

Massachusetts Emergency Support Function 14

RECOVERY

Responsible Agencies

State Agencies

Primary State Agency

Massachusetts Emergency Management Agency

Supporting State Agencies

Office of Coastal Zone Management

Department of Agriculture Resources

Department of Transportation

Department of Housing and Community Development

Department of Conservation and Recreation

Department of Public Health

Department of Environmental Protection

Massachusetts State Police

Massachusetts National Guard

Massachusetts Office for Victim Assistance

Department of Unemployment Assistance

Department of Mental Health

Division of Insurance

Department of Transitional Assistance

Executive Office of Elder Affairs

Executive Office of Housing and Economic Development

Department of Revenue

Massachusetts Office on Disability

Division of Banks

Department of Veteran's Services

Office of Public Safety and Inspections

Office for Refugees and Immigrants

Department of Labor and Workforce Development
Department of Career Services

Supporting Federal Agencies

Federal Emergency Management Agency
United States Army Corps of Engineers
United States Housing and Urban Development
United States Internal Revenue Service
United States Small Business Association
United States Social Security Administration
United States Department of Transportation
United States Department of Agriculture
United States Department of Labor
United States Department of Commerce
National Oceanic and Atmospheric Administration
United States Department of Energy
United States Department of Health and Human Services
United States Department of the Interior

Supporting Business and Non-Profit Organizations

American Red Cross
Massachusetts Voluntary Organizations Active in Disaster

- Salvation Army
- United Way/Mass 2-1-1

1.0. INTRODUCTION

1.1. Purpose

The Massachusetts Emergency Support Function (MAESF) 14: *Recovery* provides a framework for coordination and cooperation across state agencies and other recovery partners regarding the recovery needs, activities, and issues related to a disaster or emergency impacting the Commonwealth. In addition, this annex provides guidance on how the Commonwealth will provide recovery-related support and assistance to local jurisdictions on restoration of critical functions, services, vital resources, facilities, programs, and infrastructure.

1.2. Scope

This annex is applicable to agencies and departments in the Commonwealth and affiliated non-governmental partners with a role in supporting disaster recovery-related activities. These activities apply to both Federal and Non-Federally declared disasters.

The objectives of MAESF 14 Recovery include the following:

- Establish a flexible and scalable framework for state-level emergency-related recovery preparedness, mitigation, response, and recovery activities. These activities will use information gathered and applied during critical response operations, including but not limited to rapid damage assessments, coordinated at the State Emergency Operations Center (SEOC) as the basis for determining the severity and intensity of the disaster, the affected geographic area, and potential unmet needs of the affected population.
- Coordinate the deployment of key state-level disaster recovery personnel to the Joint Field Office (JFO) to co-locate with Federal counterparts following a major disaster declaration by the President. General functions of JFO recovery personnel will include:
 - Coordination and monitoring of federal and state disaster recovery assistance programs and dissemination of information.
 - Conducting actions consistent with the provisions of the Stafford Act to assist citizens and public officials in promptly obtaining assistance.
- Establish, where necessary and appropriate, State-coordinated Recovery Resource Centers (RRCs) or Federal-State Joint Disaster Recovery Centers (DRCs) in coordination with local officials in impacted communities. RRCs are intended to provide efficient, effective assistance to individuals and families affected by a disaster by:
 - Eliminating the need for participating organizations to set up individual assistance centers
 - Facilitating coordination and information sharing between participating organizations
 - Enabling effective coordination with government and non-government agencies
 - Facilitating the transition to long-term recovery
- Establish interdisciplinary long-term recovery teams consisting of federal, state, regional, and local governmental and non-governmental partners to share information and coordinate activities across state agencies for long-term recovery programs in a manner ensuring consistency with established state recovery policies and procedures.
- Provide situational awareness of ongoing recovery efforts and recovery-related applications and processes in the Commonwealth.
- Provide necessary resources to support recovery and application processes.

- As required, assess economic impacts.
- Coordinate damage assessments, to include physical, environmental, and economic impacts.

1.3. Policies

- This annex supports and does not supplant existing local, state, or federal recovery plans or policies.
- Local recovery assets will remain in the control of the respective jurisdiction.
- State assistance provided to cities and towns may consist of personnel, equipment, facilities, materials and supplies, and/or subject matter expertise.
- State support is tailored based on the type, extent, and duration of the incident, determined long-term recovery period, and the availability of State resources.
- The Commonwealth will coordinate closely with FEMA and long-term recovery groups in support of long-term recovery.
- Long-term community recovery efforts will focus on improving disaster resiliency through mitigation and permanent restoration of infrastructure, housing, agricultural industry, natural resources, community well-being, and the local economy.

