



Planning Guide for Establishing and Operating an Individual Assistance Service Center (IASC)

Arizona Division of Emergency Management Recovery Section – Individual Assistance

Prepared by the ADEM Individual Assistance Program and ADEM Logistics Section

Revised January 2011

Table of Contents

Purpose.....3
Planning Guide Assumptions.....3
IASC Overview.....4
Establishment Decision Making and Notification5
IASC Participation5
Operating Principles.....6
Policy Function Checklist.....8
Planning Function Checklist.....9
Operations Function Checklist.....10
Logistics Function Checklist.....12
Finance Function Checklist.....15
List of Terms and Acronyms16
Attachment 1 – Potential Resources for IASC Participation17
Attachment 2 – Needs Assessment Information Sheet26
Attachment 3A – Client Sign-In Sheet.....27
Attachment 3B – Client Questionnaire28
Attachment 3B.1 - Client Routing Form.....29
Attachment 4 – Daily Count Summary30
Attachment 5 – ADEM Resource Request Form31
Attachment 6 - IASC Sign List32
Attachment 7 - Release of Information Form33
Attachment 8 - Sample Floor Plan34

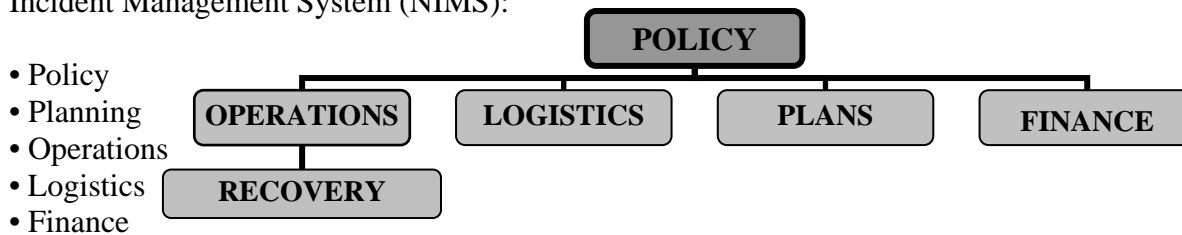
January 2011

**This Document May
Be Modified Or
Adopted By a Local
Jurisdiction for Use
In Non-State Declared
Disaster Events**

Purpose

This planning guide was developed as a reference to assist in the establishment of one or more 'one-stop' disaster human service facilities known as Individual Assistance Service Centers (IASCs). This guide may be used as a tool for decision makers when establishing an IASC and also may be incorporated into disaster recovery planning activities such as exercises, drills and training.

For consistency and clarity, this guide is designed to reflect functions within the National Incident Management System (NIMS):



This is a systems approach that provides common terminology, unity of command, and integrated communications.

This guide is structured into function-specific checklists for IASC activities.

This guide may be modified or adopted by a local jurisdiction for use in non-state declared disaster events.

Planning Guide Assumptions

- Government has responsibility for the provision of effective and efficient human services to disaster victims.
- Co-locating disaster human service providers near a disaster area assists victims in applying for assistance and receiving referrals.
- Disaster impacts may necessitate transportation assistance for disaster victims.
- Disasters can deprive individuals and families of normal means of obtaining food, clothing, basic needs and other individual assistance.
- Many individuals and families will have no insurance or insufficient coverage to properly address damages to or loss of personal property.
- As a result of a catastrophic emergency/disaster in adjacent states, Arizona may be requested to provide mass care services to evacuees.
- Service providers and resources will vary by the nature and scope of each disaster.

IASC Overview

Description

The IASC is a state managed¹ facility set up within a public building near a disaster area. IASC location is determined by the impacted jurisdiction in consultation with the state (DEMA-ADEM). IASCs can be within close proximity to an established shelter, but should not be near volunteer reception center(s). IASCs need to be handicap accessible, provide sufficient parking for victims, private areas for counselors to interface with victims and an area for young children and caregivers. The IASC is normally staffed and supported by local and state agencies, as well as Volunteer Organizations Active in Disasters (VOADs), Non-Governmental Organizations (NGOs), and Faith Based Organizations (FBOs) that have disaster recovery resources to address victim unmet needs. These agencies and organizations are co-located in the IASC. The IASC provides a single facility through which individuals, households, and businesses can conveniently access available disaster recovery assistance programs, services and referrals.

IASCs are set up with a reception area. Victims will be required to sign-in and complete a biographic questionnaire and a routing form (attachment 2A, 2B, 2B.1). Victims are routed from the reception area to case management. Biographic questionnaires are used in case management along with routing forms for development of personal victim recovery plans and in assisting victims by matching their unmet needs with available resources. Routing forms are based upon the victim's declared unmet needs and used by case managers to route the victim to one or more service providers.

An exit interview is conducted with the victim prior to his or her departure from the IASC. The exit interview is used to ensure that the victim has visited all service providers to which they have been referred, for quality control, customer satisfaction, and to answers any final questions that the victim may have.

IASCs have proven to significantly contribute to a streamlined recovery process in Arizona. The concept has been used in the field by local and state government throughout the nation. The Federal Emergency Management Agency (FEMA) has incorporated this 'one-stop' facility concept into standard procedures for disaster human services. FEMA works with the state for location of Disaster Recovery Centers (DRC). The various federal agencies that staff and support DRCs can be easily incorporated into IASCs thereby expediting the delivery of federal disaster recovery assistance as procurement time delays are eliminated.²

Mission

The IASC mission is to assist impacted communities by providing a centralized location for disaster recovery services, resources, and referrals to address unmet needs following a disaster or significant emergency.

¹ IASC procurement and operations are a responsibility of the Department of Emergency and Military Affairs - Division of Emergency Management (DEMA - ADEM).

² FEMA assistance to individuals and households requires a Presidential major disaster declaration for IA

Establishment Decision Making and Notification

The County Emergency Manager is responsible for requesting IASC establishment from the State Emergency Operations Center (SEOC) Policy Chief or DEMA - ADEM Director

The State Emergency Operations Center (SEOC) Policy Chief or DEMA - ADEM Director determines the establishment of an IASC, the opening and closing date, and will notify the Governor's Office, SEOC Policy Group, SEOC Branch Chiefs, and DEMA - ADEM Assistant Directors of the IASC establishment.

The Assistant Director, Recovery Section, is responsible for identifying the State IASC Manager, determining operating hours, notifying the impacted county(ies) of the decision to establish an IASC, and requesting the county identify the exact location of the facility.

