

Concept of Operations	Standard Operating Procedures Essential Service Centers / Disaster Recovery Centers
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Lead Agency	Franklin County Emergency Management Department (FCEMD)
Support Agency	Franklin County United Firefighter Association (FCUFA)

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1.0 – Introduction

1.1 – Purpose

ESCs¹ and / or DRCs² are a crucial part of the recovery process. Often, they are the first contact that individuals affected by a disaster may have with recovery agencies and organizations.

ESCs and / or DRCs must be accessible to the entire community, preferably located close to affected populations.

The purpose of an ESC and / or DRC is to provide persons affected by a disaster with a single point of access to begin the process of accessing recovery resources for which they may be eligible.

¹ Essential Service Centers
² Disaster Recovery Centers



1.2 – Scope

This procedure provides guidance for requesting, establishing and staffing an ESC and / or DRC in areas affected by a disaster.

1.3 – Assumptions

ESCs and / or DRCs will be located as conveniently as possible near areas affected by a disaster.

The FDEM³ will provide logistical and technical assistance in establishing and managing ESCs with the support from various state agencies along with community and faith based organizations providing assistance to disaster survivors.

The FDEM and FEMA⁴ will provide logistical and technical assistance establishing and managing DRCs with the support from various state and federal agencies providing a number of disaster recovery programs.

2.0 – Concept of Operations

2.1 – General

The FDEM will inform the FCEMD that an event warrants the opening of an ESC and / or DRC.

2.2 – Organization

This activity is part of the Operations Section of the county's EOC⁵. The county's EOC utilizes the ICS⁶ structure during all activations.

2.3 – Primary Activities

2.3.1 – Coordination in Establishing a ESC / DRC

FDEM and FEMA will coordinate with FCEMD in establishing an ESCs and / or DRCs based on identified disaster recovery needs of county residents.

ESCs and / or DRCs will be located within or as close to the disaster affected area as possible.

³ Florida Division of Emergency Management

⁴ Federal Emergency Management Agency

⁵ Emergency Operations Center

⁶ Incident Command System



2.3.2 – Requesting State and Federal Participation in a ESC / DRC

In practice, the FDEM and FEMA have taken the initiative and directly contacted the FCEMD in order to establish an ESC and / or DRC following a disaster.

2.3.3 – ESC / DRC Staffing

Essential Service Centers

FDEM and other state agencies will take the lead in staffing ESCs established within the county.

FDEM will provide an ESC Manager who is responsible for the center's daily operations.

FCEMD may be asked to assist in staffing the ESC with county employees. FCEMD will assist with this request to the greatest extent possible.

Various community and faith based organizations may be asked by FCEMD to provide volunteers to assist in staffing the ESC.

Local and regional community and faith based organizations providing assistance to disaster survivors will be asked by FCEMD to place staff in the ESC. This will allow for a one-stop-shop concept of providing assistance to individuals and families with disaster caused needs.

Disaster Recovery Centers

FDEM, FEMA, SBA⁷ and other state and federal agencies will take the lead in staffing DRCs established within the county.

FDEM will provide an ESC Manager who is responsible for the center's daily operations.

FCEMD may be asked to assist in staffing the DRC with county employees. FCEMD will assist with this request to the greatest extent possible.

Various community and faith based organizations may be asked by FCEMD to provide volunteers to assist in staffing the DRC.

Local and regional community and faith based organizations providing assistance to disaster survivors will be asked by FCEMD to place staff in the DRC. This will allow for a one-stop-shop concept of providing assistance to individuals and families with disaster caused needs.

⁷ Small Business Administration



2.3.4 – ESC / DRC Location Criteria

Several criteria will be considered to determine the location of an ESC and / or DRC. These criteria include:

- Proximity to affected area.
- Proximity to open roads.
- Sufficient space to accommodate recovery personnel and disaster survivors.
- Willingness of a facility owner to provide space to operate from.

2.3.5 – ESC / DRC Locations

A listing of potential ESC / DRC locations can be found in the FCEMD Resource Directory.

2.3.6 – ESC / DRC Logistical Support

The county has relatively few assets available in which to logistically support a ESC and / or DRC.

FDEM and FEMA will provide the logistical support required for establishing and managing ESCs and / or DRCs.

FCEMD will provide local maps and a copy of its Resource Directory to the ESC and / or DRC Manager.

3.0 – Responsibilities – Lead and Support Agencies

3.1 – Lead Agency

Franklin County Emergency Management Department – Will serve as the coordinating organization for all recovery activities including establishing an ESC and / or DRC.

3.2 – Support Agency

Franklin County United Firefighter Association – Will provide assistance in a variety of ways including:

- Providing space for DRC operations.
- Providing local knowledge of affected areas.

