

| Concept of Operations | Standard Operating Procedures Un-Met Needs |
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| Lead Agency | Big Bend Community Organizations Active in Disaster (BBCOAD) |
| Support Agencies | 2-1-1 Big Bend (211) Franklin County Emergency Management Department (FCEMD) Franklin County Faith Based Organizations (FCFBO) Franklin’s Promise (FP) Salvation Army (SA) |

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1.0 – Introduction

1.1 – Purpose

The un-met needs activity seeks to coordinate the activities of community and faith based organizations that are donating goods and services to assist individuals and families impacted by a disaster.

1.2 – Scope

This procedure provides guidance for coordinating the efforts of community and faith based organizations seeking to assist individuals and families impacted by a disaster. The primary focus of the un-met needs activity is meeting disaster caused human needs



prior to the arrival of governmental assistance and identifying and addressing needs that remain after governmental assistance has been exhausted.

1.3 – Assumptions

The county has been impacted by a disaster that exceeds the response capabilities of the local government.

Donations of goods and services from non-governmental organizations and churches are needed to augment the resources provided by government to meet the recovery needs of disaster victims.

2.0 – Concept of Operations

2.1 – General

Interface with individuals in the affected areas, at ESCs¹ and at DRCs² to identify disaster caused needs of individuals and families that cannot be met by various governmental agencies assisting in the disaster response and recovery.

Identify human and material resources that can assist individuals and families with un-met disaster caused needs.

Provide linkage between individuals and families needing additional assistance and community and faith based organizations that have the capability to meet the identified needs.

2.2 – Organization

The FCEMD Director or designee will appoint a CRO³ that will work with a variety of individuals, agencies and organizations to assist in identifying and determining the disaster caused un-met needs of the community.

This activity is part of the Operations Section of the county's EOC⁴. The county's EOC utilizes the ICS⁵ structure during all activations.

2.3 – Primary Activities

2.3.1 – Un-Met Needs Coordination

¹ Essential Service Centers

² Disaster Recovery Centers

³ Community Relations Officer

⁴ Emergency Operations Center

⁵ Incident Command System



The CRO will coordinate with BBCOAD once disaster caused un-met needs of individuals and / or families have been identified.

BBCOAD will then identify member organizations that can meet the un-met needs and link the organization with the individuals and / or families needing assistance.

2.3.2 – Resource Support

BBCOAD maintains a current DRA⁶ for each of its member organizations. The DRA contains information regarding the capabilities and capacity of each of the organizations that comprise BBCOAD.

2.3.3 – Un-Met Needs Identification Process

Un-met needs may be brought to the attention of BBCOAD by the CRO, 211 and governmental agencies as well as local churches, civic / social clubs and community organizations.

2.3.4 – Un-Met Needs Assistance Process

BBCOAD serves as the convener of numerous community and faith based organizations throughout the Big Bend Region. These organizations have a wide variety of goods and services that can be accessed to meet the un-met needs of disaster survivors.

Once needs have been identified, BBCOAD will match the need with one of its member organizations who can provide assistance to meet the need.

3.0 – Responsibilities – Lead and Support Agencies

3.1 – Lead Agency

Big Bend Community Organizations Active in Disaster – Will serve as the coordinating organization for addressing un-met needs in the county.

3.2 – Support Agencies

2-1-1 Big Bend – Will provide a request for assistance hotline which will allow individuals and families needing assistance to call one phone number.

⁶ Disaster Readiness Assessment



Franklin County Emergency Management Department – Will provide whatever assistance is required to facilitate addressing un-met needs in the county.

Franklin County Faith Based Organizations – Will provide assistance in identifying and meeting the disaster cause un-met needs of individual and family in the county.

Franklin's Promise – Will provide assistance in identifying and meeting the disaster cause un-met needs of individual and family in the county.

Salvation Army – Will provide assistance in identifying and meeting the disaster cause un-met needs of individual and family in the county.