DEMA - ADEM Logistics is responsible for surveying the proposed IASC location, equipping, and set-up, prior to the official opening and use.

The State IASC Manager is responsible for notifying appropriate state agencies and NGOs of the IASC establishment.

IASC Participation

Introduction

An effective IASC requires the participation, coordination, communication, and cooperation of government and non-government agencies and organizations capable of providing disaster recovery services, resources, or referrals (see Attachment 1), which can include:

1. Basic needs such as food, clothing, toiletries;
2. Cash assistance;
3. Employment assistance and unemployment benefits;
4. Housing Assistance;
5. Assistance with personal property;
6. Transportation, moving and storage;
7. Insurance;
8. Crisis Counseling, mental and behavioral health;
9. Others areas depending on need.
10. Clean-up and reconstruction

Local Government

It is the responsibility local government officials from the impacted cities and counties to identify if the unmet needs of the community warrant the establishment of an IASC. Officials should meet with residents and business to gauge the initial level of assistance that is needed in the community.

Local governments are encouraged to identify spaces that would be suitable to house the IASC. Typically, these spaces are public or community buildings near the affected area or shelter site. This space should be donated to DEMA-ADEM, when possible.

Additionally, Volunteer Organizations Active in Disasters, Faith Based Organizations, Non-Government Organizations, and any other community resources that would be able to provide aid should be notified about the establishment of the IASC and encouraged to participate.

State Agencies

Establishment of an IASC is a responsibility of the state (DEMA - ADEM). DEMA - ADEM has the state lead for coordinating state agency and NGO participation as noted in Emergency Support Function Six (ESF-6: Mass Care, Housing, & Human Services) of the State's Emergency Response and Recovery Plan (SERRP). In cooperation with local government, DEMA - ADEM will ensure the appropriate number and location of IASCs are established based on disaster-specific impacts.

Should the impacted jurisdiction(s) lack the ability to donate public building space, DEMA - ADEM may provide financial support for eligible costs associated with IASC procurement through the Governor's Emergency Fund, provided the Governor has declared a state of emergency that includes the jurisdiction where the IASC will be located.

Volunteer Organizations Active in Disasters, Faith Based Organizations, and Non-Governmental Organizations

Volunteer Organizations Active in Disasters (VOADs), Faith Based Organizations (FBOs), and Non-Governmental Organizations (NGOs) account for non-profit, private sector, faith based, and voluntary organizations that provide a broad range of services and resources to individuals, families, and businesses. This capability often "bridges" the unmet needs of disaster victims. The primary benefit of co-locating these organizations with governmental agencies is the convenience to those in need of recovery assistance as well as facilitating open communication and coordination amongst assistance providers to prevent duplication of benefits.

Operating Principles

IASC Principles

The IASC Manager, a DEMA - ADEM employee assigned to the IASC, and IASC personnel shall strive to operate in accordance with the following principles:

- **Mission-Focused:** The day-to-day operations will be consistent with the IASC mission;
- **Scalability:** Develop IASCs that can be rapidly established and effectively sized up or down, to include mobile capabilities, to meet the needs of the impacted community;
- **Standardization:** IASCs will be consistently operated throughout the state.

- **Accountability:** IASCs may be subject to audit;
- **Confidentiality:** IASCs are to maintain confidentiality of clients. Confidentiality is essential to IASC operation. The personal identifying information provided in the Client Questionnaire (Attachment 3B) is for the sole and explicit purpose of providing disaster relief. The information will not be distributed or shared with agencies or organizations not directly associated with this stated purpose or the IASC (Attachment 7).
- **Eligibility:** IASC services and resources will be provided based upon eligibility. Eligibility is, *in general*, limited to disaster specific impacts within a declared county or jurisdiction. Eligibility is, *specifically*, determined by each agency or organization based upon the criteria associated with the service or resource being provided.

Policy Function Checklist

General:

Policies provide overall guidance, decision-making, and supervision of IASC operations. Policy directives ensure that all operations are in accordance with the IASC mission

Functional activities:

- Coordinate IASC opening information with the Public Information Officer (PIO) once the determination has been made
- Escort IASC visits of elected officials
- Ensure public information is incorporated into all phases of IASC operations so the public is kept informed
- Ensure that IASC operational activities are consistent with policy directives
- Coordinate IASC closure information with the PIO in advance of actual closure

Public Information

The DEMA - ADEM PIO is a liaison between the Joint Information Center (JIC) and the IASC. The PIO coordinates with JIC participants in developing procedures for handling all media inquiries and distributing these procedures to all IASC participants. The PIO also assists the IASC Manager, IASC participants, and any designated spokespersons in responding to media inquiries, developing IASC specific public information documents, and posting emergency bulletins on AZ 2-1-1 website.

- Facilitate public awareness of the opening and closing of the IASC
- Ensure responses to press inquiries are coordinated
- Facilitate IASC visits of elected officials and the press
- Regularly evaluate public announcements and media releases
- Include non-governmental, local, state, and federal government representatives in appropriate internal public information briefings
- Coordinate with IASC Manager to identify any public information issues or media needs
- Develop and distribute "Letters of Appreciation" for all IASC participants
- Attend management meetings at the IASC

Planning Function Checklist

General:

The planning function is performed by the SEOC Plans Section Chief or Deputy Chief. The planning function is responsible for the initial and ongoing action planning activities of the IASC. The action plan is phased and includes deactivation.

Functional activities:

Action Planning

- Develop action plan to direct the activities of the IASC
- Conduct change of shift briefings as necessary
- Facilitate final debriefing session with all IASC participants
- Prepare and distribute an after action report to all participating agencies and organizations. The report should document successful operational procedures and any identified issues that require resolution before a future IASC operation

Operations Function Checklist

General:

The DEMA - ADEM Recovery Section is responsible for IASC operations and staffing IASC Manager(s) and IASC Specialist(s). The IASC Manager implements day-to-day IASC operations, based on policy directives and the IASC action plan, to ensure that unmet disaster recovery needs of the community are addressed. The IASC Specialist tracks visitation trends, client satisfaction, and provides status reports.

If more than one IASC is required the IASC Managers will periodically coordinate by conference call to ensure that IASC operations are standardized and consistent.

IASC Manager Functional Activities:

Liaison

- Provide a main point of contact in support of non-governmental, local, state and federal agency representatives
- Provide weekly IASC service statistics reports to Policy Group for decision-making and advance planning.

