

Unit 11
Miscellaneous
Sources of Information

Portal Questions

Answer Key

1. What is the mission of ESF-5? What is the lead Federal agency?
 - = *The mission of Information and Planning(ESF-5)is to collect, analyze, process, and disseminate information about a potential or actual disaster.*
 - = *FEMA is the lead Federal agency.*

2. What Geographic Information System (GIS) resources may be available at a Disaster Field Office (DFO)?
 - = *Maps*
 - = *Data reports based on spatial queries*

3. What is GEMS and where can you find it?
 - = *Global Emergency Management System*
 - = *www.fema.gov/gems*

Objectives

At the completion of this unit, you will be able to:

1. Identify miscellaneous sources of information and describe the role of each in disaster situations.

Topics

Miscellaneous Sources of Information

Important FEMA Phone Numbers

Weblibliography

Learning Check

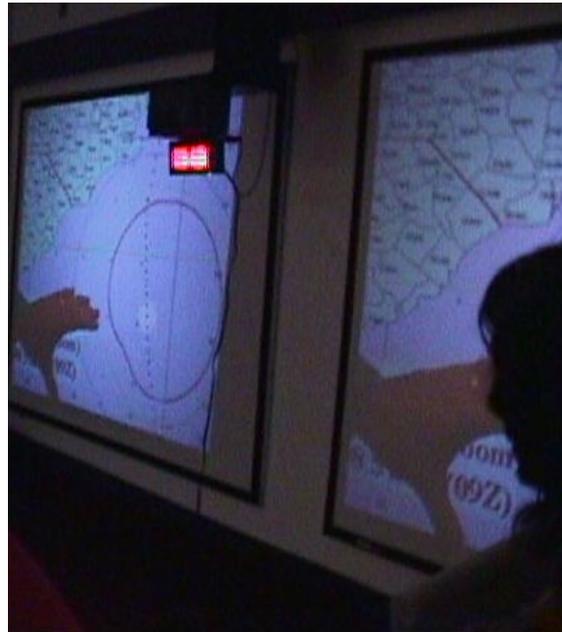
Miscellaneous Sources of Information

Information is the lifeblood of government. And during a disaster the need for accurate information is critical to effective response and recovery.

This unit describes some sources of information you can access during a disaster, or for disaster preparedness. Those sources are:

1. ESF-5: Information and Planning
2. The Geographic Information System
3. FEMA Office of Public Affairs
4. FEMAFAX
5. FEMA Home Page
6. The Office of Management and Budget (OMB) Home Page

Technology makes sharing information fast through use of the Internet. You will find a disaster management Webliography (listing of Internet information sources) in this unit.



The National Hurricane Center briefs the Federal Emergency Management Agency via video conference about Hurricane Bonnie. August 25, 1998

ESF-5: Information and Planning

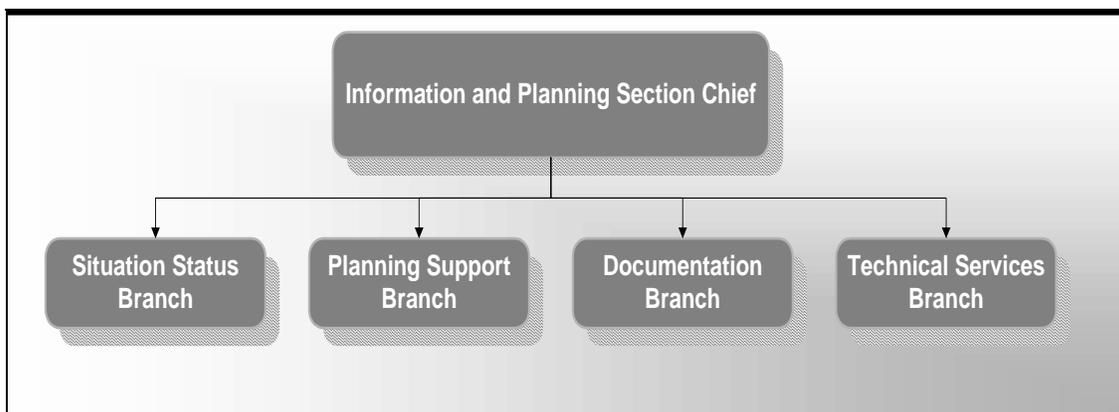
The Federal Response Plan (FRP) includes one Emergency Support Function (ESF) on Information and Planning. This is ESF-5. FEMA is the lead Federal agency.

Information and Planning collects, analyzes, processes, and disseminates information about a potential or actual disaster.

The Information and Planning Section operates at all levels of disaster response.

The Information and Planning Section Chief reports directly to the Regional Operation Center (ROC) Director or the Federal Coordinating Officer (FCO).

