

PART TWO FINANCE/ADMINISTRATION SECTION

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FINANCE/ADMINISTRATION SECTION

GENERAL

PURPOSE

To enhance the capability of the City of **Agoura Hills** to respond to emergencies by providing financial support and coordination to City emergency operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life, property and environment.
- Provide continuity of financial support to the City and community.
- Cooperate with the other sections of the City's emergency response team.
- Document the City's costs and recovery of those costs as allowable.
- Maintain a positive image for the City in its dealings with the community.

OVERVIEW

The Finance/Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during a disaster/emergency. These systems include:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that damages communications and systems, the entire section will mobilize.

OBJECTIVES

The Finance/Administration Section acts in a support role in all disasters/emergencies to ensure that all required records are preserved for future use and State OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken. Depending on the type of emergency, the Fire, Police, or Public Works departments will have the principal role in directing the City's overall response efforts. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a disaster/emergency:

SEMS/NIMS Emergency Operations Plan

A. For all disasters/emergencies:

1. Notify the other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.
2. Determine the extent to which the City's computer systems are accessible and/or usable.
3. Determine if the City's bank can continue handling financial transactions.
4. Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
5. Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
6. Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of the City's costs.
7. Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency.
8. Coordinate with the disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs.

B. For disasters/emergencies where the City's computer systems and bank are accessible and usable:

1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for disaster/emergency-related costs.
2. Continue with objectives A.5. through A.8. above.

C. For disasters/emergencies where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:

1. Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.
2. Continue with objectives A.4. through A.8. above.

D. For disasters/emergencies where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:

1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
2. Activate other Finance/Administration Section Units as necessary.
3. Continue with objectives A.4. through A.8. above.

CONCEPT OF OPERATIONS

The Finance/Administration Section will operate under the following policies during a

SEMS/NIMS Emergency Operations Plan

disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or EOC Director.
- For disasters/emergencies that leave the accounting systems accessible and usable, normal working hours will be retained for all but the Cost Recovery and the Documentation Units. These units will function on the schedule determined necessary to perform its objectives.
- For disasters/emergencies that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the Finance/Administration Section Coordinator. This may be a period of 12 hours. If so, then these periods will normally change at 0700 and 1900 hours respectively.

SECTION ACTIVATION PROCEDURES

Authorization

The EOC Director is authorized to activate the Finance/Administration Section for response to a disaster/emergency.

When to Activate

The Finance/Administration Section will be activated whenever the EOC Director determines that the City of **Agoura Hills** is involved or may soon be involved in a disaster/emergency that will require a Finance/Administration response. The Finance/Administration Section's Cost Recovery Documentation Unit may continue to function when the EOC is not activated.

In all cases the Cost Recovery/Documentation Unit will be activated. Other units will be activated only if necessary. Invariably, these other conditions will mean that the EOC will also be activated.

The Finance/Administration Section Coordinator will activate the various units of the Finance/Administration Section as the disaster/emergency situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster/emergency.

In the event of a major, widespread disaster/emergency that disrupts normal communication channels, all units in the Finance/Administration Section are to assume activation and are to report to their assigned emergency location.

Where to Report

The location to which Finance/Administration Section personnel will report depends on whether their unit is activated and the severity of the disaster/emergency. These conditions are:

SEMS/NIMS Emergency Operations Plan

- **Level One - EOC not activated.**
All personnel will report to their normal worksite. Instructions will be given by the Finance/Administration Section Coordinator as necessary.
- **Level One - EOC not activated - Non-business hours - City Hall closed**
All personnel to be contacted and instructed as to reporting location.
- **Level Two/Three - EOC activated but normal communications and accounting systems accessible and usable**
Finance/Administration Section Coordinator and head of Cost Recovery/Documentation Unit report to their assigned emergency location and communicate with other units as necessary.
Other units report to normal worksite unless instructed otherwise.
- **Level Two/Three - EOC activated but normal communications and accounting systems either inaccessible and/or unusable**
All Finance/Administration Section Units report to their assigned emergency location.

