receive(d) negative or positive media and/or congressional attention.
- (f) Legislative authority issues (Stafford Act, National Flood Insurance Act, etc.).
- (g) Issues that inhibited FEMA's ability to mitigate future damages from natural hazards or disasters.
- (h) Issues that inhibited FEMA's ability to meet our collective program customer service standards.

Figure V-10 - Issue Page Format

<p>Issue Number:</p> <ol style="list-style-type: none"> 1. Program Office Reporting the Issue: 2. Issue Code: <i>(see Issue Code List, Figure V-11)</i> 3. Brief Issue Statement: 4. Brief Discussion of Issue: 5. FCO Recommendation: 6. Responding Office: <i>(What HQ Office(s) do you believe should respond to this issue? Use codes from Responding Office Code list, Figure V-12)</i>

Figure V-11 - Issue Codes

Apply *all* appropriate codes to each issue.

<p>ADAMS: Issues related to ADAMS.</p> <p>COMM: Problems with communication among partners, with applicants, media, etc.</p> <p>CMPT: Issues related to the Comptroller's position</p> <p>CR: Issues involving community relations activities, roles, and responsibilities</p> <p>Contract: Issues specifically related to contracting</p> <p>Disability: Issues dealing with accessibility or fairness to the disabled</p> <p>DISC: Issues related to management and stocking of the DISC</p> <p>DRC: Disaster Recovery Center issues</p> <p>EEO: Any employment equality issues</p> <p>ESF: Any references to our ESF partners or partnership</p> <p>Helpline: Service, accessibility, program awareness</p> <p>HS: Human Services program related issues</p> <p>INFO: Innovative approaches to universal problems</p> <p>ISNP: PA and IA inspections or inspectors</p>	<p>IS: Infrastructure/public assistance program related issues</p> <p>ITS: Information Technology Support</p> <p>LOGIS: Logistics related issues</p> <p>Mission: Mission Assignment issues</p> <p>MISC: Any issue not covered by these codes</p> <p>MERS: Mobile Operations issue</p> <p>MT: Mitigation program related issues</p> <p>NPSC: National Processing Service Center</p> <p>NTC: National Teleregistration Center</p> <p>PDA: Preliminary Damage Assessment</p> <p>Policy: Policy, guidance, implementation and needs</p> <p>OP: Operations and Planning program related issues</p> <p>Roles: Roles and responsibilities of partners or DFO managers</p> <p>Safety: DFO, transportation, health issues</p> <p>Security: DFO or personnel security issues</p> <p>Staffing: Numbers and appropriateness of assigned staff</p> <p>Training: Assessment of training needs and disaster-related offerings</p>
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Figure V-12 - Responding Office Codes

Identify those offices you believe responsible for the associated issue.

<p>CA Congressional Affairs</p> <p>EEO Equal Employment Opportunities</p> <p>ESF Any ESF partner issues</p> <p>FIA Federal Insurance Administration</p> <p>FM Financial Management</p> <p>HR Human Resources (Staffing)</p> <p>ITS Technology</p> <p>MT Mitigation</p> <p>NFIP National Flood Insurance Program</p> <p>PT Preparedness, Training, Exercises (Training)</p>	<p>RR Response and Recovery (AD office)</p> <p>RR-OP RR Operations</p> <p>RR-HS Human Services</p> <p>RR-DP Declarations</p> <p>RR-IS Infrastructure</p> <p>RR-RC Evaluation, reviews, after action reporting process</p> <p>RR-MO MERS</p> <p>OS Operations Support</p> <p>PA Public Affairs</p> <p>WRITE IN OTHER OFFICES AS NEEDED</p>
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F. RECORDS MANAGEMENT

The purpose of records management (RM) in the Information and Planning section is to systemically manage official records which are received or created by or for the ERT. The Federal Records Act (FRA) of 1950 is the statute governing Federal records, and is the basis for the Federal Government's policies and procedures for their creation, maintenance, and disposition. Records Management – Files Maintenance and Disposition, FEMA Manual 5400.2, dated February 29, 2000, is the implementing directive within FEMA for the provisions and requirements of the FRA, and should be an integral part of the Information and Planning Section's Reference Library.

1. As defined by the FRA, official records consist of "...all books, papers, maps, photographs, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business, and preserved ... by that agency ... as evidence of the organization, function, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value contained in them."

2. To ensure that record management practices within the Section conform to prescribed policies and procedures, the Documentation Branch Chief will contact the Records Liaison Officer (RLO) within the Administration Section and request that one or more clerical specialists within the branch be appointed as File Custodians. Further, the Branch Chief will ensure that the File Custodians review and be familiar with the provisions of FEMA Manual 5400.2.

3. Specific records management procedures will not be covered in this SOP, since they are covered in detail in FEMA Manual 5400.2, which is a required Section reference document. However, two figures are provided for reference purposes: general guidelines for records disposition (at figure V-13), and a sample functional DFO filing plan (at figure V-14).

