



A Guide for Establishing a Local Assistance Center (LAC)

Governor's Office of Emergency Services | Individual Assistance

January 2025 Edition



Cal OES
GOVERNOR'S OFFICE
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PURPOSE

This guide was developed with the cooperation of local, state, federal and non-profit partners and is provided as a reference to assist in the planning, operation, and demobilization of one or more resource centers known as Local Assistance Centers (LACs). This guide may be used as a tool for decision makers within local government when establishing a LAC and may also be incorporated into disaster recovery planning activities such as exercises, drills, and training.

For consistency and clarity, this guide is designed to reflect the five functions within the Standardized Emergency Management System (SEMS). They are:

- Management
- Planning
- Operations
- Logistics
- Finance/Administration

This is a systems approach that provides common terminology, unity of command, and integrated communications. Additionally, this guide is structured into specific checklists for LAC activities under these five functions.

For additional information on Cal OES Individual Assistance programs and resources, including the Cal OES point of contact for each county, please visit: <https://www.caloes.ca.gov/cal-oes-divisions/recovery/individual-assistance>

This guide is not intended to be the state's legal opinion on how to operate a LAC, nor does the state take any responsibility for any actions resulting from the local government's management of a LAC.

OVERVIEW

Description

A Local Assistance Center (LAC) is initiated and operated by the local government and is normally staffed and supported by local, state, and federal agencies, as well as non-profit, voluntary, and community-based organizations. The LAC provides a single facility at which individuals, families, and businesses can access available disaster assistance program information and services.

LACs have proven to significantly contribute to a streamlined recovery process and have been field-tested in numerous disasters and emergency events.

A Virtual LAC may also be established, via a county website or phone bank, to operate in lieu of and/or in conjunction with a physical LAC to provide survivors with an alternate source of information and resources.

Mission

To assist communities by providing a centralized location for services, information, and resource referrals for unmet needs following a disaster or significant emergency that has impacted homes and/or businesses. LACs are survivor-centric operations that provide equitable access to services, with considerations to access and functional needs, language barriers, and the cultural and demographic needs of the impacted communities.

Authority

California State Law

- California Emergency Services Act (ESA)
- California Disaster Assistance Act (CDAA)
- Title 19, Division 2, Chapter 6, Article 2 - State Private Nonprofit Organizations Assistance Program
- Title 2, Division 1, Chapter 7.5 - California Disaster Assistance Act

Federal Laws

- Section 408 of the Revert T. Stafford Disaster Relief Emergency Assistance Act (42 U.S.C 5174)
- Title 44 CFR 206.42 (a)(2)
- Title 41 CRF 102-74
- Section 508 of the Rehabilitation Act (29 U.S.C. '794 d)
- Post Katrina Emergency Management Reform Act (2006) (PKEMRA)

LAC PARTICIPATION

Introduction

An effective LAC requires the coordination, cooperation, and participation of local, state, and federal agencies, as well as non-profit and voluntary organizations (*See Attachment 1*). Although private vendors might be beneficial to a community's recovery, it is recommended that any commercial vendor participation should be conducted outside of the LAC.

Local Government

Local government officials are responsible for assessing the need for and the establishment of a LAC. However, implementation of a LAC should be in coordination with the Governor's Office of Emergency Services (Cal OES) Individual Assistance Unit (IA). The local government is also responsible for coordinating the participation of local government departments / agencies, Voluntary Organizations Active in Disaster (VOAD's), Community-based Organizations (CBO's), and private non-profit (PNP's) organizations.

State Agencies

Cal OES IA is responsible for coordinating the participation of state agencies, such as The Department of Motor Vehicles, and provides a Cal OES LAC Liaison to support the County LAC Manager.

Cal OES Public Assistance Unit may provide financial support for eligible costs associated with LAC operations through the California Disaster Assistance Act (CDAA). In order to implement CDAA, the Governor must have proclaimed a state of emergency that includes the impacted jurisdiction(s).

Federal Agencies

The Cal OES IA Unit will also coordinate the participation of any federal agency at a LAC when there is an approved FEMA and/or SBA declaration. Examples include the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA).

