SUNDAY, APRIL 27, 2014
ARKANSAS TORNADO RESPONSE & RECOVERY
Faulkner, Pulaski, & White Counties

Scott Bass, Disaster Management Division Director
Jodi Lee, State Recovery Manager

EVENT OVERVIEW

FEMA 4374 - DR. ARKANSAS
SEVERE STORMS, TORNADOES, AND FLOODING
- Incident period: April 27, 2014
- Governor’s Request Date: April 28, 2014
- Major Disaster Declaration declared on April 29, 2014
- Individual Assistance (Assistance to individuals and households)
  Faulkner County, Pulaski County, Randolph County and White County
- Public Assistance (Assistance to State, Local, Tribal and Territorial governments and
certain private-non-profit organizations for emergency work and the repair or
replacement of disaster-damaged facilities)
  Clay County, Cleburne County, Faulkner County, Fulton County, Independence
  County, Izard County, Jackson County, Lawrence County, Randolph County,
  Sharp County and White County.
- Hazard Mitigation Grant Program
  All jurisdictions in Arkansas

TORNADO #1 Mayflower, Vilonia, El Paso - EF-4 (Est. 180-190 MPH)
41.3 Miles x 1320 Yds Wide
7:06 PM – 8:02 PM
5.4 W Ferndale, Pulaski County - 1.4 NE El Paso, White County
ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

TORNADO #2 Center Hill - EF-2 (Est. 125-135 MPH)
7.4 Miles x 880 Yds Wide
8:16 PM – 8:25 PM
2.4 WSW Center Hill, White County - 5.0 NE Center Hill, White County

TORNADO #3 Steprock - EF-0 (Est. 70-80 MPH)
1.7 Miles X Unknown Width
8:38 PM – 8:40 PM
0.9 ESE Steprock, White County - 2.0 ENE Steprock, White County

TORNADO #4 Denmark - EF-1 (Est. 90-100 MPH)
5.3 Miles x Unknown Width
8:43 PM – 8:48 PM
5 WNW Velvet Ridge, White County - 2.4 NNE Denmark, Jackson County

TORNADO #5 Thida - EF-1 (Est. 90-100 MPH)
0.7 Miles x Unknown Width
8:52 PM – 8:53 PM
4.2 E Pleasant Plains, Independence County - 4.6 E Pleasant Plains, Independence County

IMPAKTS
- Approximately 153 Injuries
- 19 Fatalities
- Critical Utilities to include Electric, Water, and Waster Water
- Economic impact to include job and tax loss.

RESPONSE
FIELD OPERATIONS & STATE EMERGENCY OPERATIONS CENTER

RESPONSE
SEOC Standby Team was created on Friday, April 25, 2014
- Advanced team identified to respond
- 2 Shifts beginning 0700-1900 and 1900-0700

FEMA
- Leaned forward with an IMAT team from FEMA Region VI staged in Little Rock, AR.
Consisted of an FCO, Operations, Planning, Logistics, and Support Staff
- Supported the SEOC beginning Sunday Evening

EMAIL from the NWS – Little Rock
Saturday, April 26, 2014, 10:55 AM
We will see some thunderstorms in Arkansas on Sunday morning and these will move eastward during the afternoon. There is some threat of severe weather with these storms.
Greater chances of severe weather will exist with storms redeveloping at or near late afternoon Sunday in the western part of the state. These storms will move to the east during the evening, exiting eastern Arkansas a few hours after midnight.
Large hail (some greater than golf ball size), damaging winds, and some tornadoes are expected. There could be at least a couple of tornadoes of EF2 or greater intensity. All in all, this looks to be our biggest severe weather threat so far this year.
Some storms are likely to redevelop in the state on Monday (mainly during the afternoon), especially over the southeastern half of Arkansas. Severe weather could occur once again, with large hail, damaging winds, and a few tornadoes all possible. The farther east you go in the state, the better the chances of severe weather. These storms should not affect Arkansas early Monday evening.
As is usually the case when we have several rounds of storms, some heavy rain is going to occur. Rainfall amounts from Sunday morning through Monday evening. Over western Arkansas, totals in the 1/4 to 1/2 inch range should be the most common. Elsewhere, 1/2 to 3/4 inch totals are most likely, and there could be isolated totals in amounts in eastern Arkansas.
ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RESPONSE

- No significant weather on Saturday, April 26, 2014
- Weather began entering the state early morning of April 27, 2014
- ADEM continued to monitor the event and remained ready to respond.
- Maintained communications with Directorate and Operations Branch
- Communications with the NWS and FEMA Region VI
- Arkansas Response and Coordination Center (ARCC) monitored minor weather throughout the day.

ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RESPONSE

- ARCC began receiving damage reports via cell phone and AWIN radio shortly after initial impact. ARCC quickly became overwhelmed and in coordination with the Directorate the SEOC was activated.
- SEOC Activated at a Level 2 (Limited Activation) at approximately 8:30 PM.
- County Judge declared a disaster at 8:35 PM (Verbal Declaration).
- Staff were unavailable to support due to location of event. Several staff lived between the agency and the damaged area. They were cut-off by the damages and unable to return.
- Required to identify other staff near the agency.

ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RESPONSE

-ACs Coordinated Request for Assistance (RFAs) due to communications failures at the agency.
- ADEM Area Coordinators supported the response efforts and embedded themselves with the Incident Command Post. Provided technical advice and situational awareness.
- ADEM Area Coordinators continued to monitor their designated areas as the storms passed.
- ADEM Central Area Coordinator responded immediately. He was sheltered in a storm cellar and cut off with all communications. He was unaware to the status of his home until later this evening. His home was destroyed.

Arkansas' Homeland Security & Preparedness Agency
RESPONSE
- SEDC stayed at 24HR operations for the first 3-7 days and transitioned over to 12HR operations once SAR demobilized and transitioned to sustainment.
- Most Emergency Support Functions (ESFs) responded with some type of support.

ESF #1 – Transportation Report Road Closures and other situational awareness info.

District 6
4/27/2014 @ 9:45 PM
Pulaski Co: Hwy 300 section 2 from Natural Steps to Roland is closed due to downed power lines.

District 8
4/28/2014 @ 8:04 AM
Faulkner Co: Hwy 365B from Hwy 89 East in Vilonia is closed due to tornado damage.

4/28/2014 @ 8:04AM
Faulkner Co: Hwy 64B in the city of Vilonia is closed due to tornado damage.

ESF #2 – Communications
- SGW and 42 radios delivered to Vilonia.
- Verizon: Portable towers (COWS) in Vilonia and Mayflower are operational. Fiber cut in Vilonia was repaired as of 1:45 AM. Charging stations set up at command centers in Mayflower and Vilonia. Representatives and volunteers are continuing to monitor situation, providing any response as necessary.
- AT&T: Temporary cell tower (CDM) in Mayflower is up and functional. Cell service in Vilonia is functional from existing tower. Representatives and volunteers are continuing to monitor situation, providing any response as necessary.
- AWIN Status: All sites up and operational

ESF #3 – Fire
- The Arkansas Forestry commission had several crews working throughout the night in the Mayflower, Vilonia and Ferriday areas using dozers to help clear roads.
- Brought in more crews to staging area in Vilonia

ESF #4 - Mass Care, Housing, and Human Services
- We are supporting shelters in Pulaski and Faulkner counties.
- American Red Cross has activated the FROST team to coordinate shelter support.
- Bottled water and food is enroute or on site.
- Donations management team is enroute to Vilonia.
- Damage assessment teams have been deployed by Southern Baptist Disaster Services, Convoy of Hope, and American Red Cross.
- Coordinating with the FEMA Mass Care IMAT.

ESF #6 – Mass Care, Housing, and Human Services
- ADH and surrounding Water Systems (Conway & Little Rock) continued to provide support to the Mayflower Water System. At this time water pressure is restored in most areas. However, the boil order will remain in effect until all bacterial sampling can be conducted and tested which should be completed early next week.

ESF #8 - Health & Medical
Mayflower Water System
- ADH and surrounding Water Systems (Conway & Little Rock) continued to provide support to the Mayflower Water System. At this time water pressure is restored in most areas. However, the boil order will remain in effect until all bacterial sampling can be conducted and tested which should be completed early next week.