Figure V-13 – Records Disposition Guidelines

RECORD TYPE	PHASE 1 FULL DFO OPERATION	PHASE 2 DFO DOWNSIZING	PHASE 3 DFO CLOSURE
SUBJECT FILES	Eliminate duplicates. File in active file area.	Maintain in active file area or, if not current, store in boxes.	Destroy unless otherwise directed by section chief or regional office.
CASE FILES	Eliminate duplicates. File in active file area.	Maintain in active file area.	Send high-visibility or ongoing case files to Region; otherwise, destroy.
SECTION PRODUCTS	Eliminate duplicates. File in active file area.	Maintain one copy of each product (report, briefing, etc.) in active file area.	Retain one copy of each product. Coordinate delivery to Region; label clearly, pack, and mail.
TECHNICAL REFERENCES	Make technical references available to staff by labeling and putting in public "Reference Section."	Maintain in reference area.	Send to Region for reuse in next disaster.
CONVENIENCE FILES	Ensure relevant records exist in filing system and destroy the remainder.	Not Applicable	Not Applicable
OPERATIONAL DOCUMENTS	Eliminate duplicates. File in active file area.	Maintain one copy of each document in active file area.	Retain one copy of each document. Coordinate delivery to Region; label clearly, pack, and mail.
ELECTRONIC FILES	Erase unnecessary and duplicate data. Clearly label disks with contents and date.	Maintain in Information and Planning Section.	Coordinate delivery to Region; label clearly, pack, and mail.

Figure V-14 – Sample Functional Filing Plan - DFO

I. Federal Coordinating Officer (FCO)	C. External Reports	B. Human Services
A. Community Relations	D. Planning	1. American Red Cross
1. Federal	1. OPeriod Action Plans	2. Crisis Counseling
2. State	2. Contingency Plans	3. Disaster Housing Program
B. Congressional & InterGovernmental	3. Strategic Plans	4. Disaster Unemployment Assistance
1. Daily Activity Report	4. Transition Plans	5. Helpline
C. Public Affairs	5. Demobilization Plans	6. IFG Program
1. Activity Reports	6. Other Plans	7. National Processing Service Center
2. Media Advisories	E. Products	8. National Teleregistration Center
3. News Clippings	1. After-Action Report	C. Hazard Mitigation
4. News Releases	2. Background Papers	D. Infrastructure Support (Public Assistance)
5. Public Service Advisories	3. Briefing Books	1. Applicant Briefings
6. Recovery Channel	4. Daily Intelligence Summaries	2. Requests for Public Assistance (RPAs)
7. Recovery Times	5. Disaster Fact Sheets	3. Project Worksheets
D. Equal Rights	6. ERT Chronology	4. PAAS S.5 Reports
E. General Counsel	7. Initial Operating Reports	E. Mission Assignments
F. Operational Documents	8. Jurisdictional Profiles	F. National Flood Insurance Program (NFIP)
1. Declaration / Amendments	9. Position Papers	G. VOLAG
2. Directives and Memorandums	10. Situation Reports	V. Logistics
3. Operating Facilities	11. SITREP Updates	VI. Administration
4. Regional Analysis	12. Situation Status Displays	VII. Other Federal Agencies (OFAs)
G. Personnel Resources	13. Special Purpose Briefings	VIII State
1. Organizational Charts	14. Situation Briefings	A. Jurisdictions
2. Staffing Patterns	15. Talking Points	1. XXXXXX County
H. Safety	F. Special Projects	2. XXXXXX County
II. Defense Coordinating Officer (DCO)	G. Technical Services	3. XXXXXX City
III. Information and Planning	1. Aerial Reconnaissance	B. Departments
A. Administrative	2. Satellite Imagery	C. Agencies
1. Correspondence	3. GIS	D. SCO/GAR
2. Supply Requests	4. Other Technical Experts	IV. Reference Library
B. Essential Elements of Information (EEL)	IV. Operations	A. Code of Federal Regulations (44 CFR)
1. Access Points	A. Emergency Support Functions (ESFs)	B. Computer Software Documents
2. Casualties	1. ESF-1: Transportation	C. Dictionary
3. Communications Systems	2. ESF-2: Communications	D. Federal Response Plan (FRP)
4. Critical Facilities	3. ESF-3: Public Works & Eng	E. Forms
5. Hot Spots	4. ESF-4: Firefighting	1. Master Copies
6. Hydrology	5. ESF-5: Info & Planning (refer to III)	2. Supply Copies
7. Maps	6. ESF-6: Mass Care	F. Information & Planning Operations Manual
8. Response Priorities	7. ESF-7: Resource Support	G. Public Assistance Guide
9. Seismic and Geologic Information	8. ESF-8: Health & Medical	H. GIS Production Catalog
10. Socioeconomic and Political Impacts	9. ESF-9: Urban Search & Rescue	I. Telephone Books
11. Transportation Systems	10. ESF-10: Hazardous Materials	J. Remote Sensing SOP
12. Special Needs Populations	11. ESF-11: Food	K. US Government Manual
13. Weather	12. ESF-12: Energy	L. FEMA Manual 5400.2

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