Private Non-Profits

Private Non-Profits (PNP's) provide a myriad of services to survivors and often work together to help address the unmet needs of the affected community. Co-locating these organizations with governmental agencies provides survivors with as many resources as possible in a centralized location. The Cal OES Voluntary Agency Liaison can assist in identifying and contacting PNP's.

PLANNING CHECKLIST

This checklist highlights essential considerations when planning to open and operate a Local Assistance Center for disaster survivors in your community. The Cal OES Individual Assistance team is available to virtually meet with you to offer support and guidance throughout this endeavor.

Initial Considerations

- Is the disaster ongoing? Are evacuation orders lifted? Do survivors know the extent of damage to their property?
 - Number of homes destroyed? Potential for additional damage?
 - Impacted population demographics
 - Note: Private Non-Profits may also need a way to verify damage
- Virtual LAC format: Due to COVID-19 concerns and other variables, survivors may desire to access information through a website or by phone.

Planning

- Large enough space to accommodate the number of survivors and participating agency personnel, while being geographically convenient.
 - Transit options for survivors if a facility within proximity is not possible
- Access and Functional Needs accessibility, including language barriers.
- Opening date, schedule, hours of operation, and length of operation.
- Mental Health / Crisis Counselling and Security are especially important.
 - Security schedule should extend before/after the operating hours.
- Daily cleaning and disinfecting services.
- State Agency representation: Physical staff presence or materials only?
 - Agencies request 48-72 notice from Cal OES prior to the opening.
- Local disaster recovery information, such as debris removal.
- Communicating LAC details through social and local media.

Logistics

- Exterior and interior signage, directional arrows, COVID-related health signage, social distancing signs, and protective barriers for each table.
- Connectivity and Wi-Fi availability as well as a printer.
- Request PPE Push Packs (*200 Face Shields; 4,000 nitrile gloves; 3,000 disposable masks; 168 16.9oz hand sanitizers; 3 infrared thermometers; 1,800 surface wipes*) via County EOC to Cal OES.
- Wheelchairs, First Aid Kits, and an AED on site.

LOGISTICS

General Activities

The activities of the Logistics function include the coordination of facilities, services, equipment and supplies in support of the LAC operations. Logistics processes service requests from the LAC Manager.

Site Selection

Considerations should include (See Attachment 3 for sample LAC floor plan):

- ✓ Compatibility with the Office of Safety and Health Assessment (OSHA) and the Americans with Disabilities Act (ADA) requirements including facility size.
- ✓ In close proximity to individuals and families affected by the disaster.
- ✓ Convenient access to public transportation (e.g., highways, main thoroughfares, mass transit).
- ✓ Secured, lighted parking areas and walkways adequate for number of LAC service providers and survivors.
- ✓ In close proximity to available food services (e.g., restaurant, coffee shop).
- ✓ Adequate office space for processing applicants and confidential discussions with survivors and LAC service providers. (See Attachment 3 for formula for estimating square footage.)
- ✓ Sufficient number of telephone lines (as needed) and WiFi connectivity.
- ✓ Appropriate lighting, heating, ventilation, electrical, plumbing capabilities and restrooms.
- ✓ Availability of adequate janitorial and waste disposal services.
- ✓ The facility should be dedicated to hosting the LAC, and should not have any unrelated programs or businesses (e.g., a daycare service) as a LAC may pose a security risk to those entities.

Facility Equipment / Supplies

Considerations should include:

- ✓ Access keys for the LAC Manager.
- ✓ Telephone lines and computer printer(s) and paper.
- ✓ One telephone per voice line and backup communication system as necessary.
- ✓ Display area/desk for informational pamphlets, brochures, etc.
- ✓ One table or desk and at least two chairs per LAC station.

- ✓ Additional chairs for survivor waiting area.
- ✓ Two computers with Internet access (one for use by LAC service providers and one for survivor access).
- ✓ Photocopier (high speed copier with collating and stapling capabilities).
- ✓ Emergency equipment (e.g., fire extinguishers, first aid kits).
- ✓ Local public telephone directories.
- ✓ Janitorial and office supplies.