Arkansas Children's Hospital: 11
Baptist LR: 13
Baptist NLR: 11
Central AR VA: 0
Conway Regional Medical Center: approx. 91
North Metro: 6
Saline County MC: 0
St. Vincent Morrilton: 0
St. Vincent LR: 6
St. Vincent North: 2
UAMS: 12
Baptist Heber Springs: 0
White County MC: 1
Total: approx. 153

EMS/Medical Response
- ADH Section of EMS coordinated the provision of 3 Advanced Life Support (ALS) Ambulances from NEMS to be available at the stations in the impacted areas to support recovery/cleanup operations over the weekend.
- ADH worked to fill a request for medical support to the ADEM/FEMA Bereavement Team tentatively set to deploy on Saturday.
- ADH has received updated numbers for patients transported to area hospitals via EMS as well as patients that self-presented to ERs.
- Arkansas Children's Hospital: 11
- Baptist LR: 13
- Baptist NLR: 11
- Central AR VA: 0
- Conway Regional Medical Center: approx. 91
- North Metro: 6
- Saline County MC: 0
- St. Vincent Morrilton: 0
- St. Vincent LR: 6
- St. Vincent North: 2
- UAMS: 12
- Baptist Heber Springs: 0
- White County MC: 1
- Total: approx. 153
ESF #9 – Search and Rescue
- Resources for Urban Search and Rescue (USAR) relocated from Little Rock to Vilonia City Hall.
- Urban Search and Rescue team staged at the AR Game and Fish training center in Mayflower on Hwy 89.
- Another AR Game and Fish Training facility in the area was destroyed.

ESF #10 – Oil and Hazardous Materials
- Contractors continued the hand removal of oil and contaminated soil and vegetation. Chipper was used to create a pathway along the stream. This will allow easier access and faster removal of oil and debris. Once space was made available – vacuum truck operations began.
- Supported primarily with the staging, reduction, and disposal of debris.

ESF #11 – Agriculture & Natural Resources
- Request for portable kennels and veterinarians to assist with loose cats/dogs and injured animals.

ESF #12 – Energy
- Entergy Arkansas had 16,298 customer outages, down from a peak of 35,722 at 8:15 PM on April 27. Approximately 11,000 customer outages are in the Mayflower/Vilonia areas due to tornado. The devastating damage from the path of tornado is represented by the View Outage map below. Entergy Arkansas and contract line/scouting crews from across the state will be moved into damaged areas this morning.
- Two helicopters began damage assessment at daybreak hours. The Mayflower EHV substation is completely destroyed – no bus or building standing. In addition, the following transmission lines are out:

ESF #13 – Public Safety and Security
- 21 + ASP Troopers are in the Vilonia area. ASP aircraft prepared to launch when and if needed.
- ASP Incident Command Post was at the Vilonia Fire Station
- Performing welfare checks in the City of Mayflower.

ESF #14 – Recovery
- Damage Assessments and Stafford Act Programs (Individual Assistance and Public Assistance)

ESF #15 – Public Affairs
- Continued to support the local and state agency PIOs
- JIC was not established
- Responded to all media inquiries

ARNG - DOMS Update
- ARNG mobilized and deployed to Faulkner County.
- Two (2) water buffalo missions have been requested (1) in Mayflower and (1) in Vilonia.
- Three (3) ambulances have been in route to Vilonia.
- Three (3) ambulances have been in route to Mayflower.
- 34 Personnel and 15 Vehicles for security.

Types of Resource Request (RFAs)

<table>
<thead>
<tr>
<th>2 ALS Ambulances</th>
<th>Ice</th>
<th>Portable Morgue</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 ton capable forklift &amp; driver</td>
<td>JOC Staff</td>
<td>Red Cross</td>
</tr>
<tr>
<td>8 Live traps (4 Dog, &amp; 4 Cat)</td>
<td>Large Tents</td>
<td>Roaming Security</td>
</tr>
<tr>
<td>Air Burner Curtains</td>
<td>Light Plants</td>
<td>Rolled Tarps</td>
</tr>
<tr>
<td>AWIN Radios</td>
<td>Meals for ASP Troopers</td>
<td>Security Assistance</td>
</tr>
<tr>
<td>Bottled Water</td>
<td>Medical Supplies</td>
<td>Sign Language Interpreter</td>
</tr>
<tr>
<td>Cadaver Dogs</td>
<td>Mobile Shower</td>
<td>Site on Wheels (SOW)/AWIN</td>
</tr>
<tr>
<td>Cell on Wheels (COW)</td>
<td>Pallet Jack &amp; Operator</td>
<td>Spiritual/Mental Health Support</td>
</tr>
<tr>
<td>Civil Air Patrol</td>
<td>PDA Teams</td>
<td>State Veterinarian</td>
</tr>
<tr>
<td>F&amp;A Admin. Support</td>
<td>Podium</td>
<td>Tarps</td>
</tr>
<tr>
<td>Flat tire repairs</td>
<td>Portable Toilets</td>
<td>Team Rubicon</td>
</tr>
<tr>
<td>Food &amp; Water for 250 Responders</td>
<td>Portable Kennels</td>
<td>Warehouse for donated goods</td>
</tr>
</tbody>
</table>