Outreach

- Establish a Referral Board to assist incoming clients with resource information
- Distribute local jurisdiction agency information/handouts participating agencies. Some examples of external resources include:
 - Chamber of Commerce
 - Ethnic Community Councils
 - Counseling/Support Groups
 - Senior Service Organizations
 - Association of Realtors
 - Animal Control
 - Animal Humane Society
- Maintain local, geographic maps depicting disaster impact area
- Compile and analyze visitor intake information as an outreach tool to identify target areas for additional outreach activities

Operational Review

- During the closure of an IASC, facilitate a review of operational strengths and weaknesses with all IASC participants
- Determine the need for stress debriefing for IASC participants and coordinate the need with an appropriate service provider.

Operations...Continued

IASC Specialist Functional Activities:

Client Appointment System

- After any disaster, there is always the potential for IASC operations to become overwhelmed by the numbers of potential clients. This is especially true during the initial days of the operation. Consideration should be given to establishing a client appointment system to provide the orderly and timely use of IASC resources.

Data Collection

- Compile and analyze daily IASC service statistics in cooperation with service providers (i.e., how many people served, what programs were provided, etc)
- Provide weekly IASC service statistics reports to IASC Manager.
- Provide weekly IASC service statistics reports to the PIO for use in increasing community awareness of the IASC
- The following forms are for data collection purposes:
 - Client Sign-in Sheet (Attachment 3A): This form is to be used at the reception area. It will function as a basis for tracking which victims are new or on return visits, which have been served and which are still waiting. Unless an appointment process has been established, the IASC operates on a first come first served basis.
 - Client Questionnaire (Attachment 3B): This form gathers biographical information from clients. The information on this form will be input by DEMA / ADEM into E-TEAM for tracking (will need to be updated by the client upon each return visit to the IASC) and provided to case management.
 - Client Routing Form (Attachment 3B.1): This form is used to state victim unmet needs and route clients to appropriate IASC service providers.
 - Daily Count Summary (Attachment 4): This form assists in determining trends in traffic, hours of operation, and necessary representation and schedule changes. The information for this form is obtained from the Client Sign-in Sheet and Routing Form.

Customer Satisfaction Survey

- A Customer Satisfaction Survey will be used with IASC service providers to identify specific target areas, systems improvements, etc. The data collected will be used for future planning.

Exit Interview

- Exit interviews will be conducted to ensure that each IASC client has received necessary and appropriate services and referrals. The Client Routing Form (Attachment 3B.1) will be used as a basis for this interview. The interview is designed to capture the client's satisfaction with IASC function and services provided by participants.

Logistics Function Checklist

General:

The activities of the Logistics function include the coordination of facilities, services, equipment, and supplies in support of IASC operations. Logistics processes service requests from the IASC Manager and IASC participants.

Functional activities:

Site Selection

Shall include (see Attachment 7 for sample IASC floor plan):

- Compatibility with the Occupational Safety and Health Administration (OSHA) and the Americans with Disabilities Act (ADA) requirements, including facility size
- In close proximity to individuals and families affected by the disaster
- Adequate office space for processing applicants and confidential discussions between clients and IASC participants. (See Attachment 6 for formula for estimating square footage)
- Sufficient number of electrical outlets, telephone outlets / lines, and data outlets / lines
- Appropriate storage, lighting, heating, ventilation, electrical, information technology, plumbing capabilities and restrooms
- Availability of adequate janitorial and waste disposal services

May also include:

- Convenient access to public transportation (e.g., highways, main thoroughfares, mass transit)
- Adequate free lighted parking areas and lighted walkways for the projected number of IASC participants and clients
- Staff break area and supply storage
- In close proximity to available food services (e.g., restaurant, coffee shop)
- Special needs:
 - Water
 - Fans or space heaters
 - Dressing rooms if clothing is provided
 - Locking storage for vouchers and checks, if appropriate
 - Space for childcare

Logistics...Continued

Facility Equipment / Supplies

Shall include:

- Access key for IASC Manager, and IASC participants, as appropriate
- Copy machine (high speed with collating and stapling capabilities), facsimile machine, computer printers and related supplies (e.g. - toner and paper)
- Partitions for cubicles / confidential client counseling areas
- Display area/desk for Referral Board, informational pamphlets, brochures, etc
- At least one folding table or desk and at least two folding chairs per IASC participant
- Additional chairs for client waiting area
- Emergency equipment (e.g., fire extinguishers, first aid kits)
- Janitorial and office supplies

May also include:

- One switchboard phone line with automated routing tree and voice messaging capability
- Laptop computers for service providers with internet connectivity
- One telephone per voice line for participants and backup communication system as necessary
- Local public telephone directories

Identification and Signs

Shall include:

- Permits necessary for legally posting IASC advertisements and location
- Multi-lingual IASC signs (attachment 6) to include:
 - Directions to the IASC from public routes;
 - Direction of traffic flow within the IASC;
 - Posting operational hours and changes, when necessary.

May also include:

- Identification badges for all IASC participants and vehicles when appropriate for parking requirements

Logistics...Continued

Staffing

- Ensure adequate support staff
- Provide adequate training to support staff as appropriate
- Provide multi-lingual capabilities, as necessary
- Ensure adequate staffing of switchboard phone line and reception/registrar at the IASC

Health and Safety

Shall include:

- Ensure the facility is current on all health, fire, and safety code compliance
- Assess the facility for any potential safety hazards and available emergency exits
- Ensure that emergency exit route information is provided to IASC participants

May also include:

- Ensure first aid kits and fire extinguishers are on-site

Security

- Provide a safe environment for clients and IASC participants during normal operations and after hours by coordinating security operations with law enforcement
- Provide locking mechanisms for doors, computer systems, files, etc

Internal Communications

- Develop and distribute the following telephone directories:
 - Internal IASC participants
 - Emergency numbers for law, fire, ambulance, medical assistance, etc
 - Information technology support
- Ensure IASC participants are provided internal communication capabilities such as computer networking, messaging system, telephone transferring, etc
- Implement ADEM Resource Request Form (attachment 5)

Logistics...Continued

Deactivation

- Return all local supplies, furniture, equipment, etc. to appropriate agencies.
- Ensure facility cleanup
- Ensure facility owner is satisfied with condition of facility post-IASC operation through written agreement

Finance Function Checklist

General Activities:

DEMA - ADEM Finance/Administration function includes tracking, analyzing and maintaining records of all costs associated with establishing, operating and maintaining the IASC.