Where to Report

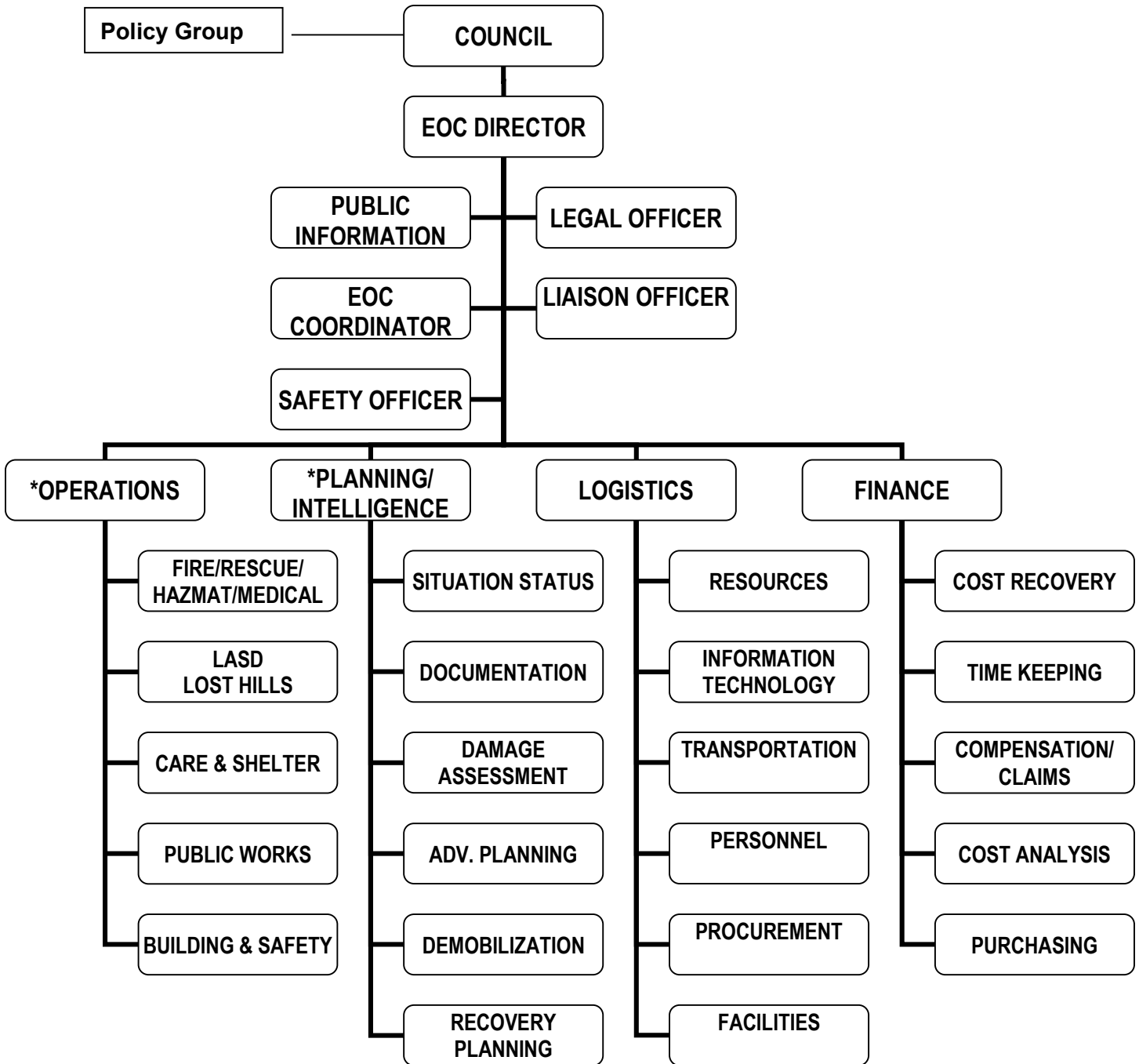
The City EOC is located at 30001 Ladyface Court, Agoura Hills. The alternate EOC is located at the Agoura Hills Recreation Center, 29900 Ladyface Circle, Agoura Hills.