Identification and Signs

Considerations should include:

- ✓ Agency identification badges worn by all LAC service providers.
- ✓ LAC signage should be posted for easy identification from public roads.
- ✓ Permits necessary for legally posting LAC location.
- ✓ Multi-lingual LAC signs.
- ✓ Directions to the LAC from public routes.
- ✓ Direction of traffic flow within the LAC.
- ✓ Posting operational hours and changes, when necessary.
- ✓ Parking for LAC visitor's

Internal Communications

Functional activities to be considered:

- ✓ Developing and distributing the following telephone directories:
 - Internal LAC service providers
 - Emergency numbers for law, fire, ambulance, medical assistance, etc.
 - Information technology support.

Deactivation

Functional activities to be considered:

- ✓ Returning all local supplies, furniture, equipment, etc. to appropriate agencies.
- ✓ Ensuring facility cleanup and disinfection.
- ✓ Ensuring facility owner is satisfied with condition of facility post-LAC operation through written agreement.

OPERATIONAL ROLES AND RESPONSIBILITIES

LAC Manager

The LAC Manager is appointed by the local government and is responsible for the implementation of the day-to-day operations of management, planning, logistics, and finance/administration. Depending on the size and scale of the LAC, additional LAC Managers may be beneficial. In the event of multiple LACs, the LAC Managers may periodically consult with each other.

LAC Support Staff

Local government should plan to identify and fill support functions that are necessary for the smooth operation of a LAC. Key positions to consider are:

- **Greeters** to welcome survivors and assist them around the facility.
- **Intake / Triage** staff to oversee sign-in and survivor registration.
- **Runners** to assist the LAC Manager and participating local agencies.
- **Co- or Assistant LAC Managers** to support daily operations.

Service Providers

Representatives from County departments (e.g., permits), State Agencies, private non-profits, and even Federal agencies may be present in a LAC to provide information, referrals, and resources to disaster survivors. Each representative should perform their duties with a survivor-centric mindset.

Cal OES LAC Coordinator

Cal OES Individual Assistance will assign at least one LAC Coordinator for the disaster incident period to serve as the primary point of contact for the County during the planning, operational, and demobilization phases of a LAC. The LAC Coordinator facilitates state agency participation (staff or materials), identifies and assigns a LAC Liaison, and provides overall support and guidance to the County as requested. This includes facilitating an initial planning meeting with the County, once the County has communicated interest in establishing a LAC.

Cal OES LAC Liaison

The Cal OES Liaison is appointed by the Cal OES IA Unit and will work in partnership with the LAC Manager to ensure a successful LAC operation.

Duties may include:

- Making recommendations regarding the layout of the LAC and where State and Federal Agencies will be stationed.

- Identifying and coordinating with the LAC Manager to ensure the appropriate number of outlets and/or extension cords, telephone/fax lines, copy machines, printers, and internet access to accommodate program providers are set up.
- Identifying and coordinating with the LAC Manager to ensure there are signs for State and Federal Agency service provider stations.
- Coordinating and making recommendations to ensure adequate signage is placed outside the LAC to easily identify the center for disaster survivors.
- Coordinates with the LAC Manager to obtain daily survivor household counts.
- Communicates any information regarding participating state agencies to the LAC Manager and Cal OES LAC Coordinator, including staff counts and daily survivor household counts.
- Coordinates with the LAC Manager to host a daily briefing and/or debriefing for LAC service providers.
- Participates in After Action activities as requested.
- Communicates any unmet needs or requests to the Cal OES LAC Coordinator.
- Assists LAC Manager in addressing issues and challenges that may occur at the LAC, using good practices and in consultation with the Cal OES LAC Coordinator.

Note: The Cal OES LAC Liaison cannot act as a stand-in for the County LAC Manager.

MANAGEMENT

General Activities

The Management functional activities provide for overall guidance, decision-making, and supervision of LAC operations. Management functional activities ensure that all operations are in accordance with the LAC mission.