PLANNING AHEAD – GOOD OUTCOME AND LESSONS LEARNED

- Public Affairs
  - When is it appropriate to establish a JIC?
  - Having one voice
  - Joint messaging with all agencies and local governments.
  - SEDC was in the process of hiring a PIO (Short Staffed)
  - Had to use additional staff that had other duties.

- Entry into the scene
  - Credentialing (Utility, Insurance, Volunteers, and NWS?)
  - FEMA Contractors
  - NWS needs to complete surveys of damage

- Damage Assessments
  - When are the locals ready
  - Can’t impede the response and clean-up efforts
PLANNING AHEAD – GOOD OUTCOME AND LESSONS LEARNED

- Communications is always key
  - Quick response with a COW being brought in (almost immediately). Others COWs had to come from outside the state and took 16-18 hrs.
  - How is the SEOC gathering Situation Awareness when the Incident Command Posts have limited communications with the Local EOC. The SEOC had to rely on initial reports from the AR State Police and other state agencies in the field.
  - Supported three VIP visits:
    1. DHS Secretary Jeh Johnson (joined by former President Bill Clinton)
    2. FEMA Administrator Craig Fugate
    3. President Barack Obama

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- What are you going to do with all those volunteers? Lodging, Feeding, Etc.
  - Buses of volunteers (teenagers, faith-based, etc) wanting to volunteer.
  - Donations Management
    - Warehouse, staffing, responsibility, reimbursement, location, etc.
    - Who, What, When, Where, and How
  - SEOC was overwhelmed with emails & phone calls regarding services and donations.

- Management of Volunteers?
  - Are you staffed enough to handle?
  - How are you going to handle the in-kind cost share match?
  - Right of Entry, Liability, and Hold-Harmless Agreements (PPDR)
  - DOCUMENTATION – DOCUMENTATION – DOCUMENTATION!!!

- AR VOAD stepped up and responded in full force and had great partnership with FEMA R6 VALS. Conducted daily SitRep calls to determine needs. Long Term Recovery Committees were established early.

- Most of the ADEM Staff and several state employees lived in the impacted area.
  - Identified SEOC staffing were initially unavailable because of the impact area. Required to call in additional staff.
  - Damage was close to home and involved family, friends, and colleagues.
  - Several staff volunteered on their own time when not assigned to the SEOC or disaster field work.
  - Crisis Response Team (Emotional First Aid for your SEOC staff and/or First Responders).
  - Transitioning from SEOC Operations to Recovery Operations (Overwhelming).
  - Federal presence was tremendous. They leaned forward and had an IOF established within hours.
  - Declaration for IA was approximately 24 hours after the request.

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RECOVERY OPERATIONS (Joint Field Office)
ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT
ARKANSAS’ HOMELAND SECURITY & PREPAREDNESS AGENCY
RECOVERY
- Recovery staff began transition from SEOC duties to the Recovery Operations. This process began on Day 1 of the event. (Challenge)
- IOF was established at the SEOC training rooms. Command and General Staff Meetings were established to set the Operational Objectives, etc. This included the FEMA staff (FCO, Operations, etc.) and the State Staff (SCO, Recovery, & PIO).
- Recovery Manager began coordinating PDAs with on-site FEMA Staff and establishing locations of Disaster Recovery Centers.
- Key players and what kind of decisions need to be made.
- Established daily calls with the local governments.
- Participated with a daily coordination meeting with command staff.
- What is the true impact of the event.
- Priorities - Focus on survivors, infrastructure, and economy.