2.0 SITUATION AND ASSUMPTIONS

2.1. Situation

Extensive property damage will occur following a major disaster or catastrophe. Many private homes, businesses and commercial enterprises may be damaged or destroyed. Critical infrastructure, services, facilities and resources may be severely impacted. Many private and public facilities and buildings may need to be repaired, demolished, or isolated to ensure public safety. Impacted infrastructure may be uninsured or underinsured. As a result of these impacts, disaster recovery programs for individuals and/or the public sector will need to be implemented to ensure effective and timely recovery.

Significant impacts to health and welfare can also occur following a major disaster. As a result of these impacts, disaster recovery efforts will need to be implemented to restore public health, health care and social services networks. Additionally, disaster recovery programs will need to be implemented to promote the resilience, health, and well-being of affected individuals and communities.

2.2 Planning Assumptions

- Local governments have existing emergency management resources, plans, and procedures already in place.
- Local governments will request state assistance when its ability to respond to the incident exceeds or is expected to exceed their own capacity.

- Coordination of state efforts to support disaster recovery program implementation will be required.
- Coordination and communication among federal, state and local agencies and non-government organizations (NGO's) will be essential in implementing disaster recovery programs.
- MAESF agencies and organizations detailed in this annex will work collaboratively to support disaster recovery program activities with relevant expertise, resources and authorities.
- MAESF agencies and organizations detailed in this annex will have developed internal plans and procedures for implementing recovery actions in their respective sphere.
- Impacted infrastructure may be uninsured or underinsured.
- Individuals, private sector and public sector infrastructure may be impacted by a disaster.

3.0 CONCEPT OF OPERATIONS

3.1. General

This annex will be activated at the direction of the SEOC Manager and/ or MEMA Director when there is potential for or an actual disaster situation impacting recovery activities or requiring state recovery resources. Depending upon the incident type and resource needs, MEMA will notify the primary responsible agency at the time of SEOC activation to provide overall coordination of recovery activities. All other agencies with responsibilities under recovery will serve as support agencies. The lead responsible agency will provide direction to, and work in conjunction with, supporting agencies to cohesively coordinate recovery activities.

Following any disaster, the MEMA Director and/or SEOC Manager will request that assessments be made to determine impacts to critical functions, services, vital resources, facilities, programs, and infrastructure. MAESF 14, in consultation with the Recovery Section Chief, MEMA Director, and/or SEOC Manager, will determine what recovery-related damage assessment processes will be implemented (MEMA may conduct an initial damage assessment (IDA) process to determine if a more formal preliminary damage assessment process (PDA) should be conducted, or MEMA may decide to immediately implement the PDA process to better understand the overall impacts and eligibility for a presidential disaster declaration. These decisions may also be influenced by data obtained during rapid damage assessments during SEOC Response operations).

3.1.1 Damage Assessment

MEMA, as a result of its damage assessment activities and consultation with other agencies, will make a determination as to whether a particular event is severe or wide spread enough to warrant requesting a major disaster from the President of the United

States. These findings will be passed on to the Governor, who in turn may submit a request through the FEMA regional office to the President for a declaration. The Governor must certify that the event exceeds the capabilities of the State to respond and assistance is needed and the request for assistance must be clearly defined.

If a major disaster declaration request is granted, federal funding and services may provide assistance, as follows:

- FEMA Public Assistance Program
- FEMA Individual Assistance Program
- Fire Management Assistance Grant Program
- Small Business Administration Disaster Loan Program
 - Note that the SBA Programs can be activated with or without a major disaster declaration. MEMA can apply for an Agency Declaration or Economic Injury Disaster Loan Program Declaration independently of a major disaster declaration.

3.1.2 Governor's Authorized Representative (GAR)

The Governor will appoint a Governor's Authorized Representative (GAR) and Alternate GAR. The GAR and Alternate GAR will administer federal disaster assistance programs on behalf of the State and local governments and other grant or loan recipients.

3.1.3 State Coordinating Officer (SCO)

The Governor will appoint a State Coordinating Officer (SCO) responsible for all State-level recovery operations. Typically, the MEMA Director serves as the designated the SCO. The SCO appoints a Deputy SCO, who will ensure all affected local jurisdictions are informed of the declaration, the types of assistance authorized, and the areas eligible to receive such assistance.