Staffing

Functional activities to be considered:

- ✓ Providing adequate training of specific duties to LAC Support Staff, such as intake personnel.
- ✓ Ensuring timely arrival of LAC staff to open on schedule.
- ✓ Conducting morning meetings and/or shift briefings.
- ✓ Providing multi-lingual capabilities, as necessary.
- ✓ Ensuring adequate staffing of main telephone and reception, if applicable at the LAC.

Health and Safety

Functional activities to be considered:

- ✓ Ensuring enough LAC Support Staff are trained in CPR and first aid.
- ✓ Ensuring first aid kits and fire extinguishers are on-site.
- ✓ Ensuring the facility has a completed fire inspection certification and site safety plan on record.
- ✓ Ensuring that Worker's Compensation information is provided to LAC Support Staff.
- ✓ Assessing facility for any potential safety hazards and available emergency exits.
- ✓ Ensuring availability of crisis counseling and/or stress debriefing for LAC Support Staff and service providers as needed.

Security

Functional activities to be considered:

- ✓ Ensuring the LAC Manager and security personnel are the first to arrive and the last to leave the facility each day.
- ✓ Providing a safe environment for survivors and LAC service providers during normal operations and after hours by coordinating appropriate security operations with local law enforcement.
- ✓ Providing a locked and secure area for sensitive documents as well as technology and support equipment.

Media

Functional activities to be considered:

- ✓ Facilitating public awareness of the opening and closing of the LAC.
- ✓ Ensuring responses to press inquiries are coordinated in accordance with media procedures.
- ✓ Facilitating LAC visits of elected officials and the press. It is not recommended to allow press visits inside the LAC when survivors are present.
- ✓ Regularly evaluating public announcements and media releases.
- ✓ Including local, state, and federal government public information representatives in appropriate internal briefings.
- ✓ Coordinating with LAC Manager to identify any public information issues or media needs.
- ✓ Coordinating LAC closure information with LAC Manager as soon as LAC closure date is known.

OPERATIONS

General Activities

The LAC Manager, the Cal OES Liaison, and all LAC service providers are responsible for the day-to-day operational activities of providing services, information, and referrals to survivors affected by a disaster.

Outreach

Functional activities to be considered:

- ✓ Establishing and staffing an Intake/Reception Desk to assist incoming survivors with resource information.
- ✓ Distributing and collecting an Intake Survey Form developed by local government specific to the disaster.
- ✓ Distributing local jurisdiction agency information/handouts through the Intake/ Reception Desk.
- ✓ Maintaining local, geographic maps depicting disaster impact area.
- ✓ Compiling and analyzing visitor intake information as a tool to identify target areas for additional outreach activities.

Survivor Appointment System

After any disaster, there is always the potential for LAC operations to become overwhelmed by the numbers of potential survivors. This is especially true during the initial days of the operation. Consideration should be given to establishing an online survivor appointment system to provide the orderly and timely use of LAC resources. In past operations, an appointment system has been successfully implemented to run concurrently with normal LAC operations.

Data Collection

Functional activities to be considered:

- ✓ Compiling LAC service statistics in cooperation with the Cal OES LAC Liaison and service providers (i.e., how many households were served, what programs were provided, etc.).
- ✓ Analyzing daily LAC statistics to assist LAC Manager and Cal OES Individual Assistance in decision-making and advance planning.
- ✓ Using the following forms that may be modified for specific LAC needs. These examples contain the elements that have been found useful for data collection purposes:

- Survivor Sign-in Sheet (Attachment 2A). This form can be used at the reception area; information can be used for survivor triage and follow-up.
- Triage: Survivor Routing Form (Attachment 2B). This form is completed jointly by the registrar and survivor to route the survivors to appropriate LAC service providers. Survivor Damage Survey (Attachment 2D) can be used to help determine which LAC service providers should be seen, and the survivor should keep the Routing Form in case not all service providers can be seen during their first visit to the LAC. Each LAC service provider may suggest additional stations.
- Station Tally (Attachment 2C). This form is used by LAC service providers to track the number of survivors interviewed and served. This information is incorporated into the Station Tally Summary.
- Survivor Damage Survey (Attachment 2D). This form is a sample and can be revised specific to the event. It may be used to glean information from survivors visiting the LAC to identify potential unmet needs. If the survivor agrees, this information can be shared with long term recovery committees to address unmet needs once the LAC closes.