The flowchart below and the information on the following pages illustrate and describe the organizational structure of Information and Planning.



Information and Planning Basic Organizational Structure

Situation Status Branch

1. Collects, analyzes, and displays information regarding the disaster situation and the location of critical resources.
2. Maintains the Situation Room for information displays, and collects and analyzes information to be used in the Situation Reports (SITREP), the status briefings, and by other responders.
3. Develops appropriate media for displaying information, including the overall emergency team organizational chart and daily meeting information.
4. Produces and disseminates a Daily Intelligence Summary for the FCO and other disaster managers.

Planning Support Branch

1. Receives information from the Situation Status Branch and uses it to support the different planning needs of the FCO and the Emergency Response Team (ERT) leadership.
2. Analyzes long-term trends and assists team leadership with the development of strategic plans and formats.
3. Identifies critical planning issues and provides general planning support to the ERT.
4. Facilitates daily or special planning meetings.
5. Produces and disseminates, as needed, daily action plans, contingency plans based on specific issues, and long-range management plans concerning personnel or operational priorities.

Information and Planning Basic Organizational Structure

Documentation Branch

1. Receives information from the Situation Status Branch as well as from other ESFs and team elements to prepare its products, which include SITREPs and special reports.
2. Uses status reports of agencies leading the Federal response under other plans in describing response efforts in the SITREPs.
3. Maintains archival files and records for each current disaster and provides clerical support to the Information and Planning Section.
4. Solicits inputs to and prepares the after-action report signed by the FCO.

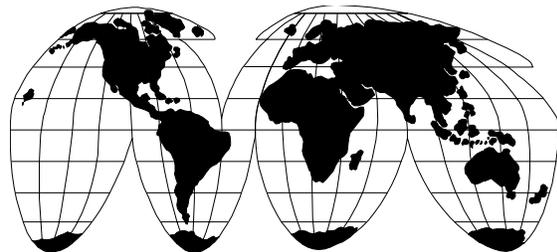
Technical Services Branch

1. Coordinates remote sensing and reconnaissance requirements.
2. Establishes and maintains a Geographic Information System (GIS) capability within the DFO to include.
 - = Acquiring and/or setting up a GIS computer suite and/or coordinating through the FEMA Headquarters Information Technology Services Directorate Mapping and Analysis Center (MAC) for temporary use of a deployable GIS computer suite if available.
 - = Generating GIS products and analyses, including maps and tables, and/or coordinating with the MAC to obtain these products.
3. Provides hazard-specific technical advice to support operational planning.
4. Uses additional subject matter experts or technical specialists, such as meteorologists or seismologists, as needed.

The Geographic Information System

The GIS in the DFO is managed by the Technology Branch of ESF-5. The goals of GIS Support are:

- ◆ To provide all decision makers, including National, Regional, State, and local personnel, with a consistent world view. This information includes the following:
 - = Spatial extent of the damage.
 - = Level of damage in each affected area.
 - = Population and resources affected by the disaster.
- ◆ To provide tools for responders so that they can do their jobs better, including:
 - = Maps.
 - = Data reports based on spatial queries.



The FEMA Office of Public Affairs

The FEMA Office of Public Affairs provides information to the public through the media. Staff members talk directly with media representatives. The Office of Public Affairs also directly produces the following sources of public information:

- ◆ The Recovery Channel
- ◆ *The Recovery Times*
- ◆ The FEMA Radio Network
- ◆ Recovery Radio Network
- ◆ FEMA Internet World Wide Web
- ◆ FEMA Automatic Internet Emergency News and Situation Report Distribution Service

Published by the Federal Emergency Management Agency and the Minnesota Division of Emergency Management

Minnesota Sept. 2, 1997 "People Helping People" FEMA ISSUE 1



An Ounce of Prevention . . .

Digging out the mud and the muck from your basement is one thing after a flood. It is quite another to be driven from your home because your roof has been blown away or your walls have been destroyed by tornadoes and high winds.

Through prior experience, people in Minnesota have learned there are any number of low cost common sense measures that can help reduce the problems these storms cause.

"A few dollars spent now can save thousands in the future," FEMA Federal Coordinating Officer Dan Berment said. "As part of the federal and state recovery efforts, we are working closely with community leaders to help people find the best ways to stay safe and protect their families from severe storms."

State Coordinating Officer James Franklin said some of the storm safety measures you can take can be as simple as using inexpensive metal connections to insure your roof is connected to your walls and your walls attached to the foundation." (See article on page 5.)

Communities throughout the state have adopted building codes designed to promote storm and flood safety. Local building or planning officials also can suggest cost effective ways to reduce future damage.