3.1.4 Disaster Recovery Centers (DRCs)

Joint FEMA/MEMA Disaster Recovery Centers will be opened throughout an affected area to ensure disaster survivors can speak directly with FEMA, the Small Business Administration, MEMA, and other agencies/organizations providing assistance. Other Federal funding sources may also be made available to assist with recovery efforts through various Federal Agencies. A Joint FEMA/MEMA Field Office will open to coordinate response and recovery efforts.

3.1.5 Recovery Resource Centers (RRCs)

MEMA, in coordination with impacted communities, may also open Recovery Resource Centers (RRCs) to facilitate delivery of services to disaster survivors. RRCs may be established regardless of whether a major disaster declaration has been issued. Further

information about service delivery through RRCs may be found in the Recovery Resource Center Concept of Operations.

3.2. Short-Term Recovery

MAESF 14 coordinates support of short-term recovery activities consistent with short-term recovery priorities to address near-term recovery needs and restore the most critical of critical infrastructure, functions, facilities, programs, resources and services. These priorities include the following:

- Restoration of Critical Infrastructure
- Debris Clearance in Support of Lifesafety Missions and Restoration of Critical Infrastructure
- Implementation and Maintenance of Site Security
- Debris Removal Not Required for Immediate Life Safety, and Evacuation Missions
- Health and Welfare
- Shelter, Food and Medical Assistance
- Providing Temporary/Interim Housing
- Permanent Debris Removal and Relocation
- Preserving and Securing Crime Scene Evidence or Localized Areas of Interest
- Delivery of Critical Incident Stress Debriefing to Responders and Citizens
- Provide public information on available assistance and ongoing recovery options through public messaging and the use of the Mass 2-1-1 Information Line.

3.3. Long-Term Recovery

MAESF 14 may support activities to implement the goals of long-term recovery: restoration of essential services, critical functions, vital resources, critical facilities, programs and infrastructure to pre-disaster condition. To support these goals, the following long-term recovery priorities are as follows:

- Restoring Critical Infrastructure
- Permanent Housing
- Repairing or Replacing Private Property
- Providing Human Services
- Repairing or Replacing Public Property
- Permanent Debris Removal/Management
- Economic Recovery
- Hazard Mitigation

- Community Planning and Redevelopment

Voluntary agencies are a key factor in initial and long-term recovery efforts as they provide immediate emergency assistance and assist individuals and families in meeting unmet essential living needs once Federal funding options are exhausted. Assistance to those who need additional recovery assistance will be accomplished through the Massachusetts Long-term Recovery Committee. The Massachusetts Long-term Recovery Committee consists of members of the MA Voluntary Agencies Active in Disaster (MAVOAD) with support from MEMA and FEMA.

In order to promote and facilitate long-term community recovery, the Governor may request assistance under the National Disaster Recovery Response Framework and the federal Recovery Support Functions. The Recovery Support Functions coordinate the resources of federal departments and agencies to support the long-term recovery of states and communities, and to reduce or eliminate risk from future incidents. Federal Recovery Support Functions provide coordination mechanisms to assess the social and economic consequences in the impacted areas, advise on the long-term community recovery implications, identify appropriate federal programs and agencies to support implementation of the long-term community plan, ensure coordination and identify gaps in resources available, and provides a vehicle to maintain continuity of program delivery among federal, state and local governments.

3.4. Organization

- All personnel and activities associated with MAESF-14 will operate under the Incident Command System.
- The Massachusetts Emergency Management Agency (MEMA) has been designated the primary agency for MAESF-14.
- Each agency shall designate a minimum of two persons who can serve as a representative for their agency at the SEOC to support recovery activities. The designated agency representative will have the capability and authority to reach back to his/her own agency to request resources and obtain necessary information to support the response and recovery activities associated with the incident.

3.5. Notification

MEMA will notify the MAESF 14 Recovery points of contact for each activated agency or organization to report to the State Emergency Operations Center for coordination and implementation of recovery-related requests for assistance, and provide situational awareness on the status and capacity of recovery-related issues. Each recovery organization and agency is responsible for securing sufficient staff on a continuous and on-going basis to support and carryout the activities tasked to their agency.

3.6. Activities

Agencies responsible for recovery actions under this annex should conduct the following activities as appropriate:

- **Prevention Actions**

- Communicate and share information across agencies with recovery responsibilities. Ensure procedures and program/contact information are up to date, discuss lessons identified from incidents and exercises, and explore creative ways to leverage resources.
- Collaborate and coordinate on recovery-related prevention initiatives.
- Identify recovery issues and collaborate to develop or recommend protocols, procedures, and policies to prevent or mitigate their effects.