Exit Interview

An Exit Interview Form can be developed for distribution to survivors. The information may be used to identify specific target areas, systems improvements, etc. The data collected may be used for future planning.

Exit interviews may be conducted to ensure that each LAC survivor has received necessary and appropriate information and referrals. The Survivor Routing Form (Attachment 2B) can be used as a basis for this interview. The interview is designed to capture the survivor's satisfaction of the information provided, including referrals.

Facility Evaluation

Each LAC service provider is encouraged to provide a list of any identified facility changes that might improve their customer service capabilities in the future. The LAC Manager will utilize this information for future planning purposes.

FINANCE / ADMINISTRATION

General Activities

The Finance/Administration function includes tracking, analyzing and maintaining records of all financial and cost-accounting data of the LAC.

LAC extraordinary costs may be reimbursed through the California Disaster Assistance Act (CDAA). Accordingly, Finance/Administration should ensure that all cost data is documented and maintained in accordance with local, state and federal requirements and general accounting principles.

Accounting

Functional activities to be considered:

- ✓ Tracking facility costs, such as furniture, janitorial and maintenance services, operational expenses, wages/benefits, supplies, and equipment.
- ✓ Work with the Cal OES Public Assistance Unit to determine which costs, if any, are reimbursable through CDAA, and determine tracking and reporting methodologies.

Administration

Functional activities to be considered:

- ✓ Maintaining time records for all staff or volunteers
- ✓ Maintaining accurate records of all LAC expenses.
- ✓ Maintaining any significant historical data of the LAC operations such as staff injuries, media events, etc.

ATTACHMENT 1 – POTENTIAL RESOURCES FOR LAC PARTICIPATION

Local Resources	Description of Services
Agriculture, Weights and Measures	Provides USDA financial assistance program information.
Animal Services	Distributes animal feed, provides information on lost pets, and dead animal disposal.
Assessor/Recorder/County Clerk	Property tax relief and vital records replacement.
Department of Child Support Services	Provides child and medical support orders.
Department of Environmental Health	Provides information on septic systems, food and drinking water safety, hazardous materials, and private wells.
District Attorney's Office	Deputy district attorneys, paralegals, and investigators provided information warning survivors of potential consumer fraud.
Elected Officials	Constituent Advocacy.
Health and Human Services Agency California Work Opportunity and Responsibility to Kids (CalWORKs)	Cash aid applications.
Department of Public Health and Human Services/Department of Social Services - California Fresh (CalFresh)	The CalFresh Program, federally known as the Supplemental Nutrition Assistance Program (SNAP), issues monthly electronic benefits that can be used to buy most foods at many markets and food stores. The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.
Health and Human Services Agency Mental Health Services	Referral services and crisis counseling.
Office of Housing and Community Development	Short-term housing referrals, apartment directory.
Health and Human Services Agency Aging and Independence Services	Assistance, support and outreach services to older adults, people with disabilities and their families.
Department of Planning and Land Use	Provides information regarding civil engineering services, site conditions, easements, land stability, right-of-ways, parcel maps, permits for sidewalks, sewers, safety assessments, rebuilding, etc. Issues Temporary Occupancy Permits.
Health and Human Services Agency Public Health Nursing	Provides Basic First Aid and possibly a Mobile Medical Clinic.
Public Works Department	Assists with debris, road clearing, and erosion control.