When to Report

Whenever there is a significant event in the area such as:

- Earthquake 5.0 or greater
- Flood from dam overflow or break
- Civil unrest
- When notified by the City designee

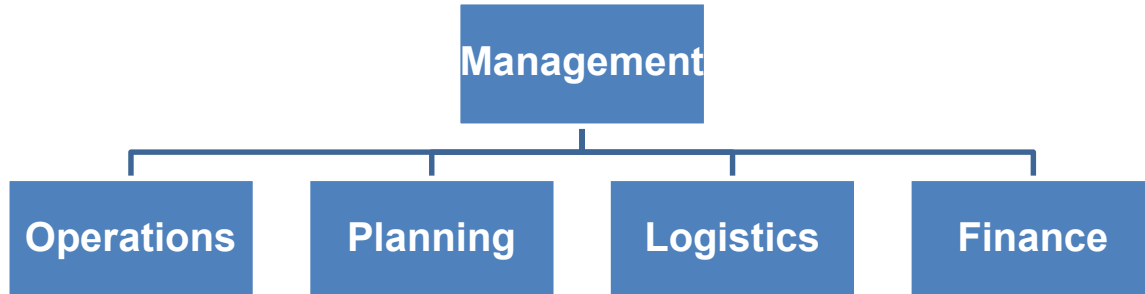
SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

SEMS/NIMS EOC RESPONSIBILITIES CHART



Responsibilities:

EOC Director (Management Section)

The EOC Director is responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. The EOC Director will either activate appropriate sections or perform their functions as needed.

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

Planning/Intelligence Section

The Planning/Intelligence Section is responsible for collecting, evaluating and disseminating information; developing the City's EOC Action Plan in coordination with other sections; initiating and preparation of the City's After-Action/Corrective Action Report and maintaining documentation.

Logistics Section

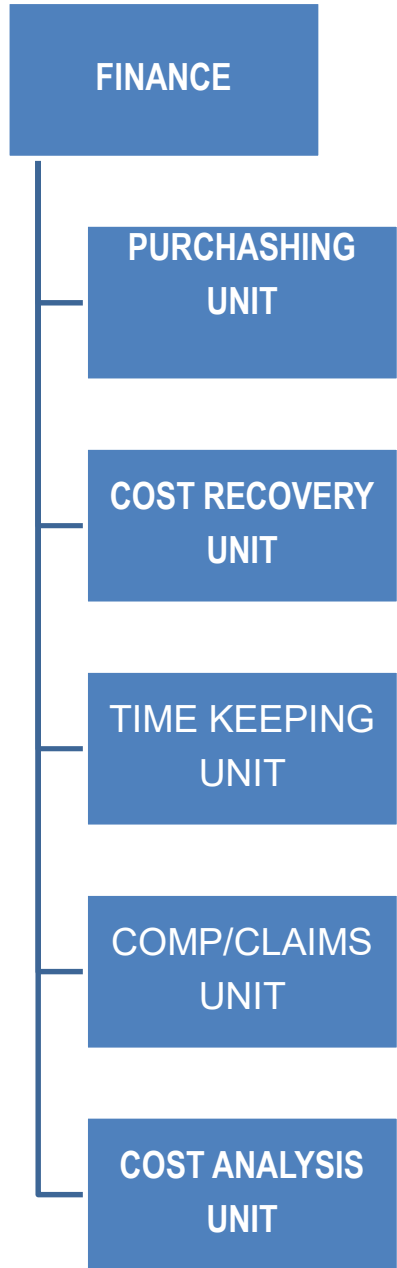
The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

Finance/Administration Section

The Finance/Administration Section is responsible for financial activities and other administrative aspects, including:

- Activate and maintain Disaster Accounting System.
- Provide financial resources necessary for recovery.
- Maintain payroll and payments.
- Investigate and process claims.
- Coordinate documentation for cost recovery.
- Work with disaster agencies on cost recovery.