- **Preparedness Actions**

- Convene regular meetings of recovery stakeholders to review and update this annex and standard operating procedures.
- Develop and maintain internal agency operational plans and procedures, resource directories, and emergency contact lists to support recovery activities.
- Ensure procedures are in place to access directory information and quickly notify personnel in support of this plan.
- Complete appropriate training.
- Ensure all support agencies have pre-designated staff available to support this annex and SEOC operations.
- Participate in exercises and training in order to test, validate, and provide working experience for recovery liaisons on this annex and related procedures.
- Develop coordination mechanisms and requirements for post-incident assessments, plans, and activities that can be scaled to incidents of varying types and magnitudes.
- Conduct evaluation of prior recovery efforts as needed to improve future operations.
- Coordinate development of long-term recovery strategies and plans in coordination with other relevant departments and agencies with independent authorities and responsibilities for addressing key recovery issues regarding catastrophic incidents. These may include accessible housing (incident and permanent), large displacements of individuals including those with access and functional needs, contaminated debris management, decontamination and environmental restoration, restoration of public facilities and infrastructure, and restoration of the agricultural sector.
- Develop plans, procedures, and guidance delineating appropriate agency participation and available resources, taking into account the differing technical needs and statutory responsibilities.
- Coordinate identification of appropriate programs to support implementation of long-term community recovery plans under current authorities and funding. This process identifies programs, waivers, funding levels, requests for additional

authorities, and possible new legislation needed to address identified program gaps.

- Coordinate with other ESFs and subject matter experts to identify long-term recovery needs of populations with access and functional needs and incorporate them into recovery strategies.
- Coordinate with animal welfare and agricultural stakeholders and service providers in long-term community recovery efforts.
- Increase awareness of communities' existing hazard mitigation plans.

- **Response Actions**

- **Pre-Impact**

Upon receiving notification to report to the SEOC in preparation of an incident, recovery agencies and organizations will complete the following actions commensurate with emergency priorities within the state and based on the availability of resources:

- Provide appropriate representative(s) to the SEOC to support recovery pre-incident planning activities.
- Maintain communications with the SEOC, obtain status reports, and keep the SEOC informed of progress of assigned tasks.
- Notify the appropriate points of contact at each respective agency and organization to pre-position resources and response personnel as needed.
- Review existing plans and procedures.
- Ensure agency decision makers are kept informed of the situation.
- Coordinate information to verify recovery capabilities and report this information on a regular basis to the SEOC Operations Section.
- Coordinate with other functional areas in anticipation of projected recovery-related needs and coordinate appropriate response efforts.

- **Initial Response**

- If agency has not already done so, provide appropriate representative(s) to the SEOC to support recovery.
- Monitor and maintain situational awareness.
- Identify and coordinate resources.
- Work with transportation to re-position recovery resources at the nearest staging area(s), as needed.
- Coordinate with MA ESF 15 (Public Information and External Affairs) on public information related to recovery activities and assistance. Coordinate with federal Recovery Support Functions as needed.

- **Ongoing Response**

- Use information provided by the SEOC Planning Section to plan effective response actions, and ascertain the need for damage assessment teams.
- Conduct ongoing re-assessment of priorities and strategies to meet the most critical of needs.
- Coordinate support for recovery activities as needed.
- Provide support in developing emergency and disaster declaration request letters.
- Ascertain the need to conduct recovery-related damage assessment.
- Provide recovery-related guidance on debris clearance and removal activities.
- Coordinate with other MAESFs as appropriate to anticipate projected recovery needs and/or coordinate appropriate response efforts.
- Provide information to the Planning Section as needed to update Situation Reports and Incident Action Plans.
- Continue to coordinate with federal Recovery Support Functions as needed.

- **Recovery Actions**

- If directed by the SEOC Manager, conduct initial damage assessments with impacted communities.
- If directed by the SEOC Manager, or MEMA Director, coordinate with FEMA to conduct preliminary damage assessments with impacted communities.
- If warranted, support the development of the request for a presidential disaster declaration.
- If a presidential declaration for public assistance is declared, support the implementation of the Public Assistance Program.
- If a presidential declaration for individual assistance is declared, support the implementation of the Individual Assistance Program.
- Make recommendations to the SCO and/or Deputy SCO on appointing personnel to staff the Joint Field Office in support of the following state-level disaster recovery programs (as needed): Individual Assistance, Public Assistance, Hazard Mitigation, Public Information, and Congressional and Legislative Affairs.
- Make recommendations to the SCO and/or Deputy SCO on the need to establish Recovery Resource Centers in coordination with impacted communities.
- Coordinate with SEOC Manager and local officials on a needs assessment of the impacted communit(ies) and determine an appropriate action plan.
- If a decision is made to open one or more RRCs, coordinate with other ESF-14 responsible agencies to provide personnel from appropriate agencies/organizations to staff the RRC(s).

