

FINANCE/ADMINISTRATION SECTION – GENERAL INFORMATION

PURPOSE

To enhance the capability of the City of **Agoura Hills** to respond to disasters by providing financial support and coordination to City disaster 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 disaster 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 to ensure that all required records are preserved for future use and Cal 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:

A. For all disasters:

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 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 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 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:

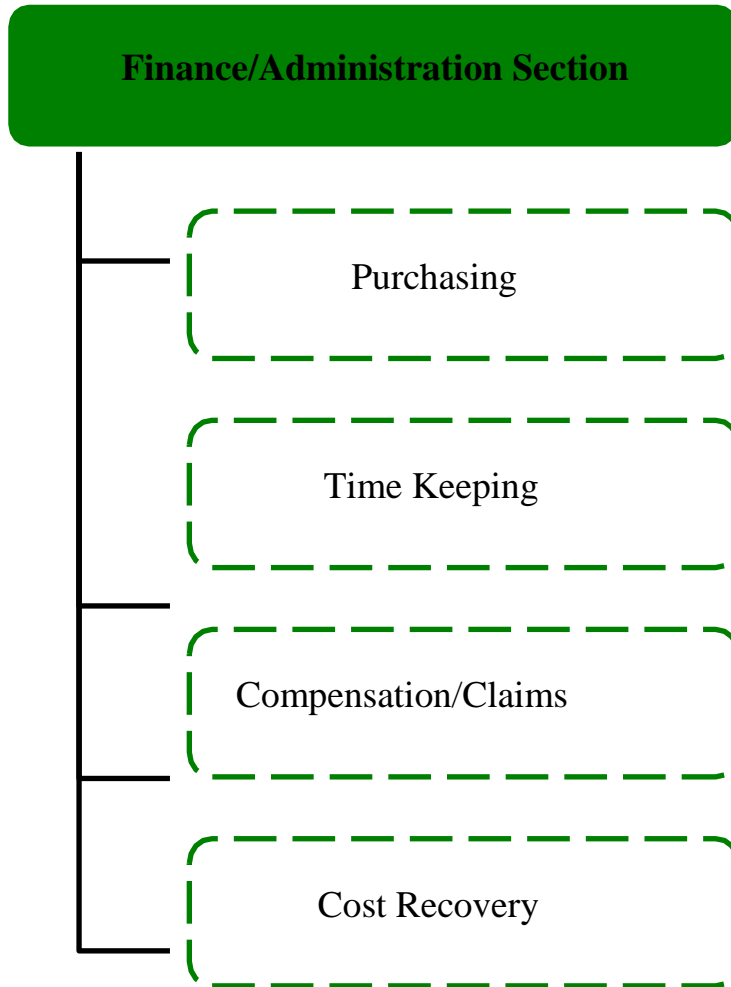
1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
2. Activate other Finance/Administration Section Units as necessary.
3. Continue with objectives A.4. through A.8. above.

CONCEPT OF OPERATIONS

The Finance/Administration Section will operate under the following policies during a 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 EOC Director.
- For disasters 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 EOC Director. This may be a period of 12 hours.

**FINANCE/ADMINISTRATION SECTION
ORGANIZATION CHART**



FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units.

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

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

Finance/Administration Section Chief

The Finance/Administration Section Coordinator supervises the financial support, response and recovery for the disaster; 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 and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster 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. Maintaining records that will pass audit is also an extremely important task of this Unit. **Accurate and timely documentation is essential to financial recovery.**

Time Keeping Unit

The Time Keeping 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.

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 arising out of a 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.

FINANCE/ADMINISTRATION SECTION CHIEF

SUPERVISOR: EOC Director

PRIMARY RESPONSIBILITIES:

- Ensure that the Finance/Administration function is performing consistent with SEMS/NIMS Guidelines, including:
 - Implementing a Disaster Accounting System.
 - Maintaining financial records of the emergency.
 - Tracking and recording of all agency staff time.
 - 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.

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

- See Common EOC responsibilities on page 112.

ACTIVATION

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
- Purchasing Unit
 - Time Keeping Unit
 - Compensation/Claims Unit
 - Cost Recovery Unit

- Confirm that all key Finance Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. 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.
- Meet with other Section Chiefs.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Meet with assisting and cooperating agency representatives as required.

ACTION PLANNING

- Participate in the EOC Director’s action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Provide input in all planning sessions on finance and cost analysis matters.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that all obligation documents initiated during the disaster are properly prepared and completed.
- Ensure that your Section logs and files are maintained.