**FINANCE/ADMINISTRATION SECTION
ORGANIZATION CHART**



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FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. In certain of the functional areas such as procurement, a functional unit need not be established if only one person would work in the unit. In that case, the normal procurement officer would be assigned rather than designating a unit. The following may be established as the need arises:

- Purchasing Unit
- Cost Recovery Documentation Unit
- Time Unit
- Compensation/Claims Unit
- Cost Analysis Unit

The Finance/Administration Section Coordinator may activate additional units to fulfill an expanded role if necessary.

Finance/Administration Section Coordinator

The Finance/Administration Section Coordinator supervises the financial support, response and recovery for the disaster/emergency; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System.

Purchasing Unit

The Purchasing Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Purchasing Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Purchasing Unit is also responsible for ensuring that all records identify scope of work and site-specific work location.

Cost Recovery Documentation Unit

The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintenance of records in such a manner that will pass audit is also an extremely important task of this Unit. **Accurate and timely documentation is essential to financial recovery.**

Time Unit

The Time Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensuring that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. The Time Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (formerly known as Disaster Survey Reports).

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs will be maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

Compensation/Claims Unit

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City of **Agoura Hills** arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims.

Cost Analysis Unit

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

FINANCE/ADMINISTRATION SECTION COORDINATOR

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Ensure that the Finance/Administration function is performing consistent with SEMS/NIMS Guidelines, including:
 - Implementing a Disaster Accounting System- **(See Finance/Administration Support Documentation.)**
 - Maintaining financial records of the emergency.
 - Tracking and recording of all agency staff time.
 - Processing purchase orders and contracts in coordination with Logistics Section.
 - Processing worker's compensation claims received at the EOC.
 - Handling travel and expense claims.
 - Providing administrative support to the EOC.
- Supervise the Finance/Administration Section staff.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep the EOC Director updated on all significant financial developments.

YOUR RESPONSIBILITY:

Supervise the financial support, response and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues and activate the Disaster Accounting System.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS

Section Start-Up Actions

- Check in upon arrival at the EOC.
- Report to the EOC Director.
- Obtain a briefing on the situation.
- Set up your Section work station, including maps and status boards. Use your EOC Section materials and on-site supplies.

- Review your position responsibilities.
- Identify yourself as the Finance/Administration Section Coordinator by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Review organization in place at the EOC. Know where to go for information or support.
- Determine if other Section staff is at the EOC.
- Confirm that all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Cost Recovery Documentation Unit
 - Time Unit
 - Compensation and Claims Unit
 - Cost Analysis Unit
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Brief incoming Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Inform the EOC Director and General Staff when your Section is fully operational.
- Open and maintain Section logs.
- Using activity log (**see Part Two, Logistics Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken

- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by the State OES and FEMA.

- Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
- Meet with other Section Coordinators.
- From Planning/Intelligence Section Coordinator, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- Based on the situation as known or forecast, determine likely future Operations Section needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Request additional resources through the appropriate Logistics Section Unit, as needed.

General Operational Duties

- Carry out responsibilities of the Logistics Section branches/groups/units that are not currently staffed.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Provide situation and resources information to the Situation Status Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities

and estimated times for restoration of the disaster route system. Provide information to other Sections.