- If a decision is made to open one or more DRCs, following an IA Disaster Declaration, coordinate with other FEMA and ESF-14 responsible agencies to provide personnel from appropriate agencies/organizations to staff the DRC(s).
 - Make recommendations to the SCO and/or Deputy SCO regarding the need to activate the long-term recovery committee/group to coordinate activities to meet the needs of individuals and families. The long-term recovery committee/group will be made up of MA VOAD agencies (i.e. the American Red Cross, etc.), state social service agencies, local community agencies, and private sector representatives.
 - Make recommendations to the SCO and/or Deputy SCO regarding the need for long-term case management. Coordinate with MAESF 14 agencies to identify a potential agency to contract case management services through.
 - Continue to coordinate with federal Recovery Support Functions as needed.
 - The Disaster Recovery Unit, in coordination with MEMA Regional Office(s), will schedule an Applicants' Briefing for each disaster-impacted area of the Commonwealth to advise potential eligible applicants of the availability and requirements of Federal public assistance. The application process for each eligible State and local government entity and private non-profit organization begins with the briefing.
 - Participate in after-action reviews and draft recommendations for after-action reports and other reports as appropriate.
 - Coordinate with support agencies to ensure financial tracking of all deployed assets and adequate cost accounting measures are being used. Generate summary reports and share with the SEOC.
- **Mitigation Actions**
 - Support the implementation of post-disaster mitigation grant programs.
 - Convene interagency meetings to develop an incident-specific action planning delineating specific agency participation to support community recovery and mitigation activities and to avoid duplication of assistance to recipients.
 - Coordinate with the Hazard Mitigation Unit to assist local communities with revising existing local emergency plans to include recovery planning practices and other preparedness, mitigation and community resilience-building work

4.0. RESPONSIBILITIES

4.1. MAESF-14 Primary Agency Responsibilities

- Regularly meet and coordinate with MAESF-14 supporting agencies, to:
 - Maintain a list of critical contacts, noting any changes to MEMA

- Maintain a list of ESF-specific assets which could be deployed during an emergency
- Maintain the ESF-14 Toolkit
- Report any unmet needs to MEMA
- Report to the SEOC, as directed, to staff the MAESF-14 work station.
- Maintain Situational Awareness, monitor weather conditions, and ensure a state of readiness for the ESF.
- In coordination with the Operations Section Chief, identify and coordinate MAESF 14 staffing requirements at the SEOC and MEMA Regional Offices.
- Direct, coordinate, and integrate the overall state effort to provide resources needed to support recovery.
- Communicate and coordinate with local, state, federal, and non-governmental agencies and organizations in coordinating overall recovery efforts.
- Coordinate with other MAESFs to supplement local and state recovery resources and obtain information related to vendors, volunteer groups, and other organizations that may be able to supplement local and state recovery resources.
- Provide regular updates on MAESF 14 operations to the SEOC Planning Section to aide in situational awareness reports and development of a common operation picture for the SEOC Command Staff.
- Coordinate with other responsible agencies to commit recovery resources and prioritize needs based on incident objectives and priorities. As necessary develop written procedures to implement MAESF 14 responsibilities.
- While Primary Agencies are designated in advance, this may be subject to change during an SEOC Activation, dependent on the specific circumstances and needs of the incident, and therefore the agency most appropriate to take the primary assignment.

a. Massachusetts Emergency Management Agency

- Ensure appropriate agencies with roles in supporting recovery activities report to the SEOC as needed.
- Identify and coordinate recovery staffing requirements at the SEOC.
- Coordinate overall state recovery assistance to impacted communities.
- Coordinate state resources regarding recovery, in accordance with SEOC priorities.
- Coordinate with local, state, federal, and non-governmental organizations to obtain recovery related information and to identify resource needs.
- Provide regular updates on the overall recovery effort to the SEOC Planning Unit and Command Staff to develop and maintain situational awareness and a common operating picture.

- Coordinate state and federal disaster recovery programs across the Commonwealth.
- Incorporate recovery related information into AAR's.