Functional activities:

Accounting

- Track facility costs, such as furniture, janitorial and maintenance services, operational expenses, supplies, and equipment
- Provide regular financial status reports to the DEMA - ADEM Assistant Director, Recovery Section.
- Maintain accurate records

List of Terms and Acronyms

ADA -	Americans with Disabilities Act
ADEM -	Arizona Division of Emergency Management
AED -	Automated Emergency Defibrillator
CLIENT -	Term used to refer to people impacted by a disaster or emergency who are also applying for recovery assistance. Similar terms are disaster victim and disaster survivor
CPR -	Cardio Pulmonary Resuscitation
DEMA -	Arizona Department of Emergency and Military Affairs
DRC -	Federal Disaster Recovery Center
ESF -	Emergency Support Function
E-TEAM -	Web based incident management software
FBO-	Faith Based Organization
FEMA -	Federal Emergency Management Agency
HHS -	US Department of Health and Human Services
HUD -	US Department of Housing and Urban Development
IA -	Individual Assistance provided to individuals, households and businesses recovering from disaster or emergency impacts. Related term is disaster human services.
IASC -	Individual Assistance Service Center
JIC -	Joint Information Center
NGO -	Non-Governmental Organizations, account for non-profit, private sector, and voluntary organizations that provide a broad range of services and resources to individuals, families, and businesses.
NIMS -	National Incident Management System
OSHA -	Occupational Safety and Health Administration
PIO -	Public Information Officer
SBA -	US Small Business Administration
SEOC -	State Emergency Operations Center
SERRP -	State Emergency Response and Recovery Plan
VOAD-	Volunteer Organization Active in Disasters

Attachment 1 – Potential Resources for IASC Participation

Service providers and resources will vary by the nature and scope of each disaster. There is no guarantee, or expectation, that any specific service provider or resource listed in Attachment 1 will be available for any disaster. Each disaster is unique as to the human impacts that occur, as is each service provider and resource that may or may not be capable of addressing unmet needs from those impacts. The following lists are provided as suggestions for potential resources only.

Potential Local Resources - Descriptions

Organization	Address	City / State / Zip	Phone	Resource Description
Apartment Associations				Provide listings of available apartments
Area Agency on Aging				Outreach services for senior citizens
Board of Realtors				Provides listings of available rentals and other housing resources
Chamber of Commerce				Provides information regarding consumer fraud awareness, legal assistance, insurance, and financial institutions
Community Development / Services				Short-term housing options and referrals; Provides information regarding planned construction, rebuilding, clean-up and selection of design professionals.
Economic Development and Employment				Referrals for small businesses or workers displaced by the event
Finance Department				Business license information and services
Fire Department				Coordinates with local law enforcement and health department for access/re-entry into evacuated or restricted areas
Housing Authority				Provides assistance to low-income families, referrals for students and apartment dwellers
Information and Referral				Provide information regarding housing, replacement of personal property, financial assistance for rental expenses, and listings of short- and long-term rentals
Planning, Zoning and Building Departments				Provides information regarding civil engineering services, site conditions, easements, land stability, right-of-ways, parcel maps, permits for sidewalks, sewers, safety assessments, etc.
Police Department				Assist with security issues; signage (e.g. - "This Property Not Abandoned")
Public Works Department				Assists with debris removal, road clearing, signage (e.g. - Road Closure)
Regional Behavioral Health Authority				Referral services and crisis counseling
Utilities (Water, Waste, Gas, Electric, Telephone)				Provides assistance closing accounts, billing, transferring service, establishing new service, and referrals

Potential State Agency Resources - Descriptions

Organization	Address	City / State / Zip	Phone	Resource Description
Commission for the Deaf & Hard of Hearing (ACDHH)				Assist in recovery operations where persons with special needs are encountered during an emergency/disaster as requested and as available; Provide technical assistance in response to the recovery needs of deaf and/or hard-of-hearing individuals
Criminal Justice Commission (ACJC)				Administers Crime Victim Compensation program (applicable to Terrorism events)
Department of Agriculture (ADA)				Analyze the impact on the agricultural sector and recommend needs for state assistance; Advise agricultural victims of guidelines for available assistance; Coordinate with the United States Department of Agriculture (USDA), and the University of Arizona -Cooperative Extension Services (CES) to provide advice on recovery assistance; Determine the type and amount of disaster assistance being administered by USDA agencies; Provide technical assistance for farmers with the CES
Department of Economic Security (ADES)				Administers the federal Disaster Unemployment Assistance Program when implemented and regular unemployment assistance; Administers Temporary Assistance to Needy Families (cash assistance); Administers disaster food stamps; Case management
Department of Health Services (ADHS)				Coordinate crisis-counseling services with state, local, and voluntary mental or behavioral health organizations
Department of Housing (ADOH)				Work with the U.S. Department of Housing & Urban Development (HUD), local public housing authorities and other eligible participants in accessing and disbursing federal resources that may become available in time of disaster; Housing referral system for displaced households; One-time move-in assistance (rent and security deposit) for displaced households who are unable to return home within a reasonable amount of time, with no other means for relocating
Department of Insurance (ADOI)				Monitor the activities of organizations involved in the handling of insurance claims; Investigate complaints against insurance companies or licenses; Indicate the types and extent of insurance that are considered reasonable by the State Insurance Commissioner for federal assistance and permanent repair or replacement of property damaged
Department of Public Safety (DPS)				Administers Crime Victim Assistance program (applicable to Terrorism events)
Department of Real Estate (ADRE)				Provide assistance in locating real estate/rental companies for information on housing

Potential State Agency Resources... Continued

Organization	Address	City / State / Zip	Phone	Resource Description
Department of Revenue (ADOR)				Provides advice for claiming losses when filing state income tax returns
Department of Veterans Affairs (VA)				
Health Care Cost Containment System (AHCCCS)				Make available applications for healthcare coverage and determine disaster specific eligibility for those individuals, households and families with mass care and disaster recovery needs, including those with special needs
Office of Americans w/ Disabilities (AOAD)				Assist in recovery operations where persons with disabilities are encountered during an emergency/disaster as requested and as available; Provide technical assistance in response to the recovery needs of persons with limited abilities
Registrar of Contractors (AZROC)				Receive and investigate complaints against contractors who do recovery repairs and restoration construction; Provide information of licensed contractors in Arizona; Provide construction inspectors to assess damaged and/or repaired structures for safety; Provide information to the public on how to acquire a contractor for disaster repairs
Arizona State Bar Association – Young Lawyers Section				Provide legal assistance to victims of emergencies/disasters

Potential NGO Resources – Descriptions: Current lists will be provided upon opening of IASC.