<table>
<thead>
<tr>
<th>County</th>
<th>Destroyed</th>
<th>Major Damage ($17,000 - and up)</th>
<th>Minor Damage ($16,999 - and below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faulkner</td>
<td>168</td>
<td>104</td>
<td>278</td>
</tr>
<tr>
<td>Pulaski</td>
<td>3</td>
<td>3</td>
<td>26</td>
</tr>
<tr>
<td>Randolph</td>
<td>3</td>
<td>3</td>
<td>26</td>
</tr>
<tr>
<td>White</td>
<td>9</td>
<td>6</td>
<td>50</td>
</tr>
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</table>

Individual Damages

<table>
<thead>
<tr>
<th>IA Snapshot COB: 08-17-2014</th>
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</thead>
<tbody>
<tr>
<td>Total Regs</td>
</tr>
<tr>
<td>BIF 55 Approved</td>
</tr>
<tr>
<td>HA 55 Approved</td>
</tr>
<tr>
<td>ONA 55 Approved</td>
</tr>
<tr>
<td>BIF 55 Disbursed</td>
</tr>
<tr>
<td>HA 55 Disbursed</td>
</tr>
<tr>
<td>ONA 55 Disbursed</td>
</tr>
<tr>
<td>Inspections Issued</td>
</tr>
<tr>
<td>Max Award</td>
</tr>
<tr>
<td>Max 5 Award Disbursed</td>
</tr>
<tr>
<td>Number of Funerals</td>
</tr>
<tr>
<td>Number of Reconsiderations</td>
</tr>
<tr>
<td>Approved Amount</td>
</tr>
</tbody>
</table>

Courtesy of Faulkner County (2014)

Arkansas’ Homeland Security & Preparedness Agency
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>APPROVED</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME LOANS</td>
<td>82</td>
<td>$6,215,300</td>
</tr>
<tr>
<td>BUSINESS LOANS</td>
<td>5</td>
<td>$251,300</td>
</tr>
<tr>
<td>TOTAL</td>
<td>87</td>
<td>$6,466,600</td>
</tr>
</tbody>
</table>

- Business Recovery Center opened
  May 11 in Conway.
- Mayflower Disaster Recovery
  Center transitioned to Disaster
  Loan Outreach Center on June 16;
  set to close June 26.

RECOVERY
- Outreach to survivors
- Disaster Recovery Centers – What is best types/locations in the impacted area and how
  soon can we get them on the road. (Challenge)
- Mobile, Fixed, MRC types
  - Challenges include limited locations, staffing, logistics, etc.
- Disaster Survivor Assistance Team
  - Challenges: Used as a modified team to staff DRCs. Impractical use for this event.
  - Goals: Move fast and get survivors registered.
  - Outreach: Getting to the applicants and answering any questions necessary
Three DSA teams have visited 1607 homes, had 1868 interactions with survivors, 549 registrations, 164 case inquiries, 29 case updates, 94 referrals to whole community partners, and visited 22 community organizations, plus 41 businesses.

- DSA has supported three Mobile Registration Intake Centers (MRICs) and one Multi-Agency Resource Center (MARC) in Faulkner from the opening days to shut down.
- DSA used IA PDA information for specific targeting of damaged homes and surveyed neighborhoods along the tornado path in Faulkner, Pulaski and White Counties, also the flooding area in Randolph County to deliver disaster assistance information and provide registration intakes, plus case updates/inquiries. Most of damaged area has been visited more than two times by DSA team members.

Another major challenge is DEBRIS... What is the first step? Need to stay ahead of the curve and speed.

- Debris Task Force – Get the correct people to the table?
- Bring in subject matter experts
- USACE (ESF 3) - Mission Assigned (100% FEMA)
- Contractors: Be aware of the contractors working in the area.
- Continued support to the local and state governments.
- Legal/Contracting assistance via FEMA Contract Specialist. They understand the rules/regulations, but are not Public Assistance experts.

Faulkner County was the sole applicant for all debris in the county.