4.2. Responsibilities of Supporting Agencies

4.2.1 State Agencies

a. Department of Transportation

- Provide technical assistance, personnel, and resources to support recovery and restoration of transportation infrastructure.
- Assist local communities in assessing the structural integrity of transportation infrastructure.
- Provide or coordinate, as necessary, ground transportation services for recovery.
- Coordinate MassDOT agencies' participation in the FEMA Public Assistance Program, as appropriate.
- Coordinate with the U.S. Department of Transportation

b. Department of Housing and Community Development

- Provide assistance for housing, community redevelopment, and economic recovery.
- Provide assistance for mortgage financing and public housing repair and reconstruction.
- Provides long term project-based affordable housing for very low and extremely low income households
- Coordinate with local public housing authorities.
- Coordinate DHCD participation in the FEMA Public Assistance Program, as appropriate.
- Support RRC and/ or DRC Operations, as needed following a disaster.

c. Department of Conservation and Recreation

- Coordinate resources to support recovery related civil and structural engineering activities.
- Coordinate resources to support dam safety inspection activities.
- Coordinate resources to support emergency debris removal activities and debris removal estimations.
- Coordinate resources and provide expertise to support water resource/flood control engineering activities.
- Coordinate resources to support water quality/water treatment estimation related damage and impacts.

- Coordinate DCR's participation in the FEMA Public Assistance Program, as appropriate.

d. Department of Public Health

- Develop strategies for supporting recovery operations in impacted areas.
- Assist with the assessment of public health, mental health, and medical recovery needs within the impacted areas.
- Provide public health related assistance and technical expertise to damage assessment teams and impacted local communities.
- Coordinate restoration of vital health and medical support systems and facilities to operational status.
- Compile health and medical reports and other data for state officials and the SEOC.
- Support implementation of the Individual Assistance Program.
- Support RRC and/ or DRC Operations, as needed following a disaster.
- Coordinate DPH's participation in the FEMA Public Assistance Program, as appropriate.

e. Department of Environmental Protection

- Provide debris management and hazardous materials guidance and support during the recovery phase as needed, to include state debris management sites.
- Coordinate agency permitting as necessary to facilitate recovery.
- Ensure hazardous materials spills or releases are secured, removed, and disposed of appropriately during all phases of recovery.
- Coordinate respective agencies participation in recovery as needed.
- Support RRC and/ or DRC Operations, as needed following a disaster.
- Coordinate DEP's participation in the FEMA Public Assistance Program, as appropriate.

f. Massachusetts State Police

- Provide leadership in directing, coordinating, and integrating the overall state effort to provide law enforcement and security assistance to affected regions of the Commonwealth during recovery.
- Maintain routine law enforcement functions, including protection of life and property, enforcement of laws, conducting criminal investigations, and related tasks throughout the duration of recovery.
- Acquire and assess information related to the recovery situation. Identify the nature and extent of law enforcement and security problems, establish appropriate monitoring and surveillance to obtain valid ongoing information.
- Coordinate agency participation in recovery as needed.

- Support RRC and/ or DRC Operations, as needed following a disaster.
- Coordinate MSP's participation in the FEMA Public Assistance Program, as appropriate.

g. Massachusetts National Guard

- Support assessment teams during the rapid and initial assessment phases of recovery as described in the Damage Assessment Annex.
- Provide and support law enforcement and security activities in affected regions of the Commonwealth during recovery.
- Coordinate MANG's participation in the FEMA Public Assistance Program, as appropriate

h. Massachusetts Office for Victim Assistance

During recovery from an incident resulting from a criminal act:

- Support ESF-15 in development of public messages to victims.
- Work with families to provide referrals for local support, consultation, and case management services, and crime victim compensation.
- Work with ESF-8 to reach families that are with their loved ones in a hospital or other healthcare facility.
- Support DMH in identifying MOVA funded clinicians who provide disaster behavioral health, crisis counseling, emotional/spiritual support and other mental health resources required during activation
- Coordinate with federal and state law enforcement based victim service providers to ensure access to victim rights.
- Identify and coordinate relevant community based victim service providers.
- Utilize Victim of Crime Act (VOCA) or other federal funds to support free and accessible services for victims and families, as applicable.
- Utilize Askmova.org (as applicable) to provide victims online access to victim assistance programs.
- Support RRC and/ or DRC Operations, as needed following a disaster.

i. Department of Unemployment Assistance

- Provide assistance and information to disaster survivors concerning unemployment compensation, disaster unemployment assistance, and job service referrals.
- Disaster unemployment assistance program provides assistance to individuals who do not qualify for regular unemployment benefits and are out of work due to disaster; i.e. unemployed or self-employed individuals who lived, worked or scheduled to work in area impacted by disaster
- Support RRC and/ or DRC Operations, as needed following a disaster.