State Resources	Description of Services
Governor's Office of Emergency Services (Cal OES)	Coordinates the participation of state and federal agency representatives providing assistance to survivors. Acts as a liaison to local government in coordinating the operations and logistics for the LAC.
Department of Insurance (CDI)	Provides assistance on handling delays, additional living expenses, under insurance disputes, etc.
Department of Motor Vehicles (DMV)	Can respond to questions and provide the forms needed to assist individuals in replacing DMV documents, such as drivers' licenses, identification cards, vehicle registration certificates and certificates of title.
California Department of Tax and Fee Administration (CDTFA) Formerly Board of Equalization (BOE)	Provides disaster relief to taxpayers, fee payers, and business owners who live in or own businesses in counties where a state of emergency exists. Survivors may be eligible to receive free replacement copies of tax records and may be eligible to receive a one-month extension on filing their tax returns.
Employment Development Department (EDD)	Provides unemployment insurance payments for workers who lose their job through no fault of their own. Administers the federal Disaster Unemployment Assistance (DUA) Program in a major disaster declaration. <u>Job Services:</u> EDD and local partners offer employment services to job seekers and employers at One-Stop Career Centers and EDD Workforce Services Offices. Can connect with thousands of available jobs through the automated system CalJOBS.
Franchise Tax Board (FTB)	Provides guidance in obtaining tax relief for disaster casualty losses.
Department of Public Health (CDPH)	Can assist individuals who have lost vital records (birth, death, and marriage certificates) if the County is not able to fulfill the need.
Department of Social Services (CDSS)	Administers the State Supplemental Grant Program (SSGP), which provides fund to individuals/households for necessary eligible expenses and serious needs.
Contractors State License Board (CSLB)	Verifies contracts and licenses, investigates complaints, and provides helpful information about hiring a contractor.
California Veterans Affairs (CalVet)	Provides guidance and information to those that have a CALVET loan and have suffered losses.
California Department of Human Resources (CalHR)	Assists with State job applications.
California Public Employees Retirement System (CalPERS)	Retirement benefit information for current State employees.
Department of Housing and Community Development (HCD)	Can assist with manufactured housing questions including repairs, installations and/or registration and titling.

Federal Resources	Description of Services
Federal Emergency Management Agency (FEMA)	Provides financial and direct assistance to eligible individuals and households for housing and disaster related serious needs including personal property, medical, dental, and transportation expenses.
United States Postal Service (USPS)	The USPS can provide survivors with mail forwarding and change of address services, as well as assist with Passport replacement, P.O. boxes, etc.
Internal Revenue Service (IRS)	Provides advice regarding federal tax relief for casualty losses and questions regarding federal income tax and payroll taxes.
Legal Services	Provides legal counseling that may include replacing legal documents, transferring titles, resolving contracting disputes, etc.
Social Security Administration	Provides assistance with expediting delivery of checks delayed by the disaster and in applying for disability and survivor benefits.
U.S. Department of Agriculture (USDA) Farm Service Agency (FSA)	Provides low-interest loans to help producers /production recover from production and physical losses.
USDA Food and Nutrition Services (FNS)	Provide food assistance to those in areas affected by a disaster in three ways: 1) food commodities to shelters and other mass feeding sites; 2) food packages directly to households in need; or 3) authorizes emergency food stamp benefits.
USDA Rural Development	Home repair grants for low income senior citizens, and low-interest loans for very low-income rural residents.
U.S. Small Business Administration (SBA)	Provides low-interest disaster loans for homeowners for their damaged or destroyed primary residence; homeowners or renters for personal property losses; and businesses for destroyed real estate, machinery and equipment, inventory and other business assets. Economic Injury Disaster Loans for small business and most private non-profit organizations.
Veterans' Administration (VA)	Provides guidance in obtaining VA death benefits, pensions, insurance settlements and adjustments to VA-insured home mortgage owners.

Private Non-Profit Resources	Description of Services
Volunteer Organizations Active in Disasters (VOAD)	May provide the following services: <ul style="list-style-type: none"> • Immediate food, clothing, shelter, medical and dental assistance, prescription medicines, eyeglasses, etc. • Financial assistance for emergency home repair or replacement of essential household items, etc. • Labor for debris removal and/or home repair, etc. • Mental/Spiritual health services
Local Food Distribution Centers	Provide emergency food through voluntary resources as well as through organized agencies.
Animal Rescues: Society for the Prevention of Cruelty to Animals (SPCA), California Animal Response Emergency System (CARES)	Locates and/or provides shelters for animals, lost and found for pets, etc.
American Red Cross	<ul style="list-style-type: none"> • Emergency food, clothing, shelter, counseling, and medical assistance to needy individuals and families. • The "SAFE and WELL" sign up provides a way for a disaster victim to register as "safe and well." From a list of standard messages, they select those family members and friends that they want to communicate their well-being.
The Salvation Army	The Salvation Army provides a variety of services including help with food, household needs, clothing and personal needs.
2-1-1	211 is an easy to remember three-digit dialing code that enables a caller to access numerous health and human service programs in the area from which they are calling.
Tzu Chi	Casework based on needs. Special financial support. Manpower support based on needs. Cross-cultural spiritual support.
Southern Baptist	Debris removal and clean-up assistance for those underinsured or without the ability to pay.