ONGOING ACTIVITIES

- Authorize use of the Disaster Accounting System.
- Make a list of key issues currently facing your Section to be accomplished within

the next operational period.

- Monitor your Section activities and adjust Section organization as appropriate.
- Work closely with each Unit leader to ensure Finance Section objectives as defined in the current EOC Action Plan are being addressed.
- 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.
- 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.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Make sure that all contacts with the media are fully coordinated with the Public Information Officer (PIO).
- Ensure that the payroll and revenue collection process continues.
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- Make recommendations for cost savings to the General Staff.
- Keep the General Staff apprised of overall financial situation.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.

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PURCHASING UNIT

SUPERVISOR: Finance/Administration Section Chief

PRIMARY RESPONSIBILITIES:

- Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, equipment rentals, supply contracts and tracking expenditures.
- 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.
- *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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- 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.
- Finalize all agreements and contracts.
- Complete final processing and send documents for payment.

ONGOING ACTIVITIES

- Contact appropriate branch/group/unit leaders on needs and any special procedures.

- Review/prepare EOC purchasing procedures.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- Coordinate with Compensations/Claims Unit on procedures for handling claims.
- Verify cost data in pre-established vendor contracts with Cost Recovery Unit.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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TIME KEEPING UNIT

SUPERVISOR: Finance/Administration Section Chief

RESPONSIBILITIES:

- 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, Cal OES and FEMA time recording policies.
- Track, record and report equipment use and time.

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).

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

- See Common EOC responsibilities on page 112.

It there is enough staffing for the Finance Section you may want to have a person focus on Personnel Time Recording and another person focus on Equipment Time Recording. If you are limited in staff, make sure that the tasks associated with both of these focus areas are accomplished.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.

ONGOING ACTIVITIES**PERSONNEL TIME RECORDER**

- Initiate, gather, or update a time report from all applicable personnel assigned to the disaster for each operational period.
- Ensure that all records identify scope of work and site-specific work location.
- Track 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 all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.
- 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.

EQUIPMENT TIME RECORDER

- Assist sections and branches/groups/units in establishing a system for collecting equipment time reports and service records. Design and distribute Force Account and Rented Equipment Records.
- Ensure that all records identify scope of work and site-specific work location.
- 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 list of damaged or lost equipment (for billing and claims purposes) in coordination with Planning Section, Resource Status Unit.
- Maintain records security.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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COMPENSATION CLAIMS UNIT

SUPERVISOR: Finance/Administration Section Chief

RESPONSIBILITIES:

- Accept as agent for the City claims resulting from a disaster.
- Collects information for all forms required for claim's filings.
- 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 Workers' Compensation claims specialists assigned to the disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Maintain a log of all injuries occurring during the disaster.
- Develop and maintain a log of potential and existing claims.
- Ensure that all Compensation-for-injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Periodically review all logs and forms produced by Unit to ensure:
 - Work is complete
 - Entries are accurate and timely
 - Work is compliant with City of Agoura Hills requirements and policies.
- Prepare claims relative to damage to City property. Notify and file the claims with insurers.

- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.

ONGOING ACTIVITIES

- Coordinate with the Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section.
- Determine if there is a need for Compensation-for-injury and Claims Specialists and order personnel as needed.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Obtain all witness statements pertaining to claim and review for completeness.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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COST RECOVERY UNIT

SUPERVISOR: Finance/Administration Section Chief

RESPONSIBILITIES:

- Activate and maintain Disaster Accounting System.
- Document information for reimbursement from the state and federal governments.
- Act as liaison with the disaster assistance agencies and insurance companies, and coordinate the recovery of costs as allowed by law and ensure records are maintained in such a manner that will pass audit.
- Coordinate documentation of costs with other sections and departments.

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

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Inform all sections and departments that the Disaster Accounting System is to be used.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Work with EOC sections and appropriate departments to collect all required documentation.
- Organize and prepare records for final audit.

ONGOING ACTIVITIES

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster in coordination with other sections and departments.
- Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.
- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Receive and allocate payments.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Chief, EOC Director, and the Los Angeles County Operational Area as required.
- Maintain contact with Los Angeles County Operational Area and Cal OES and FEMA for advice and assistance in obtaining maximum eligible funds for disaster costs.
- Prepare recommendations as necessary.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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