- Mutual Aid
- Force account labor
- Local hires
- Rented equipment
- Contractors
- They used local monitors from the County Road Department.
- Contractor issues and disposal of debris at unapproved locations.
- Use of Air Curtain Burners
- Obtaining this equipment was difficult
- ADEQ approved the burning of C&D
- Debris removal was done within 6 months (PA Pilot Program)
- Cost share was 85%/80%/75%
ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RECOVERY

- Private Property Debris Removal (PPDR) was a big challenge
  - Program is not built for speed
  - Right of Entry
  - Hold-harmless agreements for Local, State, and FEMA
  - Condemnation process
  - Gathering the property owners insurance information
  - Commercial is not eligible

Association of Arkansas Counties initiative:
  - Partner is County Judge's Association, ADEM, and FEMA.
  - 5 ADEM Areas
  - 2 Debris Removal Contractors in each area.
  - 2 Monitor Contractors is each area.
  - RFQ/RFP
  - Award
  - 3 Year commitment
  - Can be used as qualified contractors towards a debris management plan.

Community Disaster Loan (CDL) Program

- A loan to local governments who have experienced a substantial loss in tax or other revenue due to a presidentially declared disaster which affects significantly and adversely the level and/or categories of essential municipal services provided prior to the disaster.
- Interest Rate: Rate for 5 year maturities as determined by the Secretary of the Treasury in effect on the date the Promissory Note is executed.
- Duration: 5 Year loan that may not normally exceed 10 years
- Use of Funds: Must be used to carry on existing local government functions of a municipal operation character or to expand such functions to meet disaster-related needs.
- Funds shall not be used to:
  - Finance capital improvement, repair or restore damaged public facilities, pay for non-Federal cost shares
ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RECOVERY
- Activation of the National Disaster Recovery Framework (NDRF)
- Recovery Support Functions (6)
  1. Community Planning and Capacity Building
  2. Housing
  3. Health
  4. Infrastructure
  5. Natural and Culture Services
  6. Economic

ARKANSAS HOMELAND SECURITY & PREPAREDNESS AGENCY

RECOVERY
National Disaster Recovery Framework (NDRF)
- Significant accomplishments
  - First time to implement in the State of Arkansas
  - AR Economic Development Commission led as the State Recovery Coordinator
  - Local governments led focus groups to develop a vision
  - Extension Economic analysis completed for each area.
  - $300K grant for funding a local disaster recovery manager and planning initiatives
  - U of A Design Studio completed a redevelopment design for the City of Vilonia.
  - White City Park day of service
- Opportunities
  - Continue to grow the Federal-State coordination and support recovery planning
  - Continue to improve communications and engage stakeholders
  - Further capacity building

ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

RECOVERY
- Mitigation
  - Arkansas Safe Room Program
  - Saves lives and in several cases, this was the only part of the property still intact.
  - Vilonia - Community Safe Room (2)
  - Mayflower - No Community Safe Room (Future Initiative through NDRF and/or Mitigation)
  - Major impact was the new Vilonia Intermediate School
    - Completely destroyed
    - Final phase of construction
    - Weeks away from transferring ownership to Vilonia School District.

ARKANSAS HOMELAND SECURITY & PREPAREDNESS AGENCY

Recovery
Final challenges and lessons learned
- 17 Federal Disaster since 2008. This was the 5th event since December 25, 2012
- FEMA staff vs. State staff was approximately a 35:1 ratio. FEMA staff was upwards of 240 people.
- New ADEM staff; Have not experienced this level of event.
- FEMA Staff: Not familiar with the assigned teams and unfamiliar with Arkansas.
  Learning curve on personalities, work ethics, etc.
- Re-locating state staff member with the local EM office.
- Assign a documentation specialist with the local EM office. Ensure full compliance with all documents and procedures.

ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

ARKANSAS HOMELAND SECURITY & PREPAREDNESS AGENCY
Recovery

Final challenges and lessons learned
- What are you going to do with all those volunteers? Lodging, Feeding, Etc.
- Buses of volunteers (teenagers, faith-based, etc) wanting to volunteer.
- Donation Management
  - Warehouse, staffing, responsibility, reimbursement, location, etc.
  - Who, What, When, Where, and How
- Management of Volunteers?
  - Are you staffed enough to handle?
  - How are you going to handle the in-kind cost share match?
  - Right of Entry, Liability, and Hold-Harmless Agreements (PPDR)
- DOCUMENTATION – DOCUMENTATION – DOCUMENTATION !!!

QUESTIONS?