ATTACHMENT 2A – SURVIVOR SIGN-IN SHEET

**Local Disaster Assistance Center
Survivor Sign-In Sheet (Please Print)**

Date _____
Page ____ of ____

	Name	Address	Phone #	Time
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

ATTACHMENT 2B – TRIAGE: SURVIVOR ROUTING FORM

Local Assistance Center Survivor Routing Form

Survivor Name: _____ Date: _____

Station Number	Agency /Organization	Station Recommended ✓	Visited ✓	Provided Information ✓	Recommended Referral (Explain)	Follow-up Required ✓

You may visit LAC stations other than those recommended.

Please return this form to the receptionist before exiting the LAC.

ATTACHMENT 2C – STATION TALLY

_____ **Local Assistance Center**

Station Number: _____

LAC Organization: _____

Date	Survivors Served (tally mark)	Daily Total

ATTACHMENT 2D – SURVIVOR DAMAGE SURVEY

(This is not an application for assistance. The purpose of this document is to gather damage information in order to assess the level of assistance.)

Name: _____

Damaged Home Address:

Temporary Mailing Address:

Contact Numbers: (____) _____ (____) _____

Please specify: Homeowner Renter

Primary Residence Rental Property Secondary Residence

If this is your secondary residence, is the property used as a vacation rental? Yes No

Is the home or lease in your name? Yes No

If no, please explain:

Pre-Disaster Estimated Home Value: \$ _____

Briefly Describe Damage: (e.g., completely destroyed, smoke damage (specify AC/Heater Ducts), inaccessible, vehicle loss, etc.)

Have you reported your damages to the County OEM/OES? Yes No

Insurance Coverage (Homeowner's Insurance or Renter's Insurance)

Is the property insured? Yes No

If yes, please answer the following:

1. **Type of coverage?** (e.g., Traditional/Fire/Flood/Renters)

2. **Amount of coverage?**

Are you underinsured? Yes No

If yes, please estimate percentage underinsured: 100% 75% 50% 25%

Does your policy include Additional Living Expenses (ALE)/Loss of Use (LOU)?

Yes No

ATTACHMENT 2D – SURVIVOR DAMAGE SURVEY

Additional Questions:

1. **Was the property used as a home business?** Yes No

2. **Are you unemployed or have you lost your income because of this disaster?** Yes No
If yes, please explain:

3. **Are you currently staying in a county or local shelter program?** Yes No

4. **Do you have a temporary housing (not including county or local shelter)?** Yes No
Optional: If yes, please provide further details.