Homes that are severely damaged by tornadoes, high winds, severe storms and floods may be required to be reconstructed according to current standards. Check with your local building or planning officials before beginning major repairs to your home.

Apply By Phone
1-800-462-9029
(TTY: 1-800-462-7585)
Toll Free

**Victims of Recent Storms:
Apply Now for Disaster Assistance**

Home owners and businesses that suffered damage from violent weather and flooding this summer may be eligible for federal assistance under a new federal disaster declaration. This is the fourth federal disaster for the state.

Acting on a request from Gov. Arne H. Carlson, on Aug. 23 President Clinton declared seven counties a new federal disaster area. The declaration covers damage from severe storms, high winds, tornadoes and flooding that occurred from June 28 through July 27.

The presidential declaration clears the way for use of federal funds, in addition to state funds, in the affected counties: Anoka, Hennepin, Isanti, Kandiyohi, Ramsey, Sherburne and Wright.

"The federal-state partnership enables us to provide victims with easy access to a wide range of disaster recovery assistance," Carlson said.

The state and federal aid that results from a presidential declaration is coordinated at the federal level by the Federal Emergency Management Agency (FEMA) and can include grants to help pay for temporary housing, minor home repairs and other disaster related expenses. Low interest loans from the Small Business Administration (SBA) are also available to cover individual and business property losses that are not fully insured. See page 3 for a listing of available aid.

FEMA Director James Lee Witt urged those who suffered storm, tornado and flood damages, including people with insurance, to apply for assistance during the registration period.

"It's really tough when you see so many people lose the family possessions they have worked all their lives to accumulate," Witt said. "But we'll do what we can to help them rebuild and recover."

Director Witt appointed Dan Berment to coordinate the federal relief effort.

"We want to help people recover as quickly as possible," Berment said. "We want them to know we are concerned, and we will be there to help them apply for aid."

FEMAFAX

FEMAFAX is an automated system that can be accessed with a touch-tone telephone. The index and individual documents by number can be requested over the telephone. Items requested will be sent to the fax machine you designate.

Types of information available include:

- ◆ Section I - Disaster Information
 - = Contains the latest information on disaster activities nationwide, historical disaster profiles (cost and damage figures) and annual disaster activity reports are also available.
- ◆ Section II - News Desk
 - = Contains news releases for the current year, daybook advisories, FEMA Radio Network advisories, and Editor's Tip Sheets.
- ◆ Section III - Emergency Preparedness Information
 - = Contains background sheets and fact sheets on what to do before, during, and after a disaster, plus a list of publications available on similar topics.

- ◆ Section IV - FEMA: Who We Are and What We Do
 - = FEMA summary, informal citations for FEMA authorities, director and staff biographies, agency mission statement and organization chart, speech files, and issue statements. Organizational charts of FEMA directorates and regional offices, as well as descriptions of programs, are also included in this section.
- ◆ Section V - Miscellaneous Issues, Topics, and Policy Information
 - = Policy papers, white papers, and other documents related to FEMA and FEMA's mission.

To receive a copy of the complete document index (approximately 20 pages), use a touch-tone telephone and call (202) 646-3362.

FEMA Home Page

This site has significant amounts of information about FEMA and ongoing disasters.

It contains sections about policy, training, and job opportunities, and includes resources you can download and use directly.

It has links to hundreds of other related sites through GEMS, the Global Emergency Management System.

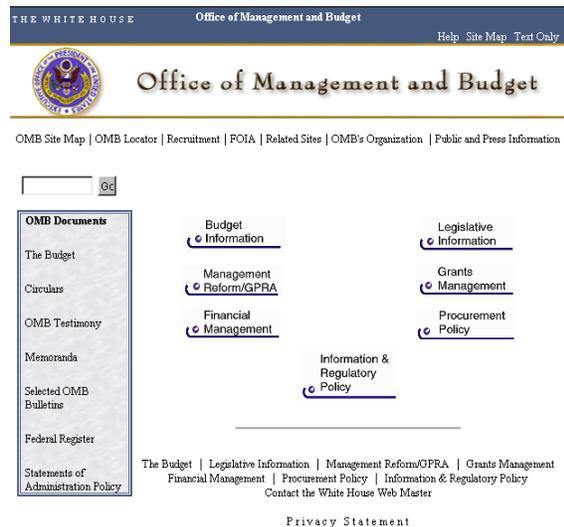
You can access GEMS from several places at fema.gov. One of the easiest paths is Links. GEMS is one of the options.



The Office of Management and Budget Home Page

The OMB Home Page is a site of interest for financial policy information. The circulars have information that may impact disaster finances and record keeping.

The OMB Home Page is accessible at www.whitehouse.gov/OMB.



Important FEMA Phone Numbers

The following table lists important numbers within FEMA and other disaster agencies.