Voluntary Organizations Active in Disaster (VOAD): www.azvoad.org

Regional VOADs: www.azvoad.org/index.php?option=com_content&task=view&id=52&Itemid=66

Organization	Address	City / State / Zip	Phone	Resource Description
Adventist Community Services - Pacific Union Conference	6005 Amber Oaks Ave	Bakersfield CA 93306	661-328-8500	Water distribution/tank trucks; Food prep/cooks/purchasing; Clothing-infants/children/adult; Personal hygiene supplies; Distribution center for goods; Childcare; bedding-blankets/linens.
American Red Cross - Grand Canyon Chapter	6135 N. Black Canyon Hwy.	Phoenix, AZ 85015-1892	602-336-6660 ext. 1310; 24-hour Emergency number (602) 336-6660 or 1-800-842-7349	Assistance with immediate emergency disaster caused needs including: Disaster mass care sheltering and feeding; Temporary housing; Disaster impact and damage assessment; Disaster counseling services; Disaster health related services; Financial assistance for the replacement of essential items (food, clothing, baby items, household items); Outreach services; Disaster welfare information; Bulk distribution of clean up/salvage support materials and other essential supplies; Communications-CB's-hams; Case management services; Disaster preparedness and training; First Aid/CPR training; Coordinated Assistance Network (CAN); National Shelter System (NSS); Safe and Well Registry Website
American Red Cross - Southern Arizona Chapter	4601 E. Broadway Blvd.	Tucson, AZ 85711-3511	520-318-6740 Emergency 520-975-1891	Same as Grand Canyon Chapter
Arizona Community Action Association	2700 N. 3 rd St. Suite 3040	Phoenix, AZ 85004	602-604-0640	Trained volunteers in areas of communication, housing (eviction prevention), and utility assistance.
Arizona Ecumenical Council	4423 N. 24th Street, #750	Phoenix, AZ 85016	602-468-3818	Assists with funds where needed. AzCares Fund, Communications
Arizona Humane Society	1311 W. Hatcher Rd.	Phoenix, AZ 85021	602-997-7585 Ext 2071, 24 Hr Dispatcher 602-997-7758 X 2073 877-997-7585 X2073	Untrained volunteers; Animal sheltering/rescue.

Potential NGO Resources...Continued

Organization	Address	City / State / Zip	Phone	Resource Description
Arizona Insurance Information Association	11801 N. Tatum Suite 142	Phoenix, AZ 85028	602-996-7009	Coordination with consumers and companies involved in the handling of insurance claims
Arizona Nurses Association	1850 E. Southern, #1	Tempe, AZ 85282	480-831-0404 x 104	volunteer assistance
Arizona Statewide Independent Living Council	2400 N Central Suite 105	Phoenix, AZ 85004	602-262-2900	Deals with Special Needs Population Issues
Ashram of Enlightenment	PO Box 812	Cornville, AZ 86325	928-649-3335	Hindu Retreat Center providing disaste relief assistance
Association of Arizona Food Banks	2100 N. Central, Ste 230	Phoenix, AZ 85004	602-528-3434 Emergency 602-909-0240	Transportation-Truck; Food distribution trucks; Food Coordination of food banks
Catholic Social Service	4747 N. 7th Avenue	Phoenix, AZ 85013	602-285-1999 x3926 Emergency 602-999-4598	Funding – Cash/Grants/Loans; Trained volunteers for counseling and family services assistance; Untrained volunteers; Case Management
Christian Emergency Network	3434 Anthem Way, Ste. 118#184	Anthem, AZ 85086-0449	520-577-6589	Emergency Communication; Faith Based Organization coordination
Christian Reformed World Relief Committee (CRWRC)	3409 E Indianola;	Phoenix, AZ 85013	602-956-1219	Untrained volunteers; Clean-up/home repairs; Longterm rebuilding & repair of disaster damaged homes; Building trades professionals; Needs assessment; Organizational capacity building.
Christian Science	6934 E. 1 st Avenue, #104	Scottsdale, AZ 85251	480-429-8867 Toll Free 866-429-8867	Untrained volunteers available in any phase at any time to pray with suffering people.
Church of the Brethren Emergency Response Service Ministries	1443 S. Beck	Tempe, AZ 85281-6401	480-966-0034 602-370-8089 800-451-4407	Trained Volunteers for childcare; Clean up/Home repairs.
Church World Services	Urb Las Mercedes Calle 3 B-85	Las Piedras, PR 00771	Cell: 917-434-1433	Coordination of faith based organizations; initiation of long-term recovery; long-term recovery committee start-up funding; response and recovery training
Community Information & Referral	1515 E. Osborn, The Annex	Phoenix, AZ 85014	602-263-8845 ext. 111	Emergency Communication; 24 Hour Call Center; Free Community Voicemail
Creating Community Inclusion	3317 E. Bell Rd Suite 101	Phoenix, AZ 85032	602-859-0181	Deals with Special Needs Population Issues