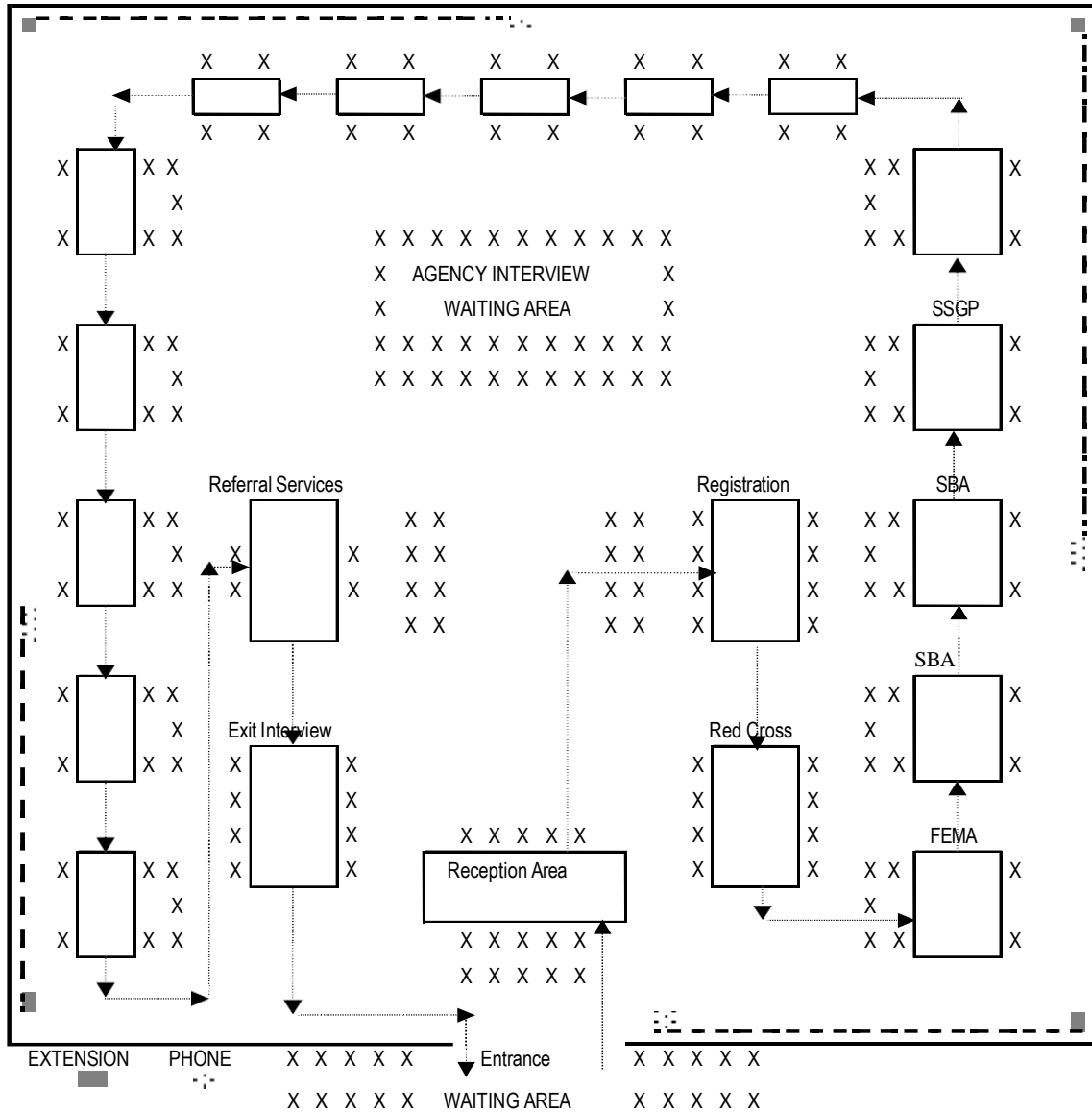
5. **If applicable, how long do you expect to be able to stay in your current temporary housing?**
 One Week
 One Month
 More than Three Months
 Until Permanent Housing Solution Determined
 Other: _____

6. **Please describe your greatest concern(s) at this time?**

7. **If applicable, would you like to be contacted by non-profit agencies that may assist with Long Term Recovery Efforts?** Yes No

ATTACHMENT 3 – SAMPLE FLOOR PLAN

It is recommended that State Agencies be placed next to each as well as Federal Agencies. Take into consideration space for equipment or seating/waiting areas. The diagram below represents floor space of approximately 5,000 square feet (ft²). Blank tables are for additional services.



Formula for estimating square footage:

- 150 ft² for each LAC service provider PLUS 50 ft² for each survivor that could be in the LAC at a given time
- Example: A center to accommodate 10 LAC service providers and 30 survivors at any given time would require a minimum of 3,000 ft²: (150 ft² x 10 providers) + (50 ft² x 30 survivors).
- NOTE: LACs may require more physical space based on the magnitude of the event any external variables (e.g., a pandemic). Partitions may be necessary if one table is used to interview more than one survivor.