- Ensure that your Section logs and files are maintained.
- Monitor your Section activities and adjust Section organization as appropriate.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Anticipate potential situation changes, such as severe aftershocks, in all Section planning.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Participate in the EOC Director's action planning meetings.
- Ensure that all your Section personnel and equipment time records and record of expendable materials used are provided to the Time and Cost Analysis Units of the Finance/Administration Section at the end of each operational period.
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Section Operational Duties

- Authorize use of the Disaster Accounting System. **(See Finance/Administration Support Documentation – Disaster Accounting.)**
- Ensure that the payroll process continues.
- Ensure that the revenue collection process continues.
- Collect your Section personnel and equipment time records and record of expendable materials used and provide copies to the Time Unit and the Cost

Analysis Unit at the end of each operational period.

- Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time Unit and the Cost Analysis Unit at the end of each operational period.
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff.
- Meet with assisting and cooperating agency representatives as required.
- Provide input in all planning sessions on finance and cost analysis matters.
- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed.
- Keep the General Staff apprised of overall financial situation.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

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PURCHASING UNIT

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Identify sources for equipment, expendable materials and resources.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.
- Process all administrative paperwork associated with equipment rental and supply contracts.

YOUR RESPONSIBILITY:

Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. ***Ensure that all records identify scope of work and site-specific work location.***

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS

Branch/Unit Start-Up Actions

- Check in upon arrival at the EOC.
- Report to the Finance/Administration Coordinator.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Purchasing Unit by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.

- Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch/Unit personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- Keep the Logistics Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch Operational Duties:

- Contact appropriate branch/group/unit leaders on needs and any special procedures.
- Review/prepare EOC purchasing procedures.
- Prepare and sign contracts as needed within established contracting authority.
- Establish contracts and agreements with supply vendors.
- Ensure that all records identify scope of work and site-specific locations.
- Ensure that a system is in place which meets City's property management requirements.
- Ensure proper accounting for all new property.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.

- Coordinate with Compensations/Claims Unit on procedures for handling claims.
- Finalize all agreements and contracts.
- Complete final processing and send documents for payment.
- Verify cost data in pre-established vendor contracts with Cost Analysis Unit.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

COST RECOVERY UNIT**SUPERVISOR: Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Accounting System. **(See Finance/Administration Support Documentation – Disaster Accounting Procedures.)**
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.

YOUR RESPONSIBILITY:

Maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit. **The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.**

**READ ENTIRE CHECKLIST AT START-UP AND AT
BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS**Branch/Unit Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Finance/Administration Coordinator.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Cost Recovery Unit by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.

- Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch/Unit personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- Keep the Logistics Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch Operational Duties:

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. **(See Finance/Administration Support Documentation – Disaster Accounting Procedures.)**
- Inform all sections and departments that the Disaster Accounting System is to be used.
- Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Coordinate with the Documentation Unit of the Planning/Intelligence Section.
- Provide analyses, summaries and estimates of costs for the Finance/Administration

Section Coordinator, EOC Director, and the Los Angeles County Operational Area as required.

- Work with EOC sections and appropriate departments to collect all required documentation.
- Receive and allocate payments.
- Organize and prepare records for final audit.
- Prepare recommendations as necessary.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

TIME UNIT**SUPERVISOR: Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster.
- Establish and maintain a file for all personnel working at the emergency/disaster.
- Ensure that daily personnel time recording documents are prepared and are in compliance with specific City, OES and FEMA time recording policies.
- Track, record and report equipment use and time.

YOUR RESPONSIBILITY:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. **Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).**

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS**Branch/Unit Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Finance/Administration Coordinator.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Time Unit by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch/Unit personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- Keep the Logistics Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Branch/Unit Operational Duties – PERSONNEL TIME RECORDER

- Determine specific requirements for the time recording function.
- Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period. **(See Finance/Administration – Disaster Labor Record - Sample.)**
- Ensure that all records identify scope of work and site-specific work location.
- Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.
- Tracks all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- Ensure that all employee identification information is verified to be correct on the

time report.

- Ensure that time reports are signed.
- Maintain separate logs for overtime hours.
- Establish and maintain a file for employee time records within the first operational period for each person.
- Maintain records security.
- Close out time documents prior to personnel leaving emergency assignment.
- Keep records on each shift (*Twelve-hour shifts recommended*).
- Coordinate with the Personnel Unit of the Logistics Section.