Potential NGO Resources...Continued

Organization	Address	City / State / Zip	Phone	Resource Description
ElderBuilders	3045 N. Tani. Rd	Prescott Valley, AZ 86314	928-899-1382	Deals with Special Needs Population Issues
Foundation for Senior Living	1201 E. Thomas Road	Phoenix, AZ 85014	602-285-1800	Distribution center for goods/services; Feeding kitchen/eating hall (Peoria & Wickenburg); Case management; Counselors/pastors; Clean-up/home repairs.
Jewish Federation of Greater Phoenix	12701 N. Scottsdale Rd. Ste. 201	Scottsdale, AZ 85254-5453	480-634-4900, ext. 1106 (office)	Assistance with immediate emergency disaster caused needs; Temporary housing assistance; Financial assistance for the replacement of essential items (food, clothing, baby items, household items); Outreach services; Long-term recovery unmet needs
Hands on Greater Phoenix	5151 N. 19th Ave. #200	Phoenix, Az 85015	602-973-2212 x228, Emergency 480-586-8693	Communication to community agencies/corporations/volunteers regarding needs - volunteer recruitment; volunteer management; volunteer reception center coordination
Jewish Federation of Southern Arizona	3822 E. River Road	Tucson, AZ 85718	520-577-9393	Assistance with immediate emergency disaster caused needs; Temporary housing assistance; Financial assistance for the replacement of essential items (food, clothing, baby items, household items); Outreach services; Long-term recovery unmet needs
Lutheran Social Services of the Southwest	1525 N. Power Rd.	Mesa, AZ 85205	480-325-4901 Emergency 602-451-5052	Funding – Cash/Grants/Loans; Personal inquiries; Unmet needs assessment; Case management.
Lutheran Social Services of the Southwest	5049 E. Broadway Blvd., #102	Tucson, AZ 85711	520-748-2300 x 21	Funding - Cash/Grants/Loans; Personal inquiries; Unmet needs assessment; Case management
Maricopa County Animal Care & Control	2323 S. 35th Ave.	Phoenix, AZ 85009	602-506-2794	Animal Sheltering and Rescue
Mennonite Disaster Service	3662 E. Willow	Phoenix, AZ 85032	Emergency/Cell 602-478-1588 602-992-0546	Unmet needs assessment; Home clean-up/repair; Rebuild home – primary.
National Emergency Communications Foundation	5391 W. Kesler Lane	Chandler, AZ 85226	480-707-8423	Radio communications, education, public service
Pure Heart Christian Fellowship	17855 N. Black Canyon Hwy	Phoenix, AZ 85a023	602-866-8850 623-465-9522	Volunteer pool deliver food boxes for the hungry or after a fire. Would also like to help in any way.

Potential NGO Resources...Continued

Organization	Address	City / State / Zip	Phone	Resource Description
Seventh Day Adventist Church Conference			480-991-6777 x111	Home clean-up/repair; long-term recovery unmet needs
Sikh Dharma	2245 N. 8th St	Phoenix, AZ 85006-1609	602-229-1032	Volunteers; Community outreach
St. Vincent de Paul	PO Box 13600	Phoenix, AZ 85002-3600	602-277-1957	Feeding Kitchen/eating hall; Food prep/cooks/purchasing/distribution; Food canteens/van kitchens/distribution trucks; Food/feeding equipment/utensils; Family services assistance; Clothing-infant/children/adult; Personal hygiene supplies; Unmet needs assessment; Furniture; Bedding-blankets/linens; Funding – Cash/Grants/Loans.
Southern Baptist Convention - Arizona Disaster Relief (SBC)	2240 N Hayden Rd Suite 100	Scottsdale, AZ 85257	602-841-9691	Trained Volunteers; Volunteer coordination; Trained Chaplains; Emergency feeding kitchen unit; Shower Trailer Units; Debris removal Chain Saw Team; Storm Recovery Mud-out Teams; Water purification units
Tanner Community Development Corporation / Church	1522 E. Southern Ave.	Phoenix, AZ 85040	602-243-0404	Funding - Cash/Grants/Loans; Personal inquiries; Unmet needs assessment; Case management
The Salvation Army	2707 E. Van Buren St. Mailing: PO Box 52177	Phoenix, AZ 85008 Phoenix, AZ 85072	602-267-4174	Donations management; Distribution center for services; Distribution center for goods; Feeding kitchens and congregate dining rooms; Housing – shelter with toilets/showers; Mass shelter; Warehouse(s); Communication-CBs-hams base/portable units; Food canteens-vans-kitchens-distribution trucks; Transportation vehicles-auto/buses/trucks/vans; Funding-cash/grants/loans; Personal inquiries; Unmet needs assessment; Case management; Child care; Clerical/office; Communication; Counselors; Family services assistance; Food preparation-cooks/purchase/distribution agents; Services of untrained volunteers; Appliances-kitchen/laundry, etc.; Beds-frames/mattresses/springs; Bedding-blankets/linens/bath supplies; Clothing – adult/children/infant; Cots; Feeding-food/feeding equipment/utensils, etc.; Furniture; Housing resources – temporary.

Potential NGO Resources...Continued

Organization	Address	City / State / Zip	Phone	Resource Description
Tzu Chi Foundation (Taiwan Buddhist)	2145 W. Elliot Rd.	Chandler, AZ 85224	480-838-6556	Financial assistance
United Church of Christ - Southwest Conference	14248 N. 56th Place / 1107 E. Bluefield Ave.	Scottsdale, AZ 85254 / Phoenix, AZ 85022	602-867-4837 602-992-7972	Long-term recovery unmet needs
United Methodist Church - Desert Southwest Conference	1550 E. Meadowbrook	Phoenix, AZ 85014-4040	602-266-6956 ext. 217	Link to UMCOR & funding & other resource support.
United Way	Various locations	Arizona		Cash donations management; long-term recovery unmet needs; non-profit agency coordination
Volunteer Center of Maricopa County	722 E. Osborn Suite 400	Phoenix, AZ 85014	602-263-9736 x501 Emergency 602-995-8937	Spontaneous volunteers and spontaneous volunteer management; Untrained volunteers; Volunteer management training; Volunteer Center.
Volunteer Center of Southern Arizona	924 N. Alvernon Way	Tucson, AZ 85711	520-881-3300	Volunteer management; Volunteer reception center; Untrained volunteers, cash donations management
Volunteer Lawyers Program	305 S. Second Ave	Phoenix, AZ 85036	602-258-3434	Provide legal assistance to victims of emergencies/disasters

Potential Private Sector Resources - Descriptions

Organization	Address	City / State / Zip	Phone	Resource Description
Home Depot	4100 E. Broadway #170	Phoenix, AZ 85040	602-617-7397	Corporate Partner providing goods, volunteers and financial resources in large scale disaster emergencies
Wal-Mart		Arkansas	479-277-3278 Emergency Operations Center (24 hrs): 479-277-1001	Corporate Partner providing goods, volunteers and financial resources in large scale disaster emergencies
Universal Beverages	PO Box 23913	Tucson, AZ 85711	520-304-2558	Fruit Beverages & Fruit by-Products

Attachment 2- Needs Assessment Information Sheet



Arizona Division of Emergency Management

Recovery Section – Individual Assistance

5636 East McDowell Road, Building 5507, Phoenix, Arizona 85008-3495

(602) 244-0504 1-800-411-2336



Needs Assessment Information Sheet

Date: _____

Name: _____

Contact Phone:

Address:

Nature of Disaster Caused Damage:

Immediate & Urgent Needs:

Attachment 3A – Client Sign-In Sheet

Individual Assistance Service Center

Location _____

Date: _____

Page ____ of ____

Client Sign-In Sheet

(Please Print)

#	New Client? (Y / N)	Last Name	First Name	Middle Initial	Time
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					

Attachment 3B – Client Questionnaire

Personal Identifying Information

[Yellow box for Registrant Name (Last, First, MI)]

Registrant Name (Last, First, MI)

[Yellow box for Date of Birth (MM/DD/YYYY)]

Date of Birth (MM/DD/YYYY)

[Yellow box for FEMA Registration Number]

FEMA Registration Number

[Yellow box for Red Cross Number]

Red Cross
Number

[Yellow box for Social Security Number]

Social Security Number

Pre-Disaster Address:

[Yellow box for Street and/or Box No.]