IMPORTANT FEMA TELEPHONE NUMBERS			
Office of Congressional Affairs Fax #	(202) 646-4500 (202) 646-3600	Region I 442 I.W. McCormack Boston, MA 02109-4595	(617) 223-9540
Office of Public Affairs	(202) 646-4600	Region II 26 Federal Plaza, Room 1337 New York, NY 10278-0002	(212) 225-7209
FEMAFAX (Contains news releases, advisories, historical data, fact sheets)	(202) 646-FEMA (202) 646-3362	Region III One Independence Mall, Sixth Floor 615 Chestnut Street Philadelphia, PA 19106-4404	(215) 931-5608
FEMA Teleregistration Application Number	(800) 621-FEMA TTY Number: (800) 462-7585	Region IV 3003 Chamblee Tucker Road Atlanta, GA 30341	(770) 220-5200
Disaster Information Helpline	(800) 525-0321 TTY Number: (800) 462-7585	Region V 536 South Clark Street, 6 th Floor Chicago, IL 60605-1521	(312) 408-5501
National Flood Insurance Program Information	(800) 638-6620	Region VI Federal Regional Center, Room 206 800 North Loop 288 Denton, TX 76201-3698	(940) 898-5399
Hazard Mitigation Questions	(800) 525-0321	Region VII 2323 Grand Blvd., Suite 900 Kansas City, MO 64108-2670	(816) 283-7061
FEMA Fraud Detection	(800) 323-8603	Region VIII Denver Federal Center Bldg. 710, Box 25267 Denver, CO 80255-0267	(303) 235-4800
National Emergency Training Center Emergency Management Institute National Fire Academy	(301) 447-1000 or (800) 238-3358	Region IX 1111 Broadway, Suite 1200 Oakland, CA 94607	(510) 627-7100
		Region X Federal Regional Center 130 228th Street, SW. Bothell, WA 98021-9796	(425) 487-4604

OTHER DISASTER ASSISTANCE AGENCIES			
Social Security Administration	(800) 772-1213	Small Business Administration	(800) 488-5323
Housing and Urban Development (HUD) Discrimination Hotline	(800) 669-9777	Internal Revenue Service	(800) 829-1040
HUD Office of Compliance and Enforcement	(800) 347-3739	American Red Cross (National Headquarters)	(703) 206-6000
Veterans Affairs Administration	(800) 827-1000	The Salvation Army	(800) 725-9005

Webliography

Dozens of other agencies have Web sites with information that may be pertinent to disaster management.

Learn to use the Internet to your advantage by exploring these and other pertinent sites. Remember to find your State home page, probably with the format www.state.ST.usT., where ST is the state abbreviation. The FEMA Links page includes 46 links to State Emergency Management Agencies.

Many cities also have Web sites with links to service agencies that exist within the city. These sites can provide you with demographic information, lists of services for special groups, and maps. All of this information can be helpful when you are managing a disaster.

Unit 11
Miscellaneous Sources of Information

AGENCY/ORGANIZATION	HTTP://WWW.
American Red Cross	redcross.org
Civil Air Patrol	capnhq.gov
Disaster Center	disastercenter.com
FEMA	fema.gov
FEMA Publication Center	fema.gov/about/1-title.htm
Global Emergency Management System	fema.gov/gems
International Association of Emergency Managers (IAEM)	iaem.com
National Emergency Management Association (NEMA)	nemaweb.org
Office of Management and Budget	whitehouse.gov/OMB
Small Business Administration	sba.gov
Natural Hazards Center	colorado.edu/hazards
U.S. Dept of the Interior	doi.gov/nathaz/index.html
NOAA	nws.noaa.gov
Code of Federal Regulations and Federal Register	access.gpo.gov/nara/cfr/
U.S. Department of Agriculture	usda.gov
Weather Channel	weather.com
Disaster Assistance	sba.gov/disaster
Social Security Administration Online	ssa.gov
Service to the Public	abanet.org/yld/publicservice.html
Emergency Loan (EM) Assistance	fsa.usda.gov/pas/disaster/em.htm
Noninsured Crop Disaster Assistance Program	fsa.usda.gov/pas/disaster/nap.htm
Natural Disaster Assistance, Farm Service Agency Programs	fsa.usda.gov/pas/disaster/assistance1.htm
Help During Disasters and Emergencies	irs.ustreas.gov/plain/hot/fema.html
Taxpayer Help and Education, Disaster Area Losses	irs.ustreas.gov/plain/tax_edu/teletax/tc515.html
Federal Response Plan	fema.gov/r-n-r/frp
Natural Hazards Center	colorado.edu/hazards
Center for Mental Health Services	mentalhealth.org/cmhs/EmergencyServices/index.htm