Operational Duties – EQUIPMENT TIME RECORDER

- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports.
- Ensure that all records identify scope of work and site-specific work location. **(See Finance/Administration – Disaster Equipment Records - Sample.)**
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track city-owned equipment separate from rented equipment.
- Maintain records security.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.

- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

COMPENSATION CLAIMS UNIT**SUPERVISOR: Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Accept as agent for the City of **Agoura Hills** claims resulting from an emergency/disaster.
- Collect information for all forms required by Workers Compensation and local agencies.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written witness statements on injuries.
- Manage and direct all compensation for injury specialists and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of **Agoura Hills**.

YOUR RESPONSIBILITY:

Manage the investigation and compensation of physical injuries and property damage claims involving the City of **Agoura Hills** arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims and issuing checks upon settlement of claims.

**READ ENTIRE CHECKLIST AT START-UP AND
AT BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS**Branch/Unit Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Finance/Administration Coordinator.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Compensation Claims Unit by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
- Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch/Unit personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- Keep the Logistics Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Unit Operational Duties

- Coordinate with the Safety Officer, Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section and ICS Field Level Compensation/Claims Unit Leader.
- Maintain a log of all injuries occurring during the disaster/emergency.
- Develop and maintain a log of potential and existing claims.
- Prepare claims relative to damage to City property and notify and file the claims with insurers.
- Periodically review all logs and forms produced by Unit to ensure: work is complete, entries are accurate and timely, work is in compliance with City's requirements and policies.
- Determine if there is a need for Compensation-for-Injury and Claims Specialists and order personnel as needed.

- Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Unit of the EOC Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.
- Obtain all witness statements pertaining to claims and review for completeness.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

COST ANALYSIS UNIT**SUPERVISOR: Finance/Administration Section Coordinator****GENERAL DUTIES:**

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

YOUR RESPONSIBILITY:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

This Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. This Unit must maintain accurate information on the actual costs for the use of all assigned resources.

**READ ENTIRE CHECKLIST AT START-UP AND AT
BEGINNING OF EACH SHIFT**

CHECKLIST ACTIONS**Branch/Unit Start-Up Actions**

- Check in upon arrival at the EOC.
- Report to the Finance/Administration Coordinator.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Identify yourself as the Cost Analysis Unit by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Clarify any issues you may have regarding your authority and assignment and what others in the organization do.

- Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.
- Determine 24-hour staffing requirement and request additional support as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that all your incoming Branch/Unit personnel are fully briefed.
- Based on the situation as known or forecast, determine likely future Branch/Unit needs.
- Think ahead and **anticipate** situations and problems before they occur.
- Using activity log (**see Part Two, Logistics Support Documentation-Activity Log**), maintain all required records and documentation to support the After Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments

Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.

General Operational Duties

- Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.
- Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.
- Keep the Logistics Section Coordinator advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to your Section Coordinator.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.

- Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate your support needs and forward to your Section Coordinator.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Refer all media contacts to your Section Coordinator.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Coordinator at the end of each operational period.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Unit Operational Duties

- Collect and record all cost data. **(See Finance/Administration Support Documentation – Disaster Records and Forms).**
- Maintain a fiscal record of all expenditures related to the emergency/disaster.
- Prepare and provide periodic cost summaries for the Finance/Administration Section Coordinator and the EOC Director.
- Maintain cumulative emergency/disaster cost records.
- Ensure that all financial obligation documents are accurately prepared.
- Prepare resources-use cost estimates.
- Maintain accurate information on the actual cost for the use of all assigned resources.
- With the Time Unit ensure that all pieces of equipment under contract and dedicated personnel are properly identified.

- Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- Make recommendations for cost savings to the Finance/Administration Section Coordinator.

Deactivation

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action/Corrective Action Report.
- Account for all equipment, personnel, and supplies.
- Deactivate your Section and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.