Street and/or Box No.

[Yellow box for Other Phone No. (Include Area Code)]

Other Phone No. (Include Area Code)

[Yellow box for City/Town, State & Zip]

City/Town, State & Zip

[Yellow box for County]

County

Photo Identification You Are Providing

[Yellow box for Photo Identification]

Type/Source

Dependents in Damaged Residence (Name & Age)

1)

2)

3)

4)

5)

COMMENTS:

[Yellow box for Comments]

STATEMENT OF TRUTH: By signing this questionnaire I swear under penalty of perjury that:

* My household is in need of immediate assistance as a result of _____
emergency/disaster * The statements made about my family's circumstances are true and correct to the
best of my knowledge, and I have not withheld any information.

[Yellow box for Date]

Date

[Yellow box for Signature of Registrant]

Signature of Registrant

[Yellow box for Signature of Witness]

Signature of Witness

Attachment 3B.1 – Client Routing Form

Individual Assistance Service Center

Location

Date:

Registrant Name (Last, First, MI)

IASC Organization	Request	Visited	Provided Info / Referral (Explain)	Resource Provided (Explain)
Point of Contact:				
Point of Contact:				
Point of Contact:				
Point of Contact:				

Attachment 6 - IASC Sign List

<u>Sign Name / Description</u>	<u>Quantity</u>
▶ ADEM (with logo)	2
▶ Aging Services	1
▶ Agricultural Assistance	1
▶ American Red Cross	2
▶ Arrows	12
▶ Case Management	2
▶ Cash Assistance	1
▶ Child Care	4
▶ Clothing	1
▶ Crisis Counseling Services	2
▶ Days/Hours of Operation	4
▶ DES	2
▶ Disaster Food Stamps	1
▶ Disaster Unemployment Assistance	1
▶ Entrance	2
▶ Exit	2
▶ Exit Interview	2
▶ Free Legal Services	2
▶ Furniture	1
▶ Housing	2
▶ Hygiene Kits	1
▶ IASC Manager	1
▶ Individual Assistance Service Center	4
▶ Individual Assistance Service Center (Left Arrow)	4
▶ Individual Assistance Service Center (Right Arrow)	4
▶ Insurance Services	2
▶ Local Officials	1
▶ Mitigation	1
▶ No Smoking	4
▶ Parking	4
▶ Parking (handicap sign)	4
▶ Reception	4
▶ Restroom	4
▶ Social Security	1
▶ Tax Assistance	2
▶ The Salvation Army	2
▶ Veterans Services	1
▶ VOAD	8

Attachment 7 – Release of Information Form

CONFIDENTIALITY: *The personal identifying information provided in the Client Questionnaire is for the sole and explicit purpose of providing disaster relief. The information will not be distributed or shared with agencies or organizations not directly associated with this stated purpose or the Individual Assistance Service Center (IASC).*

A. I, _____ , hereby authorize the Arizona Division of
(Print Name) Emergency Management (ADEM) to release to
the agencies or persons located within the Individual Assistance Service Center (IASC)
any information that is relevant and necessary for the purpose of providing assistance for
my needs caused by _____.
(Name of Disaster)

B. I, _____ , hereby authorize the agencies or persons
(Print Name) located within the Individual Assistance
Service Center (IASC) to release to the Arizona Division of Emergency Management
(ADEM) any information maintained by the agencies or persons that is relevant and
necessary for the purpose of providing assistance for my needs caused
by _____.
(Name of Disaster)

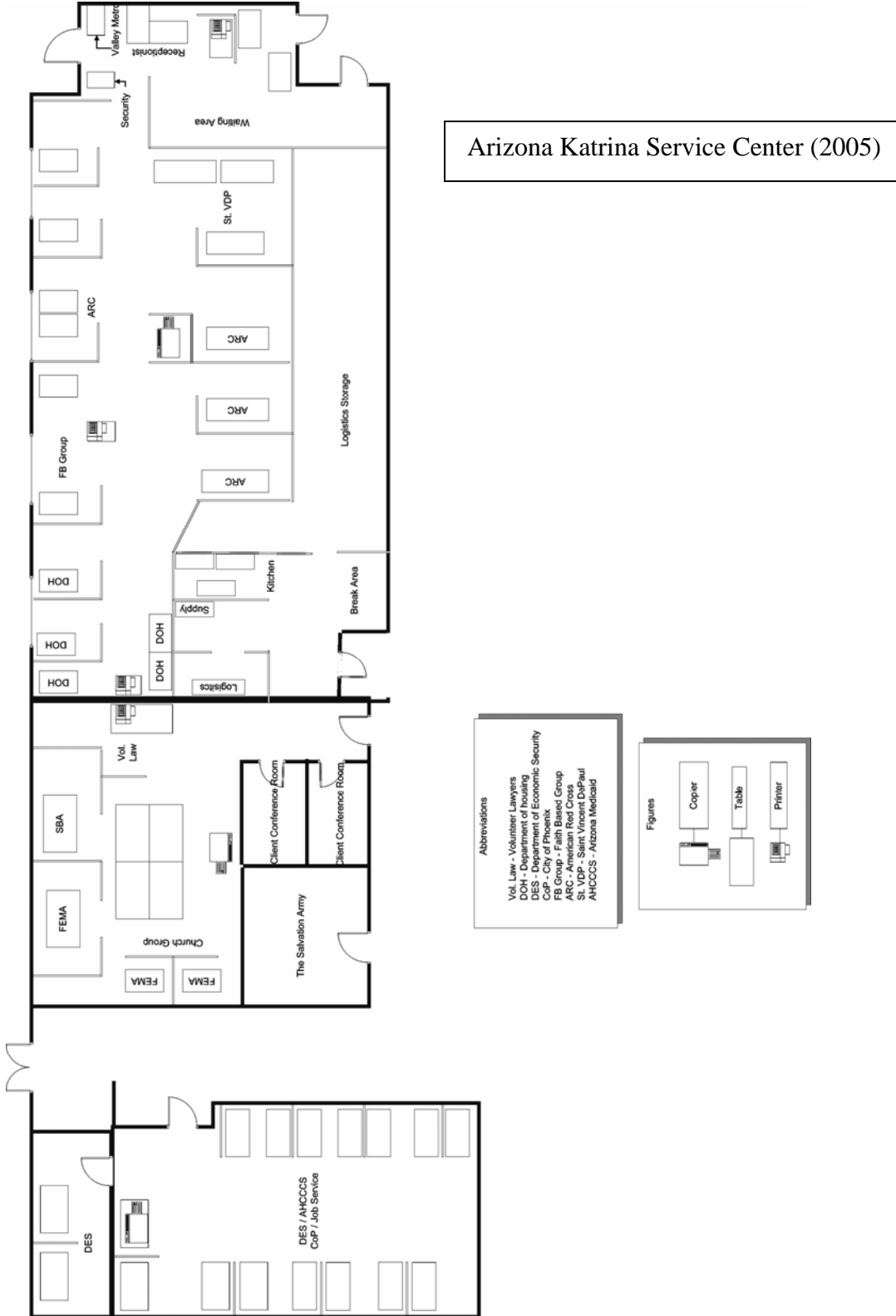
**C. If you wish to limit this release to specific information, please specify the information
that may be released:** _____