j. Department of Mental Health

- . Coordinate resources to provide crisis counseling to survivors, affected members of the general public and first responders.
- Coordinate DMH's participation in the FEMA Public Assistance Program, as appropriate.
- Support RRC and/ or DRC Operations, as needed following a disaster.

k. Division of Insurance

- Coordinate the provision of assistance and information to disaster survivors concerning insurance claims, adjustments, and other insurance related problems during recovery.
- Support RRC and/ or DRC Operations, as needed following a disaster.

l. Department of Transitional Assistance

- Coordinate the provision of information and assistance on available food aid programs through the food stamp program (SNAP) to assist disaster survivors and low income individuals and families in meeting basic needs.
- Support RRC and/ or DRC Operations, as needed following a disaster.

m. Executive Office of Elder Affairs

- Coordinate the provision of information concerning services available to assist elderly disaster survivors during recovery.
- Support RRC and/ or DRC Operations, as needed following a disaster.

n. Department of Revenue

- Coordinate the provision of assistance on tax and other fiscal matters to individuals, families, communities and businesses in impacted areas.
- Support RRC and/ or DRC Operations, as needed following a disaster.

o. Massachusetts Office on Disability

- Coordinate resources to ensure access to recovery related services for individuals with access and functional needs.
- Support RRC and/ or DRC Operations, as needed following a disaster.

p. Division of Banks

- Coordinate resources to ensure sound, competitive, and accessible financial services throughout the Commonwealth during recovery.
- Support RRC and/ or DRC Operations, as needed following a disaster.

q. Department of Veteran's Services

- Coordinate resources to ensure access to recovery related services for veterans, to include emergency housing, and related VA benefits and medical care.
- Support RRC and/ or DRC Operations, as needed following a disaster.

r. Other MAESFs and State Agencies/Departments

- Additional MAESFs and agencies/departments of the Commonwealth will provide personnel, technical assistance, resources, and funding to support recovery operations as specified in the Concept of Operations.
- Support RRC and/ or DRC Operations, as needed following a disaster.

s. Coastal Zone Management

- Coordinate coastal damage assessments and assemble and analyze data for the SEOC.

t. Office of Public Safety and Inspections

- Coordinate resources to support building inspection activities to assess structural integrity of buildings and structures post-incident.

4.2.2 Supporting Federal Agencies

a. Federal Emergency Management Agency

- Participate in joint recovery operations, as necessary, to determine magnitude and impact of the events damage.
- Coordinate the establishment and operation of a joint field office in or near affected communities. The field office will serve to coordinate with the state and local jurisdictions types of assistance to be offered.
- As necessary, establish Disaster Recovery Centers to provide federal disaster assistance to impacted individuals.
- Facilitate federal disaster recovery programs (IA and PA).

b. Army Corps of Engineers

- Supports the development of strategies and plans related to permanent and accessible housing, debris management, and the restoration of public facilities and infrastructure.
- Coordinate participation in the FEMA Public Assistance Program.

c. Department of Housing and Urban Development

- Provide building technology technical assistance, and assistance for housing, community redevelopment and economic recovery, public services, infrastructure, mortgage financing, and public housing repair and reconstruction.

d. Internal Revenue Service

- Provide assistance on federal tax matters to individuals, families, and businesses in impacted areas.

e. Small Business Administration

- Provide long-term disaster loan assistance to eligible homeowners, renters, businesses of all sizes, and non-profit organizations for repair, replacement, mitigation, relocation, or code-required upgrades of incident-damaged property.
- Provide loan assistance to eligible homeowners, renters and small businesses to address adverse economic impact due to the incident.

f. Social Security Administration

- Provide information and assistance regarding social security benefits to eligible disaster survivors during the recovery.

g. Department of Agriculture

- Provide emergency loans and grants for the agricultural sector; economic and technical assistance for recovery of rural community facilities, businesses, utilities, and housing; technical assistance for agricultural market recovery, community planning, and community development; and resource conservation assistance.

h. Department of Labor

- Conducts incident unemployment programs.
- Provides job training and retraining assistance, and expertise in economic assessment.

i. Department of Commerce

- Perform economic impact assessment.
- Provides economic recovery and growth assistance, technical assistance in community planning, and economic assessment expertise.

j. National Oceanic and Atmospheric Administration

- Provides natural hazard vulnerability analysis, provides assistance on coastal zone management and building community resilience, supplies geospatial technology (e.g., Geographic Information System, or GIS) assistance and coastal inundation information, performs ecosystem and damage assessments, and provides technical assistance in recovering fisheries, restoring habitat, and rebuilding coastal communities.

k. Department of Energy

- Assists in the economic assessment of an incident based on degradation to energy infrastructure.

