



MONTEREY COUNTY OPERATIONAL AREA

Emergency Operations Plan (EOP)

ANNEX: Family Assistance Center Plan

The seal of Monterey County, California, is visible in the background. It features a central figure holding a staff, surrounded by a circular border with the text "MONTEREY COUNTY CALIFORNIA" and the year "1850".

AGENDA

- Planning Principles
- Emergency Operations Plan (EOP)
- Annex | Family Assistance Plan
- Questions and Comments



PLANNING PRINCIPLES

- Fundamentally a process to **manage risk**.
- Planning must be **community-based**, representing the whole population and its needs.
- Logical and analytical **problem-solving process**.
- Considers **all hazards** and threats.
- Flexible enough to address both **traditional and catastrophic incidents**.
- Identify the **mission** and supporting goals.
- Depicts the **anticipated environment** for action.
- Identifies tasks, allocates resources to accomplish those tasks, and **establishes accountability**.
- Recommend to those with **operational responsibilities** what to do and why to do it, and they instruct those outside the jurisdiction in how to provide support and what to expect.



COUNTY OF MONTEREY
OPERATIONAL AREA



**EMERGENCY
OPERATIONS
PLAN (EOP)**

EMERGENCY OPERATIONS PLAN

November 2020

DRAFT



COUNTY OF MONTEREY

OFFICE OF EMERGENCY SERVICES

Paul Ireland
Emergency Services Manager
1322 Natividad Rd.
Salinas, CA 93906
(831) 796-1900

Emergency Operations Plan

Part I

THE BASIC PLAN



Monterey County Operational Area
(MoCo Op Area EOP)
Part 1

October 2007

MONTEREY COUNTY EMERGENCY OPERATIONS PLAN



Office of Emergency Services
County of Monterey

March 1, 2014

OVERVIEW

- **Government-level approach** to emergency operations.
- Operational **response** functions.
- How to fulfill its mission of **providing resources** to satisfy **unmet needs**.
- Identifies the **departments and agencies** designated to perform response and recovery activities.
- Specifies **tasks** that must be accomplished.
- Outlines the integration of **disaster assistance** that is available to local jurisdictions beyond what the local jurisdiction can satisfy.
- Specifies the direction, control, and communications **procedures and systems** that will be relied upon to alert, notify, recall, and dispatch emergency response personnel.
- Provides **coordinating instructions** and provisions for implementing MAAs.
- Describes the **logistical support** for planned operations.



Traditional EOP Format



Basic Plan



Functional Annexes



Hazard, Threat, or
Incident Specific Annexes

WHAT'S NEW?

- Reorganized.
- Greater emphasis on Communication and Public Information.
- Greater emphasis on coordination with local and county partners.
- Standardized and uniformed best practices.

- New OES Historical Events Timeline.
- Added Whole Community principles.
- Inclusion of Access and Functional Needs throughout.
- Integration and alignment of BOS Strategic Initiatives with goals and priorities of emergency operations.
- Added Assumptions.
- More in-depth Situation Overview.
- Mutually reinforcing hazard assessment in alignment with the Hazard Mitigation Plan.
- Expanded list of threats and hazards.
- Updated list of historical disasters.
- Inclusion of Core Capabilities outlined by the National Preparedness Goals and National Response Priorities of FEMA – a standard expected of emergency management.
- New chapter focused on agency responsibilities.
- Activation Levels modified per State change in CA Emergency Services Act.
- Updated EOC Organization Chart.
- New chapter focused on Control and Coordination.
- New Coordination Call Template and Standard.
- Inclusion of MHOAC Responsibilities.
- New chapter focused on Communication and Public Information; Emphasis on monitoring the operational area and alert and warning.
- Inclusion of human resources in emergencies.
- Updated Authorities and References.
- Self review of FEMA EOP Review Crosswalk.
- Inclusion of Monterey County Code of Ordinances.
- New Situation Report Template (A best practice implemented at the start of the pandemic).
- OA Coordination Call Template (A best practice implemented in 2019).
- New After Action Report Template.

COUNTY OF MONTEREY
OPERATIONAL AREA

ANNEX N |
FAMILY
ASSISTANCE
CENTER PLAN



EMERGENCY OPERATIONS PLAN
ANNEX | FAMILY ASSISTANCE CENTER
PLAN

SEPTEMBER 2020

DRAFT



OVERVIEW

- Outlines County's response for reunification and assistance to individuals & families after a disaster
- Forms of Response:
 - Family Assistance Centers
 - Local Assistance Centers
 - Virtual Assistance
- Plan was approved by the Disaster Council in November 2020.



MONTEREY
COUNTY OFFICE
OF EMERGENCY
SERVICES



MONTEREY
COUNTY DISTRICT
ATTORNEY'S
OFFICE



MONTEREY
COUNTY RMA
BUILDING
(PERMITS)



MONTEREY
COUNTY HEALTH
ENVIRONMENTAL
SERVICES



MONTEREY
COUNTY
PUBLIC WORKS-
ENCROACHMENTS



- Reunification and Information
- Human and Support Services
- Disaster Recovery Assistance

- Family Assistance Center (FAC)
- Local Assistance Center (LAC)
- Virtual Operations
- Federal, State, County, Local, NGO Participation and Staffing.

CONCEPT OF OPERATIONS

Family Assistance Center

Timeframe: Immediate aftermath and response

Services:

- Reunification
- Notifications
- Information and Investigations
- Counseling
- Spiritual Needs
- Mental Health Needs

Examples:

- Active Shooters
- Earthquakes

Local Assistance Center

Timeframe: Longer term response to a disaster

Services:

- Information
- Counseling Resources
- Recovery Services

Examples:

- Wildfires
- Floods

Virtual Assistance Center

For those that can't access a family or local assistance center.

Services:

- Information
- Resources
- Plans and Maps

- 24/7 presence
- Continuing the "One Stop Shop"
- On going recovery needs
- Maintained by OES / PIO

2020 FIRES

- **INCIDENT:** Three fires involving thousands relocated in the County
- **SERVICE:** Local Assistance Center at Monterey Conference Center. Virtual Assistance Center stood up within hours and is still available.
- **AGENCIES:** 23 Federal, State, County and Non-Profit agencies responded
- **HOURS:** Open 14 days (8/30-9/12)
- **IMPACT:** 259 families served