D. If you wish to limit this release to specific agencies, please specify the agencies: _____

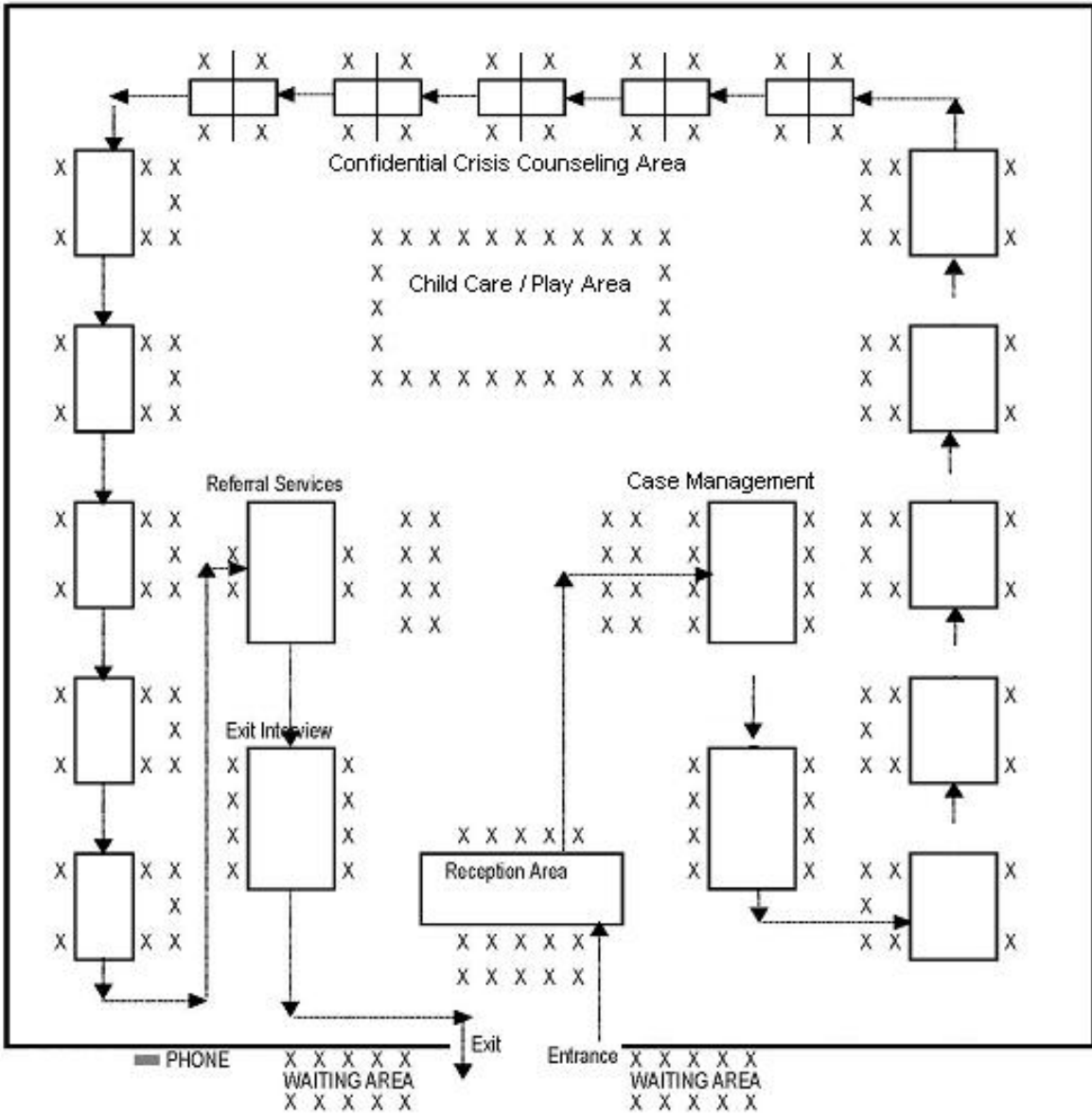
Head of Household	Spouse
_____	_____
Signature	Signature
_____	_____
Date	Date

Attachment 8 – Sample Floor Plan

The diagrams below represents floor space of the 2005 Arizona Katrina Service Center AND an example model of approximately 5,000 square feet.



Example Model - 5,000 Square Feet



Formula for estimating square footage:

150 square ft for each IASC participant PLUS 50 square ft for each client that could be in the IASC at a given time.³

Example: A center to accommodate 10 IASC participants and 30 clients at any given time would require a minimum of 3,000 square ft: (150 square ft x 10 IASC participants) + (50 square ft x 30 clients).

NOTE: IASCs may require more or less square footage based on the size and magnitude of the event. Partitions of some type may be necessary for private consultation, counseling, or if one table is used to interview more than one client.

³ FEMA requires a DRC to have minimum square footage of 1600-1800 square feet