- Provides the appropriate support and resources to assist in energy infrastructure restoration.
- Provides technical advice in radioactive debris management.
- Provides technical support for energy efficiency and sustainability practices and technology.

I. Department of Health and Human Services

- Collaborate with state, tribal, and local officials on prioritizing restoration of the public health and private medical and healthcare service delivery infrastructures to accelerate overall community recovery.
- Provide technical consultation and expertise on necessary services to meet the long-term physical and behavioral health needs of affected populations, as well as encouraging short- and long-term public financing to meet these needs.
- Coordinate the linkage of HHS benefit programs to affected populations.
- Provide technical assistance in the form of impact analyses and recovery planning support of public health and private medical and other healthcare service delivery infrastructure, where appropriate.
- Coordination of all potential HHS sources of recovery funding.

m. Department of the Interior

- Provides technical assistance in community planning, and natural and cultural resources and historic properties expertise and assistance; community liaison for federally owned lands and facilities; and natural-hazards vulnerability analysis expertise.
- Coordinates with ESF #11 – Animals, Agriculture and Natural Resources regarding long-term recovery of natural and cultural resources and historic properties.

4.2.3 Supporting Business and Non-Profit Organizations

a. Massachusetts Voluntary Organizations Active in Disaster

- Member Agencies provide long-term individual and family services, case management, assistance with unmet needs, and health and human services both directly and through other agencies.
- Member organizations share knowledge and resources throughout the disaster cycle, including recovery for individuals, families, and communities.
- Provide needs assessment and information distribution.
- Provide assistance with locating housing resources as well as assistance for repairing and rebuilding homes.
- Provide assistance with unmet needs related to obtaining/completing permanent housing.

- Coordinate volunteer resources to assist with debris clearance for homeowners and local government.
- Develop, train, and operate community long-term recovery committees to help meet individual and community needs as identified.
- Provide long-term individual and family services, case management, and assistance with unmet needs for individuals and families, and health and human services.
- Provide financial assistance to affected individuals and families for unmet needs.

4.2.4 Other Agencies

- Other agencies not explicitly named in this annex may have authorities, resources, capabilities, or expertise required to support recovery activities. These agencies may be requested to support recovery activities on an *ad hoc* basis.

5.0. ADMINISTRATION

5.1. Staffing

All agencies with recovery responsibilities must designate at least two staff members to act as an SEOC liaison. This liaison should be knowledgeable about the resources and capabilities of their respective agencies, related to recovery, and have access to the appropriate authorities for committing said resources and capabilities.

5.2. Mutual Aid

The process for requesting mutual aid from entities either within or outside of Massachusetts is described in the "Mutual Aid" section of the State CEMP Basic Plan.

5.3. Annex Review and Maintenance

This annex will be updated every two years at a minimum, in accordance with the Emergency Management Program Administrative Policy, and will ensure that appropriate stakeholder input is incorporated into updates as outlined in the MEMA Emergency Management Program Administrative Policy. Additionally, the annex will be reviewed following any exercise or activation of the plan that identifies potential improvements. Revisions to this annex will supersede all previous editions and will be effective immediately.

6.0. AUTHORITIES AND REFERENCES

STATE AUTHORITY

- Chapter 639 Acts of 1950

FEDERAL AUTHORITY

- Public Law 93-288, as amended by Public Law 100-700 and Public Law 106-390 (Stafford Act)
- FEMA Regulation, 44 CFR Part 206
- FEMA Regulations, 44 CFR, Part 14
- FEMA Regulations, 44 CFR, Part 13

REFERENCES

- National Disaster Recovery Framework (NDRF)
- Administrative Plan for Public Assistance
- Administrative Plan for Hazard Mitigation Grant Program
- Administrative Plan for Fire Management Assistance (pending FEMA Approval)
- Emergency Relief Manual for Federal Aid Highways
- Resource Recovery Center Concept of Operations
- Rapid Impact Assessment Coordination Plan
- SEOC ESF SOP Guidance Document
- Threat Hazard Identification and Risk Assessment (THIRA)
- Hazard Identification and Risk Assessment (HIRA)
- State Hazard Mitigation Plan
- Disaster Recovery Annex
- Debris Management Plan

7.0. RESOURCES AND TOOLS

- Code of Federal Regulations (CFR)
- FEMA Disaster Assistance – A Guide to Recovery Programs
- FEMA Public Assistance Program and Policy Guide
- FEMA 329 Debris Estimating Field Guide
- FEMA Individual Assistance Program and Policy Guide (draft)
- EMMIE – State Functions